

Positive steps

**The work of the
Northumberland, Tyne and Wear
Delivering Race Equality in Mental Health
Focused Implementation Site**

**January 2006
to December 2008**



**“ Working to reduce inequalities and tackle discrimination in how
Black and minority ethnic communities
access, experience and achieve outcomes
from mental health services ”**

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**Winner of the 2008
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Foreword

I am delighted to be given this opportunity to comment on the progress made over the three year life of the DRE Focussed Implementation Site (FIS) in Northumberland and Tyne and Wear.

Firstly, I would like to thank Suzanne Thompson, the FIS Co-ordinator for two and a half years, who chiselled the project out of an idea into a robust race equality delivery mechanism. I would also like to thank Ross Cowan who has run with Suzanne's achievements and ensured that learning has been captured and that the work will continue beyond the FIS.

GVOG has hosted and managed the FIS since it started in January 2006. I feel that the decision to place the project in the voluntary sector was brave and inspired and has led to some very real and direct benefits. The voluntary sector cannot survive without partnerships and this fact has ensured that the project has been supported and directed by a wide range of people and agencies that perhaps may not have rallied around a more statutory based initiative. By being connected into voluntary sector structures the project has been able to draw upon a wide range of existing networks and forums.

Further, the voluntary sector, and particularly GVOG, is proficient in developing and running small locally based projects that are time limited. This is the bread and butter of the voluntary sector. Consequently, the FIS project could harness this expertise particularly in its delivery of the various national funding and grant programmes but also in developing and delivering on the original work streams.

However, the placement of the project outside of the NHS did mean that at times the Co-ordinator struggled to make a strategic impact at the highest levels. This difficulty was compounded by the fact that the project lived through what proved to be tumultuous changes in NHS infrastructure. The two Strategic Health Authorities merged, whilst the six Primary Care Trusts adopted a new cluster model, the

two Mental Health Trusts and the Learning Disability Trust merged to become the NTW Mental Health Trust and, just to make life more interesting, Northumberland County Council, home of the Care Trust, moved towards becoming a unitary authority. Perhaps, in hindsight, this was not the best time to launch a major race equality programme in the North East!

However, despite this, the project, the health services and all the partners have now agreed to a forward-looking plan that will mainstream delivering race equality in mental health. There is now a sustainable structure with officer support and this is beginning to be seen nationally as a model to be emulated.

So finally, I must commend all the work that has been done over the three years of the project and thank all the people and agencies who have, against some substantial difficulties, ensured that the legacy of the project will be lasting and effective and, most importantly, will lead to better outcomes in mental health services for people from the black and minority ethnic communities in the North East.

Gev Pringle, Director, Gateshead Voluntary Organisations Council (GVOC)

Introduction

In January 2005 the Department of Health published Delivering Race Equality in Mental Health Care (DRE), a 5-year action plan for achieving equality and tackling discrimination in mental health services.

DRE draws on findings and recommendations from the public inquiry into the death of David Bennett and from the national policy document 'Inside Outside: Improving Mental Health Services for Black and Minority Ethnic Communities in England'. The national DRE plan is based on three building blocks:

Appropriate and responsive services

- Training & development of staff
- Service change
- Diverse workforce

Community engagement

- Employing 500 Community Development Workers to improve engagement with communities across England – see page [24](#) for further details

Better information

- Monitoring of ethnicity
- Translated materials
- Dissemination of good practice

If Delivering Race Equality is successful then by 2010 we will have mental health services characterised by:

1. less fear of mental health services among BME communities and service users;
2. increased satisfaction with services;
3. a reduction in the rate of admission of people from BME communities to psychiatric inpatient units;
4. a reduction in the disproportionate rates of compulsory detention of BME service users in inpatient units;
5. fewer violent incidents that are secondary to inadequate treatment of mental illness;
6. a reduction in the use of seclusion in BME groups;
7. the prevention of deaths in mental health services following physical intervention;
8. more BME service users reaching self-reported states of recovery;
9. a reduction in the ethnic disparities found in prison populations;
10. a more balanced range of effective therapies such as peer support services, psychotherapeutic and counselling treatments, as well as pharmacological interventions that are culturally appropriate and effective;
11. a more active role for BME communities and BME service users in the training of professionals, in the development of mental health policy, and in the planning and provision of services; and
12. a workforce and organisation capable of delivering appropriate and responsive mental health services to BME communities.

