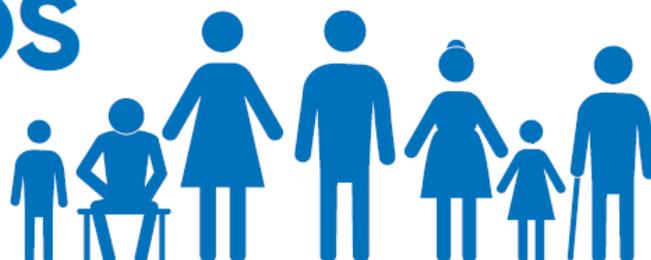


# FAMILY, FRIENDS AND CARERS NEWSLETTER



## Welcome to the July 2022 edition of the Forensic Inpatient services Family, Friends and Carers Newsletter

### What's new?

Since our last edition there have been a few changes across the trust and within our local services too. We have seen the launch of our new strategic priorities and a new trust charity, taken part in peer reviews and achieved accreditation, welcomed new colleagues, reviewed our COVID-19 measures and celebrated not only the Jubilee but Carers Week as well!

### Strategic priorities 2022/23

We have one simple mission at Kent and Medway NHS and Social Care Partnership Trust (KMPT): *Brilliant care through brilliant people*

This year we have refreshed our strategic priorities to make them easier to remember and work together on so that we can make KMPT even better.

So, for the next financial year our focus will be on:

- **People**, by improving employee recruitment, retention and wellbeing;
- **Quality**, by accelerating an empowered culture to improve the quality of services; and
- **Partnerships**, by building partnerships with a purpose to improve key pathways of care.

Each of our staff, no matter their role, will be working towards these priorities individually, within their teams and within their care group. These priorities will be the golden thread throughout our organisation.

### New trust charity and new charity lead

We are delighted to welcome Mirelle Frost, our new charity lead.

Mirelle has worked in the voluntary sector for over 30 years. She brings a wealth of knowledge and experience in helping to support people living with ill mental health to access both NHS and charity mental health services. She has worked as a Chief Executive Officer and Company Secretary for Kent based charities and been involved in both project management and



fundraising for community gardens and play areas to reduce social isolation and improve wellbeing.

Mirelle says: *"I am really looking forward to meeting you and hearing your ideas to raise funds to improve patient, volunteer and staff experience. I have a particular interest in sustainable local projects for wellbeing of all ages to socialise, share skills, knowledge and local produce to reduce climate change. One of our first projects is Webb's Garden project in Canterbury. This fabulous space is used for lots of therapy sessions, growing its own produce as well as a place to rest, relax and focus on wellbeing. We are hoping to raise £6,500 to build a new pagoda and improve disabled access for patients, staff and volunteers, whilst carrying on the fabulous work already taking place in the garden."*

If you wish to get involved with fundraising or have any suggestions please contact Mirelle at [mirelle.frost@nhs.net](mailto:mirelle.frost@nhs.net) or call her on 07796 869395 (Mondays, Wednesdays and Fridays).

**Want to donate now?** If you want to donate to the trust charity here are the details:

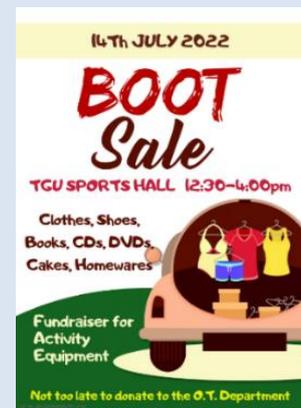
### Kent and Medway NHS and Social Care Partnership Charitable Fund

Bank name: Nat West  
Sort Code: 607080  
Account number No: 10032711



The Trevor Gibbens Unit (TGU) recently held a boot sale onsite to raise funds to support the purchasing of essential items (such as toiletries, underwear, clothing) for patients who, for whatever reason, cannot fund these items for themselves.

The event was held on 14 July and involved patients and staff coming together to enjoy not only the boot sale but a range of activities including a raffle, games and treats supported by the Lakeside Lounge cafe. The event raised a grand total of £270! Thank you to everyone who got involved in supporting this initiative.



