

What's new in Mental Health Matters



Thoughtful Legacy Funds Enjoyable Seaside Outing

A long term connection with MHM leads to new social opportunities.

In recognition of the help that MHM has given one Service User, his brother Ian Arthur Lowe has kindly donated a sum of £5000, as a legacy in his will.

The legacy was solely to be used for the social wellbeing of Service Users at the Phoenix Centre in Wallsend, and it was warmly welcomed.

A group involving Service Users and staff, was established in order to decide how the legacy would be used.

Everyone was in favour of an overnight break, so in August this year a group of 9 Service Users had a mid week break in Scarborough, which proved to be a great chance to relax and enjoy some time away from the hustle and bustle of everyday life. Good weather added to the whole experience.

Feedback afterwards confirmed how enjoyable the experience was for all concerned. Ian's brother, Martin, added 'The break was very well appreciated and everyone had a good time. I would like to thank all of the staff of The Phoenix Centre, for organising it, and supporting us while we were away.'

“ **Another Service User Elsie added,**
The trip was marvellous. This was the first time I have ever had the confidence to stay away from home overnight on my own. I could not have done it without the support of the staff, thank you. ”

All involved are very grateful to Ian Arthur Lowe for this generous legacy and further social activities are planned.



From left Anita Dowson, Harry Richardson, Simon Luddington, Marina McCartney, Elsie Newman, Anthony Graham.

Compliments and Comments

We are sure that the information contained in this newsletter is only the tip of the iceberg and there are no doubt countless other positive work happening throughout the organisation. Please forward information regarding thank you letters and compliments, sent to you or your service, to **Jane Midcalf**

(jmidcalf@mentalhealthmatters.co.uk) or call on 01609 749108. We are keen to hear news on an ongoing basis and will endeavour to share news of all successes and ensure that as a whole we can recognise what a difference we are making together.

Mental Health Matters is one of the UK's most innovative organisations working with people with mental health needs. With our dedicated and experienced staff team, we work with partner organisations to deliver a comprehensive range of services centred on individual service user needs.

Mental Health Matters' ultimate aim is to strengthen the voice, rights and independence of service users, carers and family and friends.

Everybody's Mental Health Matters

Autumn 2009

IAPT Employment & Intervention

In This Issue:

- New Board Members welcomed to MHM
- Next Stop... Hammersmith & Fulham
- An overview of OATs training
- IAPT
- Focus on Newcastle Employment



Copyright Mike Kipling for Middlesbrough Tourism

If you would like this magazine in large text or audio format please call 0191 516 3500



Avalon House, St. Catherines Court, Sunderland Enterprise Park, Sunderland, Tyne & Wear SR5 3XJ
Tel: 0191 516 3500 Fax: 0191 549 7298 Email: info@mentalhealthmatters.co.uk www.mentalhealthmatters.com

Mental Health Matters - a company limited by guarantee, registered in England no. 1786914. Registered charity no. 514829.

Foreword from Ian Grant, Chief Executive

Ian Grant Chief Executive



Welcome to the Autumn edition of the Mental Health Matters newsletter which as usual is packed full of interesting news regarding recent achievements, ongoing projects/services and new starters.

This newsletter takes a particular focus on employment support and the effectiveness of the new programmes to Improve Access to Psychological Therapies (IAPT) that MHM is delivering.

Firstly on behalf of myself and the Board of Trustees I would like to extend our heartfelt and most sincere thanks to all staff for your continued dedication and hard work at such a busy

time. We'd also like to pay tribute to the extremely valuable support and direction from all our Service Users. Together we have already achieved so much and made a real difference to numerous people's lives, and together we can continue to do so.

Looking forward, I see many exciting opportunities ahead for MHM and I am confident that as usual we will rise to the challenges and provide innovative solutions. We should be extremely proud of our recent successes which have seen our organisation become a major player within the voluntary sector nationally.