(known as the 12 DRE characteristics)

Delivering the DRE programme relies on action by all those involved in delivering mental health services, including Mental Health Trusts, Primary Care Trusts, voluntary organisations and Local Authorities.

Focussed Implementation Sites (FIS) were set up to 'fast-track' the national DRE Action Plan, testing out what works, sharing and facilitating good practice and supporting partnership working. There were 17 FIS initially and we have had two in the North East, covering the region between them.

The Northumberland, Tyne and Wear FIS started in January 2006, hosted by the Gateshead Voluntary Organisations Council (GVOC) and working to a three year contract with the Strategic Health Authority. The FIS management Group employed Suzanne Thompson to manage the project's work and she stayed with the project until June 2008 when she was replaced for the final six months by Ross Cowan.

The NTW FIS has been unusual in that it was run by the voluntary sector and that Suzanne was not employed in the NHS. This had some clear advantages, particularly around the engagement work and in relations with other voluntary organisations. There were disadvantages in terms of influence within the NHS, made more difficult by the many structural and managerial changes seen locally and nationally in the NHS over the last 3 years. A separate independent evaluation of the FIS is being carried out to examine and draw lessons from the organisation and management of the FIS.

Locally, the FIS has supported and been involved in a wide range of activities. This report gives a flavour of what happened to achieve the 12 DRE characteristics over the last three years in Northumberland, Tyne and Wear. It covers work directly involving the FIS and examples of other activities carried out by partner organisations, sometimes, but not always, funded by the FIS.

2006

January 2006

- Northumberland Tyne and Wear DRE FIS starts!

March 2006

- Cultural awareness training programme starts for staff in the mental health trust, using DRE material.
- NHS North East (the Strategic Health Authority) completes an initial database of BME organisations across the region.

April 2006

- The new Northumberland Tyne and Wear NHS Trust (which provides mental health and learning disability services) adopts in its race equality action plan the Delivering Race Equality twelve key characteristics of a reformed service that will deliver appropriate care to BME communities.
- Equality and Diversity Master Class run for Senior Managers in the Northumberland Tyne and Wear NHS Trust.

May 2006

- Developed strong links with the newly established branch of the Medical Foundation based in Newcastle, providing care for the victims of torture. This link continued for the life of the FIS.
- Supported the planning and delivery of a joint Strategic Health Authority and NIMHE regional workshop aimed at Primary Care Organisation Commissioners and looking at the current position with regards to Community Development Workers and how to deploy them strategically across the region. Most of the CDW projects would be in place by the end of 2006.

June 2006

- First meeting of the Northumberland Tyne and Wear Delivering Race Equality Management Group. Establishes four Delivery Groups to take forward work on Asylum Seekers and Refugees; Interpreting and Mental Health; BME mental health in

rural areas; raising awareness within communities and mental health services.

- Support the voluntary sector funding bid to the Big Lottery to establish a Regional BME Women's Mental Health Network

July 2006

- Region-wide event aimed at establishing how to take forward Delivering Race Equality within rural areas, focusing on Sedgefield, Durham Dales and Northumberland.
- North Tyneside BME Community Development Work team produces 'From Light Bites to Eastern Delights', a cultural cook book.
- Sangini, a local community group, launch the research they have carried out with Sunderland PCT about the health needs (including mental health) of the BME population in Sunderland.

September 2006

- Newcastle Advocacy Centre, a partner in Delivering Race Equality, surveyed all members of the recently established Regional Advocacy Network about their current service provision to BME communities and how this might be improved.
- The Patient Information Centre of NTW NHS Trust translated information sheets on Stress, Depression, Anxiety and Post Traumatic Stress into 17 languages and placed them on its website for use by clinicians. The website also lists services provided to Black and minority ethnic communities across NTW as well as links to translated information on other sites.
- Value Added Grant funding of £50,000 awarded to delivery groups of the DRE Management group in Northumberland, Tyne and Wear.

