In this issue:

- Helping people to get into work
- Understanding depression
- Opening of new Trust facility Canalside
Welcome to the Summer 2013 issue of One in 4 magazine, published by Dudley and Walsall Mental Health Partnership NHS Trust especially for our 8,000 members.

In the last issue, we expressed our disappointment at our Foundation Trust application being deferred. Since then, we have been through in detail the feedback from Monitor and three areas of work are now underway:

- Continuing to review and improve our board reporting procedures and the way we monitor service performance
- Further developing and improving the reporting and governance around the Trust’s Cost Improvement Plan (CIP) process
- Continuing to review the effectiveness of the Governance and Quality Committee

We are pleased to say that our application process for becoming a Foundation Trust will be restarted in September 2013, with the aim of becoming a Foundation Trust in early 2014.

Aside from the FT process, we have had a very busy few months moving into Canalside House, our new property in Walsall (see page 4), rewarding our staff at our Recognising Success awards ceremony, featured on page 5, and a range of work around Equality and Diversity – see page 7.

We hope you enjoy this issue; we’ve made a few changes and increased the pages to include more Trust and national news, interviews with service users and advice on mental health issues. We would also like to thank our cover star Bryan – find out more about how our Employment Services team has helped him on page 10.

We would love to hear what you think of our magazine, please email us at communication@dwmh.nhs.uk

Thank you for your continued support and we will keep you updated on our progress towards becoming a Foundation Trust.

Best wishes

Glyn Shaw
Chairman

Gary Graham
Chief Executive

Annual General Meeting

We would like to invite you to our Annual General Meeting at 1.30pm on 25th September 2013 at The Village Hotel in Dudley.

This event will look back on some of the successes and highlights of the past year, discuss our future plans and launch our Annual Report. There will also be the opportunity for you to pose questions to members of the Board.

The event is open to all, however spaces are limited. To confirm your attendance, email helen.king@dwmh.nhs.uk by 6 September 2013.
Raising awareness of bipolar disorder

Actor and comedian Stephen Fry, who suffers from bipolar disorder, recently talked openly about his suicide attempt last year. Speaking in front of a live audience, Stephen explains how he is a “victim of his own moods”, and has to take medication so that he “doesn’t get too hyper or too depressed to the point of suicide”. Asked why someone who has everything would try to end it all, he explained that “there is no why… there is no reason… that’s the point.”

As president of mental health charity Mind, Stephen felt that he should talk about his experience to help educate people about mental illness and remove any fear surrounding it.

Oscar winning film Silver Linings Playbook, featuring Bradley Cooper and Jennifer Lawrence, is also raising awareness of bipolar disorder. The film tells the touching story of Pat Solatano, played by Cooper, who has recently been discharged from a psychiatric unit. Having moved back in with his parents, it highlights the struggle that Pat and his family face with his illness, but how, through an unexpected friendship, he finds his ‘silver lining’.

Men’s Health Week encourages men to speak up about problems

Led by the charity Men’s Health Forum, this year’s Men’s Health Week (10 – 16 June) focussed on tackling the stigma associated with mental health and challenged men to talk about their feelings before acting on them.

Despite men and women experiencing mental health problems in roughly equal numbers, men are much less likely to be diagnosed and treated for it, and the consequences of this can be fatal: 75% of all suicides are by men and 73% of people who go missing are men.

The ‘Let’s Talk About It’ campaign featured posters with slogans like ‘I’d rather admit I’m a bad driver’ and ‘I’d rather admit I like Justin Bieber’, highlighting that it’s not unusual to feel down and that men should talk to their GP rather than bottling up their feelings.

Find out more at www.menshealthforum.org.uk

Mental Health Awareness Week

To mark Mental Health Awareness Week (13-19 May), Mental Health Foundation launched its ‘Let’s Get Physical’ campaign to raise awareness of how physical activity can enhance our happiness and quality of life and reduce mental illness.

This followed the 2008 Health Survey for England report which found that only 40% of men and 28% of women meet the Chief Medical Officer’s minimum recommendations for physical activity (30 minutes a day on at least five days a week).

The aim of the campaign was to encourage people to view physical activity as not something we ought to do for our health, but as something which we want to do because we value the positive benefits it has to our wellbeing. Find out more at www.mentalhealth.org.uk

Did you know?

• Exercise can also help to release chemicals in your brain that make you feel good
• Staying active can lift your mood, increase your self-esteem, reduce stress and help you deal with negative emotions
• Even a short burst of 10 minutes brisk walking increases our mental alertness, energy and positive mood.
• It can also help with anxiety and reduce the risk of depression and dementia

Time to change

Mental health charities Mind and Rethink have been working together on ‘Time To Change’ – a project which aims to remove the stigma and discrimination around mental illness.

