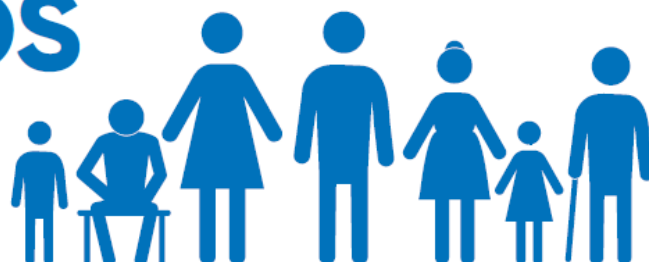


# FAMILY, FRIENDS AND CARERS NEWSLETTER



## Welcome to the October 2023 edition of the Forensic Inpatient services Family, Friends and Carers Newsletter

### What's new?

It's been a busy time again within our services over the last 3 months, with lots of work going on behind the scenes to improve the ways we work with families, friends and carers moving forward. We've begun the roll-out of our co-produced 'Working with families, friends and carers' training for all staff within the Forensic and Specialist inpatient teams, and have been promoting the important role you play in your loved one's care across the Trust. *Read on to find out about some of the other activities and events that have taken place since the last edition...*

### KMPT Public Board and AGM



The latest Public Board meeting and AGM took place on 28 September 2023 at 10.00am at The Orchards Event Centre, East Malling.

The Trust Board is publicly accountable for the running of the trust and holds corporate responsibility for its actions. It is made up of executive and non-executive directors and meets monthly. KMPT welcome attendance at the Board from members of the public and anyone that has an interest in the Trust, including any member of staff.

You can view the documents from our Board meetings online here: <https://www.kmpt.nhs.uk/about-us/trust-board/board-meetings/>

Following the Board meeting, the AGM was also held. The AGM is an opportunity to hear about KMPT's achievements over the past year, future plans and to ask questions.

In her last address as the trust's Chief Executive, Helen Greatorex, who retires this autumn, welcomed her successor, current KMPT Deputy Chief Executive and Chief Finance and Resources Officer Sheila Stenson.

Helen shared highlights of last year's successes, including eradicating the trust's £7.6 million underlying deficit; launching four new staff chill out spaces across its three main hospital sites; delivering the highest ever recorded average physical observations compliance on inpatient wards of 80%; a Platinum Award from Kent and Medway Healthy Workplace Programme recognising the trust as a healthy place to work and that all sites in Kent and Medway now use 100% renewable energy.

## World Mental Health Day



World Mental Health Day was on 10 October 2023.

The aim of World Mental Health Day is to call on national and local governments to prioritise reducing the factors known to pose a risk to people's mental health, enhancing those known to protect it and creating the conditions needed for people to thrive.

World Mental Health Day is also a chance to talk about mental health in general, how we need to look after it, and how important it is to talk about things and get help if you are struggling.

### Keep in touch with supportive friends and family

This helps you deal with the stresses of life and makes you feel cared for and offers a different viewpoint.

To mark this year's World Mental Health Day, we held a **Family, friends and carers forum** at Lakeside Lounge. During the event we shared some Tea & Talk resources from the World Mental Health Foundation, including Mental Health myths, Talking Tips, How we can look after our mental health worksheet and Top tips to look after your mental health.

You can find out more about World Mental Health Day and the World Mental Health Foundation here:

<https://www.mentalhealth.org.uk/our-work/public-engagement/world-mental-health-day>

## Name our Carers Bear!



Carers Leads across the Trust have launched fundraising efforts to raise money for the KMPT **Health Heart Hope Charity**.

The aim of the charity is to support the Trust by raising funds to enhance quality care through partnership, so that our staff, volunteers, patients, carers and family members receive the right help, at the right time, in the right setting with the right outcome together.

Our Carers Bear has already visited a local charity Funday over the Summer and the AGM last month. The bear will be popping along to each of our sites over the coming months to help us raise funds to support projects which will specifically benefit families, friends and carers across the Trust.