**Do you have any fundraising ideas?** If you or your loved one have any ideas for specific projects or items that you feel the services would benefit from, please do let us know.

### Peer reviews and accreditation



**FORENSIC**  
QUALITY NETWORK  
FOR FORENSIC  
MENTAL HEALTH SERVICES

The Quality Network for Forensic Mental Health Services led peer reviews of **The Allington Centre & The Tarentfort Centre** at Dartford on 4 May and **The Trevor Gibbens Unit (TGU)** on 24 May.

Both reviews provided a great opportunity for patients, their families, friends and carers and staff to speak with independent peer reviewers about the services with which they are engaged or working with.

Initial feedback from both reviews was very positive with particular praise given for the sense of team work and comradery within each service. There were of course areas of challenge and

areas for improvement and we were able to discuss some shared learning with the review teams.

We are currently reviewing the survey responses and are awaiting the full reports. Once compiled, we will share the findings and would like to invite you to work with us to develop any action plans that may be needed.

We would also like to thank all of the patients, families, friends and carers and staff who took part in the reviews, both on the days and by completing surveys in advance – **thank you!**



Following an intense review process which included a period of self-reflection and evidence gathering, **The Brookfield Centre** achieved accreditation from The Quality Network for Mental Health Rehabilitation Services for the second time.

The Brookfield Centre is now accredited for the period 25 April 2022 to 16 May 2024.

*“The Accreditation Committee would like to offer their congratulations to you and the team for achieving the status of accredited”*

## Welcome

The Trevor Gibbens Unit (TGU) has welcomed a new Interim Medium Secure Service Manager – **Sojan Joseph**.

You can feedback directly to Sojan, to share your experiences and let him know how they are doing as a service. To arrange a one to one meeting please email: [tanya.kierznowski@nhs.net](mailto:tanya.kierznowski@nhs.net)



## Review of COVID-19 measures

Following on from changes in the wider world earlier in the year, the trust took the decision to reduce mask wearing and other covid measures within services in June.



However, due to the recent increase in COVID-19 cases that we are now seeing across Kent and Medway, we feel it is necessary to strengthen our infection prevention and control measures. As such we have now reintroduced wearing masks in clinical areas in order to limit or disrupt the patterns of transmission. We will be reviewing this on a regular basis.

Our staff are not required to wear masks in non-clinical areas, though they are encouraged to do so if they can and we will continue to promote good ventilation and uncrowded offices alongside use of hand sanitiser and the regular wiping down of touch points and surfaces. All of our staff are encouraged to test routinely and if they feel unwell.

We will be asking that all visitors (where possible) wear face coverings. If you do not have your own, our services will be able to provide one for you for the duration of your visit. If you are exempt, please let our teams know so we can explore alternative ways of keeping people safe, such as social distancing and ventilation.

We will continue to keep you and your loved one advised of any changes to our covid measures and any impact they may have on visiting arrangements as we move forwards.

## Jubilee Celebrations



Along with many people in the country, a number of our services got involved in celebrating the Queen's Platinum Jubilee over the Bank Holiday weekend in June. From ward-based celebrations at the TGU which included craft activities and parties to a service-wide BBQ at our Dartford site, it was a wonderful opportunity to come together to mark the special occasion.

A number of patients within the Dartford services were involved in preparing for their event by baking, decorating cakes, making decorations, setting up chairs and tables and making it look nice and welcoming. We were also pleased to welcome along some of our patient's families and friends to join the celebrations and we hope to be able to organise more events like this in the future. It was a thoroughly enjoyable day complete with sunshine and a visit from 'Her Majesty'.

## Carers Week

Carers Week 2022 took place from 6-12 June.

