

FEEDBACK

April 2009

Written and edited by **Carer and Service User representative members** to the **Lancashire Mental Health and Social Care Partnership Board (LPB)**

Issue No. 9

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The LPB was established in 2005 to lead and support a programme of change within mental health services across Lancashire



River Ribble, Littletown.

Lancashire Mental Health Wellbeing Report

February 2009



The Singing Tree, Burnley


In Autumn 2007, the Partnership Team began a piece of work around mental health wellbeing, sending out questionnaires and carrying out a series of Lancashire wide events with service users, carers and staff working in health and social care. The aim was to help develop and produce a new set of 'mental health outcome indicators' (*ways of monitoring if/how services are meeting the needs of service users*) and for these to be piloted in one of the five Lancashire primary care trust areas. **NHS North Lancashire** have agreed to become the 'demonstration site' to pilot this work.

A copy of the full Lancashire Mental Health Wellbeing report is available on request by contacting the Partnership Team on 01282 607047.

In summary:-

"The Lancashire Mental Health and Social Care Partnership (comprising; NHS and third sector organisations, Local Authorities, and mental health service users and carers) commissioned a project to develop service user and carer led mental health and wellbeing indicators. Mental health service users and carers participated in the project from the onset to ensure that the products, that is, the outcomes and consequent indicators, were relevant and focused on things that mattered most to them."

Three priorities for positive mental health were identified as follows:-

Family and Friends	Stigma	Work and Activity
<p>1. Identification of existing and development of new information systems for carers.</p> <p>2. Develop a dissemination strategy to maximise access to information for carers.</p> <p>Outcome - Carer relationships (including family and friends) that support people experiencing mental health problems are maintained or improved.</p> <p>Indicator - Better information for carers for them to be able to improve support for the cared for or to increase their understanding of the condition.</p>	<p>1. Targeted local support for Rethink campaign.</p> <p>2. Develop a service user and carer led 'awareness raising' training programme for health professionals.</p> <p>Outcomes - Positive experiences of encounters with health staff. Positive public attitudes following national Rethink anti-stigma campaign.</p> <p>Indicators - Improved 'customer service' when accessing services. Reduction in discrimination.</p>	<p>Positive Mental Health -</p> <p>1. To provide information on opportunities to access work or meaningful activities.</p> <p>Outcome - Ability to feel positive about oneself.</p> <p>Indicator - Improve overall life satisfaction.</p> 
Please note the above actions may be subject to variation once initial assessment of the piloted work has begun.		

Lancashire Mental Health and Social Care Partnership Board

Made up of representation from Local Authorities, NHS Trusts, Third Sector, Service Users & Carers



"working together to improve mental health"



Lancashire Care **NHS**
NHS Foundation Trust

Lancashire Mental Health Helpline

The 'Mental Health Helpline' is an out of hours information and listening service for anyone experiencing Mental Health difficulties or for family, carers, friends and health professionals.

The **FREEPHONE** telephone number is :-

0500 639000

Opening hours are

Monday to Friday - 7pm to 11pm

Saturday and Sunday - 12 noon to 12 midnight

www.lancs-mentalhealthhelpline.nhs.uk

A Helpline response questionnaire is enclosed for your attention.



Farewell
to
**Janice
& Paul**



In March 2009 the Partnership Board saw the departure of Janice Horrocks and Paul Hopley from the Partnership Team, both having taken up new roles with NHS Blackburn with Darwen.

Partnership members would like to thank Janice and Paul for their dedication and support to the board and wish them every success in the future.

FEEDBACK Questionnaire

Thank you to everyone who has returned a completed Feedback questionnaire sent out with last February's issue of our newsletter. Your comments and views are important and valuable to us to help improve representation and communication on mental health issues. With copies still being received, we hope to bring you a full update in the next issue. If you would like the chance to have your say, please return your questionnaire, or contact the Partnership Team to obtain a copy and freepost return envelope.



**Lancaster
University
Public
Involvement
Network**

Doctorate in Clinical Psychology

Lancaster University Public Involvement Network (LUPIN) was set up in early 2008 and aims to provide and increase public and community involvement in the Lancaster Doctoral Programme in Clinical Psychology. Still relatively new, LUPIN is constantly evolving through consultation with members of the community. The group members include users of clinical psychology services, carers, course staff and trainee clinical psychologists.

LUPIN aims to ensure that a public involvement perspective is woven throughout all aspects of the Clinical Psychology Doctoral programme.

Ways to be involved in LUPIN

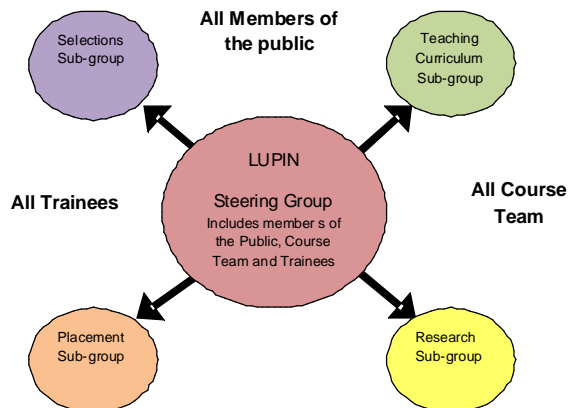
LUPIN is open to all, whether you have used a clinical psychology service yourself, or know someone who has, or if you just have an interest in increasing public involvement within clinical psychology training. We also welcome representatives of other user involvement groups.

The main steering groups meet every two months at a community venue in Preston. The sub groups meet on a regular basis. Travel expenses are paid for all participants and lunch is provided.

Distribution list

The LUPIN distribution list (both electronic and postal) means people can stay involved without attending the meetings; opting to attend events of interest to themselves.

Contact To find out more about LUPIN, or if you want to become involved please contact Rachel Hemmings on r.hemmings@lancaster.ac.uk or 01524 592971



If you would like to make contact with your area representative or register your details to be kept informed of our current work, please contact

The Partnership Team, Suite 217-218 Bizspace, Turner Road, Nelson BB9 7DR - Tel:01282 607047 Fax: 01282 607051

Email: lancashirementalhealth@eastlancspt.nhs.uk - your details will be held in the strictest confidence