



National Mental Health Development Unit

Mental Health in Later Life Programme

Let's Respect

the principles of best practice
in the care of **older people**
with mental health needs

Network Bulletin

ISSUE 4: April 2009





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Dear Colleagues

Welcome to the latest Let's Respect bulletin, bringing you bang up to date with our progress, sharing examples of great practice and alerting you to the future work of the campaign. We now have over 850 people active on the network's database, a fantastic new web facility www.mentalhealthequalities.org.uk/letsrespect and a National Co-ordinator – Julie Budd - as well as secure funding to take forward the campaign in 09/10 as part of the National Mental Health Development Unit www.nmhd.org.uk which became operational on the 1st April. The Let's Respect calendar and an additional run of 1000 boxes are going fast and we continue to generate interest and support via conference presentations internationally, nationally and promoting the campaign at more local events.

We have published additional resources in the form of pod casts freely available via the web and continue to collate case studies and other examples of how so many of you are using the message of Let's Respect to make a tangible difference.

Autumn should also see the launch of new resources for care home and other settings, the Let's Respect recognition awards and our first National conference. Exciting times!

On a more personal note, I will be leaving my post with NMHDU at the beginning of June but will continue, (as I hope so many of you will), to support Julie and the Let's Respect movement in my new role with Manchester Mental Health & Social Care Trust and through other forums. My thanks to all of those who have had the vision and tenacity to embrace Let's Respect and contributed to the impact we have been able to have since the launch in 2006.

With very best wishes,

Nadine Schofield,
National Lead,
Mental Health in Later Life programme.
National Mental Health Development Unit, Department of Health.



LET'S RESPECT WILL:

- 1. Raise awareness and provide practical information to better meet the mental health needs of older people**
- 2. Support staff to realise best practice and rise to the challenges they face**
- 3. Provide a channel for knowledge which crosses boundaries created by workflow, function, organisation, professional discipline, geography and time**
- 4. Provide a forum to share ideas, learning and positive practice, promoting innovation and change**
- 5. Recognise, profile and celebrate the delivery of excellence in practice for older peoples mental health needs**

What has been happening since the Last Bulletin?

- It has been six months since the last Lets Respect bulletin was published. This was in September 2008.
- The team continue to profile Lets Respect both nationally and internationally.
- We have appointed a new National Campaign Co-ordinator for Let's Respect, Julie Budd for a twelve month secondment
- Toolkits and the exhibition stand have featured at several conferences during the last six months:
 - Primary Care Live-London Sept/Oct 08
 - Primary Care Live-Manchester Nov 08
 - Dementia Congress-Bournemouth Oct 08
 - Mental Health Today-Manchester Nov 08
 - NICE conference-Manchester Dec 08
 - Delivering Race Equality-London March 09
- Toolkits, DVD, exhibition stand have featured and presentations have been delivered at the following events:
 - Dignity Event-Doncaster Jan 09
 - Dignity Event-Leeds Jan 09
 - Dignity Event-York Feb 09
 - Dignity Event-Salford Feb 09
 - Care Home Network Event-Selby & York March 09
 - Older Peoples Champion Event ACE-Leeds March 09
 - Care Home Dignity Event-North East March 09
 - National Association of Care Caterers Event-Surrey 09
- Our colleagues in various regions continue to relentlessly support Lets Respect in their areas and profile the toolkit and DVD constantly. We know our colleagues at Yorkshire & Humber Improvement Partnership have delivered presentations at Deprivation of Liberty Safeguards Events in Harrogate and York in March 09 and have presented at several care home events in their region. Can we take this opportunity to thank them for their support.
- Next steps include the establishment of a steering group as we begin in earnest to consolidate the roll out of Lets Respect in care homes and primary care, we hope that the first of these meetings will be in May/June 2009.
- Hallmark continue to be the distributors for the resource box - to ensure that our database continues to remain "live" and that you receive copies of the bulletin we ask that you order via Elaine Collins using the printable form on the web page.

Message from Julie Budd, National Campaign Co-ordinator Let's Respect

Dear colleagues,

May I take this opportunity to introduce myself and inform you of the next important plans for Lets Respect for the forthcoming year.

My name is Julie Budd I am a mental health nurse with many years experience of caring for older people who have an acute mental health issue. I currently work with the Older Peoples Mental Health Team in Leeds (Liaison Psychiatry for Older People). The team is based within the general hospitals in Leeds and we offer advice and training to general hospital colleagues about care and treatment of older people who have a mental health problem and who are in their care. I have first hand experience of using the Lets Respect toolkit and DVD as part of awareness raising and education.

