



TCSP NEWS

Tayside Carers Support Project NSF (Scotland)

Providing Support to family and friends of someone experiencing a mental illness

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Website

Have you seen our new website? Tayside Carers Support Project are pleased to announce that our newly revamped website is now complete and can be accessed at

www.tcsproject.org.uk

Please have a look at it and let us know what you think!

Readers Response

Do you have something you want to say?

Your stories, comments, news, opinion - We at Tayside Carers Support Project want to hear from you!

Send your contributions to:
Vicki or Elizabeth,
TCSP, 10 Constitution Road,
Dundee DD1 1LL
or email

vicky@tcsproject.org.uk
elizabeth@tcsproject.org.uk



A group of Dundee carers show off their Certificates of Achievement after completing their WRAP (Wellness Recovery Action Plan) training in February.

Dundee WRAPers

Eight carers attended WRAP training at the Forbes of Kingennie Centre, where we stayed overnight in a respite setting. WRAP stands for Wellness Recovery Action Plan.

Myself (I qualified last year as a WRAP Facilitator) and Rona McBrierty who is a free lance Advanced Trainer facilitated this course. With great help and assistance from Elizabeth our Administrator.

The Scottish Recovery Network who provided the training to me, via Rona, asked us to participate in a major research project, looking at the impact of WRAP in group settings.



This picture shows some of the Dundee carers at the WRAP event

The research is being carried out by the Scottish Centre for Social Research and Edinburgh University. The main aim of the study is to look at how effective WRAP is as a tool for people to manage their own wellness. The study will also examine whether introducing WRAP in a group setting increases its effectiveness by encouraging people to share what works for them.

The week-end was a great success, the evaluation was extremely encouraging, and we will go on to develop a WRAP group and meet up on a regular basis.

Cathy Hamilton, Project Manager, 10 Constitution Road, Dundee DD1 1LL, Tel. 01382 305712

Hello, from Dundee Carers

Celeidh for Dr McGregor's Retiral

We were invited to attend a Celeidh for Dr Alison McGregor, a Consultant Psychiatrist at Carsview Centre retiral party.



Nine of us went along on the night, which was a very cold night, and I have to say the venue was even colder. However we made the best of it, and socialized, danced and chatted, I think our tongues were more tired than our bodies. There was ever so many "kent" faces at the party, so we did not feel completely out of it.

Dr McGregor was so delighted that the carers had come along to her party, and made us feel very welcome.

Two members of the staff team, Kate and Elizabeth joined in the night as well, so we all made sure that everyone got home safely.

This I felt was indeed good partnership working.

*Cathy Hamilton, Project Manager
10 Constitution Road, Dundee DD1 1LL
Tel. 01382 305712*

Carer Involvement – Carseview Centre

Carer involvement within mental health, Carseview Centre and Gourdie House remains a priority, with managers and staff being committed to positive and proactive dialogue with carers to support continued improvement. The carers groups within the hospital settings continue and attendance is also well represented by managers and staff at the monthly Carers Support Group held in DVA on the first Wednesday of each month.

Gillian Munro, Head of Spiritual care for NHS Tayside, attended the Dundee Carers Group on Wednesday 7th April, to explore **Spiritual Care: what is it, who provides it and how can we improve?** The department is currently reviewing the post of chaplain with a particular interest in mental health issues and, having explained a little of the history of chaplaincy/spiritual care Gillian spoke about what the chaplain offers at the moment and asked those present to consider any improvements in the future.

1. How can **patients** challenged by mental health care problems most easily get to know the chaplain and what they do?
2. How can **carers** of patients challenged by mental health care problems most easily get to know the chaplain and what they do?
3. What could a chaplain best do to support **patients** challenged by mental health care problems?
4. What could a chaplain best do to support **carers** of patients challenged by mental health care problems?

Gillian can be contacted by telephone on 01382 423116 or by letter addressed to Management Offices, Royal Dundee Liff Hospital, Dundee DD2 5NF.

The June meeting at DVA will have representation from the Assertive Outreach/Community Rehabilitation Team to provide information and answer any questions on the service they provide. In September there will be a Focus Group in Carseview to look at an overview of Mental Health Act Legislation with specific focus on Advance Statements, Named Persons and Specified Persons. A Mental Health Officer will also be present to answer any questions from that perspective.