In particular this can be seen within the following articles in this Newsletter;

- The tender MHM has recently won for a brand new Signposting and Referral Service in Hammersmith and Fulham on page 3
- The delivery of new Out of Area Treatments by designated experts on page 3, and a
- focus on MHM as the lead provider in the new IAPT service in the Tees, Esk and Wear Valley region on pages 4-5

Our profile as a leading national voice for those with mental health needs will be greatly assisted by the addition of three new Trustees who were welcomed to our Board in July. Nicholas, Mark and David bring with them a wealth of skills which will enhance our already experienced Board and help us to forge forward into the next chapter of our growth.

New Board Members for MHM

The recent appointments for the MHM Board of Trustees, bring a great deal of experience linked to their own diverse backgrounds.

Mark Oaten, Liberal Democrat Member of Parliament for Winchester & the Meon Valley.

Nicholas Robertson, current Vice President in Risk Management and Insurance at Royal Dutch Shell plc

David P Tredrea, present Founder and Director of The London Trauma Centre.

We are truly excited to welcome the new Trustees, with their commitment to the field of mental health, and feel certain that they will complement the current Board.

New at MHM

MHM are pleased to welcome Rachel Plant in the role of Implementation and Development Lead for the North West.

Rachel has a great deal of experience in Mental Health services, both in primary and secondary care, gained in her role as Commissioner for Liverpool Primary Care Trust, and will bring a wealth of knowledge to the organisation.

"Having supported Mental Health Matters for some time in implementing the Liverpool Psychological Therapies Service, when an employment opportunity arose, I was keen to apply. I'm very pleased to join a progressive, forward thinking organisation that wishes to increase its profile both across the North West and nationally. I look forward to meeting other members of staff, in all the different services along the way."

Next Stop... Hammersmith & Fulham!

Mental Health Matters has recently won the tender for a new Signposting and Referral Employment Service, which will cover the London Borough of Hammersmith and Fulham. Recruitment is underway for this exciting new service, which is likely to be up and running during November. The service will work very closely with the new IAPT (Improving Access to Psychological Therapies) service in the borough.

David Robinson, MHM's Deputy Director, Development, feels MHM's strength in this area of work will continue to develop, especially in the current economic climate.

"We are delighted to be working with Hammersmith & Fulham PCT and West London Mental Health Trust in setting up this new service. This is a great opportunity for us to make a real difference in the borough and we relish the challenge. Our growth in London continues and with the economic climate making it even more difficult for our service users, we hope to be able to support more people than ever before to access employment opportunities."

OATs Training

In July 2009, eighteen Mental Health Matters Senior and Service Managers were trained to become Out of Area Treatments (OATs) Independent Assessors. Training was provided by the OATs project team within the Mental Health Providers Forum (MHPF.) MHM staff are the first in the country to receive this innovative training, which will be accredited by the end of 2009.

The training was received with great enthusiasm by all attendees. **Joanne Barraclough**, Deputy Director Operations said "...all elements of the assessment process are extremely person centred, in particular the risk assessment tool. The ability and knowledge of the trainers, Annie Whelan of the MHPF and a member of the OATs project's Expert by Experience, was excellent and we all gained a great deal from the training."

OATs is fast becoming a priority for Mental Health Trust commissioners throughout England. In many cases individuals have been placed out of area, away from home communities and families and carers for long periods of time, often without regular assessment. These placements prohibit the delivery of person centred care, and in most instances pose far higher financial costs to commissioners than 'In Area' treatments.

"As a significant number of our staff are trained OATs Independent Assessors, MHM is in an excellent position to help commissioners to assess the needs of individuals in OATs placements and to support, where appropriate, their relocation back into their homes."

Kathy Roberts, MHM's Director of Strategy and Development, and OATs Project Board member.



Copyright from Transport for London



IAPT – Innovative Programme Delivers Results

Hammersmith Bridge



Royal Victoria Dock Bridge



Transporter Bridge



Psychological Therapies

Unemployment, family breakdown, bereavement, and social isolation are all challenges that we are likely to encounter at some point in our lives. How we handle the emotions that these, and other significant life challenges produce, will determine whether or not we go on to develop clinical levels of anxiety and depression.

