

# Trust News

Issue no.12

Tuesday 21 February 2012

## Improving our services

**This newsletter is to update you, and anyone who has an interest in mental health in Manchester, on all the work we're doing to improve care in the city.**

**Our strategy** for our health and social care services (known as our 3D strategy) is the overall plan to look at the way we **Design, Develop and Deliver** our services. It is our plan to **improve every aspect of mental health care in Manchester and become one of the best providers of mental health and wellbeing services in the country.** We are looking at how we can work better and improve the patient experience in our community, inpatient and acute services so that the

quality we provide is the best that it can be.

This work is being delivered through a number of projects including the **Inpatient Pathway Redesign (IPR) project** and **Community Services Review (CSR)** – an update on these is given in this edition of Trust News.

For more information click [here](#) or go to [www.mhsc.nhs.uk](http://www.mhsc.nhs.uk) and search for '3D'.

**You can also contact Maeve Boyle on 0161 882 1384 or e-mail [maeve.boyle@mhsc.nhs.uk](mailto:maeve.boyle@mhsc.nhs.uk)**

## Inpatient services

**Our Inpatient Pathway Redesign (IPR) project** will improve our inpatient services by relocating services from Edale House at the Central Manchester Hospital site to Park House at North Manchester General Hospital.

The key benefits of this project are:

- A **greater concentration of medical, nursing and therapeutic expertise** at our inpatient sites and therefore an improved ability to share best practice
- Creation of **single sex accommodation which is culturally sensitive and appropriate**
- **Improved access to garden areas and open spaces** at Park House
- Availability of a **Psychiatric Intensive Care Unit (PICU) on both inpatient sites (North and South).**

It will also help us to save £1.7 million a year in costs

relating to estates.

Please turn over for more detail on the work that is underway.



**For more information please contact Maeve Boyle on 0161 882 1384 or e-mail [maeve.boyle@mhsc.nhs.uk](mailto:maeve.boyle@mhsc.nhs.uk)**

Together we are better

## IPR updates

### Estates and construction sub-group

The estates and construction work is ongoing and this has resulted in a number of staff moves internally at Park House (where staff have kept their current contact telephone numbers). Some staff and services have also relocated to Hexagon Towers which is a short distance from Park House. Please see below for notable moves:

- The North Manchester Crisis Resolution and Home Treatment (CRHT) Team have moved to the Sir Sidney Hamburger Unit on the Park House site
- The Patient Advice and Liaison Service are now based at the Therapy Centre at Park House, although they will move to Hexagon Towers at the end of February.
- Occupational Therapists have moved to the Chapel Corridor at Park House

The Trust's Medical Education Department has now been moved to new premises in a refurbished part of what was previously the Mainway building. The building now includes educational and training facilities as well as a lecture theatre.

The main use of the former Mainway building will be as a modernised activity space for our service users which will be run by our Recovery Pathway Service. Work has now started on this and will take a number of months to complete. In the meantime activities that used to be based at Mainway are provided either at Harpurhey Wellbeing Centre or in the community. When it is complete the Recovery Pathway Service will work closely with inpatient services to provide a wide range of activities to enable people on our wards to learn new skills and engage with their communities.

### Workforce and learning and development sub-group

The IPR workforce sub-group has been looking at

how we use 'e-rostering' on the wards.

E-rostering is simply an electronic way of managing when staff members are needed to work the different shifts on the inpatient wards. The priorities for this sub-group are to make sure that shift patterns are the same for all our ward staff

across the city so that all inpatients receive the right care at the right times from the right people.

The group is working to analyse current working practices on wards as well as looking at ways to make sure our staff are supported to work as efficiently as possible.

Changing the way that doctors work in Adult Community Mental Health services to so that they become dedicated inpatient and community consultants is progressing well .

### Service user and carer transport sub-group

**The group last met on 6 February and it was decided that another visitor questionnaire should be undertaken to make sure that we make the right decisions about transport.**

It was also agreed that more engagement and communication with service users is necessary and the service users and carers who attend the meetings will support this.