We are delighted to be able to announce that at the end of 2009, the Scottish Mental Health Nurses Forum Award was presented to Carseview Centre for our work with the Carers Support, Education and Intervention Initiative. This in part demonstrates and acknowledges the positive initiatives that we have jointly undertaken.

Carseview Phase 2 Refurbishment



Carseview Phase 2 refurbishment and extension works have commenced and since our last Newsletter we are pleased to advise that the 22 bedded modular decant building is well on programme for completion by the end of May 2010. The construction commenced in December 2009 and once completed this facility will play a pivotal part in ensuring that there is minimal disruption to service provision in the existing wards during extensive refurbishment works.

Val Johnson, Operational Manager Mental Health (Dundee), 8th April 2010

Having a Voice in Dundee

First Birthday Celebration

A first birthday celebration was held on the 19th January for our Dundee Awareness Raising Team to recognise the work that Betty, Allan, Rosalind & Mary had carried out on behalf of carers during 2009. Twenty Five carers came along to help us celebrate and we had a light buffet with soft drinks and balloons etc. We also had a Christmas Quiz (a bit late I know) however it was very much enjoyed and we had a prize for the winners and a booby prize for the losers as well.

I am also very pleased to welcome Linda Hutton to our Awareness Raising team.

Dundee Mental Health & Wellbeing Strategy

We continue to take part in the work streams in connection with the above strategy. As some of the work being discussed at some of the groups seemed to be overlapping it has been decided to amalgamate the work of the Rehabilitation work stream within the Day Services Work Stream. The Capacity Housing work stream has been putting together a draft report to be presented to the Dundee Strategic Planning Group and Rob Hughes, Housing Strategy officer, with Dundee City Council Housing Department came along to speak to a group of carers on the 16th March to give an overview of the report and to gain carers opinions before finalising the report.

Strategy Review Event

Following the Strategy Review Event in October last year a follow up event was held on the 8th June in the Westpark Conference Centre in Dundee. This event provided participants with opportunities to explore the range of services, both Public and Voluntary, available in Dundee and discuss how they can work together for Service Users & Carers. It was also an opportunity to get an update on the work of some of the work streams mentioned in the above paragraph.

Information Sharing Evening

The speaker for our Information sharing evening on the 18th May was Anne Tavendale, Network Manager from the Scottish Social Services Learning Network –Tayforth to talk about the range of work that they do and how our carers can make a contribution to Social Services workforce development. We are presently in discussions with Anne about a proposed event in November in which mental health carers will take a workshop.

Meetings with Community Mental Health Teams

During January & February of this year Kate Robertson and Cathy Hamilton arranged to visit all the CMHT's in Dundee. One outcome of our meeting with the Assertive Outreach Team & the Community Rehabilitation Team was that three

members of staff from both teams very kindly came along to speak to our carers on the 2nd June about the work that is carried out by both teams. Dr Shelagh Morrison a chartered Clinical Psychologist with CMHT 3 also gave a talk to carers about Family Behavioural Therapy and further information about BFT is on page 8 of this newsletter.

Open University:

Unfortunately our planned meeting with the Open University had to be cancelled at short notice. However, this has now been re -arranged for the 16th November and further details will be sent out to carers nearer the time.

TESC Training

In our last newsletter I let you know that two of our carers had undertaken the training called Ten Essential Shared Capabilities. We now have four carers who been through the training which has been delivered by Violet Taylor, Charge Nurse, at the Carseview Centre.

Comments from our carers about this training included:-

"Felt that the training had been very worthwhile"

"Made you think" "i.e. light bulb story and when Violet scored everything off their list"

"There was a good mix of people not only nursing staff"

"8-10 people was a good number to allow for good discussion and everyone to be heard"

"Violet Taylor was excellent – A very very good trainer"

Violet has now relinquished her role as trainer for TESC and we thank her for her support and for inviting our carers to take part in this training. This training is still ongoing and if carers are interested in taking part in this training then please contact Kate on 01382 305756

Young Carers Event 23rd February 2010

This event was held in the Central Baptist Church, Dundee, and was organised by the Coalition of Carers in Scotland and the Scottish Government and was hosted by the Princess Royal trust for Carers. Delegates were asked to consider the following questions as a group exercise;

- What do you think should be the main priorities for Scotland's Carers Strategy?
- Is there anything that you think still needs to be considered for inclusion in the Strategy?
- What do you consider you or your organisation could do to support Scotland's Carers Strategy?