For those of us who do develop anxiety and depression, the Government's new 'Improving Access to Psychological Therapies' programme (IAPT), offers the hope of open access, earlier diagnosis, successful treatment with cognitive behavioural therapy (CBT) and other evidence based therapies.

Mental Health Matters

MHM has been a provider of IAPT services since the inception of the two IAPT pilot programmes in Newham and Doncaster in 2006. Today MHM stands as the largest third sector IAPT provider of Psychological, and related employment, services, delivering to populations in excess of 3 million people.

MHM now operates services, increasingly through integrated joint ventures with other statutory and voluntary sector providers, in the North of England, Derbyshire, Yorkshire, Merseyside, London and the South East.

In the Inclusion Matters Liverpool IAPT delivery programme, operating in partnership with South Staffordshire and Shropshire NHS Foundation Trust, a number of people have already been helped to overcome anxiety, depression, and related alcohol problems.

As our IAPT services develop they will focus in on the needs of particular groups, specialising in the needs of, for example, families affected by suicide, the elderly, ex-offenders or people affected by cancer.

How IAPT benefits our wider society

On an individual level, it is possible to see how participation in the IAPT delivery programme can transform an individual's life. From a wider perspective, stress related illness is now the largest single reason given by people, unable to work through sickness, for their unemployment.

Employment programmes, linked to IAPT, demonstrate the value of working with people to improve their employment status; as well as working with them to improve their emotional wellbeing, and recover from anxiety and depression.

For every £1 the programme has spent on employment support it is estimated that it has saved £3 in benefits that were no longer required, as clients returned to work, or entered education and training for work.

Delivering IAPT services across Teesside

MHM plans to use the extensive experience the organisation has gained in implementing early IAPT programmes, in its latest Tees wide delivery programme. The organisation is now working as the prime contractor and lead in a local consortia which includes Tees, Esk and Wear Valley NHS Foundation Trust, Alliance as well as MIND in Middlesbrough and Hartlepool.

The consortia will also look to include more choice and a wider range of psychological therapies, as well as effective alternatives.

MHM believe that this integrated but diverse community based approach will give the people of Tees a first class primary care mental health service. This will help people overcome and increasingly prevent the debilitating effects of anxiety and depression, as well as its huge social and economic costs.

As the Tees IAPT programme demonstrates, the role of the Voluntary Sector is changing and MHM is committed to being at the core of this change, whilst maintaining our values and commitment to the people we support.

Looking Ahead

While IAPT programmes will always need to be safe and effective, manage risk and be well supervised by qualified staff; there is an increasing recognition that CBT and talking therapy interventions can be delivered by part qualified or even generic staff. This can take place either through educational classes or small groups, as well as delivered one to one, either face to face, on the telephone or via the internet.

Mental Health Matters is leading the way in mental health by working to make psychological support more accessible, and a routine part of everyday life. Because Everybody's Mental Health Matters.

“ We are absolutely thrilled with the way the service is progressing so far, and how it will make a positive difference to the people of Teesside.

The main goal is very much to build upon existing primary care provision, as well as enhancing the current offering across Teesside. Not only will the service improve accessibility and offer greater choice, but it will ultimately help those individuals who need it most. ”

Marie Burdess-Baker, Deputy Director, Implementation.

New Faces at Back In Touch, Wakefield

The Wakefield Back in Touch service supports people with mental health needs, who are of working age (over 18 years), to gain and retain employment.

LISA HARVEY Administration Assistant



Lisa Harvey joined the service as a 5 hour Administration Assistant in July 2009. This role was created specifically for an individual with a learning disability using job carving.

The process of job carving involves identifying tasks from an existing role that could be carried out by individuals with learning disabilities, and then creating a role from these tasks.

Lisa has settled in well to the team, and is really helping to increase the overall efficiency of the service.

MARK GATT Employment Retention Specialist



Mark Gatt has been at Back in Touch since June 2009, employed as an Employment Retention Specialist.

Working with a variety of employers, Mark supports individuals in the workplace with mental health needs in order to provide practicable solutions that are suitable for both employer and employee. Mark works directly with Service Users, either in relation to placements, securing employment or retaining the jobs they have, and has already had a number of successes.