I am passionate about ensuring that best practice is achieved when caring for older people with mental health issues whether they be in a general hospital setting or in contact with primary care services including care homes. I believe that raising awareness of older people and the mental ill health they may experience will start to influence practice at all levels including any inequality they may experience.

We aim to drive forward the next phase of the Lets Respect campaign by:

- Evaluating and consolidating the work to date on the Lets Respect campaign nationally so please take time to complete and return any evaluation forms the team sends your way.
- I will project manage the next phase and roll out into primary and social care - collaboratively with colleagues regionally and nationally.
- We will continue to promote the already high profile campaign via conference and local presentations, I aim to refresh the Lets Respect network and encourage the sharing of new ideas and practice whether web based or other media including new products.
- Overseeing the Lets Respect recognition awards which we will announce details of at the National Conference in the autumn.
- Keeping you up to date every 3 months via the bulletin with progress so far and showcasing practice nationally so please keep your examples of good practise and case studies coming in.

It is important we maintain our links with colleagues from other campaigns including The Dignity Campaign and Improving Access to Psychological Therapies and that we build on links with others for example Delivering Race Equality, gender and the broader mental health agenda.

New legislative changes are now in place since the original launch of Lets Respect in 2006 including the Mental Capacity Act and Deprivation of Liberty Safeguards. These important issues need some consideration for the next phased roll out and extant works.

Finally Lets Respect is about engaging, supporting, informing and sharing. We need your feedback on how you would like to network, be this via email, a web-based forum, hard copy news letters or network meetings at either a local, regional or national level. Get in touch with me directly with your ideas.

Thanks for your time and support and I look forward to working with you in the weeks and months ahead.

Julie Budd
National Campaign Co-ordinator Let's Respect
Later Life Mental Health
National Mental Health Development Unit
julie.budd@nmhdu.org.uk

Message from Steve Amos – new North East Lead - Mental Wellbeing In Later Life

I would like to take the opportunity of introducing myself. Having recently taken up post as the North East Lead for Mental Wellbeing in Later Life, I am now three months into my role. It's been a busy start as up to now I have been involved in a number of projects including developing Life Story Work across North of England and sitting on the North East Dementia Group. Mental Wellbeing in Later Life is a new programme and is a 12 month project initially. There are strong links with the Dignity and Lets Respect programmes.

The programme Business Plan is complete and the key themes are identified below.

- Developing and rolling out awareness package on signs, symptoms and triggers of depression in older people
- Developing Life Story Work
- Leading on a North East Managed Learning Network
- Improving quality and standards in residential care for older people with mental ill health and dementia
- Raising Awareness of preventative approaches for people with low mood/mild depression
- Mental Wellbeing and End of Life Care
- Mental Wellbeing issues for people who have experienced a stroke.

I would be keen to make contact with other people who have the same role across the country to develop a support network. I can be contacted on samos@nhs.net . Alternatively you can call me on 07554115524.

Let's Respect in Yorkshire and Humber

In January 2009 Julie Forrest and Belinda Goode were employed as project managers by Yorkshire and Humber Improvement Partnership, for a 12 month project, to roll out the Lets Respect toolkit to care homes in their region. They are currently in the process of consulting with mental health liaison teams and care homes to establish how the toolkit could be adapted for use within care homes.

There are 700,000 people in England and Wales with a diagnosis of dementia and, of those, 244,000 are in care homes.

At least 40% of people in care homes will suffer from depression at some point, which, along with delirium can often go undetected.

The aim of Let's Respect in care homes is:

- To help raise awareness in staff and promote improvement of mental health in older people
- To help to support staff who deliver direct care by offering positive models of good practice
- To encourage the establishment of forums where staff can share experiences, good practice and feel supported.
- To give opportunities to celebrate success and service improvement.

Belinda and Julie are inviting care homes in their region to get in touch with them if they need further help, discussion or support in rolling out "Lets Respect" or raising the profile of mental health issues in older people, contact either:

belinda.goode@yhip.org.uk or Julie.forrest@yhip.org.uk

Programme Administration

In March 2009 the Programme Administrator, Elaine Collins, and all the administration for the Mental Health in Later Life team re-located offices to the centre of Manchester.

The new address is :-

Mental Health in Later Life
National Equalities Programme/NMHDU
Room 457, 4th Floor
Gateway House
Piccadilly South
Manchester
M60 7LP

Tel: 0161 625 7470

New email for Elaine is elaine.collins@nmhdu.org.uk

Website News

Since the last bulletin, the web pages for Let's Respect have transferred over to the brand new Equalities in Mental Health site www.mentalhealthequalities.org.uk/letsrespect.

