

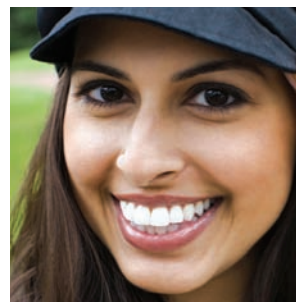
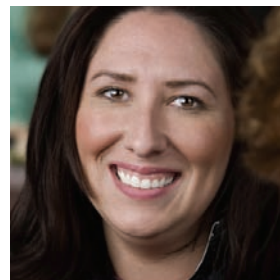
# Everybody's Mental Health Matters

Summer 2009



## In This Issue:

- An Overview of Personalisation
- New Ways to Involve and Engage our Membership
- A New Information Management System for MHM
- New Care Pathways within all our Services
- Further Investment in our Commitment to Quality Management



# Foreword: Improving the lives of people with mental health needs

At Mental Health Matters, we are currently working hard to prepare the organisation and provide support for service users as the Government's "Putting People First" strategy is implemented. This will bring about major change in how mental health services are funded and will give individuals choice and control over shaping their ongoing support. In this newsletter, you can find out more about the preparations we are making.

You can also read about how our central services are identifying and implementing ways in which to strengthen our commitment to our service users, members and staff through:

- the introduction of new ways to involve and engage our membership (see page 5)
- a new IT information management system implemented throughout the organisation (see page 4)
- research and development into early intervention and suicide prevention strategies and care pathways within all our services (see page 2)
- further investment in our commitment to quality management (see page 5).

Mental Health Matters is also continuing to lead the voluntary sector in the provision of psychological therapies for the treatment of depression and anxiety across. Improving Access to Psychological Therapy (IAPT) will positively impact on a significant number of people with unmet needs in our communities. Our next newsletter will provide more details of our involvement in this exciting initiative.

---

And finally, congratulations to all our service users and staff at the Phoenix Centre for their fantastic work, which led to them receiving an "Outstanding Award" for their focus on healthy living (see page 6)."

---

**Helen Mackay** Chief Operating Officer

## New approach for 'out-of-area' service users

A new project is being piloted to deliver more personalised care for service users who are being treated in residential or inpatient settings, away from their geographical areas of origin.

These service users face a number of problems including social and geographic isolation and poor monitoring of placements, leading to inadequate or inappropriate care and lack of rehabilitation.

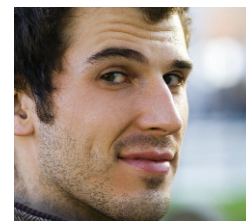
The Out of Area Treatments (OATS) pilot is being led by the Mental Health Providers Forum, which includes Mental Health Matters. It aims to develop and roll out an assessment and pathway model of care delivery, focused on service users' needs, which will allow them, if they wish, to return to their area of origin.

Mental Health Matters is training staff to become independent assessors, whose role will be to make recommendations on new personalised placements for individuals in their home areas.

Kathy Roberts, MHM Director of Strategy and Development, is part of the project management group leading the pilot.

Kathy says: "Out of area treatments have in many instances led to patchy monitoring of placements and the exclusion of individuals from the care management process. This pilot will have great benefits for individual service users, their carers and their families."

**The Strategic Development Team at MHM, headed by Kathy, is also working on the implementation of case management models, early intervention and suicide prevention strategies, and care pathways within all our services.**



## The importance of personalisation

Mental Health Matters (MHM) is working with its partners to deliver personalisation of mental health care services.

We first established a Personalisation Working Party in early 2008, shortly after the Government brought out a document called "Putting People First" setting out its vision for the future direction of social care.

**Personalisation is a key part of that vision, and means people having maximum choice and control, and the right information and services when they need them. It also means a shift in power from organisations to individuals.**

The working party meets monthly to share information and provide updates on local areas, and members attend forums and training events on personalisation.

Members of the working party recently met with the Personalisation Lead for Hartlepool City Council, which has now completely transformed from traditional social care provision to personalisation.

MHM has also been asked to be part of a pilot with Mental Health North East, looking at the experiences of voluntary sector mental health agencies and their stakeholders as they prepare to meet the challenges imposed by personalisation, personal budgets and increased direct payments.

There will be regular updates on the working party's progress in future editions of this newsletter.

### Glossary

#### **Personalisation**

A Government-led agenda to ensure that everyone who receives support, whether provided by statutory services or funded by themselves, will have choice and control over what form that support will take in all care settings.

#### **Self-directed support**

A system that offers people the opportunity to personalise and take control of their support. It recognises that the person being supported is best placed to understand their own needs and how to meet them. This system will be initially delivered through personal budgets (see below).

#### **Personal budgets**

Upfront allocation of social care money to design and purchase support from the public, private or voluntary sector. This is the approach MHM will be adopting in North Yorkshire from early in 2009.

# To affinIT and beyond!



As Mental Health Matters continues to expand service delivery throughout the UK, effective information management is vital in supporting that growth.

That is why we have created affinIT, MHM's own web-based IT system, designed to align all our services by capturing key information throughout the organisation.