SIMON BURTON Positive Opportunities Project Employment Coach

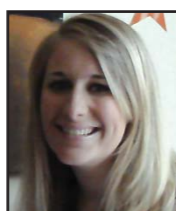


Simon Burton also joined Back in Touch in June 2009. As an Employment Coach Simon works with individuals with mental health needs as well as learning disabilities; and has already supported people

to identify a successful route back into sustainable employment.

This is achieved through a variety of ways such as information on available courses and activities, support in attending job interviews, as well as help with application forms and CV's.

Rachael Margrave Hidden Talents Service Employment Coach



Rachel Margrave joined Mental Health Matters recently as Autism Employment Coach for the newly created project Hidden Talents. Created to target a gap in service provision in Wakefield,

Rachel's role specifically focuses on assisting people with autism, Aspergers and other hidden disabilities to gain and retain employment whether this is through work placements, volunteering or through work trials. Rachel has already seen some fantastic outcomes.

Newcastle STEP Job Successes

Newcastle STEP Service works with people with mental health needs, to access appropriate skills development, training, work experience and in-work assistance from employers and training organisations. Since April this year, Newcastle STEP has been successful in supporting 7 people into paid employment, with many more expected as the year progresses.

Jobs that clients have secured have been very varied and have included; a Cleaner with MITIE based in the new Newcastle Library, a Bar Team Member in a city centre hostelry, a Shop Worker with Halfords, an Assistant in the plumbing department in B & Q, a Customer Services Adviser with the Halifax Building Society and a Classroom Assistant in a Newcastle school.

'With a good demand for the service we are confident of our ongoing success rate. We must remember however, to thank the hard work and efforts of those clients who are proving what can be achieved with the support of their Employment Coaches.'

Colin Branthwaite, Service Manager.

Newcastle Employment Plus (NEP)



From the 1st June, Newcastle STEP launched a new service following a successful bid to Newcastle Futures' Working Neighbourhood Fund. The new project, **Newcastle Employment Plus**, consists of two Employment Coaches and one Out of Hours Telephone and Online Support Worker and aims to support people with mild to moderate mental health needs into paid work.

The service will also help with access to work experience placements for those who need skills development or training on their journey towards paid work. In addition the service will be able to offer advice to employers, promote the 'Mindful Employer' charter as well as supporting employees with job retention.

Service Manager Colin Branthwaite commented "This service is about supporting local people to find work and importantly, keep it. This means working with partners and employers, giving our service users access to good quality information and advice."

In the Newcastle Employment Plus service, MHM is working very closely with partners, colleges, training providers and other employment support schemes, maximising resources available for the benefit of Service Users.

This activity is further supported by dedicated telephone helpline and online support, a unique feature that enables people to be supported further in their search for work. Access is available at times when most people with mild to moderate mental health needs require support – out of normal working hours.

For more information you can contact Colin Branthwaite or Derek Stafford on 0191 226 6800

Reassurance through Dark Times

MHM and 'If U Care Share' recently took part in the 'Walk in the Light' in Belfast to mark World Prevention of Suicide Day, on September 10th. The walk was organised by the West Belfast Suicide Awareness Group and started at Stormont Castle, ending in Belfast City Centre and over 200 people took part.

The walk was timed to coincide and support the publication of the report by the Northern Ireland Department of Health, Health Action Zone Implementation Group for the Prevention of Suicide and Self Harm. The agencies report evaluating its findings linked to work over the past three years around Suicide Prevention and Self Harm in Northern Ireland.

MHM and 'If U Care Share' are working with the West Belfast Suicide Awareness Group to learn from their experiences in the way they

raise the awareness of suicide prevention and also the support they give to families who have lost someone to suicide.

"This is extremely important work with a much valued community group. What MHM and 'If U Care Share' want to do is to raise awareness as well as provide similar support to families in England".

For more information on If U Care Share, please see their website at: www.ifucareshare.co.uk read more about the Belfast Action Zone report at: www.haz-nwbelfast.org.uk