

# Mental Health Carers' Forum

15<sup>th</sup> November 2018 – Oxleas House, Hatfield



<b>1</b>	<b>Welcome and Introductions</b>
	<p><b>Carers</b> TG, CH, MN, HA, SA, MB, RCha, RCon, PD, BL, SL, JR, DR, VW, MY, NY, CB, KM, DW, PS, AMS (22 carers)</p> <p><b>Apologies</b> JT</p> <p><b>Chair</b> Rod Cottrell (RC)</p> <p><b>Speakers</b> Farhanah Iqbal – Herts Nightlight MH Crisis Service Vicky McDonald – New Leaf Wellbeing College</p> <p><b>Carers in Herts</b> Sarah Williams – Forum leader Deryn Sparrow (<b>DS</b>) – Forum leader Charlotte James – CinH Carer Support Advisor Toby Purnell – CinH volunteer</p> <p>All carers and speakers were welcomed to the forum. Everyone present made brief introductions.</p>
<b>2</b>	<b>Minutes of Previous Forum</b>
	Minutes of the previous meeting were accepted as correct without further alteration.
<b>3</b>	<b>Feedback</b>
	<p><b>TG</b> attended the initial meeting of a working group look at HCC Contingency Planning</p> <p>Update from <b>DS</b>:</p> <ul style="list-style-type: none"> <li>University of Hertfordshire are starting a new pre-registration nursing degree from September 2019. As part of the review, they are inviting carers to a workshop on the 4<sup>th</sup> December between 11am and 1pm at the College Lane Campus in Hatfield. Travel expenses will be reimbursed; refreshments will be provided. If you would like to take part, contact Judith Kitch by 21<sup>st</sup> November on 01992 586969 or email <a href="mailto:judith.kitch@carersinherts.org.uk">judith.kitch@carersinherts.org.uk</a></li> <li>For those who would like to take part but cannot attend on the day, there is a questionnaire available – contact Judith for details</li> <li>Health Watch – MN Inpatient Discharge Research This project has now been scoped, signed off, and endorsed by HPFT. A meeting is planned for the end of November to discuss plans in more detail. The names of carers who have previously expressed an interest in this research will be put forward by CinH; contact CinH/<b>SW</b> if you haven't previously expressed an interest</li> <li>The HPFT Recovery Conference was found to be helpful and useful</li> <li>The recent information event about being sectioned under the Mental Health Act 1983 and what it means to you as a carer was successful. a few hard copies of the notes were available and a link to them will be in our next e-bulletin.</li> <li>The next Caring and Coping course will be in Bishops Stortford in January</li> </ul> <p>Update from <b>CH</b>:</p> <ul style="list-style-type: none"> <li>CH encountered issues at an appointment with the psychiatrist, in that her husband's Advanced Directive could not be accessed</li> <li>The MH worker assigned to the family has been withdrawn, due to funding cuts</li> </ul> <p>Update from <b>MN</b>:</p> <ul style="list-style-type: none"> <li>Filled in Assessment for Work form from DWP. Invited for an interview in</li> </ul>

	<p>Neasden! Requested the interview be held at home; GP supported this request with an email. In the end, the appointment was cancelled and told to go to the job centre</p> <ul style="list-style-type: none"> <li>• In order that letters are sent to the carer instead of the cared-for, the carer needs to be registered as a Deputy with the organisation sending the letters</li> <li>• When benefits are suddenly changed or even cut, this causes great anxiety</li> </ul>
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<b>4</b>	<b>Topics for Future Meetings</b>
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	<p><b>Questions agreed by the forum for January Forum:-</b></p> <p>We asked James Salmon – from Hertfordshire County Council Integrated Health &amp; Care Commissioning team the following questions.</p> <ol style="list-style-type: none"> <li>1. Carers are concerned about a lack of transparency and accountability in the system. Whilst this may manifest around a set of individual circumstances or outcomes, they believe that it is a structural problem. Please describe who is accountable in Hertfordshire for mental health service commissioning and provision.</li> <li>2. In what ways do the Integrated Health &amp; Care Commissioning team involve carers in their decision making process i.e. prior to setting budgets, agreeing plans, etc?</li> <li>3. What are the commissioners plans for budgeting for accommodation for services users who need long-term care?</li> <li>4. In what ways are the commissioners addressing the issues around HPFT's staff recruitment, staffing levels and improving continuity of care from the same professionals in mental health services?.</li> <li>5. Have the commissioners any plans to improve family support/ interventions /therapy?</li> <li>6. Please give an update on the Dual Diagnosis Review and the pilot of the Primary Care Mental Health service.</li> <li>7. Please give an update of what HPFT mental health services are working well.</li> </ol> <p><b>Topics Suggested for future meetings – Speakers to be arranged</b></p> <ul style="list-style-type: none"> <li>• The NHS 10-year Plan</li> <li>• How to help manage the cared-for's finances</li> <li>• Advanced Directives</li> <li>• Planning for the Future (ReThink Mental Health are researching this, and maybe a day event with a speaker)</li> <li>• Parity of Esteem</li> </ul>
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<b>5</b>	<b>Comfort Break</b>
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<b>6a</b>	<b>Farhanah Iqbal – Herts Nightlight MH Crisis Service Presentation</b>
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Farhanah Iqbal outlined the services provided by Nightlight.