Forms were completed for each group and returned to Moira & Gordon to be taken back and collated along with the results from the other events being held throughout Scotland.

For more information on any of the above please contact Kate Robertson, Carer Involvement Facilitator (Dundee) on 01382 305756 or email kate@tcsproject.org.uk

Hello from the Carers in Perth & Kinross

It seems a long time ago it was Christmas and since then Perth and Kinross have had lots of snow and cold weather.

Sarah and Johanna have moved offices from the Corsie Ward into Elcho Ward, next to the Chapel; it is further down the hill on the same site of Murray Royal Hospital. We should be here, sharing with Social Work for the next two years. There has been some disruption to our service due to the move and also heavy snow which prevented Johanna coming in to the office one day, but we are now up and running again as normal.

Christmas Events

We arranged two Christmas meals which Carers attended in December. The Aberfeldy Support Group went to lunch at a lovely local restaurant, the Ailean Chraggan Hotel which was attended by 15 Carers. The Perth Support Group went for dinner at the ever popular Carvery at The Isle of Skye Hotel and this was attended by 19 Carers. Both events were very enjoyable and a good opportunity for Carers to meet each other and have a social time.

A flower arranging workshop was kindly carried out by one of the Carers, Anne Buchan. This was for staff and Carers and was held to raise some funds for the Project. It was well attended and everyone came away with an impressive table decoration for Christmas.



We also printed some more cards from Carers photographs of winter scenes in Perth and Kinross to raise funds and awareness of our project. There are eight cards in the pack, with a wide variety of beautiful pictures. Each Carer on the mailing list has been sent a pack, and there are more available if anyone would like one, at £2.00 per pack. Please contact Sarah. The packs of cards will be sold at the Perth Charity Christmas Cards sale at the AK Bell Library in Perth in December 2010.

Spring Events

We have had one Information and Education event at The Gateway in March, this was a talk given by Morag MacRae, a Facilitator with the Quality Improvement Team at the Murray Royal Hospital. She spoke about major Government Initiatives "Scottish Patient Safety", keeping patients safe on the wards and hygiene. She also talked about an initiative called "Better Together" hearing patient, family and carers' experiences of the wards and working together towards better care.

We have more talks planned for the rest of the year. We have contacted Gowrie Care and asked them to tell us about their service, and Diane Smith from Perth Community Mental Health Team, to talk about Mental Health Checks, depo and chlozapine medication.

Our Social events for this Spring have been a curry dinner at the Perth College in March, and a visit to Highland Safaris for the Aberfeldy Group in June.

Support Groups

Sarah has continued to meet with all the support groups in different parts of the area, despite the adverse weather conditions. Well done to all who braved the elements. These continue to be well supported and the Perth, Aberfeldy and Perth Friendship Groups meet every month. Kinross, Blairgowrie and the Crieff coffee groups will meet regularly throughout the year, please contact Sarah for dates.

There is a new Cinema Group which meets jointly with Carers and the person they care for every month. We meet at 2.00pm at The Sandeman, near Perth cinema and choose a film to go and view in the afternoon.

Contact Us

If you wish to contact us, the new address is:

**Sarah Cox, Carers Support Worker,
Elcho Ward, Murray Royal Hospital, Perth PH2 7BH.
Tel: 01738 562475.**

Sarah Cox, Perth and Kinross

The Worlds' Toughest 'Answerless' Puzzle

How quickly can you find out what is so unusual about this paragraph? It looks so ordinary that you would think that nothing is wrong with it at all, and in fact nothing is. But it is unusual. Why? If you study it and think about it, you may find out, but I am not going to assist you in any way. You must do it without coaching. No doubt, if you work at it for long, it will dawn on you. Who knows? Go to work and try your skill. Par is about half an hour.

The Answer is at the bottom of the back page

Carer Involvement – ‘Having a Voice’ in Perth & Kinross

As you are probably aware, I have been on prolonged sick leave and have only recently returned to work. Regrettably this, amongst other things, has impacted on our “Moving Forward” Involvement Programme in Perth & Kinross. However, we aim to rectify this situation at the earliest opportunity and have taken a number of steps to ensure that there is meaningful, ongoing carer involvement and consultation throughout the region.

