

THE COLLABORATIVE

Patient & Carer News

April – June 2019

Welcome to the very first edition of the New Care Model Newsletter for patients and carers, 'The Collaborative'.

What is a New Care Model?

- Your New Care Model (NCM) operates across Kent, Surrey & Sussex Secure Services
- It was implemented in July 2018
- It involves NHS Trusts and private providers – including hospitals such as Cygnat Maidstone, Farmfield and St Magnus.
- We aim to improve services in your area to provide the best possible care and treatment
- We monitor the quality of care and support units where improvements are required



Andrew's Reading List

This is my first newsletter so I have chosen to begin with two recent publications. Not only are the books a useful read they have much that I can identify with, and I look to these publications because they have relevance to my experience.

1. **Peer Support In Mental Health** edited by Watson and Meddings (Red Globe Press, 2019) – this is an up to date statement about where PSW (peer support work) is and I have not come across any previous work on PSW in such depth
2. **'Secure Recovery'** (Routledge, 2012) by Alred and Drennan – the book has many varied chapters with a focus on service user involvement. It offers the invaluable insight that detention (maybe better updated to be 'admission') can be the start of the road to Recovery.





What will this new approach mean for you?

- The reduction of Out of Area placements, bringing patients' back to their home location wherever possible
- Reducing patients' length of stay where appropriate, streamlining the discharge process and working with community services
- Increase in community services in Kent & Surrey

Service Updates:

Forensic Outreach Liaison Service – extensions to the teams in Kent & Surrey went live on 1 April, this means there is more support in the community in these areas and the teams are able to accept a larger caseload.

Assertive Transition Team – are working to improve the care pathway through forensic services and provide a more intensive and supportive package of care upon discharge. This service has been implemented in Sussex.



The Carers Toolkit

NHS England and the University of Central Lancashire have developed a 'Carers Toolkit' that incorporates the views of family, carers' and service users.

An important part of the Carers Toolkit is the provision of 7 key principles that clearly highlight to service providers what a good service looks like. Most importantly, these key principles have been identified directly from family, carer and patient input.

The toolkit theme of what a good service looks like also covers what a carer should expect in the areas of carer involvement. Therefore, family and carers should expect that hospitals within the KSS NCM collaborative, have, or are quickly working towards, fully incorporating these principles and best practices.

Thank you for taking the time to read our newsletter, we aim to bring you a quarterly short, sharp and informative newsletter – if you have any ideas you would like us to include please email us at: Andrew.Vaughan@sussexpartnership.nhs.uk or Andrew.Voyce@sussexpartnership.nhs.uk