Find out more and pledge your support at www.time-to-change.org.uk
Mental health and social care professionals attended two conferences in Dudley and Walsall across April and May to look at how they can work better together to help parents with mental health problems and ensure the safeguarding of their children.

Organised by the Trust in partnership with Dudley and Walsall Safeguarding Children Boards, the ‘Bridging the Gap’ conferences were a huge success, attracting more than 300 staff from across the boroughs.

The conferences featured presentations from a panel of experts and a performance by local theatre company, Saltmine, which provided a powerful insight into the life of a mother with mental health problems and highlighted the importance of adults and children’s services working closely together.

Trust celebrates official opening of Canalside

On 25 July, the Deputy Mayor of Walsall, Councillor Peter Smith, officially opened the Trust’s new facility, Canalside, in Bloxwich, Walsall.

Canalside houses a range of mental health services for children and young people in Walsall, including the Child and Adolescent Mental Health Service (CAMHS), the Early Intervention in First Episode Psychosis Service and the Eating Disorders Service. It is also the Central England centre for the national Deaf Children, Young People and Family Service.

Speaking at the event, the Deputy Mayor said: “This is a very important building which provides first class mental health services for young people in Walsall. On behalf of the Mayor of Walsall, I declare this building open and wish everyone associated with it every success for the future.”

Chairman of the Trust, Glyn Shaw, added: “Hundreds of local young people and their families will benefit from our brand new facility. It offers a high quality, bright new environment with nine dedicated therapy rooms, a brand new family therapy suite and a fully equipped clinical room. It brings together four key Trust services into one shared space in the heart of our local community.”

Conference aims to help parents with mental health problems and their children

L-R: Joint Medical Director, Kate Gingell; Deputy Mayor of Walsall, Cllr Peter Smith; Chairman, Glyn Shaw and Head of Early Intervention Services, Anne Marie Carey
Recognising and rewarding our staff

Nurses, teams and managers were recognised at the Trust’s annual ‘Recognising Success’ staff awards ceremony at Bescot Stadium in Walsall on 22 May. Chief Executive Gary Graham and Chairman Glyn Shaw announced the six winners, who each received a glass trophy and certificate. This year’s winners were:

**Innovation Award:** Karis Cieslewicz, staff nurse at Bloxwich Hospital, for implementing a new approach which helps older patients to be more involved in their care and treatment.

**Everybody Counts Award:** Employment Services Team for their work in helping people who have had a mental health issue access training and find employment. Find out more about this service and how it has helped people on page 10.

**Unsung Hero Award:** Head of Financial Planning, Paul Chamberlain, for his hard work and dedication in his role.

**Partnership Award:** Sonia Perry-Johnson for her joint work with Walsall Police, helping to ensure that our hospital sites are more safe and secure.

**Leadership Award:** Liz Hipkiss for her exceptional management skills.

**Chairman’s Award:** Walsall Carers Support Service for the support they offer to local carers of people with mental health problems. Read our article on carers on page 8.

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Did You Know?
About 1/3 of people over 65 will fall in a year, rising to approximately half of all those aged 80 and over.

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New transport buses

Hundreds of service users are benefiting from six new minibuses which were supplied by ISS Facility Services (Healthcare) for the exclusive use of the Trust.

The 9-seater minibuses, which have a disabled access ramp and space for two wheelchairs, transport service users to and from the Trust’s mental health day facilities and to attend clinical appointments across Dudley and Walsall.
Bloxwich Hospital teaches pupils the importance of hand hygiene

Pupils at Lower Farm Primary School in Bloxwich enjoyed a fun lesson in hand washing to mark World Health Organisation’s ‘Clean Hands Save Lives’ Day on 3 May.

Over 100 pupils were entertained by a giant bug and bar of soap, otherwise known as Dawn Brady and Mark Naughton, staff from Bloxwich Hospital. The children were taught the rhyme ‘Bugs are mean, keep your hands clean’ and given ‘magic’ lotion which showed the nasty bugs on their hands. They were then taught how to properly wash their hands and were inspected on the results.

Modern Matron at Bloxwich Hospital, June Trusewicz, said: “Going to the school was an absolutely wonderful experience. We take our responsibility for promoting hand hygiene very seriously and try to reach people at a young age to develop awareness.”