**For more information on the IPR Transport Work contact Lynn Campbell on 0161 277 1237 or e-mail [lynn.campbell@mhsc.nhs.uk](mailto:lynn.campbell@mhsc.nhs.uk).**



## Transforming lives

**The Acacia Unit is an all-male 20 bed rehabilitation unit that was set up as part of the IPR work. Here, staff on the unit tell the story of service user David.\***

David was admitted to inpatient services in December 2010 and remained on Willow Ward when it was changed to become the Acacia Unit in August 2011. He had a diagnosis of Schizophrenia and a history of aggression and upon his admission he was lacking insight into his condition. He was also lacking in concentration and confidence. David was acutely unwell for long periods and his symptoms were affecting all aspects of his day-to-day life.

Fast forward to David's most recent assessment by a colleague from another service and the improvement is obvious. This colleague said that David was now 'the best I have ever seen him.'

David attends a number of groups on the unit including the Recovery and Dual Diagnosis sessions and now shows insight into his condition.

He has also become more involved in the work of the Trust and recently sat on an interview panel. The ward manager suggested that David might want to take part in the interview and he agreed immediately. David asked a number of questions of the interviewee to contribute to the process and thoroughly enjoyed the experience.

He has also now been assessed as being suitable for discharge and the plan is to 'step down' his care to a community rehabilitation scheme. David will also shortly be starting periods of leave from the unit.

***\*Name has been changed for reasons of confidentiality.***

## Schizophrenia Commission visit to Trust art and wellbeing service



**We were delighted that the Schizophrenia Commission decided to tour our Start arts and wellbeing service as part of their recent visit to Manchester.**

The Commission was set up by mental health charity Rethink to look into the care and support that people with Schizophrenia and their carers receive.

Wendy Teall, Start service manager (pictured far left) and Jessica Williams, FT Project Director (pictured far right) with members of the Schizophrenia Commission.

They visited Start on 20 February as they wanted to tour an innovative service that supports people with the illness. The membership of the Commission includes Dr Claire Gerade, President of the Royal College of GPs, Jeremy Laurance, Health Editor of the Independent and Sir Robin Murray, Professor of Psychiatric Research at Kings College in London.

We will give a further update on the visit in the next edition of Trust News, which is out on Tuesday 6 March.

To find out more about the Schizophrenia Commission click [here](#) or type 'Schizophrenia Commission' into a search engine.

## Adult Mental Health Community Services Review

**Work on improving our Adult Mental Health Community Services continues following Trust Board approval of the proposals in January 2012.**

A number of pieces of work are underway as part of this project including looking at how we can ensure easier access to the services we offer (through a gateway function) and how our new community matron role will work to ensure consistent high-quality services.

All service users who are currently supported by one of our community mental health teams and/or assertive outreach services will be shortly receiving a leaflet in the post which will update them on the progress of the review so far and what this means for them. If you are a service user and you have not received the leaflet by 1 March 2012 then please contact us on 0161 882 1124 or e-mail [communications.admin@mhsc.nhs.uk](mailto:communications.admin@mhsc.nhs.uk).

**Key benefits of the Community Services Review (CSR) project are:**

- Improving the experiences of our service users by making it easier to access the Trust services they need, wherever they live in the city, and making it easier for them to move back to the care of their General Practitioner (GP) when their mental health has improved
- Improving our relationships and developing closer working links with our GP colleagues
- Having the right level of community mental health services to match the need in a particular area.

**For more information click [here](#) or go to [www.mhsc.nhs.uk](http://www.mhsc.nhs.uk) and search for 'CSR'.**

**You can also contact Mike Sinnott on 0161 291 6924 or e-mail [mike.sinnott@mhsc.nhs.uk](mailto:mike.sinnott@mhsc.nhs.uk).**

## Managing access to wards and promoting the safety of our service users

**The Trust recently put in place a policy to better manage access to all our inpatient wards and ensure the safety of our service users.**

Following concerns raised by a small number of service users and carers in North Manchester a meeting was held on 15 February 2012 to listen to the concerns that were being put forward and to provide further information and assurances around the benefits associated with the policy of managing entry and exits to the inpatient wards.

The meeting was attended by Trust staff including the Head of Nursing, the Associate Director - Service User

and Carer Engagement and ward staff as well as a service user who is a current inpatient and who bravely spoke about how he felt much safer whilst being an inpatient on the ward and how the nursing staff were able to spend more time with him.