The upgraded editing facilities have allowed us to maximise our use of the web to share Let's Respect information. Along with positive practice articles, the presentation and order details for the toolkit, the new site allows us to publish podcasts.

The first of a series of informative podcasts went live on the site on April 21st, with excellent broadcasts on Delirium, Delirium in ICU and Depression. These have drawn international interest and we are delighted as a result of producing these to have been asked to create a web page on Delirium to link up the essential research and development being carried out by organisations across the globe. Once you have viewed the podcasts, please take 2 minutes to comment on these on the site. We would love to hear your thoughts and feedback on these podcasts, to help inform the content of future production.

If you have difficulty viewing the podcasts at work, this may be due to your organisation's web access policy. Please contact your IT department to ask if you can access our podcast videos on Vimeo (our hosting site).

We would also urge you to sign up to receive future newsletters via the website. You will find the sign up form at the bottom of the homepage www.mentalhealthequalities.org.uk. When signing up, you can subscribe to a variety of newsletters or just the Let's Respect bulletin. The site also has an events calendar on the homepage. Any events that are open to subscription that Let's Respect is attending will be placed on the calendar.

Features of the new site are still being launched, there is an online forum where we hope to create discussion and knowledge exchange, to access this, you will need to become a site member, so whilst you are signing up for the newsletter, why not also click on 'contact us' at the top of the screen and select 'become a member' from the drop down list. We also have a blogging facility, so any of you who feel the urge to pen some thoughts about Let's Respect or related issues, please send a copy through, preferably as a word document to Julie.budd@nmhdu.org.uk

The Let's Respect campaign continues to utilise all online facilities available to raise its profile and awareness. We recognised the potential of social media to help with this earlier in the campaign and along with the use of Facebook, Myspace and Youtube, the rise of Twitter in the media has been this year's online phenomenon. To date, 1720 people follow the Equalities in Mental Health twitter account, which frequently highlights Let's Respect. www.twitter.com/mhequalities

The Let's Respect web pages have to date, been viewed over 27,000 times.

The Care Home Liaison Team in Doncaster

A service which was set up to ensure older people with mental health problems have rapid access to specialist services in care homes has taken a top award in a national scheme which celebrates inspirational nursing.

The Care Home Liaison Team, which is part of Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust, won the 'The Patient Pathway Making Quality Count' category at last year's prestigious Nursing Times Awards.



The Let's Respect presentation and toolkit has been used widely in the Doncaster area since 2006 to promote and highlight the needs of older people with mental health problems in a general hospital. The presentation has been shown in various forums including to physicians and care home staff.

The presentation, toolkit and an individually devised teaching package has been effective in providing education and knowledge on dementia, delirium and depression to care home staff in the Doncaster region. The audience this has been shown to in Doncaster have reported the presentation to be a powerful and moving tool with a very effective message.

The Care Home Liaison Team in Doncaster team was recognised for its work in reducing hospital admissions and the development and delivery of educational packages and advice to care home staff, based on best practice, needs-led and person-centered care.

The Nursing Times judges commended team members on their remarkable results and said the initiative was “timely, well researched and well orchestrated, addressing the needs of a particularly challenging group of patients.”

The service, which works with local care homes, NHS Doncaster and Doncaster Metropolitan Borough Council, was also highlighted as a shining example of how multidisciplinary teams can work together to put patients' needs first and afford them the dignity and respect they deserve.

Joanne Hirst, Care Home Liaison Service Manager, said a significant reduction in unnecessary hospital admissions, the length of patient stays and the number of patients needing antipsychotic medication had all been achieved.

Joanne and fellow team members, Heather Kerr, Shelley Sloane, Jane Lindop Debbie Smith, Dave Wragg and Karen Roberts received their award at a glittering ceremony in London, which was attended by Prime Minister Gordon Brown.

The Prime Minister commented: "These awards pay tribute to the commitment, the dedication and the innovation of men and women at the top of their profession; people with a vision for how care and services can be improved and the skills and determination it takes to make that happen. They are an inspiration not just to others in their profession but to the whole of our society as well."

Alastair McLellan, Nursing Times editor, added: "The Awards recognise the vital work nurses do for their patients day in, day out. Every one of the winners is an outstanding nursing practitioner, whether they have established improved working methods, raised and maintained standards of care or simply demonstrated exceptional dedication. Well done and congratulations to them all."