Age UK celebrates Mental Health Awareness Week

In honour of Mental Health Awareness Week in May, Age UK Dudley held a series of activities as part of the Springboard to Wellbeing project. The team kindly promoted the Trust and had a display at the Merry Hill Activity Centre during the week, providing self-help information on depression and low mood, panic, anxiety, and stress.

You can contact Age UK Dudley on 01384 354 508 or email mail@ageukdudley.org.uk

Changes to the Board

We have recently had a couple of changes to our Trust Board. Our Director of Finance, IT, Informatics and Estates/Assistant Chief Executive, Ian Baines, has now left us to take up post as Finance Director of Walsall Healthcare NHS Trust and we wish him every success in his new role. Our Deputy Director of Finance, Dinah McLannahan, will be acting up into this role for an interim period.

Following the retirement of Non-Executive Director Peter Hodnett, we are recruiting a new Non-Executive Director for the Trust Board. We have also appointed Gill Cooper as an Associate Non-Executive Director to support the Board with her extensive experience within the local health economy.

Employee volunteers to secure £15k funding for local Asian group

Working as a volunteer, Tracy Cross, with the support of Mr Dar, Chairman of Halesowen Asian Elderly Association (HAEA), secured £15,000 in funding from Sandwell Council to provide a Carers Support Service for HAEA. The service will help carers look after their own mental health and wellbeing by offering day care places, leisure and learning opportunities, plus training in food hygiene, home safety, first aid, foot care and handling of medicines.
Trust wins equality and diversity awards

The Trust celebrated winning two awards at the NHS Employers’ Personal Fair and Diverse (PFD) Awards ceremony in London on 26 June. The Trust won a Certificate of Achievement for its commitment to delivering personal, fair and diverse services. Equality and Diversity Lead, Paul Singh, was also awarded a Certificate of Achievement for his efforts to engage and encourage staff to promote the NHS Employers’ Personal, Fair and Diverse campaign and help embed the values.

These awards follow the Trust’s work as an ambassador organisation for the national Personal, Fair and Diverse campaign, led by NHS Employers, which aims to make the NHS a more personal, fair and diverse workplace for everyone.

Trust Chairman Glyn Shaw commented: “We are delighted to have received these awards which demonstrate our commitment to always treating our staff and patients fairly and respecting everyone’s diverse backgrounds and cultures.”

Dementia Awareness Day

The Trust hosted a Dementia Awareness Day in July at Halesowen Asian Elderly Association.

The event aimed to raise awareness of the signs and symptoms of dementia, how to access help, and the types of support available, including support for carers such as carers groups and respite opportunities. Thanks to everyone who came along to support the day!

You can contact Halesowen Asian Elderly Association on email mndar@hotmail.com.

Equality and Diversity Week

From 13 to 17 May, the Trust ran a series of events, activities and other learning opportunities to raise awareness of mental health and to highlight the importance of equality and diversity to the lives of both staff and local communities.

Staff, service users, carers and the public were provided with information and advice on mental health, human rights and other community services, and enjoyed live music, henna, head massages and quizzes. The activities were designed to raise awareness and understanding of equality and diversity and mental health issues to help ensure that the Trust maintains an environment that is fair, inclusive and respectful.

DVD helps South Asian communities cope with dementia

‘Journey of Memory’ is a new DVD which has been produced in Urdu and Punjabi to help reduce the stigma surrounding mental health issues. It includes a short film about a grandfather’s struggle with memory loss and the challenges he and his family face. It also features information and advice from health professionals about how to cope with dementia and where to go for help.

If you have any concerns about dementia, please contact your GP.

For a copy, please call 01922 607152 or email rashdauk@yahoo.co.uk
Our Carers Support Service in Walsall provides help and support to hundreds of carers every year.

The team is celebrating after winning the Chairman’s Award at our Staff Awards Ceremony on 22 May. Service User Empowerment Coordinator Roger Merrick nominated the team for “the excellent support they offer to Walsall’s carers of people with mental health problems. Without them, there would be many carers who simply could not cope.”

Paul Calder, Manager of the Carers Support Service, explains more about the work they do:

“We recognise that living with someone with a mental illness can be demanding. As part of our role, we assess every carers’ needs and often find that the best outcome is to help provide extra support for the cared-for person, as this takes the strain off the family and/or carer.

“Wherever possible, we aim to help enable and support carers to live independently. We offer a carers’ café, day trips and activities, cinema nights, walks, breaks away, recreational activities and support with benefits and personalisation.”