October 2006

- Community Development Project starts in Gateshead, first in NTW to be managed by the voluntary sector.
- FIS contributes funding and practical support for the running of the 2006 Chinese Mental Health conference, a national event being held in Newcastle for the first time. The event was organised by Newcastle Chinese Healthy Living Centre and Healthworks West. Over 200 people attended this highly successful event, including roughly 100 Chinese delegates. The recommendations made in the report of the conference are still being used by BME CDWs in Newcastle to shape delivery of services.
- Draft baseline drawn up of the BME population in Northumberland and which services they used, based on various sources of data.
- Research commissioned to identify the particular needs and potential problems in the pathways and provision of mental health

services to refugees, asylum seekers and migrants in Northumberland, Tyne & Wear, using the East End of Newcastle as a focus for the study.

- South Tyneside CDWs run local event 'Building Awareness – Reducing Risk of Mental Illness & Suicide' specifically aimed at BME community groups and asylum seekers & refugee groups. Over 300 people attracted to World Mental Health Day in South Tyneside.

November 2006

- 'Our Voice Forum' – regional BME & NHS Consultation Forum commissioned by Northumberland Tyne and Wear Strategic Health Authority which ran a dedicated session on DRE with members of the Chinese community and fed messages back to Newcastle PCT around the appropriate delivery of services.
- Focus groups held to discuss with interpreters issues that arise when working specifically in mental health settings.

- Northumberland, Tyne and Wear NHS Trust translate a range of information leaflets in use in the Trust, including all the leaflets relating to people's rights under the Mental Health Act. Feedback cards were also produced in a range of languages to help people comment on the Trust's services.
- Survey of interpreters completed and a training programme developed which should help to prepare interpreters to work with patients experiencing different types of mental ill health and in a variety of

challenging scenarios, often in difficult situations within mental health.

December 2006

- NTW Community Development Worker Network launched.
- Following a number of focus groups bringing together interpreters and service users, guidelines are produced and published for professionals in mental health working with interpreters. These guidelines were accompanied by a series of training courses.

2007

- Three training courses were delivered in 2007 to NHS mental health practitioners on the key issues to consider when working with asylum seekers and refugees.
- For a time limited period the FIS funded free access to interpreters for voluntary sector mental health organisations and this fund was fully used. Using this experience and feedback from voluntary organisations we flagged up with Health Commissioners the need for the voluntary sector to have access to funding for interpreters as needed.

January 2007

- In the Loop starts, a monthly ebulletin about the DRE programme sent to interested people across the region.

February 2007

- Report published called 'I am a migrant worker' which was commissioned by NMEG (Northumberland Multinational and Minority Ethnic Group). The main aim of the research

was to profile and access the mental health needs of migrant workers. The report focuses on migrant workers based in Berwick-upon-Tweed the majority of whom are from Poland.

- Newcastle Interpreting Service delivered two half day training courses "Working with Interpreters" for mental health workers, one in February and the other in March. Approximately 30 people attended these and the feedback was very positive.

March 2007

- Message on a Mug campaign launched at Health and Race Equality Forum Annual Conference as part of an overall strategy for engaging and informing staff about the importance of delivering race equality in mental health. A member of one of the DRE Delivery Groups (Raising Awareness) had been collecting phrases at BME conferences and gatherings which highlight messages around BME mental health. There are six mugs, each with a different message on. All

the messages have been developed with the help of community groups.

- The interpreting service worked with health and social care professionals to develop a half day training program for interpreters working in the mental health area. By the end of March, this program has been delivered six times to cover 100 interpreters.
- Two very successful Race Equality training sessions piloted with staff in North Tyneside. The training included working with interpreters, race equality and the law and working with asylum seekers and refugees.

April 2007

- The report of the 10th Chinese Mental Health Conference held in Newcastle in 2006 published. The report is divided into three sections: a report of the conference itself; tips on how to run a bi-lingual conference and a summary of research into the mental health needs of the Chinese community in Newcastle.

- FIS hosts workshop at the AGM of Mental Health North East on the role and work of the NTW community Development Workers.

May 2007

- Training sessions arranged for interpreters on the key points of Mental Capacity Act and the Mental Health Bill.
- FIS starts work with the North East Public Health Observatory on analysis of the results of the Count me in Census. This national census recording the ethnicity of inpatients in mental health hospitals is one of the building blocks of the government's plan to tackle inequalities in access and outcomes for mental health service users from Black and minority ethnic communities.

