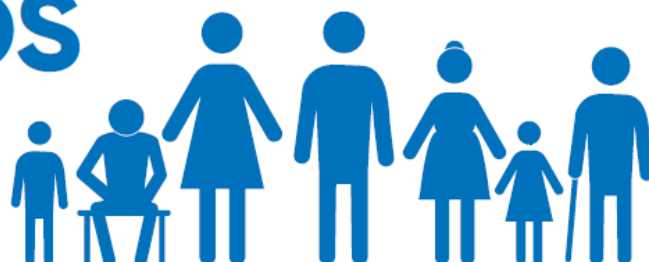


FAMILY, FRIENDS AND CARERS NEWSLETTER



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

What's new?

Thank you for joining us again for the latest edition of the Family, friends and carers newsletter. As always, we have been very busy within our services and are pleased to be able to share some updates and information with you.

The new trust charity has a name!



In our last edition, we introduced the new Trust charity and charity lead. The charity has since been named **Health, Heart, Hope @ KMPT** and it launched on World Mental Health Day* on Monday 10 October 2022.

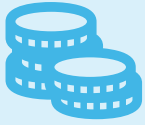
Health, Heart, Hope's vision is to support the Trust by raising funds to enhance quality care through partnership, so that our staff, volunteers, patients, carers and family members receive the right help, at the right time, in the right setting with the right outcome together.

How you can help too

We are always looking for people to volunteer, fundraise and share their ideas about how we can raise even more money to support our latest projects. So why not get in touch to see how you can help?

Contact the Charity at kmpt.charity@nhs.net

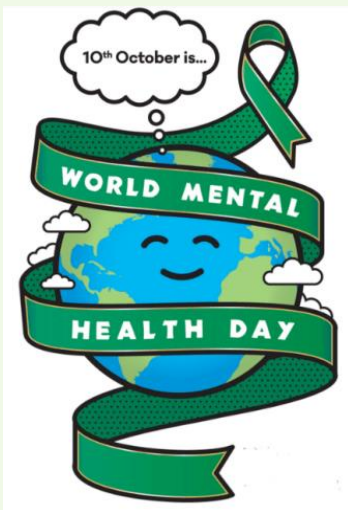
You can find out more about the charity on our website too:
www.kmpt.nhs.uk/get-involved/kmpt-charity/#



Locally, our staff and patients on Emmetts ward at The Trevor Gibbens Unit (TGU) got together to host a charity event aimed at raising funds to purchase a new games console for the communal area.

Staff and patients worked together to host the event which included a cricket match, penalty shoot-out, giant Jenga, table tennis, DVD stall, raffle and a number of other mini games and activities.

The event had a really positive impact as it brought staff and patients together to do something different and fun and **a huge £350 was raised towards a new games console!**



*Speaking of **World Mental Health Day** – the theme for this year was set by the World Federation for Mental Health as 'Make mental health and wellbeing for all a global priority'.

You can find out more about this year's campaign on the World Foundation for Mental Health website:

www.mentalhealth.org.uk/our-work/public-engagement/world-mental-health-day

This website also provides links to a range of high-quality, evidence-based information on various mental health topics, which are free to download.

Review of COVID-19 measures



In the time since our last newsletter we had been pleased to transition back to pre-pandemic policies on visiting and mask wearing.

However, due to an increase in COVID-19 cases among our patients and staff, the decision was taken to strengthen our infection prevention and control measures on Thursday 6 October.

As such, our staff will be wearing face masks again in all patient facing areas and **we will be asking our visitors to wear face coverings**. If you do not have your own, our teams will be able to provide one for the duration of your visit. If you are exempt, please let our teams know and we can explore other ways of keeping everyone safe, such as social distancing and ventilation.

Our COVID-19 guidance will be reviewed frequently to help keep you, our patients and our staff safe. We will try to keep you updated of any changes as they occur and we thank you for playing your part to keep everyone as safe as possible at this time.

**Thank
you!**

Carers Conference Listening events



During Carers Week in June 2022, Kent and Medway NHS and Social Care Partnership Trust (KMPT) and Kent Community Health Foundation Trust (KCHFT) held a joint Carers Conference.