If you are a carer of someone who is accessing our mental health services then contact the Walsall Carers Support Service on 01922 608500 or carer.supportservice@dwmh.nhs.uk

Joyce’s story

One carer who has really benefitted from the service is Joyce. Joyce cares for her husband, who suffers from severe depression. She was introduced to the Walsall Carers Support Service five years ago when her husband was contemplating suicide. She said: “All of my focus was on my husband, and the team made me realise that I counted, too, which changed everything for me. I used to sit and cry and I just wasn’t coping. The team helped me to understand my husband’s illness, and Paul taught me that it is important to have time out for me.

“Day-to-day life can be difficult as I cannot leave my husband alone. The Carers Support Service was a lifeline for me. They always have time for me, and they made me realise that I am a person and not just a carer. Once a month, I attend a coffee afternoon to discuss and share my concerns and feelings with other carers, making me realise that I am not alone and that I matter, too.”

Help is out there

According to Carers UK, 1 in 8 adults (around six million people) are carers. By 2037, it’s anticipated that this number will rise to a staggering 9 million.

It’s important to support the person you care for, but it’s also essential to look after your own mental health. There are lots of local groups and national charities that can help you and we’ve included some here. However, if you start to feel depressed or anxious and getting support with caring hasn’t helped, it may be time to speak to your GP about the impact your caring role is having on your mental health.

Support for Dudley Carers

If you are a carer living in Dudley then contact the Dudley Carers Network at Dudley Council on 01384 848723 for information, advice and support groups in your area.

National Carers Week

Throughout National Carers Week (10-16 June), Walsall Carers Support Service held multiple drop-in sessions across the borough to provide help and advice to service users, carers, professionals and the public. The sessions featured information on how the service can help, plus healthy living advice, welfare rights surgeries, nail art, therapy sessions and more.

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Carers Trust: 24-hour access to information, advice and peer support for carers wherever you live in the UK www.carers.org/carers-chat

Rethink: specialist services across the country for carers of people with severe mental illness www.rethink.org

YCNet: online support service for children and young people under the age of 18 who help to care for someone in their family www.youngcarers.net

Carers Direct: free, confidential information and advice for carers from 9am to 8pm Monday to Friday and 11am to 4pm at weekends 0808 802 0202
Understanding depression

Anxiety and depression are by far the most common mental health difficulties that people experience. Indeed, depression has sometimes been called the mental health equivalent of the common cold! In fact, about two out of every three adults will experience depression at some point in their lives. About one in every four will require treatment for depression, as well as depression that does not go away by itself and you will just need to be monitored to confirm that there is no recurrence of symptoms. Whether or not your GP is able to provide your initial treatment and support, you may be referred to the specialist mental health services at the Trust, where a range of mental health support and treatment is available to help you. These options include:

Psychological treatments: One of the most effective therapies for depression of mild to moderate severity which we can offer is called Cognitive Behaviour Therapy or CBT. CBT helps people with depression to become aware of the ways that they think and then correct errors in their thinking process.

Psychiatric treatments: Psychiatric specialists have experience of treating more persistent and severe forms of depression, as well as depression that does not respond initially to treatment which may have been prescribed by your GP.

Useful websites:
www.depressionalliance.org
www.mind.org.uk
www.mentalhealth.org.uk
www.sane.org.uk
www.youngminds.org.uk

With thanks to Dr Levy and Dr Weaver for their advice on this article

What is depression?
Everyone experiences low moods or goes through bad patches from time to time. This is not the same as suffering from depression. The low mood of depression is deeper, longer and more unpleasant than the short periods of unhappiness that most people experience. Depending on the intensity of the depression, it can be characterised as mild, moderate or severe.

What are the symptoms?
Symptoms of depression can differ from person to person. However, the more common symptoms are:

- A constant feeling of sadness, anxiety and emptiness
- A general feeling of pessimism sets in (the glass is always half empty)
- Feeling hopeless or helpless
- Feeling irritable and/or restless or agitated
- Loss of interest in activities or hobbies previously enjoyed
- A reduced ability to experience pleasure
- Fatigue, lower energy and motivation (everything becomes an effort)
- Difficulty concentrating, remembering details and making decisions
- Disturbed sleep patterns - too much, too little, waking earlier
- Slowing down mentally or physically
- Change in mood during the day, typically worse in the morning
- A change in eating habits – loss of appetite or eating too much
- Experiencing more aches and pains, headaches, cramps, or digestive problems
- Feeling desperate with thoughts about harming yourself – sometimes acted upon
- Strange thoughts and feelings can develop as severity increases

How you can help yourself

Talk to someone you trust: It’s best to speak to your friends or family if you feel you can

Self-help books: There is a range of books and on-line resources about depression that can help you to understand the condition and the best way to deal with it or seek help

Keep active: Studies show regular exercise can have the same impact as some antidepressant medication.