June 2007

- The training course that had been piloted called Delivering Race Equality in Mental Health developed by the North Tyneside CDW Team went live. The day includes sessions on:

- Asylum seekers, refugees and migrants - who are they?
- Using interpreters effectively and how to achieve best practice
- Mental Health services
- A strategic overview – The Race Relations Amendment Act – the law and you.

June - September 2007

- The FIS arranges Essential Shared Capabilities training for BME Community Development Workers.

July 2007

- The Medical Foundation trials a workshop for interpreters on how to deal with stress.

August 2007

- aTENSION , the Gateshead Diverse Communities CDW Mental Health Project, and the Gateshead BME Carers Association, organized a marquee at the Mela to provide a “Comfort Zone” where people can relax or take their food. Inside they were able to

sample Yoga, head massage and a Henna artist.

September 2007

- The Service User and Carer Coordinator from Northumberland, Tyne and Wear NHS Trust produced a report based on young people’s experiences of mental health and mental health services across Newcastle and North Tyneside. One key message that emerged was that they did not require a separate BME service but would like to have a more culturally aware service.
- Posters are developed to accompany the Message on a Mug campaign.
- Newcastle Race and Mental Health Action group is re-formed.
- Newcastle Ethnic Minority Well Being project publishes final reports based on the previous years work.
- The Early Intervention in Psychosis Team holds an away day to gain an understanding

of the FIS and the work of the CDWs and to look at how they can embed DRE in their work.

October 2007

- 'Feel Good' Women's Group starts weekly meetings in Bensham Community Centre. Currently there are about thirty registered members who are drawn from the various minority groups living in Gateshead
- With the support of the FIS, Northumberland, Tyne and Wear NHS Trust put together a successful £30,000 bid to be a Clinical Trailblazer site. The action plan focuses on:
 1. gathering and analysing quantitative data about the experience of BME patients using clinical services.
 2. through discovery interviews listening to the experience of BME patients who have previously used inpatient services in order for teams to reflect and change upon practice.

3. facilitating various training initiatives in order to increase the cultural capability of staff.
4. supporting clinicians in the use of interpreters.

November 2007

- North East conference on Delivering Race Equality in mental health in rural areas was held in Northumberland. This was a highly successful event with about 100 delegates who are taking forward a plan of action with local stakeholders.
- Equality North East, impressed with the work aTENSION, the Gateshead CDW Project, raises and donates £1,211 to the Project's work.

December 2007

- Sunderland DRE Community Development Work team is fully recruited.

2008

January 2008

- South Tyneside pct produce a mental health Desk Top calendar aimed at members of local BME communities giving details of local mental health services.
- Facilitated an interactive workshop at the North of Tyne Equality and Diversity Conference 'Benefits not Barriers'.

February 2008

- The Care Services Improvement Partnership (CSIP) ran 2 x 2 day programme of Cultural Competency Training specifically for staff working in Child and Adolescent Mental Health Services.
- The evaluation of the highly successful Newcastle BME Advocacy Project is completed.
- The Health and Race Equality Forum involved the FIS in facilitating equality and

diversity training, commissioned by the Northern Deanery and aimed at doctors who train other doctors to be GPs and secondary care specialists.

March 2008

- CDWs in Newcastle held an initial Mental Health Consultation event with members of the African community at ACANE (African Community Advice North East) which attracted over 25 people.
- Draft report produced 'Suicide and Self Harm Prevention among Asylum Seeker, Refugee, International Student & Migrant Worker Populations'. It was developed with partners from FIS and the Public Mental Health Lead from the Government Office for the North East.
- Following interest from a number of mental health workers a half-day training course "Working with Interpreters" was delivered for approximately 15 workers.

April 2008

- FIS organised a DRE stand at the Northumberland, Tyne and Wear Acute Clinical Care Conference. Postcards with contact details for the BME Community Development Workers were distributed to all delegates.
- CDWs in Newcastle delivered the first 2 of 12 mental health awareness sessions with various BME community groups (African Community Advice North East, Chinese Healthy Living Centre, Pakistani Cultural Society) the first on stress and the second on anxiety, for men and women. The 12 sessions involve a wide range of presenters from different mental health backgrounds including CDWs, Primary Care Mental Health Workers, Primary Care Psychologists and Psychology Assistants, Early Intervention in Psychosis, and workers and service users from Launchpad.
- A one day pilot training course called Delivering Race Equality in Mental Health developed by Sunderland CDW's. This was

delivered to GP practice managers and receptionists. The day includes sessions on:

- What is the Delivering Race Equality programme and what it means to Sunderland?
- Asylum Seekers- refugees and migrants who are they?
- Using interpreters effectively and how to achieve best practice
- Legislation – The Race Relations Amendment Act

May 2008

- Frontline community staff and religious leaders from Gateshead complete a 10 week Active Listening Talk Therapy training course run by two Counsellors from MIND. The Active Listening service is now being rolled out to support residents in both Gateshead and Newcastle.