During the conference, families, friends and carers were invited to speak directly to staff from each trust about their experiences.

Feedback from the Listening events has been shared across both trusts and can be broken down into the following five categories:

- 1) **Support**
- 2) **Communication**
- 3) **Listen**
- 4) **Working together**
- 5) **Interventions**

Each trust is reviewing the feedback received and will be working to ensure that future developments are in line with what families, friends and carers have told us that they need and would like from the services who are caring for their loved one.

Working together - Co-production



We have now reviewed and shared the feedback we received from families and friends as part of the Quality Network Peer Reviews for The Trevor Gibbens Unit and The Tarentfort and Allington Centres.

As part of this process, we are pleased to have been able to co-develop action plans with some of our patient's loved ones.

Thank you so much to everyone who contributed their views and suggestions to the review and action plan process – together we will make the changes needed to improve the experience that you and your loved one have with our services.

Forums and Feedback



Whilst our families, friends and carers monthly forums may be on hold, we still want to keep you updated on matters that had previously arisen and /or that are coming up through other communications.

Please see below topics and updates:

Topic:

The sinkholes at the Trevor Gibbens Unit (TGU) and the impact of these on activities that are available to patients

Update:

In progress: Work has now commenced to repair the sinkholes on site.

An update was shared with patients, families, friends and carers and work is due to be completed by 7 November.

Visting facilities (indoors and out) – both sites

In progress: We have placed an order for some new furnishings for the off-ward visiting room at our Dartford site and are in discussions with the Estates team regarding decorating the space and transferring an alarm system.

We are working to source funds to support our plans to upgrade the main family visiting room at our Maidstone site at present.

If you have any specific suggestions for how we can make the visiting facilities more family-friendly at each site, please do let us know.

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

In progress: Basic mobile phones have now been introduced on Groombridge ward and we are considering introducing them on Penshurst ward if the Groombridge trial goes well.

We allow laptop access on a case by case basis in line with an agreed care plan – this is likely to include some restrictions in terms of when and how the laptop can be used but will be in line with your loved one's specific needs and circumstances.

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 of our monthly forums for families, friends and carers

We are continuing to consider the ways in which we offer information and support to families, friends and carers.

If you have any suggestions for what type of forum or group you might like to attend or that you would find helpful, please do let us know.



In the meantime, we wanted to share some of the positives that have come from our **Patient Experience meetings**.

Patient Experience meetings take place in each of our services. They are attended by patients and staff and are an opportunity for your loved one to let us know about their experience within our service and to share any ideas or suggestions they may have for how things could be improved. Ward based Patient Experience meetings are held regularly and any themes or actions are shared with the wider teams via our service level meetings.

Here is a snapshot of some of the suggestions that have been made through Patient Experience meetings and the actions that we have been able to take as a result:

Idea:

At the Allington Centre, patients had asked to have their own individual log-in for laptop sessions.

Outcome:

A trial is underway across the care group whereby each patient will have their own profile set up according to their needs and permitted access. This is likely to come into effect at Allington early 2023.

At the Allington Centre, patients asked if the takeaway money could be increased in line with increasing prices.	This has been agreed on a temporary basis and will be reviewed again December 2023.
At the Allington Centre, patients asked for the swimming group to be restarted.	We are pleased to advise that the first one was facilitated on 10 October.
At the Tarentfort Centre, patients asked for more feedback from ward rounds when they are not being seen.	The MDT (multi-disciplinary team) developed a feedback sheet. This is completed in ward round and given to each patient every time they are discussed. It gives a summary of the discussion and any decisions made by the team.
At the Brookfield Centre, patients said that they would like the option of having their psychology sessions on Broadview* as it is quieter.	This option is now available to patients, if agreed by their team. <i>*Broadview is a separate building opposite The Brookfield Centre where our off-ward therapy area is located.</i>

What's coming up?



National Self Care Week is taking place from 14 to 20 November 2022

Self Care Week is the annual national event that raises awareness of what we can all do to improve our physical health and mental wellbeing. **This year, the theme is Exercise Self Care for Life.**

The organiser of Self Care Week is the Self Care Forum, a charity which aims to empower and encourage everyone to make self care their everyday habit. And the Self Care Forum knows just how important this message is, particularly when times are as tough as they are right now.

