Milton Keynes Mental Health Services Celebrates Successes, Innovation and Achievements 2018...

Thames Valley Police patient seen by Street Triage

Last night Wednesday 7th November, I met a police officer and a mental health nurse called B to my rescue...they calmed me down spoke to me, most of all promised to help me get the appropriate help I need. They sat with me...offered to take me for a coffee and chat and to get in the warmth. I cannot thank these 2 enough, they spent over 2 hours with me, but they reassured me that was I was going through and thinking was totally normal, they people with hearts of gold. I would just like to say thank you really, I really appreciated everything they done and made sure I got home safely. My husband and I are very grateful for this.

Reflections on Practice –

Hugely successful sessions led by MK MHS Clinical Director, Stephanie Oldroyd – an opportunity to reflect on practice, and share learning from local serious incidents (SIs). Sessions invite Care Co-ordinators of the patients to share their experience of the person. Relevant service managers speak about the service involved / provided for the person. The investigator(s) share their experience of investigating the incident and process. To date discussions have focussed on 3 incidents related to suicide and falls; highlighting definitions and clarity of Duty of Candour, the SI process; the impact of being interviewed as part of an investigation; experience of attending coroners to give evidence; the people involved and the emotional impact of loss on both staff and the patients family. Discussion highlighted a “no blame” culture and further reassertion of collaborative strength and support for staff during such incidents.

Consistency and caring professional attitude. (AHTT)

Offers continuity, service is extremely personable and geared towards the individual. It is honest and realistic and sets reassuring safeguards/ risk assessment. (CAMHS)

Specialist Memory Service...

Feedback above collected weekly and results shared with staff in monthly meetings & displayed in reception area for patients. It may not be an in-depth analysis but certainly captures real time feedback. Volunteer for SMS, V. Dagley won the Trusts Volunteer of the Year. Kevin Saunders (Specialist Nurse Practitioner in Dementia) won the Excellence in Wellbeing award at the Diggory Festival for the work he undertook (chicken therapy and hydration stations within the care homes) – saving the CCG £1.4 Million.

Out & About...

Vicky Hancock, Deputy Service Director MK MHS and Nav Ranauta, Clinical Effectiveness Coordinator presented at the Council of Faiths on 15th November 2018. The Council holds representation from various faiths including Buddhist, Hindu, Bahai’s, Christian and Jewish. Both gave an overview of mental health, stats / stigma related to BAME and provision of our local mental health services.

Patrick Gillespie (Interim Service Director MK MHS) continues to attend the monthly local Independent Advisory Group (IAG) meeting – a representation of various communities across Milton Keynes to include Thames Valley Police, Muslim, Rural, Polish, Caribbean, Filipino, LGBT, Sikh, Iranian, Hindu, Age UK, Somali etc. Work is in progress to form a mental health sub-group.

Dr Andrew Malekina (Counselling Psychologist – TOPAS / C Centre) attended Friends of the Caribbean even in April 2018 and gave a presentation about mental health & human suffering which was very well received. It was a great opportunity to measure the forum’s understanding around this issue. Work with BAME continues throughout MK MHS

Patient Experience Day for Preceptorship Group

Patients, service users, carers and Peer Support Workers from MK MH Services presented their brave, powerful and inspiring personal experiences & journeys through MK MH services on 9th, 23rd and 27th February 2018 for newly qualified nurses. The program was run in collaboration with the Divisional Integrated Education Team and MK University Hospital with a mix of adult, mental health, children’s nurses and midwives.

TOPAS

Recently gone through the AIMS accreditation process and are hopeful to gain this accreditation.

Strengthened links with the community - have a weekly attendance at the Age UK café, where discharged patients often continue attending this after TOPAS.

During November some of our staff participated in ‘November’ and raised money for men’s health.

Achieved 93% in December Medical devices audit – the highest in the Trust - down to HCA champions David Jones and Keith Lovell

Members of the Carers Group in TOPAS are being engaged to co-produce a piece of work to update the TOPAS website.

Feedback...

Received for a training session delivered by Dr Vik Patel, Srn Psychologist for STT on 19.10.18 at Stony Medical Centre. The training was specifically a workshop on DBT and what/how to work with a diagnosis of BPD/EUPD. Ben Goddard (MKVTP – Problem Solving Team) I found the workshop extremely informative and an eye opener into PD. Dr Patel’s delivery was outstanding and he clearly has a passion for his chosen subject matter. If we can arrange a further training session for other officers as I think it would be beneficial.

From Claire George (Social Worker - MH Social Care Team People Directorate - MK Council): Thank you for an informative session; it was so useful to understand some of the skills people are learning through their therapy.