Try to avoid alcohol: Alcohol has a depressant effect and may make your depression worse.

See your GP: This is most important if your symptoms progress beyond mild or become more persistent. Your GP can offer you advice, and might also recommend you see a Community Psychiatric Nurse, Psychological Therapist or Psychiatrist. They may also consider prescribing antidepressant medication.

How can we help?
The best thing to do if you think you or a friend or family member is suffering from depression is to see your GP. Often, mild depression will go away by itself and you will just need to be monitored to confirm that there is no recurrence of symptoms. Whether or not your GP is able to provide your initial treatment and support, you may be referred to the specialist mental health services at the Trust, where a range of mental health support and treatment is available to help you. These options include:

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www.mentalhealth.org.uk
www.sane.org.uk
www.youngminds.org.uk

With thanks to Dr Levy and Dr Weaver for their advice on this article
Our award winning Employment Services teams – known as ‘Step Up’ in Dudley and ‘Walsall Employment Services’ in Walsall – have successfully helped 80 service users get into paid employment over the last year.

The service is based on the principles of Individual Placement and Support (IPS), a model which is proven to get people with mental health issues into employment. The team works closely with service users to help them to find employment, and provides ongoing support to them once they are in work.

Bryan’s story

One person who has recently benefitted from the service is 41 year old Bryan. Having been a service user for the last five years, Bryan decided last year that he was ready to gradually get back into work. With help from Step Up, Bryan is now employed three days a week as a Maintenance Operative for Integra Supported Housing, where his work involves looking after the gardens at various properties.

“I really would recommend Employment Services,” says Bryan. “Thanks to them, I now have the confidence to be able to do a job, and I know I have somebody to talk to if I need it” he explains. “They call me before and after work and hold sessions with me to build up my confidence. And I know if I have any concerns with my job, they are always willing to speak to my manager to sort things out.”

Bryan’s manager, Service Manager Brian Chamberlain, is delighted with his new employee, saying, “Bryan is a real asset and gets on very well with everyone.”

Bryan’s family and friends have seen how much he has grown in confidence since he started his new job. “I used to be quiet but now they can’t shut me up!” laughs Bryan.
Manager of Step Up, Claire Savage, answers your questions

How can I access the service?
If you are a current user of the Trust’s mental health services, your Care Coordinator can refer you into Employment Services, or you can self-refer by contacting the team directly.

What happens next?
Once you are referred, we organise for you to have a ‘meet and greet’ with one of our Employment Specialists, which involves having a chat about you and your employment goals. We also look at your employment history, education and skills, discuss how to manage your personal information and find out your likes and dislikes. Once we have a good idea of what you are looking for, we can help you find the job that’s right for you.

Can you help me with preparing for interviews?
Yes. We can help you with any aspect of job searching that you might find challenging, whether that be approaching companies on your behalf, filling out applications or interview preparation. Once you have secured employment then we can provide ongoing support to you if you wish.

Linda’s story*

Linda has also found Employment Services to be a great help. After being a service user for a number of years, she decided to accept help from Walsall Employment Services, and she’s now been working in administrative roles for the past 14 months.

“I first met Adrian from the service about a month after I came out of hospital. I had been really quite poorly, and I thought there was no chance I’d get back into work,” says Linda. “But with help from the service, I started doing an IT course once a week. I continued my learning, going on to do another couple of courses, and I really think that it was these qualifications that helped me get the job I have now.”

“The great thing about the service is that they actually care about the person they’re helping,” Linda explains. “They’re there for you from day one, which is so helpful when you haven’t worked for a long time.”

Speaking about how the service helped her confidence, Linda said, “Getting my job really gave me a boost. I thought there was no way I’d get it, but the team gave me such great encouragement. It really is a brilliant service.”

* name has been changed to protect identity

Contact the Employment Services teams:
If you are a current user of the Trust’s mental health services, then your Care Coordinator can refer you or you can self-refer by contacting:

**Dudley Step Up:**
Tel: 01384 813415
Email: claire.savage@dwmh.nhs.uk

**Walsall Employment Services:**
Tel: 01922 607 900
Email: vicky.harris@dwmh.nhs.uk
Young People and Mental Health

Young people often have to cope with many different situations and unfamiliar challenges like exams, relationships and other pressures of growing up. These challenges can have an effect on a young person’s mental health which can range from mild stress to serious mental health conditions.

Children suffering from mental distress often keep their thoughts and feelings hidden away as they may not be able to understand what they are experiencing and why they are feeling the way they do. They may express their feelings by becoming angry easily, being moody or getting into trouble at school.