Across all of our services, we gather and make use of a wide range of information about new developments, our existing services, our service users and our staff. By holding this information on a secure IT system, we will be able to improve the way in which we communicate, making information easier and quicker to access; and services more responsive to our service users and to those organisations that provide our funding.

The system was developed by our Operations, Development and Corporate Services departments, in conjunction with Intelate, a company which specialises in the design and implementation of IT solutions within the voluntary sector.

The first phase of affinIT has been built to capture information relating to three key areas: our service users' recovery journeys, our service targets and outcomes, and the management of development opportunities.

Sonia McGough, Deputy Director of Corporate Services, who has led the project, explains: "We believe affinIT will add great value to our

services for our service users, our current and prospective commissioners and our employees."

"We are grateful to a number of our services (including Helpline, Reflections, North Tyneside Housing, Back in Touch, Pathways and Hillingdon Employment) for their support in piloting the first phase. Thanks also must go to Gateshead Mental Health User Forum which has helped us to identify and begin to address and potential questions that our service users have, in relation to managing information securely."

---

**"Now, we are ready to roll out affinIT to all our services between May 2009 and March 2010."**

---

MHM has already been working on how to further develop affinIT. Over the next six to twelve months, we will be improving our Governance and Corporate Services functions, including our Quality Systems, Health and Safety, Membership, Marketing, Finance, Human Resources and Workforce Development.

**affinIT**  
SYSTEM

## Added focus on membership

Members of Mental Health Matters are being encouraged to get involved with and support the organisation in a variety of different ways.

From its origins in 1984, Mental Health Matters has been a membership-based organisation, and service users' views and needs have always been at the centre of its operational strategy. As the organisation has grown and developed, this has become even more important.



Paul Duncan, recently appointed Membership and Marketing Manager at Mental Health Matters, explains: "Being a service-user-led organisation is something that gives Mental Health

Matters both credibility and authenticity. However, it is essential that our provision for members continues to be relevant and responsive."

"Some people may want to support us and hear what is going on. Others may prefer to be more actively involved, giving valuable feedback to help shape the services that MHM provide, voting at the AGM or becoming a Trustee."

"We are keen to look at the various ways that people can find out more and possibly get involved, support our work, and engage with us. We want to take the opportunity to really listen to, and value, the views of our members."

Membership to Mental Health Matters means you will receive:

- regular MHM newsletters
- a copy of the Mental Health Matters Annual Report and Accounts
- voting rights at the Mental Health Matters AGM
- the right to stand for election onto Mental Health Matters Board of Trustees.

To support Mental Health Matters, find out more information, or give us your feedback, you can contact us at our Central Office on **0191 516 3500**, email [membership@mentalhealthmatters.co.uk](mailto:membership@mentalhealthmatters.co.uk), or you can write to us using the freepost envelope enclosed with this newsletter.

## Quality counts for MHM

Mental Health Matters has further strengthened its Corporate Services management team with the creation of two new Quality Manager posts.

Steve Collinson joined us in February 2009 and will play a key role in further developing and enhancing MHM's existing quality systems.

As MHM grows and develops, the ability to demonstrate a consistent level of quality throughout all our services is becoming increasingly important. One key way in which this can be achieved is through the implementation of the ISO 9001 Quality Management Standard – a project which Steve is managing.



The globally recognised ISO 9001 will help MHM meet customer requirements, improve customer satisfaction and give us the framework we need to continually monitor and improve performance. Certification to the ISO standard is gradually becoming a pre-requisite as we compete for new business – particularly in the growing 'Improving Access to Psychological Therapies' (IAPT) sector.

---

Sonia McGough, Deputy Director, Corporate Services said: "We regularly receive extremely positive feedback from those who use or work within our services but implementing ISO9001 gives MHM a perfect opportunity for that level of quality and best practice to be formally recognised."

---

In order to compliment the implementation of ISO9001, and in response to best practice guidelines issued by the Care Quality Commission, Mental Health Matters is recruiting a second Quality Manager. Their main focus will be to independently monitor the implementation of, and compliance with, the organisation's policies and procedures, and to manage feedback from service users, staff and other key stakeholders.

## A new destination for employment help in North Tyneside

Mental Health Matters has relaunched its employment service for people with mental health needs in North Tyneside.

Previously known as 'Brighter Futures' and based at the Phoenix Centre in Wallsend, the service is now called North Tyneside STEP and is based in North Shields.

The changes came about following consultation with commissioners and referral agents, who indicated that it should ideally operate independently from MHM's Community Support Services.

The new premises are more reflective of a modern day recruitment agency and are designed to give service users the same opportunities.



Based in Lower Rudyerd Street, North Shields, the offices are just a short walking distance from local transport links, making it ideal for people accessing the office for appointments. Service users can also use the on-site computers to search the internet for jobs, as well as writing CV's and job applications.

**Our highly trained professional staff can provide information, advice and guidance, as well supporting clients in work placements, voluntary work, training and education.**

When in work, service users will receive support through the transition from benefits to paid work, and subsequent support in work should they encounter any difficulties.