This year's aim was to **make caring visible, valued and supported.**

Make caring  
Visible, Valued  
and Supported



To support this, we offered:

- Introduction sessions to Carers Week and the Triangle of Care
- 'Working with families, friends and carers' training sessions for our staff which were co-produced and co-delivered by families of those in our services
- Promotion of the joint Carers Conference (hosted by Kent and Medway NHS and Social Care Partnership Trust – KMPT and Kent Community Health NHS Foundation Trust – KCHFT) – *actions will be following on from the Listening events held on the day*
- Signposting to events being held by Carers UK and other local carer support organisations
- Details for upcoming Kent & Medway Recovery & Wellbeing College courses
- Personalised carer support agency information
- Details of each ward's Carer Champions
- Information about this year's Carers Week report and campaign for a Recovery and Respite Plan for Unpaid Carers

We pledge to continue working to make caring visible, valued and supported every week and welcome any suggestions you may have as to how to achieve this in a way that works for each of you.

## Spotlight on support with living costs

Carers UK has published a new webpage with information for carers on support with living costs. It covers benefits checks, managing bills and grants that may be available.

You can access the page here:

[www.carersuk.org/help-and-advice/practical-support/80-help-advice/financial-support/help-with-health-costs](http://www.carersuk.org/help-and-advice/practical-support/80-help-advice/financial-support/help-with-health-costs)



Please see below a couple of pieces of information from the site to get you started:

- Benefits -** You can request a benefits check with a Carers UK advisor by emailing [advice@carersuk.org](mailto:advice@carersuk.org)
- Budgeting –** The Money Advice Service (due to change to Money Helper) has a free budgeting planner tool which could be helpful to get a picture of your income and outgoings - <https://www.moneyhelper.org.uk/en/everyday-money/budgeting/use-our-budget-planner.html>
- Bills –** For support with phone, television and internet bills, you can contact your provider to see if they are able to offer any discounted or lower rates for customers on lower incomes
- Grants –** Many people don't realise that they may be entitled to a grant to buy certain equipment or to have a break which does not need to be repaid. There is support offered by a wide range of organisations including some charities. The benefits charity Turn2Us has a useful grants finder tool – <https://grants-search.turn2us.org.uk/>

If you do not have access to the internet or would prefer to speak to someone about support with living costs, you can call the Carers UK information and support helpline on 0808 808 7777 from Monday to Friday, 9am to 6pm.

## Forums & Feedback

We know that not everyone has been able to join the forums so we thought we would share some of the topics that have come up so far, along with some updates from our teams.



We have also included updates on some of the suggestions received from families, friends and carers outside of the forums:

### Topic:

At the Trevor Gibbens Unit (TGU) we had some queries around the sinkholes on site and the potential impact of these on activities that are available to patients

### Update:

Ongoing: This matter has been raised by patients, families and staff and has been escalated within various meetings. We continue to await a start date for the repair work and have requested formal updates from our estates and communications teams which will be shared with you when available.

Visting facilities (indoors and out) – both sites



Ongoing: We continue to research and plan improvements to the family visiting rooms at both sites. We are keen to hear any thoughts that families, friends and carers may have in terms of how you would like the rooms to look and feel and what resouces might need to be made available.

We have now received 2 new picnic benches at our Dartord site courtesy of the **Friends of Mental Health West Kent** – these are available for patients and visitors from all of the services on site to make use of and provide a welcome addition to the grounds – thank you to the charity for supporting with these!

## Visiting times (Dartford services)

Some families, friends and carers have reported difficulties with visiting during visiting hours on weekdays due to challenges with work, traffic, other commitments etc.

At present, visiting times for Dartford services (The Allington Centre, The Tarentfort Centre, The Brookfield Centre) are:

Monday to Friday: 6.30-8.30pm  
Weekends and public holidays: 2.15-5pm and 6.30- 8.30pm

These times are set in order to support patient involvement with the therapeutic programme during the daytime in the week, however this matter will be discussed further in line with your feedback.

## Access to technology such as mobile phones and personal laptops on the wards or in the grounds - (TGU)



At present, a policy update which allows patients to have non-smart phones on their person at all times, (following discussion with the multi-disciplinary team – MDT) is being trialled on Emmetts and Groombridge wards. The outcome of these trials and implications for Peshurst and Walmer wards will be discussed within various forums such as our reducing restrictive practice, patient safety and access to technology meetings. We will keep you and your loved one updated regarding any changes to mobile phone access on the wards.