We will soon be meeting with our statutory partners in order to identify opportunities for our carers to engage with Health, Social Work and other appropriate agencies in planning and implementing existing and future mental health policies and initiatives. We currently have carers actively involved in the Acute In-patient Forum, Murray Royal Surplus Land Buildings Group and the North of Scotland Planning Group Engagement meetings.

In addition, we are planning an ‘Open Space Event’ *, co-facilitated by the Scottish Health Council, to give our carers the opportunity to express how they envisage the future of carer involvement in Perth & Kinross. We will keep you updated on any further developments/opportunities which arise.

** An open space event brings together a range of people to discuss issues around a central theme. This can often involve diverse and often very large groups of people to get together, discuss issues of heartfelt concern, share ideas, pool their knowledge and develop plans for collaborative action. It is, therefore, important that the focal issue or theme is of genuine concern to all those involved. The events are based around workshops that participants create and manage themselves. This provides an opportunity to bring together the knowledge of all participants, as they set the workshop agendas. Participants prioritise issues that are important and most relevant, and open space provides the opportunity to discuss them and to share ideas.*

Vicki Paterson, Carers Involvement Worker

Perth & Kinross Update

As usual time has flown in. It certainly does not feel like five months since Christmas. As Head of Integrated Mental Health Services for Perth & Kinross CHP I would like to take the opportunity on behalf of the Perth and Kinross Joint Planning Team (P&K Health and Local Authority Strategic Group) to say we are happy to support the Perth & Kinross Carers Preparation Course which is near completion and also the 2 day residential course on 5th and 6th June 2010 in the West Park Centre for WRAP Training. We are looking forward to hearing the outcomes from these training events and having a discussion at the Joint Planning Team to ensure we benefit from this investment within our partnership working.

Our Mental Health Practice Development group which has gone through a process of change will oversee any developmental needs to enable staff and our partners to gain the appropriate skills and competencies in a wide range of interventions in line with the stepped matched care model.

A couple of examples of this are: Working with the Substance Misuse and the Criminal Justice services to enable their staff group to gain skills and competencies in Mental Health. We are also happy to support Sarah Cox the Carers support worker to attend our Behaviour Family Therapy training. We are fully supportive of the Recovery model working with individual's

strengths and fully engaged in the Acute Patient Forum work and meeting the HOPE recommendations.

In the past few months Strategic Improvement Programme work (SIP) has been generated within NHS Tayside Mental Health Services. In December all Mental Health Care Groups attended an event to identify potential work streams to take forward this year. From the data provided it was identified that Adult Mental Health would focus on two work streams, Community Referrals led by Beth Hamilton, Head of Integrated Mental Health Services Dundee CHP and Inpatient Admissions led by myself.

The past four months have been spent gathering evidence and data which informed the work in both work streams. This included previous process mapping information from across Tayside which included staff, service users, carers, voluntary services, police A&E, etc, information from focus groups and data figures. Each work stream had to present facts and data to a NHS Tayside panel and we were successful in getting approval in both panel 1 and panel 2.

We merged both these work streams for the panel 3 presentation and I was identified as Head of Service lead for the SIP with full support from both Beth Hamilton and Bill Troup Heads of Integrated Mental Health Service Dundee and Angus respectively.

On 17th May 2010 using Improvement Methodology data we presented to NHS Tayside for endorsement to implement a new Community Referral pathway and a new Inpatients Admissions pathway. The Panel 3 evidence was approved which allows us to move to the next stage taking forward further tests of change and wider stakeholder involvement.

Our core team has been identified, myself as Head of Service lead, Fran Hynd, Project Manager, Dr Brian Timney, Clinical Lead, Grace Gilling, project lead, Chris Watson ATOS Consultant, Neil Munro Modernisation & Development.

A Communication Strategy is being refined and identifies our stakeholders and methods of communication such as email, focus groups etc through to direct involvement with working groups. Work stream leads have also been identified across NHS Tayside and they have been asked to provide us with a project plan that details their work and also a weekly update in relation to this.

I have arranged a meeting with Vicki Paterson to discuss the SIP fully and agree the process for engagement with carers within identified elements of the work plan.