The Facts:
- Nearly 80,000 children and young people suffer from severe depression
- 1 in 10 children and young people aged 5-16 suffer from a diagnosable mental health disorder – around three children in every class.
- There has been a big increase in the number of young people being admitted to hospital because of self-harm. Over the last ten years, this figure has increased by 68%.

How you can help

Parents, relatives and friends can help by listening to young people, talking things through with them and offering support. It is also a good idea for you to talk to the young person’s school as they can offer extra help and support. If these difficulties or feelings are more severe and long lasting, or if a child is self-harming, running away or saying that they no longer want to go on living, then it is important that they see their GP or someone they can confide in as soon as possible.

How to help keep a young person mentally well
- Ensure they look after their mental health – eating a balanced diet and getting regular exercise
- Make sure they have time and freedom to play, indoors and outdoors
- Encourage them to take part in social activities
- Make them feel loved, trusted, understood, valued and safe
- Accept who they are and recognise what they are good at
- Encourage a sense of belonging in their family, school and community
- Help to ensure that they get enough sleep as tiredness can make things worse

The following organisations offer support to young people:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Support available</th>
<th>Contact details</th>
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<tbody>
<tr>
<td>Young Minds</td>
<td>Emotional wellbeing and mental health support for children and young people, with a free helpline for parents and carers</td>
<td><a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a> 020 7089 5050</td>
</tr>
<tr>
<td>Kooth.com</td>
<td>Free online counselling, advice and support for young people aged 11-19 within the Dudley area.</td>
<td><a href="http://www.kooth.com">www.kooth.com</a> 0752 875 1216</td>
</tr>
<tr>
<td>The Zone</td>
<td>Young people’s substance misuse service in Dudley. Offering a safe place where people can talk</td>
<td>01384 241440 <a href="http://www.cri.org.uk/zone_dudley">www.cri.org.uk/zone_dudley</a></td>
</tr>
<tr>
<td>Addaction Walsall</td>
<td>Free and confidential support for young people affected by drug and alcohol problems.</td>
<td><a href="http://www.addaction.org.uk">www.addaction.org.uk</a> 01922 646262</td>
</tr>
<tr>
<td>What Centre (Dudley)</td>
<td>Specialist advice and Information Services, plus Therapeutic Counselling for young people</td>
<td><a href="http://www.thewhatcentre.com">www.thewhatcentre.com</a> 01384 379992</td>
</tr>
<tr>
<td>Dudley Council Schools Counselling Service</td>
<td>Access to a counsellor in every school.</td>
<td>01384 814239 <a href="mailto:counsellingservice.cs@dudley.gov.uk">counsellingservice.cs@dudley.gov.uk</a></td>
</tr>
<tr>
<td>Time for Me – Barnardo’s</td>
<td>Support for children aged 8 —13 in Dudley who are affected by someone they live with who uses drugs and/or alcohol.</td>
<td>Contact Details: 01384 411722 <a href="mailto:estelle.hamblett@barnardos.org.uk">estelle.hamblett@barnardos.org.uk</a></td>
</tr>
<tr>
<td>Cruse Bereavement Care</td>
<td>Specialist website, telephone, email and face-to-face support for children and young people dealing with bereavement.</td>
<td>0844 477 9400 <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a></td>
</tr>
<tr>
<td>WPH Counselling and Education Service</td>
<td>Walsall based service which offers advice on pregnancy plus general counselling and educational service</td>
<td>01922 649000 <a href="http://www.wphcounselling.org">www.wphcounselling.org</a></td>
</tr>
</tbody>
</table>
**Triangle of Care**

We want carers, staff and service users to be equally involved in achieving the ultimate aim of recovery for a service user. We also want to ensure that carers are fully involved in decisions about a service user’s care and treatment.

To help us achieve this, the Trust has adopted a new model called the Triangle of Care, based on partnership working between service users, their carers and staff, which will focus on engagement, information sharing and support.

**The Triangle of Care aims to:**

- Ensure that carers are included in discussion and decisions about the service user and are invited to, or have their views adequately represented at, meetings such as ward/team reviews and CPA meetings
- Ensure that carers have the information they need about the service, the service user’s condition and treatment, key staff involved and how to contact them
- Ensure that carers receive the support they require, including a Carer’s Assessment if needed and links to support groups and services in their area.

If you would like more information about Triangle of Care, contact Rosie Musson on 01384 325083 or email rosie.musson@dwmh.nhs.uk.