As appropriate, patients may be able to access their personal smartphones when on leave, including in the hospital grounds. All decisions around access are made on an individualised basis.

Further discussion is due to take place regarding patient access to personal laptops in the grounds too.

## Water coolers on the wards (TGU)

It has been confirmed that all wards have access to cold water, however on Peshurst due to the nature of the ward, the water dispensing machines are not placed directly on the ward as they are on our other wards. On Peshurst ward, the dispenser is located within the ward kitchen. Patients are provided with water bottles and staff are always available to support with filling these as requested.

It is really important for us to hear your thoughts and feelings about our services and your experience of them. Sometimes progress may be slow but **your voice is important and it does make a difference so please keep talking to us!**

## Review and relaunch

As per recent correspondence, we acknowledge that although our monthly forums have so far provided a space to speak to our teams to share ideas and experiences and to ask for advice or signposting, we have struggled to offer the opportunity to: Meet other families, friends and loved ones who are in a similar position.

We know this is not for everyone, however we would be interested to hear your thoughts as we look to review and relaunch the forums moving forwards.

If you have any thoughts on the questions in the pink box below, please contact Hayley Mason (Family Engagement and Liaison Lead) on 07880 473366 or [kmpt.forensiccarersupport@nhs.net](mailto:kmpt.forensiccarersupport@nhs.net) to discuss further:

- Would you be interested in attending a regular forum with other families, friends and carers?**
- Would you prefer a forum that is supported by staff or led by families, friends and carers themselves?**
- How regularly would you like to meet with other families, friends and carers?**
- When would be a good day and/or time for you to meet with other families, friends and carers?**
- How would you like to meet with other families, friends and carers?** – in person, by telephone, by video-call
- Where would you like to meet with other families, friends and carers?** – on site or off-site
- What would you like to do during a forum?** – sit and talk, have a cup of tea, do an activity, go for a walk, come to an event just for families, friends and carers or come to an event involving your loved one
- What would you like to talk about during a forum?** – your loved one's care and experience of our service, your experience of our service, your own feelings and needs, advice and signposting, ideas for improving or changing services...

Alongside the forums, please remember that you can always let us know about your experience of our service by completing our Family, friends and carers survey.

**Family, friends  
and carers survey** 

Copies of the survey are available at each of our sites and online - <https://www.kmpt.nhs.uk/get-involved/feedback/family-friends-and-carers-survey/>

Please complete a survey whenever you would like. There is no set time and you can complete a survey as often as you would like to. Responses will be anonymous and confidential and will help us to understand your experience and improve our services.

Since the surveys launched in February 2022, initial feedback across the trust has been positive:



Family, friends and carers 'strongly agree' that they were approached by staff in a respectful and kind way.

Family, friends and carers reported that their overall experience within KMPT is 'good'

We will share further findings with you as we move forwards and work with you to agree any actions that we may need to address.

## What's coming up?

### Celebrating 10 years of Lakeside Lounge at TGU



This year sees the Trevor Gibbens Unit (TGU) celebrate 10 years of Lakeside Lounge. Our onsite café is a vocational rehabilitation project providing invaluable social and workplace experiences for inpatient and community service users attached to the TGU as well as for other patients from within the KMPT Forensic and Specialist Service Line.

We will be sharing more information about the anniversary and celebrations in due course. If you have any feedback about the café and/or if you have any family recipes that you would like to share with us and other families, friends and carers as part of the celebrations, please let the Family Engagement and Liaison Lead know.

### Speaking of Lakeside Lounge...the winner of the summer art exhibition has been announced!

The winning exhibit was a pen and ink unnamed study by Clare which is visually striking and allows the viewer to interpret the piece in multiple ways; making it a joy to look at.

The summer exhibition at Lakeside Lounge continues throughout August with some pieces available for sale. Please pop along and take some time to enjoy it, we'd love to hear which piece is your favourite too!