An area of improvement work that staff within Perth & Kinross have been taking forward and one of the current pieces of work is to improve discharge planning and effective use of passes. Small tests of change, Plan Do Study Act (PDSA) cycles have been completed by Occupational Therapists (OT) which enable any inpatient going home on day pass to have their pass assessed and where clinically indicated a functional assessment completed. This has resulted in small changes being made to the service and other cycles of change developed to further that change. This and many other tests of change will inform the implementation of the new referral and inpatient admission pathway and be rolled out across Tayside.

I believe that these changes and opportunities will enhance the service delivery to our service users and support our carers and enable us to evidence effective and productive work and at the same time be person centred and recovery focused.

It is an exciting time in Mental Health with lots of outcomes to be met which will positively impact on both the service user and their carers.

I look forward to attending the open space event in July and catching up with you all.

Frances Bannister, Head of Integrated Mental Health Services for Perth & Kinross CHP

Hello, from the Carers in Angus.

As I write this, it is a beautiful sunny day here in Arbroath, however, the old adage “ne’er cast a clout, till May is out” still rings true: It may look glorious, but there is still a ‘nip’ in the air: mustn’t grumble though, at least it’s not snowing!

The Carer’s Support group for Angus has started the year with something of a Health and Beauty theme. March saw us indulging in some Indian Head Massage, which was delivered by Audrey Kirk, who runs a gym and health and beauty centre in Arbroath. Audrey demonstrated on one or two lucky Carer’s, whilst the rest of the group practiced on each other: My apology’s to my willing victim(oops) partners, if I accidentally pulled any hair, therefore making the experience stressful as opposed to relaxing!

Our March group brought us together with a talk by Linda Bailly (Manager) of Angus Independent Advocacy. This was followed up with a question and answer session, which high lighted for me that the group had found the information valuable. The evening ended with a chat over a cup of tea, with a chance to catch up with all the news and photographs of Wendy and Billy’s wedding, which took place on Saturday the 11/03/2010.

Congratulation’s and warm wishes to (Mr and Mrs) Wendy and Billy Thom.

Still on a Health theme, we had a good evening in April with a Talk by Krysia Sosna from ‘Naturelle, Health Food shop in Forfar.

I hope that when we meet again for our ‘Summer Walk and ‘Chippie’ tea, we will all be a picture of ‘Health and Vitality’ although the chippie tea might be our undoing!

I hope to meet as many of the Angus Carer’s as possible in the coming months. Please feel free to get in touch if our paths don’t cross and you would like some support, either one to one or in the form of our lively, support group.

*Georgie Evans, Carer’s Support Worker, Gowanlea
12/14 Seaton Road, Arbroath DD11 5DX, 01241 437214*

Angus WRAP Training Course

The first Wrap Training Course took place in Montrose, with a group of four carers from Angus. This was not done in a respite setting, but on two separate days with a week break in between. I unfortunately was only able to do the first day, as I became ill, but John Moody from the Scottish Recovery Network delivered the second day of the course and the evaluations again were extremely positive.

Due to lack of funding it was not possible to take the carers away to do the course in a respite setting.

However, we are hopeful that we will be exploring the possibility of doing the Wrap Training Course with carers from Perth & Kinross.

I have to say that the carers who attended the course at Forbes of Kingennie, definitely benefited from doing so in a respite setting. There was a good feeling of working together, supporting each other, sharing experiences, as well as time to have a bit of relaxation.

It is great when we get the money to do this training in a respite setting, and I would definitely recommend it. (If only the funders thought the same).



This picture shows Cathy Hamilton and some of the Angus carers at their WRAP event

Angus News

The Adult Mental Health Accountable Officers group in Angus is keen to progress improvements for local carers and attain robust information about their needs so that services can be designed accordingly. Within the national document Delivering for Mental Health (2006) there is a clear drive to improve carers’ experience of services. The Accountable Officers group take this seriously and realise in order to do so, carers must be brought into, and central to this process.

The Accountable Officers group is keen that carers are an integral part of this process and are not just presented with a fait-

accompli; therefore it has set up a working group with carers from Angus to begin looking at what matters to them and then begin to find ways of making improvements a reality. Information from the recent Open Space event is being used as part of this exercise too.

So far, the working group has met three times and a key focus is short breaks provision

and carers assessments. It is envisaged that the group will conclude in the summer and recommendations will be passed back to the Accountable Group to inform future planning.