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**Advocacy Services**

Advocacy services offer free help and advice to service users and their families/carers to ensure that the voices of service users are heard and that their rights are met. We’ve summarised below the different types of advocacy and how they can help:

**General advocacy**

For general advocacy, advocates work with people on a one-to-one basis to ensure they have the right to ask, question, be heard and receive answers. Advocates can help in lots of ways, such as supporting people at meetings, pursuing complaints and finding out information on a person’s behalf.

**Complaints advocacy**

Complaints advocacy is a service that provides help to an individual to make a complaint about the individual’s NHS care or treatment. It is a free, confidential service, independent of the NHS.

**IMHA**

If someone is detained on a section of the Mental Health Act, or are subject to Guardianship or a Community Treatment Order, they are legally entitled to help and support from an Independent Mental Health Advocate (IMHA). IMHA advocates can help people understand and get information about their rights under the Act, the parts of the Act that apply to them, and the medical treatments they may be given.

**IMCA**

The Independent Mental Capacity Advocate (IMCA) service is a type of statutory advocacy introduced by the Mental Capacity Act 2005. The Act gives some people who lack capacity a right to receive support from an IMCA. IMCAs are only available to individuals who do not have family or friends to support them, though in some circumstances—such as with individuals who lack capacity and have family support—the service can be provided to others.

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**Supporting You**

**Connecting Moms**

Funded by the People’s Health Trust ‘Connecting Moms’ is a new project offering workshops for new mums to help them to stay emotionally well at an exciting and demanding time in their lives. It will also offer mums follow-up support from a trained volunteer who is also a mum or nan. The workshops will be run in some of Dudley’s Children’s Centres and will focus on the Five Ways to Wellbeing: Connect, Be Active, Take Notice, Keep learning and Give.

‘Connecting Moms’ is part of a pilot run by the national charity Mind which aims to help prevent postnatal depression. Around 10% of new mothers in the UK will experience postnatal depression. While most women recover well, it can be very distressing for the whole family while it lasts.

If you want to know more or would like to volunteer for ‘Connecting Moms’, please contact Tina, Liz or Emma at Dudley Mind on 01384 442938.
Improving our patient experience

Our Service Experience Desk (SED) provides confidential advice, help and support to hundreds of people every year.

Whether it’s putting people in touch with our services, helping to sort out problems on your behalf or providing information on NHS services, SED can help.

Service Experience Manager Julie Adams explains: “Being a patient, relative or carer can be a difficult time, and we are here to help in any way we can. We want to hear from you, whether you have a concern or complaint, or would like to pass on a compliment about one of our staff members or teams. And do let us know if you have any suggestions on how we can improve our services.”

You can contact SED by calling Freephone 0300 555 0535, emailing SED@dwmh.nhs.uk, or via our feedback form at www.dwmh.nhs.uk

Here are just some of the compliments we have recently received:

‘I would like to take this opportunity to say a huge thank you to the Home Treatment Service. Without their help, I would not like to think where I would be now. The care I have received has been outstanding. I cannot fault any part of the care given to me.’

‘I just want you all to know how very grateful I am to everyone on Langdale Ward for the kind, thoughtful care you have all given my son through his illness. I could not have managed without you. Once again, thank you very much.’

‘I am doing very well and will never forget your support and help during my stay at Ambleside. I am even considering doing something in the mental health field when my daughter is much older. I truly admire your dedication to your roles and all of you deserve good luck, health & happiness in your lives.’

‘The care and treatment of my dad at Holyrood has been exceptional. I have never come across such a devoted and caring team and I would like this to be noted and recognised formally.’

‘I have nothing but praise for all the staff and doctors at Malvern Ward at Bushey Fields Hospital. They were all, with no exception, so kind and caring and helpful. In my experience, I couldn’t have received better treatment anywhere.’

You Said, We Did

You Said: “I’d like my Care Coordinator to know about other appointments within the Trust because I don’t always remember to tell them.”

We Did: We changed our processes so that information about other appointments is copied to our Care Coordinators.
This could have been me....