Earlier this year the Care Home Liaison Team had a chance to showcase its work to another famous audience when National Dignity Ambassador, Sir Michael Parkinson, visited Rock House Care Home in Tickhill and spoke with team members about the pioneering service they provide there.

From 1st April 2009 the team has been mainstreamed funded to commence work within the acute trust. The team will become Older Peoples Mental Health Liaison Service and cover acute trust and care homes within Doncaster. The service aims to be proactive under taking clinical work and delivering training to improve quality of care and pathways.

There has been a lot of interest in the future developments of replication of this project for a care home setting.

The Let's Respect toolkit and DVD presentation will continue to be used as a training tool and interest is growing within the acute hospital with further forums booked including with nurses in the acute sector.

Congratulations to Joanne and team members in Doncaster.

Care home residents have fun at the beach.

In 2007 Plantation View a 27 bedded local authority care home for older people with mental health needs in Doncaster started using the Lets Respect toolkit. The resource had been introduced via the Care Home Liaison Team in Doncaster as part of their “Dementia Care Training”.

Maxine Reed Assistant Manager and Carol Symonds Thompson the Deputy Manager at Plantation View found the toolkit and the DVD very emotionally powerful.

They described the benefits of using the toolkit for staff and residents. These are;
Staff Benefits - it increases their knowledge and awareness of mental health in later life. Staff members now have a greater knowledge about delirium and how to recognise it -this has led to a greater confidence in caring for residents who are experiencing delirium and when dealing with other professionals involved in the residents care.
Residents Benefits – Maxine and Carol are passionate that the residents quality of life has been enhanced by ensuring they are able to offer the right care, in the right place by staff who have a greater awareness of their residents needs.

In the summer of 2008 the team at the home led by activity co-ordinators Alex Sergent and her daughter Kirsty decided to renovate a dull outdoor quadrant area at the home. As they did not have sufficient funds to take all their residents to the sea side they decided to paint the area with a seaside theme including a lighthouse, a beach scene and a large boat which they named “HMS Lets Respect” acknowledging an appreciation of the toolkit and DVD. The residents were encouraged to help with the transformation. The home raised all monies required themselves. The area is well used allowing the homes residents the opportunity for fresh air and a choice of when and where they take their exercise.

Thank you to Plantation View for sharing this valuable and inspiring information with the team.



www.mentalhealthequalities.org.uk/letsrespect

Depression in later life Project

The 'Depression in later life' Project is running through 2009 and is part of Yorkshire and Humber Improvement Partnership's (YHIP) 'Mental Health in Later Life' Programme. The Project is in partnership with Age Concern.

Though the profile of Dementia has increased, and is particularly in the spotlight at present with the National Dementia Strategy, Depression in older people remains under recognised and under treated.

It is the most common mental health problem of old age, and up to 25% of people over 65 have clinical signs of Depression. Less than 15% receive diagnosis and active treatment. Older people themselves and some professionals may feel that it is a natural response to some of the problems in later life.

In fact, older people respond just as well to medication, psychological therapies and psychosocial interventions as younger people, but they are less likely to be offered the same range of treatment as the younger population.

The Project has 4 objectives

- To scope awareness and confidence about treatment within Primary Care settings and amongst Age Concern staff
- To design training material/course to improve skills and awareness of treatment options, particularly psychological therapy
- Develop the evidence base for prevention- protective factors are well known but under acted upon
- Improve awareness amongst older people, in partnership with other initiatives (e.g Age Concern's 'Down but not out' and the Mental Health Foundation's 'Grouchy old men?' project)

The Project will aid the promotion of good mental health, which is key to the prevention agenda and maintenance of independence for older people.

The Project Manager is John Dowswell who can be contacted through

Email: john.dowswell@yhip.org.uk

Mobile telephone: 07833 402985

Care Trainer Award

Leonnie Martin co-facilitated the Care Home network event Selby and York in 2009. She is passionate about delivering care which is person centred for older people with mental health problems. She regularly uses the Let's Respect resource as part of her extensive training in the York and Selby areas.

Leonnie from Riccall Trainers won the Care Trainer award and it was presented to her by Harry Gration (local news presenter) at the inaugural Great North care awards, held at the National Railway Museum in York in November 2008.

After the initial nomination was made she was invited to see an independent panel who interviewed her and the 4 other finalists and Leonnie came out the eventual winner.



Lee is very modest, but all the staff at Riccall Carers thought she very much deserved the award and were very proud of her and her achievement.

Congratulations to Leonnie!

www.mentalhealthqualities.org.uk/letsrespect