*Sharlaine Walker, Planning Manager
Adult Mental Health Service, Angus CHP
St Margaret’s House, Forfar*

Adult Mental Health Accountable Officers Group

Name	Role	Service Level Responsibility on the Group
Bill Troup	Head of Integrated Mental Health Services for Angus	Accountable Officer for Group
Sharlaine Walker	Planning Manager	Planning Support for Group and Level 1
Alison Peaker	Lead Clinical Psychologist	Level 2
Mike Harkin	Community Service Manager	Level 3
Alison McGurk	Inpatient Clinical Team Manager	Level 4

Having a Voice Tayside

Working with People with Schizophrenia Course 15th April 2010

We were again delighted to be invited to take a session at the Working with People with Schizophrenia Course at Ashludie Hospital on the 15th April 2010.

Betty McGovern & Allan Brown gave a talk to participants about their journey as a carer and the difficulties they had encountered along the way. This was very well received as confirmed by the evaluation forms and some of the comments made by the students on the evaluation forms. See below:

Did the Carers' personal stories make you think more about the role of a (mental health) Carer? Please explain.

Yes. It helped me to appreciate the commitment needed to support someone with mental health needs

Carers today appeared to be passionate in telling their stories; Happy or sad but still remain supportive of loved ones

Two powerful stories conveying what was difficult and what helped. Raising difficult issues such as consent to share information

Yes. It showed how devastating it can be for the whole family and how carers had to fight the system – We should be working with carers and families. Hopefully this is now the case.

Yes. It reinforces how much dedication they have and listening to their stories make me hope that if I had a family member/ close friend I could offer that support too. Professionally it emphasizes by hearing directly from the carers how important it is to listen and take on board the signs/symptoms they are noticing. Also it makes me aware to remember and check out with carers when working with them if they need info/ explanations and awareness.

Yes. Bringing it home just how hard it is emotionally and physically to be a full time carer where family is involved.

Yes. It hit hard the effect it has on carers and how as a worker you can make a difference in people's life and it can hit your emotions

Touching and brought the human side to the problem

Yes. This highlighted the difficulties faced by families. The guilt they felt was quite prominent and just focused my thinking about the internalization of their situations

Yes. Because sometimes you can be so focused on the clients wellbeing or needs you forget that carers have been heavily involved behind the scenes

Yes. I never thought for a minute how hard their role is.

Yes. I knew a carer role was vital and that the NHS would not work without them. Today the carers described what it was like for them day to day over the years.

I think it made me see the frustration re confidentiality. As a worker I do follow policy + procedures and don't personalize things.

The frustration of changing staff (Doctors, CPNs) + the issue of confidentiality – The wide-resounding impact of supporting someone with a serious mental health problem.

Abertay University:

On the 8th February Kate Robertson gave a presentation and Betty McGovern & Allan Brown gave a talk to 2nd year students at Abertay University who are studying for a BA(Hons) in Mental Health & Counselling. The session went very well and the feedback was excellent.

Some of the comments made were;

"Although I am always aware how difficult certain situations can be for a carer I don't always think very deeply about it. Hearing a person's personal story brings it back into perspective what life is really like for them".

"I know a little about the difficulties of being an informal carer but it really was only in theory. As a person who has never had to take care of someone with a mental health issue only hearing about things briefly from others the personal stories today gave me a much deeper insight. I had not really thought about things such as confidentiality or personality loss".

"The impact mental health issues have on the immediate primary carer is usually the one that people think about, often forgetting about the other family members. Hearing the carer's stories today gave me an insight into how hard it is. Families and friends are obviously under a lot of emotional strain. They do not know how or why their loved one feels like this and thus this makes it difficult to know how to help. Betty spoke about the guilt of being a carer ad I can understand the problem with this".

For more information about carer involvement, please contact Vicki Paterson, Carer Involvement Worker (Tayside) on 01382 305713 or email Vicki at vicki@tcsproject.org.uk

Our Carers Attend Meetings with Professionals, Throughout the Area

Tayside

- Angus Adult Mental Health Reference Forum (1 Carer)
- Respite Task Group (2 carers)
- Acute In-Patient Forum – Tayside (3 Carers)
- Murray Royal Engagement Meetings (5 Carers)
- Surplus Land Group (P&K) (1 Carer)

Dundee Mental Health & Wellbeing Strategy 2008-2012

One or two carers attend each of the following work stream meetings in connection with;

- Acute Services
- Capacity Housing (where we Live)
- Community Mental Health Teams
- Day Services
- Employability
- Rehabilitation
- Transition Between & Across Services
- Wellbeing

JobCentre Plus Support For Carers

As part of the UK Governments Carers Strategy, Jobcentre Plus was set specific commitments to support carers who wish to get paid work either for the first time or to get back to work after a break.

