

## Family & Friends Newsletter

### Q2 19-20: July – September 2019

#### WELCOME to the Q2 19-20 Family & Friends Newsletter for the Forensic and Specialist Care Group

If you'd like anything included in the next newsletter please don't hesitate to contact us by 30<sup>th</sup> September 2019.

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We were informed on 3<sup>rd</sup> May 2019 that we had successfully achieved Stage 2 of the Triangle of Care, which is fantastic news. This is the highest accolade a mental health trust can currently achieve in demonstrating a commitment to improving the culture of the organisation to one that is intrinsically carer inclusive and supportive.

Trusts receive the first star for completing stage one (self-assessing all inpatient and crisis teams) and then committing to improve. KMPT achieved this two years ago. The second star is for completing self-assessments for all community services (all mental health, learning disability, older people and dementia and substance misuse services).

### Triangle of Care (ToC)



#### Second Gold Star

KMPT staff / carers helped undertake a peer review of the Sussex NHS Trust ToC submission last year. To return the favour, KMPT received a Triangle of Care Peer Review on 16<sup>th</sup> April 2019, undertaken by:

- Head of Patient Experience and Patient Safety, Oxleas NHS Foundation Trust
- Carer Leader, Sussex Partnership Trust
- Interim Project Manager for Triangle of Care

### South East and London Regional Triangle of Care Meeting

Every few months there is a 'South East and London Regional Triangle of Care Meeting'. This provides an opportunity for local Trusts / organisations / carers to meet informally and discuss where they are with ToC, receive support and advice. KMPT hosted the April meeting on 12<sup>th</sup> at the Dartford Activity Hall. There were 20 attendees from a range of neighbouring NHS Trusts, Carer Organisations, Volunteers and Carers.

The most recent meeting was hosted by South West London and St George's Mental Health NHS Trust in Tooting on 8<sup>th</sup> July 2019. Two members of KMPT staff attended, with one Carer. We understand from this meeting that the Royal College of Nursing (RCN) will officially take over the hosting of ToC from October 2019.



*Brilliant care through brilliant people*

Visit us at [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

# Business Unit Update - Specialist Services

## Carers Week

To mark Carers Week, and to celebrate its first birthday since opening in the summer of 2018, the Rosewood Mother and Baby Unit (MBU) held a Teddy Bears picnic on Saturday 22<sup>nd</sup> June. They invited all of the mums who had spent time on Rosewood MBU in the last year to come and join in the celebrations. It was a huge success with twelve mums attending with their babies, older siblings and partners. They embraced each other on arrival like long lost friends which was so heart warming for the staff who had contributed to their recovery. A gazebo donated by the Friends of Mental Health (West Kent and Medway) was festooned with balloons and banners and under which was a delicious picnic, enjoyed by all. Many Staff came in on their day off to be a part of the celebrations. As mums left they received a small bunch of flowers and each child received a #KMPTProud teddy bear.



## Support Groups

Every few months the Community Brain Injury Team (CBIT) host a support Group for current and ex patients, their families and carers. The groups have been set up to provide a safe space for patients to speak about their recovery, for they and their families to receive support from each other and network with others who have been through a similar experience. The most recent one was held on 16<sup>th</sup> May 2019 at Dobbie's Nursery, Gillingham, which was very well attended. The groups are led by Hilary Whibley, Senior Occupational Therapist and CBIT Team Leader.

Helen Crook, Quality and Governance Assistant also attended on this occasion, to ask the patients and their families if they had positive feedback about the service, and any ways they feel the service may be able to improve. Overwhelmingly, patients and family members provided incredibly positive accounts of their experience with the service: how helpful the clinicians had been, how responsive and friendly they were and how they felt assured that someone was there for them and their family members at their most difficult time. Everyone who put comments forward gave accounts of how every member of the service had been open and honest, always friendly and welcoming and that without them, they didn't think they'd have been able to recover as well as they had. Some highlighted comments as follows:

- "I am in a different place to what I was two years ago, because of them (the CBIT)."
- "(clinician): I could not ask for better. She fought for me and I appreciate it so much."
- "The team were there for me from the start. I can't fault them. The SLT was great. They all took their time with me."
- "They are always there for me, always smiling."
- "Fantastic service."
- "This service is marvellous – life saving!"
- "It's just so good to know there are really people out there who can help."

In terms of the group itself, the patients spoke with Helen about how they'd been able to utilise this and its value to them:

- "I can get support and network with people."
- "People who don't have a speaking problem can help others that do."
- "It's a great idea."
- "It improves communication."
- "I meet other people who have gone through similar things to me."

## Business Unit Update – Forensic Services



### Celebrating & recognising carers

To mark Carers Awareness Week (10-16<sup>th</sup> June), the Forensic Care Group held two afternoon teas, one at the Tarentfort Centre in Dartford and one at the Lakeside Lounge in Maidstone.