Run by Mind Herts Network, it is an out-of-hours crisis service, available during evenings 7pm – 1am Friday, Saturday, Sunday and Monday. All the services provided by Nightlight operate every weekend, including on Bank Holidays. The services are available to all Hertfordshire residents full details available on there website <https://www.hertsmindnetwork.org/nightlight>

All care provided by Nightlight is purely therapeutic; there are no clinical professionals available.

The **Helpline** is open 7pm – 1am Friday, Saturday, Sunday and Monday  
The **Referral Line** is open the same hours as the Helpline.

The Helpline and Referral Line phone number: **01923 256391**.

A referral can be made by anyone, the person in need, their carer/friend or professionals e.g. Mental Health Workers, GP., Police However, it is not necessary for there to be a clinical diagnosis to access the care, or for the person to be in crisis.

There are three **Crisis Centres**:

Watford, Ware and Hemel Hempstead: open 7pm to 2am Friday, Saturday, Sunday and Monday

Hemel Hempstead have over night beds when needed, available to all Hertfordshire residents

(Unfortunately, the Stevenage Centre – run by Turning Point – has closed.)

Transport is available to and between the Centres, and back to the person's home.

The Centres provide emotional support; Mindfulness activities; a safe space away from danger just to be.

Carers can accompany the cared-for. However, the carer's needs can be enough reason to access this care.

Examples of using the service are:

- The cared-for is becoming unwell, and Nightlight can help to manage or de-escalate a situation;
- If a carer feels the need to remove themselves from a situation.

It is also possible for the carer to be helped at one Centre, whilst the cared-for receives help at another Centre.

Nightlight works with the MH Crisis Team (CATT); A&E departments; Kingfisher Court.

Nightlight are looking at ways to help with different languages and cultures, this may include considering employing an interpreter.

A link worker has been employed to promote the service. Information on the services should be in all GP surgeries. Feedback and comments on the services provided is welcomed.

**6b Vicky McDonald – New Leaf Wellbeing College Presentation**



The Hertfordshire  
Wellbeing College

## Presentation to Carers in Herts Mental Health Forum

15th November 2018

### College Overview

- Free short educational courses for adults in Hertfordshire
- Focus on taking control of your own wellbeing
- Teaching practical skills and theoretical knowledge
- Friendly, relaxed environment
- Learn from the experiences of others



There are currently no courses for the under-18s.

## College Principles

- Partnership and co-production
- Educational not therapeutic
- Strengths-based - person-centred
- For everyone - people with health challenges, their relatives / carers and staff
- Helps people identify and reach their own goals



### Hope

inspiring hope for the future despite life's challenges

### Opportunity

Hearing experiences of others to help you learn

### Control

Providing you with knowledge and skills to make the changes that are right for you



## Courses delivered

Bishop's Stortford  
Borehamwood  
Hatfield  
Hemel Hempstead  
Letchworth  
Stevenage  
St Albans  
Waltham Cross  
Ware  
Watford