### Introduction sessions for the Kent and Medway Recovery & Wellbeing College



If you would like to discover more about the Kent and Medway Recovery & Wellbeing College, why not join them for a virtual Introduction to Recovery College session on one of the below dates:

- Monday 22 August from 9am-10am
- Tuesday 6 September from 9am-10am
- Wednesday 5 October from 9am-10am

There is no enrolment necessary for the introduction session and you can find the Zoom link on the Recovery College webpage - <https://www.kmpt.nhs.uk/about-us/recovery-and-wellbeing-college/>

*Courses at the College are open to anyone aged 18 years and above from Kent and Medway. If you are based outside of Kent and Medway and would like to find out whether there is a Recovery College available in your area, please reach out to your Family Engagement and Liaison Lead to discuss further.*

## **Caring is sharing**

**Do you have any tips, ideas, suggestions or information that you would like to share with other families, friends and carers?**

Perhaps you have come across some information about carers rights, or a local support group or organisation who you have found really helpful and you would like to let other people know? If so, we would like to give you the opportunity to share these via our newsletter...just let your Family Engagement and Liaison Lead know and we can add to our next edition.



**Canterbury Christchurch University Public Lectures** - Your chance to hear expert speakers from all walks of life debating, informing and extending their passion for their subject. The public lectures cover subjects as diverse as health, the arts, faith and education. Speakers range from leading academics, to public figures and entertainers. The lectures are free to attend and open to everyone.

You can find out more here:

<https://www.canterbury.ac.uk/about-us/community-and-public-engagement/public-lectures>

## **Carers Stepping Out**

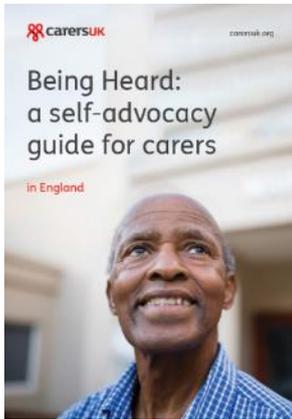


**Carers Stepping Out** organise scenic, sociable, rejuvenating walks to unpaid home carers and those they care for. The walks provide respite from caring duties, promote mental health, benefit fitness and well-being, reduce loneliness and isolation as well as connecting people through Nature, exercise, laughter and cake.

Carers Stepping Out currently operates in Manchester, Doncaster, Hertfordshire, Kent, Essex. Carers may either attend on their own for some R&R or, if they prefer, attend with the person they support.

All of the walks are free including a sociable lunch after the exercise and where possible they can also offer free transport to and from events. You can find out more about Carers Stepping Out on their website:

[carerssteppingout.co.uk](http://carerssteppingout.co.uk) or by emailing them at: [hallosteppingout@gmail.com](mailto:hallosteppingout@gmail.com)



## Being Heard: a self-advocacy guide for carers by Carers UK

This guide, produced by Carers UK, can help you get your voice heard when you care for someone. Self-advocacy is about being able to have your own needs listened to, as well as speaking up for the person you care for.

You can access the guide here:

[www.carersuk.org/help-and-advice/get-resources/being-heard-a-self-advocacy-toolkit-for-carers-uk/](http://www.carersuk.org/help-and-advice/get-resources/being-heard-a-self-advocacy-toolkit-for-carers-uk/)

There are many more sources of information online too but if you are not able to or would simply prefer not to access information online, please just let us know which conditions, treatments, medications or support you might like to find out more about and we will see what we can find to send to you as a paper copy. This applies to any of the topics covered in this newsletter too.

## Carers Rights

As someone who may identify as a carer, it's important that you are aware of some of the rights you may have.

**Carers have the right to...**

These rights include, the right to: discuss flexible working options, protection from discrimination, request a free flu jab, receive a Carer's Assessment, be identified as a carer and be consulted on hospital discharge.

Each edition we will focus on one of the rights in more detail – this edition looks at your right to **request a free flu jab.**

If you are the main carer for an elderly or disabled person, who may be put at risk if you became ill, you are eligible for a free flu jab, according to government policy. You are also eligible if you're receiving Carer's Allowance. If you feel this applies to you, you have the right to request one from your GP surgery or local pharmacy.

You may also be eligible for a free flu jab if you are aged 50+, pregnant or have certain health conditions.