Incorporating the practise of self care into our everyday lives can help us to live as healthily as possible. And there's evidence that suggests being as healthy as we can also help us to better cope with life's challenges that come our way.

Self Care Week is a perfect time to think about how we live our lives and maybe make some small changes that will improve our health and wellbeing, and our family's. Those changes could mean looking at what we eat or drink, or how much exercise we do or how much sleep we are getting. They could be about our work-life balance, because staying connected to our friends and family is also vital to our wellbeing, and theirs.

Knowing what to do and where to go for help is an important part of practising self care for life. Remember, it isn't just the GP practice that can help, pharmacies are also health experts. They are on every High Street and can help with all sorts of ailments. Pharmacists* can also signpost you to the right place for additional health advice or treatment.

Remember, NHS 111 can also be a good resource for health advice for things that are not life-threatening. And the NHS website has lots of information on what steps to take to look after you and your family - www.nhs.uk/ The Self Care Forum also has some useful fact sheets you might like to download - www.selfcareforum.org/fact-sheets/

The important thing to remember is, practising self care is something we all need to do every day. For ourselves. For our families. And for the NHS.

BFC Pharmacy Drop in Clinic

Every Monday 1-2pm

Get information about your loved one's medications or ask any questions



*Speaking of **pharmacists** – we are pleased to announce that The Brookfield Centre (BFC) at Dartford now has a pharmacist working with the team.

The pharmacist at The Brookfield Centre is offering weekly drop-in sessions for our patients where they can get information about their medications or ask any questions.

Families, friends and carers for those at The Brookfield Centre are also welcome to speak with the pharmacist (with their loved one's consent).

If you would like to speak to the pharmacist, please contact the Family engagement and liaison lead who can arrange this for you.



Carers Rights Day is on Thursday 24 November 2022

Whether you are a new carer or have been caring for someone for a while, we believe that it's important that you understand your rights and are able to access the support that is available to you as soon as you need it. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support.

Each year, Carers Rights Day helps us:

- ensure carers are aware of their rights
- let carers know where to get help and support
- raise awareness of the needs of carers.

Carers need to know their rights wherever they are in their caring journey: whether they are in the workplace, in a healthcare setting, when interacting with professionals or at home. This Carers Rights

Day, we want to empower carers with information and support, so they can feel confident asking for what they need. We also want carers to know how to challenge things when their rights are not being met.

The above information has been taken from:

www.carersuk.org/news-and-campaigns/carers-rights-day

We will be sharing more information in line with Carers Rights Day but in the meantime, please check out our section on **Carers Rights** later on in this newsletter...

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.



Did you know you can sign up to a **Priority Services Register (PSR)** to receive extra help from your energy or water company? It's free to sign up too!

You do not need to show proof of your condition, age or situation.

You may be eligible if you:

- have reached your **State Pension** age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have children under 5
- have extra communication needs, such as if you do not speak or read English well

You might still be able to register for other reasons if your situation is not listed. For example, if you need short-term support after a stay in hospital.

Being on the register gives people access to:

- information in an accessible format
- notice of planned power cuts or water supply issues
- identification schemes where company staff give you a password so you know it's a genuine call
- nominee schemes where they send your bills to a family member or carer of your choice
- priority support in an emergency
- help with meter readings

If you have different companies for water, electricity and gas, you will need to sign up with each. If you are a carer, you can sign up for your loved one. You can register for all or some of the services.

You can find out more here: www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register



Age UK Handyperson services

Age UK provide services dedicated to helping everyone make the most of later life. They provide companionship, advice and support for people over the age of 60 years old. Services are provided at a national and local level.

One service provided by some of the local branches is a Handyperson service – which offers older people extra help with small practice jobs to make their lives easier and safer around the home. A handyperson is usually a charged for service and the cost will vary depending on the work being undertaken.

You can find out more about Age UK's Handyperson services online here: www.ageuk.org.uk/services/in-your-area/handyperson-services/ or you can call their Advice Line on 0800 678 1602. Age UK are open 8am to 7pm every day of the year.



Action for Happiness offer a free online program to boost wellbeing, through daily actions for happier living.