From Jan 19  
WGC

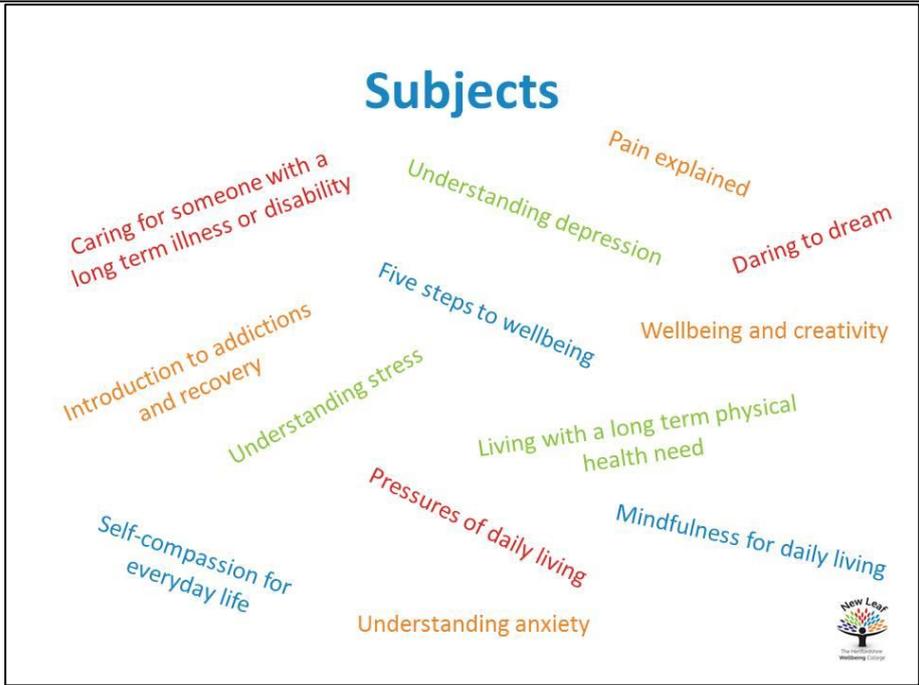


## Co-production

- Co-production makes sure people with lived experience are equal partners in the college
- Supports course development and delivery



The curriculum board includes various professionals, and meets once a term.



All courses are just a few hours in length, some may have more than one session run over a few weeks

### Learning plans

- Helps to identify individual goals
- Helps to think about the college can help with:
  - Courses
  - Peer pathway
- Review achievements after 3 months

**Individual Learning Plan**

S - specific, significant, stretching  
 M - measurable, meaningful, motivational  
 A - agreed upon, attainable, achievable, acceptable, action-oriented  
 R - realistic, relevant, reasonable, rewarding, results-oriented  
 T - time-based, time-bound, timely, tangible, trackable







<h2 style="color: #0070C0;">Enrolment</h2> <p style="text-align: center;"> <a href="http://www.newleafcollege.co.uk">www.newleafcollege.co.uk</a>  <a href="mailto:students@newleafcollege.co.uk">students@newleafcollege.co.uk</a>                      01442 864966                 </p> 
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<b>6c</b>	<b>Clarification/Questions/Comments on the New Leaf Wellbeing College Presentation</b>	
	<b>Question</b>	If a course is full, is it possible to be put on a waiting list?
	Answer	Yes. Any spaces that become free are filled first from the waiting list
	<b>Question</b>	Is it possible for carers to find out information about their cared-for's condition(s) by attending these courses?
	Answer	Yes
	<b>Question</b>	Is funding removed if there is continued low attendance for a course?
	Answer	Possibly.. This is assessed on a course-by-course basis
	<b>Question</b>	Are specific diagnoses covered in the courses?
	Answer	Not particularly
	<b>Question</b>	Are all courses at all the centres?
	Answer	Generally, yes.
	<b>Question</b>	Is the same tutor used for the same courses across the centres? (Some tutors are more suited to particularly material.)
	Answer	Not always. . Also, a peer tutor with lived experience supports the main tutor
	<b>Question</b>	Where can information on the courses be found?
	Answer	College website; Carers in Herts; Libraries; HPFT hubs. It is also possible to contact the College to be sent a copy
	<b>Question</b>	Does the HPFT SPA know about the College and the courses?
	Answer	Yes; they should point you in the right direction
	<b>Question</b>	Is it possible to run a courses on the current benefits available?

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	Answer	This suggestion will be taken to the curriculum board Feedback and suggestions for courses are welcome via email or the college website
<b>7 Any Other Business</b>		
	Deryn thanked for her 9 years' service. She was presented with a card and gifts.  Talking Newspapers and Magazines: Ken Moore, CinH Ambassador for Stevenage told us about this service. If anyone is interested in receiving these, please contact Age Concern Stevenage on 01438 314164. They are also looking for more volunteer readers.	
<b>8 Closing Information</b>		
	Carers and the speakers were thanked for attending and invited to stay for lunch.  <b>Next forum</b> The next <b>Mental Health Carers' Forum</b> is on <b>Tuesday 22nd January 2019 – 12.30 Lunch – Start 1pm – 3pm</b> at <b>Oxlease House, Travellers Lane, Hatfield, AL10 8TJ</b> . Please call <b>01992 586969</b> to book a place.	