



# Rethink Carers Lancashire

**Newsletter**  
**January 2017**

c/o Rethink Mental Illness Station Grove Supported Housing, 28 Scarisbrick Street, Southport PR9 0TU  
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**New venue for our Lancashire-wide  
meetings –**

**Brindle Community Hall PR6 8NH**

**Very easy to find, only a few minutes from where  
M61 junction 9 meets M65 junction 3, excellent  
parking. Nearest train station Bamber Bridge.**

**Let us know if you need directions or a lift.**

**We can pay travel for anyone coming more than 20 miles**



**Next Meeting**      **Thursday February 16**      **10.15 – 3.15**

**We have arranged a hot-pot lunch\* for £4 per person (pay on the day, right money if possible. (We can help if this is too expensive for you).**

**\*hotpot, red cabbage and pickle, butter pie for vegetarians**

**For the morning, we have a visit from Mairead Gill-Mullarkey, who is the social care lead for the Central Lancs CMHT. Mairead is interested to hear of your experiences and can bring us up-to-date with developments in Lancashire Care NHS trust. We will also be able to discuss progress in other directions, and as usual support individual problems.**

**As requested at our last meeting, the afternoon will be an opportunity to explore in depth how we can use the Care Act to access the right care for our loved ones, with a focus on the needs assessment. This is the most essential component of care, and this meeting will develop your skills in constructing a relevant needs assessment for the person you care for.**

**(We appreciate this may not apply to everyone. Feel free to stay just for the morning / lunch, or if there's another topic you'd like information about, we'll try to arrange that as well for the afternoon)**

**Booking essential especially with lunch order BY END TUESDAY FEBRUARY 7**

**NB Group funds are now a bit on the low side, and we're now having to pay for hire of the hall, so we will be collecting voluntary donations towards the costs of each meeting. *Maximum* £1 for group members, £2 for other attendees.**



**Two new  
Rethink  
carer groups  
for  
Lancashire !**

The Fylde Coast Mental Health Family Support Group is now up and running, and a poster for this group is attached to this newsletter. The East Lancs carer group begins on Wednesday February 8 in Accrington, leaflet also attached. These groups provide an opportunity for a more local response to issues, for smaller group discussions and problem-solving, and for people who can't get to daytime meetings, so we're hoping they prove popular. If successful, we'll look to set up a similar group for central Lancashire, but of course the Lancashire-wide meetings will go on as before, usually every couple of months.

## **Care Quality Commission Quality report for Lancashire Care NHS Foundation Trust published January 11<sup>th</sup> 2017**

Inspectors from the CQC attended our group meeting last September and the report has just been published. The full report can be found at [http://www.cqc.org.uk/sites/default/files/new\\_reports/AAAF8865.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAAF8865.pdf) but the overall summary is given below. Of course we are pleased the rating has improved – we can discuss at our next meeting whether we feel it aligns with our own experiences.

Overall summary & rating **Good**  
Updated 11 January 2017

We rated the trust as 'good' overall because:

- eleven of the thirteen core services we inspected were rated as good overall
- staff treated patients with respect, care and compassion
- **staff communicated with patients in a way that was appropriate to patients' individual needs**
- patients told us that staff treated them well and were responsive to their needs
- patients had been involved in service development
- despite the staffing challenges the trust faced, there was evidence to demonstrate that services were committed to minimising the impact this had on patient care
- staff completed timely and comprehensive assessments for all patients including risk and physical health needs
- the board had strategic oversight of potential risks which could impact on their ability to deliver services and had actions in place to mitigate these
- the trust had a dedicated team to investigate serious incidents, all of whom had additional qualifications in root cause analysis.
- staff were knowledgeable about their responsibilities in relation to reporting safeguarding concerns including to external agencies
- most care plans were of good quality with evidence of patient involvement
- services were being delivered in line with national guidance and best practice
- the trust was compliant with the workforce race equality standard and was acting to understand and close the gap between treatment of white staff and those from Black and minority ethnic backgrounds
- staff built and maintained good working relationships with agencies and stakeholders external to the trust
- the trust had established systems in place to support the administration and governance of the Mental Health Act and Mental Capacity Act.
- **the trust's strategy had been developed with the population's specific health needs in mind**

- the trust had a dedicated equality and diversity lead to ensure the protected characteristics of the population were considered
- the trust had identified that some wards did not meet the needs of the patient groups and had plans in place to move these to more appropriate buildings
- arrangements for children and young people transitioning to adult mental health services had improved since our last inspection
- **the trust had a clear vision, supported by six values. The trust's strategy was embedded across the four clinical networks**
- **the trust's board and council of governors understood their responsibilities. There was a clear framework by which the trust was held accountable for its actions**
- **each clinical network had a clear, effective governance structure 'from board to ward'**
- the trust had a number of established methods to promote engagement and communication with staff.