June 2008

- A spirituality, religion and mental health conference held on 2nd June this year brought together for the first time in the region over 160 representatives from the

North East's main recognised faiths along with service users and carers, and mental health care professionals, to discuss spirituality and mental health. A conference report is published in October.

- STAR (Sunderland Together against Racism) event co-ordinated by the Sunderland CDW's working with The Sunderland Partnership and Show Racism the Red Card.

July 2008

- The 'Making it Better' report is published, based on two events which were held on 27 October 2007 and 7 February 2008 to look at issues and concerns around the involvement of BME service users and carers in the provision, design and commissioning of mental health and well-being services across Northumberland and Tyne and Wear.
- Around 30 people across the region complete the first stage of being trained as

trainers in Racial Equality and Cultural Capability in mental health.

- The Sunderland DRE Project is formally launched at the National Glass Centre with over 60 people from voluntary, community, and statutory sectors attending.

September 2008

- Newcastle Health and Race Equality Forum piloted a training session, about issues affecting people seeking asylum, with a whole year group of medical students at Newcastle University. This involved sixteen workshops running concurrently, half of which were facilitated by CDWs
- The introduction to the Newcastle Mental Health and Emotional Wellbeing Action Plan (part of the city's Health Improvement Strategy) refers to the DRE characteristics as underpinning the action. This was added at the request of the Health and Race Equality Forum.

October 2008

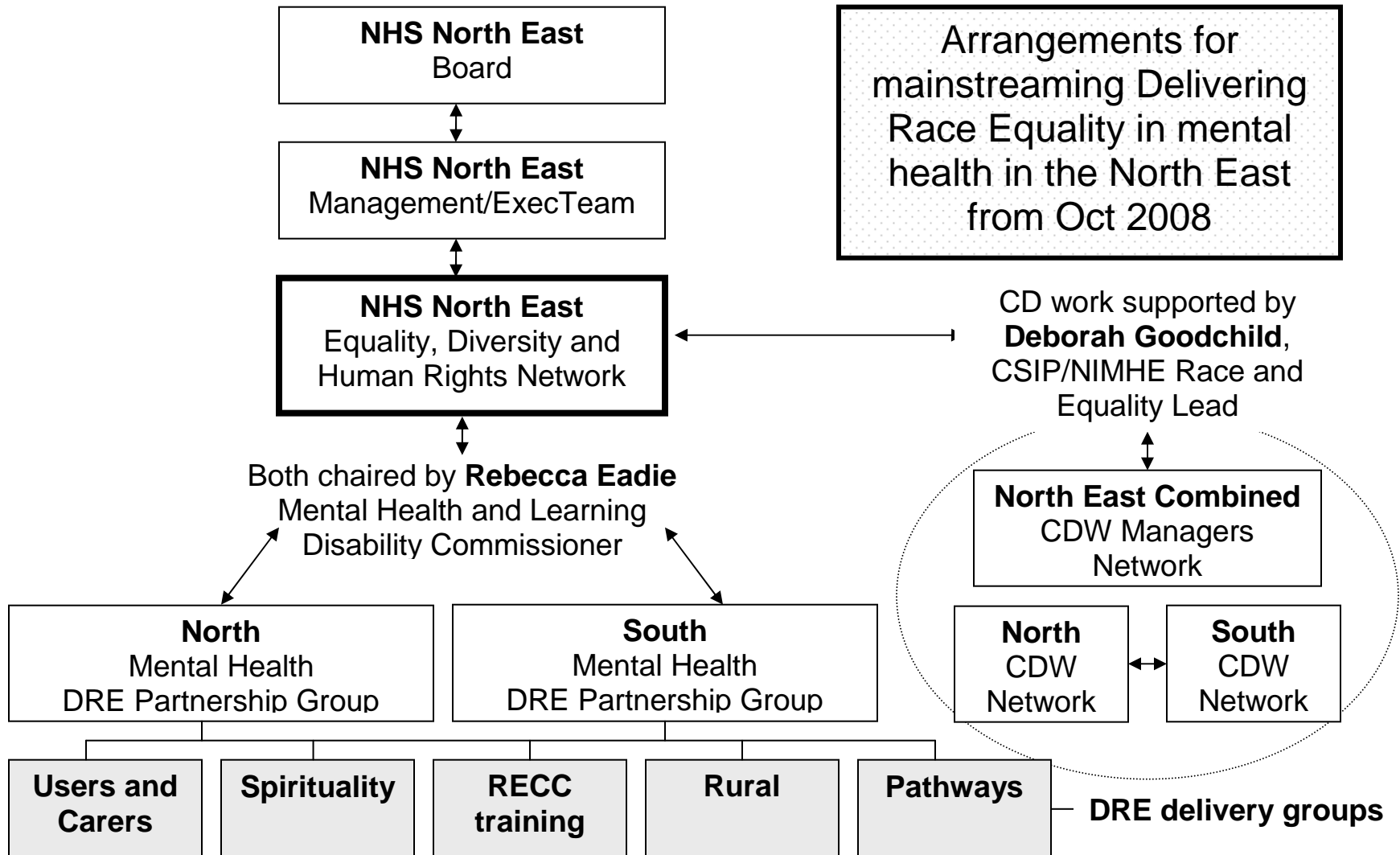
- A new structure is agreed (see below) to replace the FIS and mainstream the Delivering Race Equality agenda in the North East. Two **Mental Health DRE Partnership Groups** are established which:
 - keep the focus on race and mental health
 - feed into a North East wide structure but maintain the links with the North and the South of the region
 - maintain and develop, with CSIP/NIMHE support, the two CDW Networks and the CDW managers group
 - feed in to the NHS Integrated Equality Policy Framework via the NHS North East Equality Network
- FIS funds the production of an NTW Directory of Information about BME