The program is based on the 10 Keys to Happier Living, and is designed to give an uplifting overview of the building blocks to happier living in just 10 days. It can be used in good and bad times to give your happiness a boost and remind you of what is important.

And it takes just a few minutes each day!

The program is available free to everyone who speaks English and has access to email, and it is available free by SMS in the UK.

You can find out more and sign up here: <https://10daysofhappiness.org/#join>

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 is 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 **be identified as a carer...**

If you provide unpaid care, you can ask your GP practice to identify you as a carer on your patient record and might be called forward for flu jabs or other public health campaigns

Carers UK provide a letter template that you can use to ask your GP to recognise you as a carer.

Some of the benefits of registering as a carer with your GP are that they can:

- provide information and advice on a range of things including medical conditions of and treatments for the person you care for to help you feel more confident in your caring role
- and other sources of support and advice. This could include the social services department and local voluntary agencies.
- arrange home visits to you or the person you care for if your caring responsibilities make it difficult to attend appointments at the surgery.
- arrange 'double' appointments for both you and the person you care for at the same time to avoid having to visit the surgery twice.
- arrange for repeat prescriptions to be delivered to your local pharmacy to save you picking them up.
- provide supporting letters and information to enable you and the person you care for to access benefits such as Attendance Allowance or a blue badge scheme.

This information is taken from the Carers UK website. You can find out more here:

www.carersuk.org/help-and-advice/health/looking-after-your-health/your-gp

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 – My loved one has talked about incidents happening on the ward and I'm worried about what this means? Are they safe?

Answer -

Firstly, please be reassured that your loved one's safety is of the utmost importance to us. However, from time to time it is true that incidents may happen on our wards.

The term incident might be used to refer to an event or circumstance which could have resulted or did result in unnecessary damage, loss or harm to patients, staff, visitors or members of the public.

Incidents may involve your loved one, or your loved one may be witness to an incident involving a peer or peers. It is possible that incidents might also occur when you are visiting our services too. We don't say this to frighten or worry you, but to be honest about the nature of our services, and to let you know that there are systems and processes in place to minimise and prevent incidents from occurring. We also have a range of support available should an incident occur despite these measures.

In the event of an incident within one of our services, immediate support will be provided to all of those involved.

The aim of the support is to assist people in such a way that allows them to regain a sense of control over their emotions. It is designed to be reflective, supportive and useful.

Support involves:

- Discussing any thoughts, feelings, emotions and reactions to the incident
- Trying to understand the incident and reactions to it
- 'normalising' and understanding reactions by being able to share them
- Receiving information and education about possible reactions to traumatic events
- Considering any future issues, coping strategies and support needed

Sometimes there may be no immediate or obvious reaction to an incident and the impact can be delayed. If a delayed reaction is noticed, ongoing support maybe required in the form of a debrief. You can work with us by letting us know if your loved one mentions a delayed impact or if you yourself find that something is affecting you sometime after an event.

Support will be arranged in relation to each individual's needs and all inpatient clinical staff receive training in post incident review and support.

Whatever is discussed within support meetings will remain confidential unless a significant or imminent risk is posed to the individual, others or the Trust.

Individuals may be signposted to additional or specialist support services such as advocacy, PALS and Complaints, peer support groups, psychological specialists, trauma services or critical incident stress debriefing as needed.

If you would like to find out more about support available for you and your loved one or to discuss any queries you have over incidents, please reach out to our Family engagement and liaison lead or the ward Carers Champions.

Question – It's been suggested that I might benefit from speaking to someone like a therapist or psychologist about how I am doing at the moment. How would I go about finding someone please?

Answer -

Our teams are available to offer you general support throughout your loved one's time within our services. If, however, you feel that you might benefit from more formal support there are a number of routes you can follow:

- 1) **NHS** – To access therapy on the NHS you need to go via your GP or self-refer via IAPT. If you google IAPT and your home area then there should be a website with self-referral information.
- 2) **Private therapy** – If you want to access therapy privately then there is the option of either a psychologist or a counsellor.