This information is taken from the Carers UK website: [www.carersuk.org/news-and-campaigns/carers-rights-day/your-rights](http://www.carersuk.org/news-and-campaigns/carers-rights-day/your-rights)

### **Don't forget you may be entitled to a Carer's Assessment...**

The Care Act 2014 makes it clear that supporting carers is just as important as supporting the people they care for. It recognises that being a carer for someone can affect your own life.

The Carers First website (<https://www.carersfirst.org.uk/help-and-advice/topics/carers-assessments/>) provides some useful information including the below regarding eligibility for a carer's assessment, the criteria you need to meet in order to receive support and what type of support the local authority might provide for you following an assessment:

## **Am I eligible for a carer's assessment?**

If you are aged over 18 and you care for another adult, you are very likely to be eligible for a carer's assessment. The local authority must offer an assessment to all carers who they think could potentially need support, either now or in the future.

You can have an assessment regardless of the following:

- How much or what type of care you provide.
- Your financial situation.
- Whether the person you care for is receiving any help from the local authority.
- Whether you live with the person you care for.
- Whether you care full- or part-time.
- Whether the person you care for lives in the same local authority as you.

If you share the caring responsibilities with someone else, then you are both entitled to an assessment.

It is also worth bearing in mind that carer's assessments are voluntary so you do not have to have one if you do not want one.

## **What criteria do I need to meet to receive support?**

To receive support, the local authority must think you have what they call 'eligible needs'. This means you have met the nationally-agreed eligibility criteria.

To have eligible needs, you must be providing necessary care and support. In addition, your caring responsibilities must be having a significant impact on your physical or mental health, or may do in the future, meaning that you are not able to do at least one of the following:

- Care for other people who need your support, including children.
- Make and eat healthy, balanced meals for yourself.
- Keep up with your housework and household maintenance.
- Maintain good relationships with other people including having the time to socialise with friends.
- Take part in work, education, training or volunteering if you want to.
- Access necessary facilities and services in the local community including engaging in recreational activities.

You are assessed as not being able to do these things if you need any help with them, you experience distress, pain or anxiety when you try to do them, or if you are a risk to yourself or someone else when you do them. The local authority must also be sure that it is you providing necessary care that has created these needs.

## **What sort of support might the local authority provide for me?**

This depends a great deal on what it identifies your needs to be, as the services provided will be tailored to meet those needs.

Some examples of the sort of things it could provide include:

- Respite care to enable you to have a break.
- Help with personal care for the person you look after.
- A cleaner or gardener to assist with household tasks.
- Membership of a local gym to help with your stress and fitness levels.
- Training to support you in your caring role, such as a manual handling course.
- Help with transport.
- A referral to a local support group for carers.
- Technology to help you such as a mobile phone or computer.
- Advice about other services and financial support you are entitled to such as benefits.

The local authority may provide these services themselves directly or arrange for another organisation to provide them instead. In some cases, you may be able to choose the organisation you want to provide them yourself.

You can find out more about Carer's Assessments via your local carer support organisation or your local authority. If you are unsure of your local authority, you can use the local council search feature on the gov.uk website - <https://www.gov.uk/find-local-council>

## Your questions answered...

**Is there something you have been meaning to ask but you weren't sure who to go to? Or do you think other families, friends or carers might also be interested in the answer?**



If so, just let us know – any questions can be submitted to your Family Engagement and Liaison Lead and we will do our best to include the answers in the next edition.

### **Question - Can children visit?**

**Answer -** *\*Within our services and as defined in the Children Act, a child is any person under the age of 18 years old.*

The short answer to this question is - yes. We recognise the importance of visits for both our patients and their child/children and are fully committed to supporting contact wherever possible.

However, **there are specific processes that must be followed in order for us to be able to safely support visits from children to our services.**

Before child visits can be arranged, all people holding parental responsibility for the child will be required to give written consent for the visit to take place. Social services will also be contacted to check that there are no specific concerns about the child that may affect whether they can visit. We will work as quickly as possible to ensure these checks take place in a timely manner.