## Phoenix Centre lands healthy living award



**From left** Carole Davey, the Elected Mayor of North Tyneside John Harrison, and Madalon Ancona.

The Phoenix Centre Community Support Service in Wallsend has received an award for helping its service users develop a healthier lifestyle.

The Community Health Care Forum, in conjunction with North Tyneside Primary Care Trust and North Tyneside Council, gave the Phoenix Centre an "Outstanding" Award for its work.

The award was presented by John Harrison, the Elected Mayor of North Tyneside, to one of Mental Health Matters' service users, Carole Davey, who has been actively involved in the Healthy Lifestyle groups.

**Carole said: "It was wonderful and really boosted my self confidence to receive this award on behalf of Mental Health Matters."**

Some of the healthy lifestyle options on offer at the Phoenix Centre include Healthy Cooking on a Budget, Walk this Weigh (a short walk and a weight management class including nutrition advice) and Tai-Chi, as well as longer walks to places of interest for more experienced walkers.

The Centre also has an allotment where food is grown for use in healthy cooking sessions. The Centre was awarded £500 from the Elected Mayor's Wellbeing Fund, to improve the allotments, including improving the paths and raising one of the trenches to make them more accessible to those with impaired mobility or back problems.

## Elsie's story



"I was 29 when I first took ill. I wrote a letter for my husband and he took me to the doctor who said I was very ill. I was sent to Newcastle where I saw a psychiatrist who sent me away in an ambulance. My husband and children were crying as I drove off. This was 1972."

"I was sent to Collingwood Clinic in Gosforth where talking to the nurses was not allowed. I was given Vallium and Diazepam and ECT – Electric Shock Treatment – after which I couldn't stop crying. I had it six times. It was the same every time. My family were not informed about this. After three weeks, I was discharged but stayed as an outpatient to see different psychiatrists. I had no confidence in myself and couldn't hold down a job for very long."

"In 1983, I took ill again and told the doctor that I wasn't going home as my mind was in a terrible state. I was sent to Claremont House. I played table tennis and enjoyed the group therapy discussions as then I knew I wasn't alone with my problems."

"I stayed on my medication but times were hard at home where money was short. In 1989, I ended up in Collingwood Clinic again. This led to me going to Ashton House where I'd help out by setting dinner tables, washing

dishes and I'd even get £4 a week in pocket money. Sometimes I would go to Newcastle and look in shop windows with tears streaming down my face as I thought no-one cared. I thought people could see that I was mentally ill."

"I argued a lot with my husband and didn't realise that he was seriously ill himself with a rare disease called Cushing's Syndrome. In 1995, he was in hospital and so was I. After six months, I was discharged again and saw a Community Psychiatric Nurse, who was very good to me and introduced me to the Charlotte Street Centre (now called the Phoenix Centre) in Wallsend. He looked after me for ten years."

"The doctor told me I have schizoaffective disorder which came as a shock to me as my illness had made me think that there was nothing wrong with me."

"When my husband had a heart attack, I was sent to The Grange in Benton. I campaigned to have the mental health signs removed from the outside by giving a petition with 64 names to the head of the mental health trust. They agreed to do this."

"I then moved to the Phoenix Centre in Wallsend. The difference between years ago and now is amazing. There are computers, bingo, creative writing, outings, Tai Chi and other activities. I don't know where I would be without this service. The staff are very friendly and there to help."

"There is a massive difference between the way that patients are treated now and what I went through in the 1970s."

“

I have a lot of confidence now and I feel I have come a long way. I can't thank the mental health services enough for what they have done.”

# What's new in Mental Health Matters

## Lost in tranquility

An exhibition of artworks, including those created by service users at Mental Health Matters' Darlington Reflections Day Centre, were recently shown at the Darlington Art Centre.

Ten months in the making, the project enabled individuals to explore their own creativity and the artworks are a testament to their talent, hard work and imagination.

The works were created in art classes run by WEA teacher Jen Simms, who enabled her students to support each other, empower themselves and experiment with various media.

During the exhibition launch, many service users commented on their experience, including Edith who said: "I really relax when I'm painting – I love it. I've really surprised myself and it's great to see my work on display. Jen really gives you confidence."

**Pat also added: "It's great. I didn't think I was good enough to show work in an exhibition. Painting really helps you relax and forget about the things that are bothering you because you get so engrossed. I'm going to bring my family."**

The launch event was well attended by family and friends, and the exhibition was open to the public.



## Thank you

**I would like to give the Mental Health Matters team in North Shields a big thank you for their time and support in my time of need. Your team has done so much for me in the past six weeks, it's good to know that there is a service that you can relax with. Your staff are so kind and understanding when meeting people – it's really nice to see.**

**Christopher**, service user

## A poem: The Peppermill

There is no place like The Peppermill  
as it feels like home to all  
And every one  
who call and pay a visit daily  
There's plenty to do people to meet  
for a coffee and a talk and may be tell the  
odd joke or even every thursday's  
you can do a spot of creative writing at  
The Peppermill  
With greatest people who you meet there  
along with the members of staff  
who meet and greet you the friendliest  
of smiles as you open the door.  
At The Peppermill.

**Pete, Wakefield 2008**

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.

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](mailto:info@mentalhealthmatters.co.uk) [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

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