Psychologists are generally more expensive (£80-£150 per hour of therapy), depending on the area and the type of therapy. Clinical and Counselling Psychologists are HCPC regulated (a legal requirement) and have to be educated to doctorate level to be considered qualified. So, you are guaranteed a high level of education and skill (hence the price).

Psychologists can be found via the following websites:

- www.findmypsychologist.co.uk
- www.hcpc-uk.org/
- www.bps.org.uk/public/find-psychologist
- www.counselling-directory.org.uk/
- or google “find a psychologist”

Counsellors/ therapists/ psychotherapists are cheaper than psychologists (varies from £30-£70 per hour of therapy). There are many highly skilled and excellent counsellors practising. However, these titles are not regulated, which means that legally there is no minimum amount of training required to practice as a counsellor or therapist. So, it can be difficult to know whether the counsellor you are seeing is suitably qualified and practising within their competency. Good counsellors should be registered with a body like the BABCP or the BACP (which are both voluntary) and should be open with you about their level of qualification.

Counsellors can be found via these websites:

- www.counselling-directory.org.uk/
- www.psychotherapy.org.uk/
- <https://babcp.com/>
- www.bacp.co.uk
- or google “find a therapist/ counsellor”

If you have private health insurance then check if therapy is available through them.

- 3) **Charity / 3rd sector** - Accessing third sector therapists will depend on the area you live and the type of difficulty you are having, The below page from Mind is a good starting point to explore this: www.mind.org.uk/information-support/drugs-and-treatments/talking-therapy-and-counselling/how-to-find-a-therapist/#CharityAndThirdSectorTherapists

It's also worth talking to your workplace (if you have one) as many offer access to therapy.

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 4: Defined post(s) responsible for carers are in place.

- The trust has a lead for Patient and Carer Experience
- The Forensic and Specialist Care Group has a lead for Patient and Carer Experience
- The low and medium secure inpatient services have a Family engagement and liaison lead who works across the services
- Each of our wards have nominated Carers Champions

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.

Local opportunities to get involved



You may recall that we previously recruited for a family, friend or carer representative 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 into the experience of families at the TGU, which we hope to be able to share more about with you in future forums and newsletters

We are now recruiting for family, friend or carer representatives for a similar meeting that is held at our Dartford site. The ad is open until 18 November.

We are also looking for families, friends and carers to work with us on the below projects:

- 1. Project 1 - Training Project - Inpatient admissions – a family, friend or carers perspective**
- 2. Project 2 - Resource Pack Project - Working with families, friends and carers training resources – focus group in November 2022**
- 3. Project 3 - Website redesign - Focus Group to review our Carer's webpages – focus group in December 2022**

If you would like to find out more about the above opportunities, please let your Family engagement and liaison lead know.

Remember...



You can find out more about the **Kent and Medway Recovery & Wellbeing College** by joining a virtual Introduction session on one of the below dates:

- Thursday 3 November from 9am-10am
- Friday 2 December 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.

Family, friends and carers survey

You can always let us know about your experience of our service by completing our 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.



For the period 1 to 31 July 2022, families, friends and carers across KMPT reported that their overall experience was 'Very good' (based on 100 responses across the trust).



Calling all families, friends and carers with loved ones at the TGU – we need you!

We would like to work with you to understand where we are doing well and where we could make some changes to improve the experience of everyone who uses our services, whether they are the patients under our care or their families, friends and carers.

If you would like to come and speak directly to the TGU senior management team about your experience, please contact the Family engagement and liaison lead.

The TGU senior management team meeting takes place on the first Wednesday of every month from 12.30pm and you are welcome to attend in person or via our video-conferencing system (Lifesize).

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.

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>

If you find that you are not eligible for an assessment or there is a lengthy wait, you can still receive support for a carer support organisation.

If you would like to find out about other opportunities to get involved in trustwide and external projects aimed at improving and developing services, please contact our **Partnerships and Engagement Team** via:

Tel: 01227 812042

Email: kmpt.engagement@nhs.net



You can also sign up to our newsletter 'Engage' to learn more about our engagement and participation work and also about KMPT as an organisation. You can find the link and previous editions on our website: www.kmpt.nhs.uk/get-involved/participation-and-involvement/

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 January 2023** 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

Thank you for reading!