organisations, groups, activities, events and services. This was jointly produced by the Newcastle CDW Team and the Patients Information Centre, with input from the other NTW CDW teams. An electronic version is available at www.ntw.nhs.uk.

- Making Space for Spirituality, the report of the conference on spirituality, religion and mental health across the North East, is published.

November 2008

- A North East Spirituality Network is formed, to progress the four main areas identified as priorities at the June conference:
 1. Education and Training
 2. Information and Communication
 3. Researching and piloting
 4. Improving clinical practice



Mental Health Community Development Workers for Black & Minority Ethnic Communities

The DRE programme intended that community engagement would be achieved by engaging communities in planning mental health services, supported by 500 new community development workers and the expertise of independent sector BME service providers.

The community development workers (CDWs) are recruited by Primary care Organisations (thought not necessarily employed by them) and are working to bridge the gap between BME community members and mental health services. CDWs work with and support communities including the BME voluntary sector, help build capacity within them, and ensure the views of the minority communities are taken into account by the statutory sector during the design, developing and delivery of services.

The role of the CDW will vary according to local community needs but there are four key functions defining any CDW role. These are:

- ✓ **Change Agent**, identifying gaps; developing innovative practice
- ✓ **Service Developer**, promoting joint working, education and training
- ✓ **Capacity Builder** in BME communities
- ✓ **Access Facilitator** to services; community resources; overcoming language and cultural barriers.

You can contact your local Community Development Workers as follows :

Gateshead,

(employed by Gateshead Voluntary Organisations Council - GVOC)

Rowshon Uddin (Coordinator)	0191 478 4103	rowshonuddin@gvoc.org.uk
Sarinder Bhandal	0191 478 4103	sarinderbhandal@gvoc.org.uk
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Gateshead

(employed by Tyneside Womens' Health Project)

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South Tyneside**(employed by South Tyneside PCT)**

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Sunderland - http://www.sunderland.nhs.uk/tpct/working_with/delivering_race_equality.asp**(employed by Sunderland TPCT)**

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For further information about the continuing work of the
Delivering Race Equality in Mental Health Partnership
in the North East of England
please visit

www.northeast.csip.org.uk

