

Care Services Improvement Partnership



National Older People's Mental Health Programme



**North East, Yorkshire & Humber Region
&
North West Region**

**Everybody's Business
Managed Learning Network Bulletin**

Developing services to meet the
Mental Health Needs of Older People

Dear Colleagues,

It's great to be asked to introduce you to the first update bulletin for the Everybody's Business Managed Learning Network (MLN). The two northern regional networks were launched at our event at the Queen's Hotel in Leeds in September. A fantastic experience for me personally and one that I believe left even more people galvanised and determined that together, we must use Everybody's Business to help us realise services that truly meet the mental health needs of older people. An executive summary of the report on the launch event is available via the Knowledge Community web group for the MLN at:

www.kc.csip.org.uk/groups.php?grp=451

Regional and local MLN work has already begun, with members identifying key colleagues to join us in support. Our second meeting of the two northern regions takes place on December 20th in Leeds when **MLN** members will determine the objectives for the 10 key themes identified at the launch event. I am delighted that Anthony Sheehan, Director General of Care Partnerships at the Department of Health will be addressing the network at this event.

As part of our commitment to ensuring a culture where we openly share knowledge across services and organisations, the e-bulletin will be produced on a quarterly basis throughout the lifetime of the network. We hope you come to value it and always welcome any comments or suggestions you may have on this or any other aspect of **MLN** activity. Let's ensure the bulletin develops to truly support our efforts and keep us connected to the willingness, experience and enthusiasm surrounding us.

With very best wishes,



Nadine Schofield
National Lead,
CSIP Older People's Mental Health programme.



Members of the MLN at the launch event in September 2006

North West News

The North West Managed Learning Network Leads met for their first regional meeting at The Swallow Hotel Preston on the 17th October 06. The outcome of this meeting was that we very quickly pulled together multi agency teams of key people for a further meeting on the 30th November 06. Leaders had time to update on progress around developing the objectives across the 10 Key Themes and spent some valuable and much appreciated time with their teams who listened to an overview of the Managed Learning Network its aims objectives and methodology. Time was also spent familiarising teams to service improvement methodology.

Feedback from the two meetings has been very positive with much enthusiasm and motivation demonstrated by the North West Leads and their teams.

Future meetings are planned and we are also learning from what hasn't gone so well in the hope that we can shorten the period of discovery for new people coming along in the future.

Avoiding Reinvention of circular objects

Everybody's Business was of course launched a year ago as a web based resource. The MLN has been created to increase local capacity in its delivery. Many of the localities involved in the MLN have been working to deliver the guide's objective for some time already. The MLN has seen the benefits of sharing progress to date already, with local members bringing very useful experiences, audit tools and examples of improvement & evaluation work carried out.

Many of the members have experience of participating in collaboratives. A web based resource has been established to ensure members can communicate easily with each other and have access to the right information at the right time www.kc.csip.org.uk/groups.php?grp=451

What are the Expectations of the Everybody's Business Managed Learning Network (EBMLN) Matrix membership?

- To share learning and ideas
- To discuss/debate issues and to problem solve collaboratively
- To innovate and sustain improvements.
- To source, record, utilise, evaluate and disseminate examples of practice around the key themes within 'Everybody's Business'
- To communicate by networking across themes, local teams and individuals ensuring a flow of information across the EBMLN matrix
- To identify priorities locally in line with key themes and use these as a basis for progression
- To continue to develop as leaders
- To continuously share open and honest feedback within the EBMLN

The 10 Key Themes of the MLN

1. Liaison/General Hospital
2. Commissioning
3. Workforce
4. Culturally Appropriate Services
5. In Patient Services
6. Care Homes/ Housing/Home Care/Day Services
7. Specialist CMHT/Intermediate Care
8. Service User Engagement
9. Health Promotion
10. Primary Care

North East, Yorkshire & Humber News

We had our first regional meeting for North East, Yorkshire and Humber MLN Leaders at the Regional Development Centre in York in October. This was the first opportunity to meet as a group, following the launch event in Leeds.

Leaders had the opportunity to update on progress made in their localities and to share this with the network. The discussion focussed on the adaptation of the Commissioners Check list from Everybody's Business for a gap analysis as agreed. Further discussion took place on how this could be further utilised for audit, benchmarking & governance, recognising the work already carried out around Standard 7 of the National Service Framework and the NIMHE 10 High Impact Changes. Alix Gibson (Gateshead PCT) shared an audit framework already utilised in her area, copies of this can be found on the group pages for the MLN on the Knowledge Community.

Dave Belshaw (Service Improvement Lead for NEYH CSIP) outlined to the group techniques for measuring outcomes and underlined the importance of ensuring planned improvements are actually needed and have a demonstrable positive impact. Following Dave's session, the group agreed to incorporate the results chain model into the reporting template of the MLN.

Leaders have also been busy raising the profile of the MLN on their local patches through presentations to relevant local partnership boards, commissioners and governance boards, ensuring further awareness of Everybody's Business and of the opportunities the MLN presents in assisting implementation.



Sally Rogers
Older Adult Lead
North East Yorkshire & Humber Regional
Development Centre
Care Services Improvement Partnership

"I have been impressed by the energy and interest from Colleagues from other areas. It has served to really motivate me to make changes in my own locality"

Delivering Improvements & Measuring Outcomes

The MLN is not being prescriptive in the improvement methodology to be used. If there is a proven methodology members have successfully used to make sustainable improvements locally, then they have been encouraged to continue to do so. There is a focus on measuring outcomes and an improvement reporting format has been adapted from the results chain outcome framework.

At the centre of all the improvements, will be the Older Person who is using the service and their carer. Each of the 10 key theme is cross cutting and ensuring improvement plans will actually meet the needs of the people using the service means involvement and engagement is a must, both in the planning and in the evaluation of improvements to services.

Each MLN member will submit a bi monthly example of an improvement example and these will be shared through the MLN web resource at www.kc.csip.org.uk/groups.php?grp=451

We are the two representatives from Hull and East Yorkshire on the MLN for the North East. We have found it a very encouraging experience to meet up with other professionals who have their own unique set-ups in their patch and have found the information-sharing extremely useful as we go back to our own area.

The benchmarking process against *Everybody's Business* in Hull & East Yorkshire has now started following our successful presentation at the patch-wide Mental Health for Older People Strategy Group. Hull and East Yorkshire have come to the end of the existing Mental Health for Older People Strategy 2003-06 and are looking to us to lead on the integration of *Everybody's Business* into the strategy for 2007-10. This involvement has been an excellent opportunity for us to figure out who to link in with for the 10-key themes and feel that we have made good progress towards establishing our own local network.

Carla Ramsay, Branch Manager, Hull & East Riding Branch – Alzheimer's Society & Mandy Rudd, Senior Nurse, Humber Mental Health Teaching NHS Trust



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Resources

Knowledge community pages of the MLN www.kc.csip.org.uk/groups.php?grp=451

Overview of the MLN www.olderpeoplesmentalhealth.csip.org.uk/managed-learning-networks.html

Download copies of Everybody's Business from the pages at www.everybodysbusiness.org.uk

To purchase the Let's Respect toolkit and download associated documents
www.letsrespect.csip.org.uk