This absolutely reflects the passion and professionalism of our clinicians

Carer Sessions in Early Intervention in Psychosis Team (EIPT)

The 7 week programme shared understanding of psychosis & possible interventions within a safe non-judgemental setting. An opportunity for attendees to grow in confidence & feel better equipped to support their family member whilst caring for their own emotional wellbeing. Welcomed presentations from EIPT Psychologist, Occupational Therapist, Non-Medical Prescriber, Dual Diagnosis Nurse, Carer Development Worker & mothers of ex clients. Varied session content included Toolbox of coping strategies; Carer support and access to carers assessments; Psychological interventions. The successful outcome hopes to encourage other services to adapt & run the programme. A daytime conference to capture carers from local secondary care services is also planned.

Recovery & Rehab (R&R)

Physical health nurses within R&R are arranging a Christmas lunch on the 28th December from 12-2pm at Westbrook. This includes delivering food parcels and gifts to those who are unable to make the journey to Westbrook. Local shops have kindly offered to make a contribution to support our vulnerable/lonely service users.

Primary Care Plus (PCP)

...Turned 1 on Friday June 1st 2018. From 7 surgeries, PCP has expanded to a total of 12 surgeries from 17.12.18 to include: Kingfisher, Wolverton HC, Hilltops MC, CMK, Newport Pagnell, Westbrook, Walnut Tree, The Grove, Ashdene MC, Fishermead, MK Village Practice, Red House.

Camhs places “Wishing Tree” in waiting area...

Very successful to date giving parents, carers and patients the opportunity to engage through comments about CAMHS, their feelings / emotions etc
Compassion conferences 2018 was a productive year in MK in relation to Compassion. In February, CNWL-MK proudly hosted a Compassion Conference with Professor Gilbert O.B.E, founder of Compassion Focused Therapy. Gilbert introduced 450+ attendees to the science and evolutionary basis for compassion, which local clinical psychologist Dr Pete Ord and colleagues followed up with two compassion focused workshops for staff in July, which were very positively received. The compassion theme is continuing full steam ahead in 2019 with a conference, “Compassion for Voices” set for 25th February.

Event in the Tent May 2018 at MKUH... Dr Sharon Lord, Consultant Clinical Psychologist, spoke on What is mental health and how to improve mental wellbeing & breaking the stigma surrounding mental health with tips and techniques on dealing with stress.

Street Triage... A successful recruitment drive this year taking us to the highest staffing levels the service has ever had.

Liaison and Diversion... Launch event in court to introduce the newly expanded team.

Hospital Liaison Team... Working towards PLAN accreditation - hope to achieve this in the first 6 months of 2019. Thank you to all the staff who have shown their dedication to the team over a very tough few months of low staffing levels.

Urgent Care Team (UCT)... After a difficult year of low staffing in the team, UCT still managed to maintain a very short wait list for assessments.

Event in the Tent May 2018 at MKUH... Dr Sharon Lord, Consultant Clinical Psychologist, spoke on What is mental health and how to improve mental wellbeing & breaking the stigma surrounding mental health with tips and techniques on dealing with stress.

All the team are a professional and really amazing, they looking after everyone with true dedication, even with hard situation. They accomplished the best for everyone!!! (Hazel Ward)

IAPT in Milton Keynes... is running out space on their Wall of Fame - working extremely hard to ensure clients' needs are met and the team is overachieving in both their access to treatment targets and recovery rates.

The IAPT team has needed to be flexible to meet the changing needs of MK residents and demand continues to increase as the population expands by 33 people a day. Over the last two months the team have received 1500 referrals. The team is starting a new Long Term Conditions pathway to support clients who are experiencing both physical and mental health needs – it is planned this will help clients to recover from both quickly.

Breakfast Clubs...
Over the year, Community Adults MH Service Manager, Simon Warren presented at Linford Wood Parish Council Breakfast Club. The talks have been greatly welcomed and received by raising awareness of mental health, the services we provide and giving some people an opportunity to seek advice first hand. Novembers Breakfast Club focussed on Men’s Mental Health with additional speakers including a brief on The Heads Up Campaign from Emma Bates, Public Health Practitioner (MK Council); and powerful personal journeys from our Peer Support Worker, Mark Sanderson; service users Nick Canham and Paul Brown.

Feedback... Skye Capolucci (Care Co-ordinator- EIPT) is caring, kind, considerate of one’s moment-to-moment needs and feelings as well as considerate of one’s wishes at any crucial stage, intelligent, fun and lovely to be around, and any other positive quality of which one could think--all in abundance. She has played a key role in making that life a life worth living. No commendation, compliment, or encomium I could cook up could ever praise highly enough how Skye does her job. She deserves every revalidation, recommendation, and recognition possible.

Feedback... Perinatal MH Consultant
To Doctor Shah, Thank you for your support and for listening to me. You gave me more hope by simply diagnosing me. Thank you for being there and beyond the call of duty when I became unwell. I am truly thankful to have made such a lovely people, kind Counsellor, counsellor, helpful, and nice people. I am going to miss working with you. Thank you for everything.

Friendly, helpful, compassionate and above all listened. (HLT)