To help this happen Jobcentre Plus has introduced Work Focused Support for Carers (WFSC) and funding for Replacement Care. WFSC is an entirely voluntary programme that offers support and training opportunities to those carers looking to combine paid work with their caring responsibilities, or those looking to prepare for when their caring responsibility ends.

WFSC will include one-to-one adviser support, access to training opportunities and help with funding for replacement care whilst carers engage in Jobcentre Plus approved activities.

As part of the Strategy a Care Partnership Manager has been put in place within each Jobcentre Plus district. The role of the Care Partnership Manager includes:-

- Building and maintaining relationships with relevant carer support organisations
- Assessing local services available to carers and identifying gaps in provision
- Assessing local demand/support and encouraging local development of external services, such as replacement care, to support the demand
- Ensuring that Jobcentre Plus staff have information on local carer support and services.

To make an appointment to speak with one of our Advisers please contact the local Jobcentre Plus office, or for further information please contact:-

Tracey Millar, Care Partnership Manager
Forth Valley, Fife & Tayside District
Jobcentre Plus, South Lodge
2 St Ninians Road, Stirling FK8 2HF
Tel: 01786 432882
Email: tracey.millar@jobcentreplus.gsi.gov.uk

Family Work in Tayside

Dr Shelagh Morrison on behalf of Clinical Psychology to General Adult Psychiatry

Families and carers of people affected by mental or physical health problems know more than anyone their potential value in helping enhance the psychological wellbeing of their loved ones. At the same time it is widely recognised that families and carers may experience a significant amount of stress and strain. For all of us, such stress can impact on relationships with loved ones – which can further fuel stress. So the question is this: how can services enable families to become more involved in service users' psychiatric and psychological care?

Recent years have seen more opportunities for involving and supporting carers emerge, via policies, carer forums and the development of different models of working with families. As a group of Clinical Psychologists to General Adult Psychiatry - working within Community Mental Health Teams (CMHTs) across Tayside - we were interested in which model of family work we could practice within the CMHTs. So, in April 2009, we undertook formal training with the Meriden organisation in

Behavioural Family Therapy (BFT). This type of family work, developed by Dr Fadden and Professor Falloon focuses on reducing family stress and addressing the day to day, here-and-now challenges which all families face - not on the past. Such an approach appeals to families and service users as it is not about blame, but takes a positive, collaborative approach and is structured and time limited. This approach is about building up existing skills. For any family when there is stress, communication may suffer - positive things get acknowledged less, or we may be less effective in requesting help or expressing difficult feelings. Therefore family work focuses on enhancing communication skills, alongside skills to negotiate day to day challenges when they arise. Family work may also include information sharing about the mental health problem, and staying well plans, according to need.

Research suggests that this approach can help families enhance communication and problems solving skills alongside knowledge of mental health problems. This can reduce family stress, and improve the family environment and the individual with mental health problem's psychological wellbeing in the longer term. These findings apply to families of individuals affected by a range of mental health problems and to those affected by physical health problems, learning disabilities and dementia of the Alzheimer's type. From our experience to date of working with families, the response has been largely positive with families sometimes surprised at how even sitting down as a family once a week and reviewing their individual goals can make a huge difference.

We quickly realised that unless we trained more professionals in using this approach, we would not have the capacity to bring the family work to more families – despite the fact that recent guidelines, such as the National Institute of Clinical Excellence (NICE) Guidelines for the Management of Schizophrenia, are asking us to do exactly this. So, Clinical Psychology to General Adult Psychiatry's next venture is to cascade this family work approach to other colleagues in CMHTs later this year and provide ongoing support and supervision, which we are very much looking forward to. We also intend to keep Tayside Carers Support Project NSF (Scotland) up to date with any developments, and would welcome any comments you may have.



Clinical Psychologists to General Adult Psychiatry with Dr Fadden (top left) on the Meriden BFT Training as Trainers Course, March 2010

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For more information regarding BFT, Meriden, research and training see <http://www.meridenfamilyprogramme.com>

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