All carers with relatives within the secure services were invited to attend the events. This was an opportunity for family & friends to come together to enjoy a chat with other carers going through a similar journey & to hear from patients going through different stages of their recovery pathway.

This event is part of a number of initiatives being undertaken by the Care Group to recognise the importance of carers & support their involvement in secure services. This was acknowledged by a carer at one of the events & said that they were impressed with the efforts by the Trust to engage with carers.

## Meeting / forum dates for your diary:

### Forensic Services

#### Forensic family and friends meet up

Please join us for regular catch-ups with tea and cake at The Lakeside Lounge, Trevor Gibbens Unit, Hermitage Lane, Maidstone ME16 9PL on the following dates:

- 26 July, 2-4pm
- 30 September, 2-4pm
- 6 December, 3-5pm

Claire Cloude, Service Manager and Karen Tweedie, Family Engagement and Liaison Lead, will be there to welcome you.

For more information, please contact Karen Tweedie on 01622 723100 or email [kmpt.tgucarersupport@nhs.net](mailto:kmpt.tgucarersupport@nhs.net)

### Carers' Forum

Have a say in how our service is delivered.

For carers, relatives and partners of individuals within the Allington Centre, Brookfield Centre, Tarentfort Centre and Trevor Gibbens Unit.

All are welcome to attend on the following dates during 2019:

- Wednesday 25 September from 6-8pm
- Thursday 19 December from 6-8pm

Broadview meeting room, Archery House, Bow Arrow Lane, Dartford, Kent DA2 6PB

If you would like to attend or for further information contact Karen Tweedie, Family Engagement and Liaison Lead on 01322 622222 ext. 3606/01622 723100 or email [kmpt.tgucarersupport@nhs.net](mailto:kmpt.tgucarersupport@nhs.net) or [karen.tweedie@nhs.net](mailto:karen.tweedie@nhs.net)

## Specialist Services

The Peer Support Workers at the Rosewood Mother and Baby Unit continue to run a 'Parent And Partners Advice and Support Group' (PAPAS Group) on Saturday mornings. The aim of the group is to provide dads, partners and close family members of their mums with a listening ear, understanding and positive support.

The Mother and Infant Mental Health Service (MIMHS) have also set up a series of support groups, entitled: 'Parents and Partners Advice and Support Community Group.' The purpose of these groups is to support the parents and partners of women open to the MIMHS service: to provide a listening ear, understanding, support, signposting, information on perinatal mental health and the care of the baby, and also to provide a space to meet and talk with others in similar situations. Monthly groups will be held on Saturday mornings or evenings in the following locations:

Thanet: 1st week of the month / Canterbury: 2nd week of the month / Ashford: 3rd week of the month / Dover or Folkestone: 4th week of the month.

## Dates of KMPT forthcoming Forums and Meetings

### Carers Consultative Committees:

**East Kent** (This group covers Ashford, Canterbury Margate, Broadstairs, Ramsgate, Dover and Folkestone):

Tuesday 20<sup>th</sup> August 2019, 11am - 1pm, Large boardroom, Eastern and Coastal Area Offices, Littlebourne Road, Canterbury CT1 1AZ

**West Kent** (This covers, Medway, Dartford, Sevenoaks, Tunbridge Wells, Tonbridge & Maidstone):

Tuesday 6<sup>th</sup> August 2019, 6.45pm – 8.45pm, Rooms 300 and 301, Priority House, Hermitage Lane, Maidstone, ME16 9PH.

To book a place contact Kamila Lobuzinska on 01227 812042 or email [kmpt.patient.experience@nhs.net](mailto:kmpt.patient.experience@nhs.net)

### Forums:

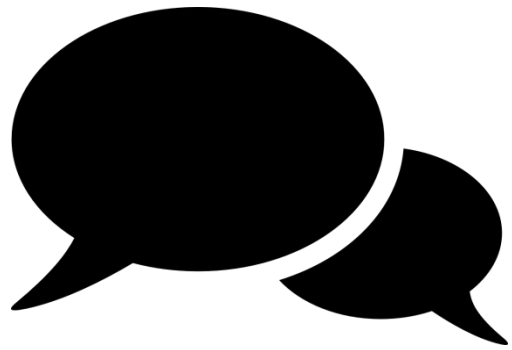
#### **Focused on Service Improvement Together (FOSIT):**

8<sup>th</sup> August 2019, 11am - 12.30pm  
Lakeside Lounge, Maidstone

12<sup>th</sup> September 2019, 11am – 12.30pm,  
Lakeside Lounge, Maidstone

*If you would like a say in how we manage our services, please come along. Beverages will be supplied.*

## The Voice of a Carer



***“Good to hear both patient & family’s personal journey”***

***“Good to share similar experiences”***

***“It has been a good opportunity to meet with other carers in a similar situation. I thought I was on my own. It’s nice to know that there is support out there from other carers & KMPT staff”***

*Please let us know of any comments that you would like to share with other carers.*