Alongside capturing the views of the person/ people with parental responsibility and social services, our clinical teams will also consider any of your loved one's current behaviour that may affect the child / children. This may include reviewing their current mental state and how their illness impacts on their functioning for example. The team will also consider the wishes and feelings of the child / children where possible.

Whether a decision is taken to proceed or not proceed with visits, then the reason for this will be communicated to the patient and the person with parental responsibility as well as the child (where appropriate).

It is not possible for anyone under the age of 18 years old to visit a relative on the wards (or at the Lakeside Lounge cafe at the Trevor Gibbens Unit) however we are working to ensure that suitable family visiting rooms are available across both sites.

As with all visits, children's visits must be pre-booked as this will help us to ensure that a suitable room is available. A member of staff may be in the room with you, or observing the visit from outside the room. The child's needs are paramount at all times.

If you would like to find out more about arranging a visit for someone under the age of 18 years old, please speak to a member of your loved one's team.

# The Triangle of Care

**The Triangle of Care is a therapeutic alliance between carers, service users and professionals. It aims to promote safety and recovery for people with mental health issues and to encourage their wellbeing by including and supporting their carers.**



There are 6 standards to the Triangle of Care:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols re: confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the acute care pathway.
6. A range of carer support services is available.

Each edition we will focus on one of the standards and share some of the work we are doing to support the standard.

## **Today's focus is standard 3: Policy and practice protocols re: confidentiality and sharing information are in place**

- We have a trustwide 'Carers Guide to Confidentiality' which is available on our website and shared with families, friends and carers following admission.
- We complete an 'Information sharing and consent form' with our patients on admission which includes discussion around information sharing with others such as family, friends or carers. The form captures details of the level of information that can be shared and with whom. These forms are stored on our electronic notes system and are reviewed on a regular basis throughout admission.
- We train staff with regards to confidentiality and information sharing via our Information governance course as well as our Working with families, friends and carers sessions and Forensic Carer Awareness e-learning course.
- We support our staff to discuss concerns, queries and ideas regarding information sharing via our Carers Champions forums.
- We provide general information about our services in a variety of ways: website, posters, leaflets / information packs, by telephone and in person.
- We encourage families, friends and carers to talk to our teams about their loved one and their experiences in order to inform assessment and treatment – we hold Meet & Greet sessions with our teams and welcome families, friends and carers to join ward round meetings and CPA (Care programme approach) meetings as appropriate.
- We are working with the wider trust to upgrade our electronic record systems with regards to the storage of family, friend and carer information.

**Our services complete self-assessment reviews in relation to the 6 standards of the Triangle of Care on a regular basis. If you would like to be involved in the next review for your loved one's ward, please let the Family Engagement and Liaison Lead know.**

## Get Involved

Including the views and experience of our patients and their families, friends and carers in improving and developing our services helps us to get it right.



We will keep sharing updates on opportunities to get involved in local, trustwide and external projects and meetings when available.

If you are passionate about service improvement, please get in touch with: Kamila Lobuzinska, Patient engagement coordinator, on 07917 513426 or email [kmpt.engagement@nhs.net](mailto:kmpt.engagement@nhs.net)

### Local opportunities update:



You may recall that we previously recruited for family, friend or carer representatives for our Patient and Carer Experience meetings at the Trevor Gibbens Unit. We are pleased to say that our new rep has been attending meetings and is providing a valuable insight which we hope to be able to share more about with you in future forums and newsletters.

We will also be looking to recruit family, friend or carer representatives for a similar meeting that is held at our Dartford site. We will be sharing more information about this in due course but if this sounds like something you might like to get involved with developing, please let your Family Engagement and Liaison Lead know.

## Future editions

We hope you enjoy this latest newsletter and would love to hear your feedback and/or ideas for future content.

The **next edition will be coming out in October 2022** so please get in touch between now and then if you would like to get involved...

## Contact us if you have any questions

Your Family Engagement and Liaison Lead is Hayley Mason

You can contact Hayley by calling 07880 473366 or emailing [kmpt.forensiccarersupport@nhs.net](mailto:kmpt.forensiccarersupport@nhs.net)