Trust representatives accepted that there was a need to provide further information and made a commitment to providing feedback and assurances on some of the benefits for service users following the introduction of the policy.

Service users and carers put forward some helpful suggestions around providing better information on ward activities and improving access to external areas such as the gardens.

The Matron for Park House will meet with a small group of service users and carers to provide further information and assurances.

## Foundation Trust Governor elections

Today (Tuesday 21 February) is the closing date for people to put themselves forward for election to our Council of Governors. A full list of candidates will be published on our website tomorrow and candidates will then have until 24 February to withdraw.

The elections proper will begin on Monday 12 March with voting packs being sent out to all our members. These packs will include information on the candidates as well as a voting form which needs to be returned to the Trust by 30 March, which is the closing date for election. The results of the election will be made public on the Trust's website on Monday 2 April.

In other news, the Foundation Trust regulator Monitor have now confirmed that they will begin their visit to the Trust in March. They will be sending a small team to look into our finances and the care that we provide to make sure that we are ready for the change in status. The visit is a great opportunity for us to demonstrate the progress we have made in all areas over the past few years and we are confident that we will bear up to the closest scrutiny.



For more information on our Governor elections click [here](#) or go to [www.mhsc.nhs.uk](http://www.mhsc.nhs.uk) and search for 'Governor'.

**You can also contact Laura Knobbs on 0161 882 1077 or e-mail [laura.knobbs@mhsc.nhs.uk](mailto:laura.knobbs@mhsc.nhs.uk).**

## Employee of the Month January 2012



**Debbie Robinson, Interim Team Manager for Community Mental Health Team (CMHT) North West, was delighted when she was named Employee of the Month for January.**

Debbie's nominator said: "Debbie was appointed into an interim team manager position in July of last year. Since that time she has demonstrated outstanding leadership and has excelled in ensuring her team is among the top performing CMHTs in the city -- she has a high work ethic and leads by example. I'm sure that she has a bright future as a manager."

Debbie was presented with her award by Director of Nursing and Therapies Adrian Childs on 2 February.

## Eating Disorders Awareness Week



This week is Eating Disorders Awareness Week and as the Trust runs a specialist Eating Disorders Service we have been using the opportunity to let people know how to spot the signs and seek treatment.

Leading UK eating disorders charity BEAT say that eating disorders affect around 1.6 million people in the UK, while mental health charity Mind suggest that one woman in twenty will have eating habits that cause concern.

The causes of eating disorders can include depression, low self-esteem social pressure and family difficulties although this list is by no means exhaustive.

The treatment offered depends on the type of eating disorder and takes into account the person's age and other factors. For most patients treatment would begin with their GP, who would make a referral to a specialist or specialist service such as the one run by the Trust.

For more information about Eating Disorders and the services we provide click here or go to our website and search 'Eating Disorders'.

## Quality, Innovation, Productivity and Prevention (QIPP)

**QIPP is a national project which means making sure we work efficiently and make the most of the resources we have.**

Work continues on achieving and developing our plans and we remain ahead of target in achieving a financial surplus for the year despite some slippage in plans. We have achieved this by paying extremely close attention to our finances in all areas of the Trust, increasing vacancies ahead of planned clinical redesigns, and ensuring that value money is achieved in other areas of procurement and expenditure.



for

**If you are a member of staff and want to make a suggestion on how to improve the use of resources then please contact Andrew Harrison on 0161 882 1067 or e-mail [andrew.harrison@mhsc.nhs.uk](mailto:andrew.harrison@mhsc.nhs.uk).**

Trust News is issued fortnightly to Trust staff, service users, carers, mental health and other health and community groups in Manchester as well as GPs, MPs, councillors and the media.

If you want to find out more about anything included in this newsletter then please contact the Trust's Communications Team.

We also welcome any feedback or suggestions on the format or content of Trust News: phone: 0161 882 1093 or E-mail: [communications.admin@mhsc.nhs.uk](mailto:communications.admin@mhsc.nhs.uk).

**NEXT ISSUE: Tuesday 6 March 2012.**

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