Mental illness can happen to anyone at any time, It does not see the difference between male or female, young or old. It has no conscience, nor family or friends It makes your mind its new desire, It shadows your thoughts for days and hours It comes and goes but never leaves, until one day it hears what it needs A friend in you it has found, to see and hear what it feels Once you’ve heard what it’s got to say, it feels like it just won’t go away, It takes that piece of you that it desired, Your days and years become confused smiles or tears Now you see a life full of fears A hope remains within these years, of finding yourself through these fears You’re not alone, WE are here We hold your hand, we calm your fears Yes, we hear the real YOU here Together we’ll find a voice it will fear Push it away for years and years You make a door to lock it away Now you see a world without this noise, you hear your voice free of fear You become the person you desired to be, You’re all the things you wanted to be, a mum a dad a sister or brother A child a friend...... all these people we awake in you. We see you now happy and free, Not ashamed of whom you used to be This illness, this disease chose you instead of me In you I see some small form of me, Yes this could have been me...... So stop and think before you judge See the person this once was Don’t be blind, learn to be kind A smile a touch is all they need To help them become who they used to be. Just remember this could easily have been me.... By Rani Paul, Student Nurse Adult Field Group 2012

anxiety, better, carers, exercise, health, mind, one in four, positive, stress, support, together, wellbeing.

Brain Teasers

1. MOONCEON 2. HEADTFD
3. ROARDS 4. GIVE GIVE GIVE GET GET GET GET
5. NEAFRIENDED 6. TRAVEL
7. YOUR TIME 8. STA4NCE

Wordsearch

g s p o s e d e e r
n r c o r t x n u e
i e y a s e r o i t
er t t r i f e o m
b a e c r n t g s h
l c i t i o e i e s
l s x e t t p a v s
e e n l h e l p e e
w o a e i t b u u p
y t r i h n a h s s

We are currently applying for NHS Foundation Trust status. As an NHS Foundation Trust, our service users, carers, staff and members of the public can become ‘members’ of the Trust. This means you can be involved in shaping the future of your mental health care services and help us to reduce the stigma around mental illness.

As a member you can:
• Come along to our events to help raise awareness of mental health in our communities
• Participate in consultations and feed back your views on our services
• Receive regular information about the Trust
• Join in our membership events

We would love to welcome you as a new member of our Trust. For more information visit www.dwmh.nhs.uk/foundation-trust, contact the Membership Office on 01384 324531 or email ft@dwmh.nhs.uk to request a membership form.

Contact Us
Online: www.dwmh.nhs.uk
Email: communication@dwmh.nhs.uk

Follow us on Twitter
@DWbetter2gether

Dates for your diary

Events in Dudley
• Rethink Mental Illness Community Support Group
  Meets 11am – 12pm every Wednesday at Rethink, Criterion House, 120 King Street, Dudley. Contact: 01384 869898
• Dudley Mind – Self Help Groups
  Monthly groups for anxiety, depression and bipolar. Contact: 01384 442938 / www.dudleymind.org.uk
• Dementia Café
  Meets 2-4pm on 2nd Tuesday of each month at Unit 53, Pensnett Estate, Kingswinford. Contact: 0121 521 3020
• Dudley Carers Forum
  Open to any carer in the Dudley Borough. Meets 11am-2pm on 1st Wednesday of every month at Brierley Hill Methodist Church, Bank Street, Brierley Hill. Contact: 01384 573381/ email commcare@dudleycvs.org.uk
• Age Concern Exercise Experience
  Gentle exercise for the over 50s. Tuesdays 10am-12pm and Wednesdays 2pm-4pm at Age Concern Stourbridge and Halesowen, Green Lane Centre, Green Lane, Halesowen. Contact: 0121 561 5341
• Personalisation Event
  Dudley Mind is hosting an event all about personalisation and what it means for individuals and their carers. Monday 16th September 11am - 3pm at Brierley Hill Civic Centre. For more information call 01384 442938 or email emma.marks@dudleymind.org.uk

Events in Walsall:
• Active Steps
  at Holy Trinity Church, every Monday, 1.30pm-2.30pm. Contact: 01922 658080.
• Disability Exercise Club
  Every Tuesday at Bloxwich Leisure Centre. Adult Disability Sports Hall activities: 12pm-2pm; Young People's Disability Group: 4pm-7pm. Contact: 01922 710295.
• Free swimming for under 16s
  Every day at all Walsall Council pools.
• Walsall Dementia Café (Boroughwide)
  from now until 21st December 2013. Contact 07793 699141.
• Circle of Friends
  Friendship group for parents/carers with children who have a learning disability. Every Tuesday, 6pm-9pm at Brownhills & Walsall Wood Fellowship Hall. Contact: 01543 375601.
• Public Trust Board
  Meeting 5pm–7pm, Wednesday 28th August in the Boardroom, 1st Floor, Canalside House, Abbotts Street, Bloxwich, Walsall, WS3 3BW.
• Healthy Body, Healthy Minds
  Free afternoon in Walsall Arboretum Park for all the family, 12-4pm on Saturday 5th October. Includes free NHS health checks, games, sports taster sessions and lots more. Everyone welcome.