However:

- in community health services for children and young people, not all safeguarding cases were being supervised and the trust safeguarding team was not routinely copied into referrals made **to children's social care**
- in the community child and adolescent mental health service, not all patients had an up to date and current risk assessment in their care record
- in the acute wards and psychiatric intensive care units, significantly less than 75% of staff were trained in life support
- the trust policy did not adequately deal with all the requirements of nursing patients in long term segregation in line with the Code of Practice
- staff were not always providing person centred care to patients on a community treatment order
- there were problems with the quality of care plans on Elmridge ward, in child and adolescent community mental health services and in community health services for adults
- compliance with supervision and appraisal was below 75% in some services
- the trust did not notify CQC of applications for Deprivation of Liberty Safeguards in more than 75% of cases between January 2015 and February 2016
- there was a high demand for mental health beds, which meant that some patients were either being placed out of area or requiring intensive support from community teams
- within the community health services for adults, staff did not do all that was reasonably practicable to mitigate the risks of patients developing pressure ulcers on their caseload.



**Make money for our group at no cost to you or your friends (except a bit of effort signing up to the scheme)** Rethink Carers Lancashire has just joined [easyfundraising.org.uk](http://www.easyfundraising.org.uk). In a nutshell, it's a really easy way for us to generate free donations whenever our supporters shop online. Here's how you can help:

1. Go to <http://www.easyfundraising.org.uk/causes/rethinkcarerslancs> and join for free
2. Get shopping at over 3,000 shops and sites – including Sainsbury's, John Lewis, Argos and Amazon
3. Feel great, because every time you shop, you'll collect a donation for Rethink Carers Lancashire

It doesn't cost a penny extra, when you shop the easyfundraising way the retailer pays a commission and this gets turned into a donation for us!

**Help out when you check out!**

**We'll bring some cards to the meeting, pass them on to your friends**

## Rethink's campaigning achievements in 2016

2016 has been an exciting year for campaigning with mental health rising up the public and political agenda. Whether you emailed your MP or signed our petition, **you have made a huge contribution** towards improving the lives of people severely affected by mental illness. Together, this year we have:

- Secured a commitment from Government to improve mental health services following the publication of the [Five Year Forward View for Mental Health](#)
- Written over **3,800 emails to MPs** about our [A Place to Call Home](#) Campaign on supported housing, reaching 95% of all English MPs
- Gathered over **3,200 signatures for our petition** calling on the Prime Minister to ensure full funding for safe and secure supported housing. You can still sign the petition [here](#)
- Campaigned for Clinical Commissioning Groups to involve people living with mental illness in the design and delivery of services. **Over 800 of you requested to meet with your CCG**
- Had an overwhelming **8,000 responses to our survey on the Mental Health Act** – have your say [here](#).

We hope you will continue to support Rethink Mental Illness in 2017. Watch this space for more on supported housing, the Government's Green Paper on disability and employment and next steps for the Meet Your CCG Campaign.

### Healthwatch Lancashire has launched a project to capture views from the public about access to mental health services and the issues they face.

The launch of the project is as a result of intelligence received from the recent Homelessness and Deprivation project (where 31% of people said their mental health was poor), with the aim of giving providers insight in to what the public know and feel about mental health and the services available to them.

The project will see staff and volunteers from Healthwatch Lancashire engaging with people in a variety of settings and speaking to a range of groups including young people, LGBT groups, learning disability groups, as well as revisiting some groups from the previous homelessness and deprivation project.

Healthwatch Lancashire will be asking a series of questions relating to views about mental health, what services are available, how to access them, online support benefits and what changes the public would like to see to current services.

The survey is available to view and complete online by visiting [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk).

The Rethink Advice and Information Service can be contacted by phone weekdays 9.30 am to 4 pm **0300 5000 927** Or email [advice@rethink.org](mailto:advice@rethink.org) (Alternatively, the Group Coordinator can make inquiries on your behalf; the response would also have

**JOIN RETHINK MENTAL ILLNESS** Membership of our local Lancashire group is free, but we'd like everyone to join the national organisation, as this gives Rethink more weight for its campaigning as well as access to your opinions and knowledge. In return you get the quarterly information-packed magazine, access to a special bit of the website, and free conferences (including in November our National Members Day which this year WAS in Birmingham). Look at the website or phone 0121 522 7007

There is now a cheaper membership for people who can do everything online – fewer perks but the same information. If you're already a member, you'll be informed about the alternative at renewal time.

**ONE COMMENT WE HEAR FREQUENTLY NOW IS THAT RETHINK IS THE BEST SOURCE OF MENTAL ILLNESS INFORMATION AND SUPPORT AVAILABLE TO CARERS IN LANCASHIRE.**

One way to show your appreciation of this is to join the national organisation.



**Jonny Benjamin awarded**

**M B E**

In January 2014 Jonny teamed up with Rethink Mental Illness to launch the [#FindMike campaign](#), a nationwide search to find the Good Samaritan who talked him out of taking his own life six years before. The #Find Mike campaign became a social media sensation, eventually reaching over 300 million people worldwide. His campaigning work to address the increase in male suicide in the UK has made Jonny one of the most respected and recognised campaigners in the UK.