If you see the bear during a visit to one of our sites, please stop and say hello, and why not have a go at picking a name!

## Provider Collaborative Quality Assurance visit at TGU



On Friday 6 October, the Kent Surrey and Sussex Provider Collaborative\* carried out a Quality Assurance visit at The Trevor Gibbens Unit (TGU).

During the visit, representatives from the collaborative toured the site and spoke with staff, patients and family members. The feedback was positive and the collaborative are keen to support the TGU to move forwards with actions, for example those relating to matters of the Estate.

*\*The Provider Collaborative is a coalition of three NHS trusts and five independent sector providers that deliver low and medium secure hospital care for adults. These providers work together to improve how mental health services, for adults from Kent, Surrey and Sussex who require secure inpatient care, are commissioned and delivered.*

## Quality Network for Inpatient Learning Disability Accreditation



The Tarentfort Centre (TFC) and The Brookfield Centre (BFC) have signed up to the new Quality Network for Inpatient Learning Disability Accreditation\*.

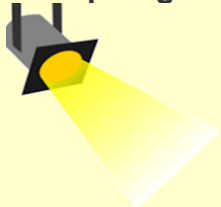
We are currently preparing for our first reviews of each service, which are due to take place in the New Year. This process includes reviewing our services in line with a series of set standards, providing evidence and seeking feedback from staff, patients and families, friends and carers via surveys.

Surveys have recently been sent out, so please do share your views as this will really help us and the review team to understand our strengths, and areas we may need to improve.

There will also be opportunities for everyone to speak to the review teams directly when the visits to site take place.

*\*The Quality Network for Inpatient Learning Disability (QNLD) aims to support wards to evaluate and improve their management processes and standards of care.*

### Mini spotlight on...



### Carers UK's State of Caring Survey 2023

The State of Caring survey is the UK's most comprehensive regular research into the lives and experiences of unpaid carers.

Over 11,000 carers shared their views with Carers UK this year. Carers UK will be sharing the results in a series of reports. The first report, on finances, is now available.

This report shows that carers are struggling even more with their finances. A higher proportion of carers said they are struggling to make ends meet, and carers who are already struggling with the high cost of living, are being further impoverished by having their ability to earn restricted by Carer's Allowance.

Read more here: <https://www.carersuk.org/policy-and-research/state-of-caring-survey/>

## Forums and Feedback



Our next Family, friends and carers forums will be taking place around Christmas:

**THURSDAY 7 DECEMBER**  
10.30-12noon  
Lakeside Lounge (TGU)  
Join us for a mince pie!

**FRIDAY 15 DECEMBER**  
12.30-2pm  
Greenacres site (Dartford)  
Join us for a mince pie!

These forums offer an informal opportunity for families, friends and carers to get together with each other and our services to share feedback, ideas and support.

We know that forums and groups aren't for everyone and that there can be time, travel and financial barriers to coming along too, but if you would like to find out more, please contact the Family engagement and liaison lead.

If you cannot make it along to a forum, there are still lots of different ways that you can share your views, including:

- speaking to the Family engagement and liaison lead
- speaking to the Family representative (for the TGU)
- speaking to our Service managers
- coming to a local governance or experience meeting
- completing a Family, friends and carers survey

As per previous editions, we would like to keep you updated on some of the suggestions that have been made by families, friends and carers, as well as our patients themselves, and some of the actions that we have been able to take as a result:

Topic:	Update:
Visting facilities (indoors and out) – both sites	<p><b>Completed:</b> Family visiting rooms at both sites are now decorated and refurbished, with additional provision made for child-friendly resources. We will however continue to tweak these rooms with artwork and resources in line with feedback received from patients and families, friends and carers. We are also working to upgrade the ward-based visiting rooms at the TGU as a bonus!</p>
Basic mobile phones on wards (all sites)	<p><b>Completed:</b> We are pleased to confirm that <b>all</b> of our wards now have policies in place to support patients to have access to basic* mobile phones on the ward when appropriate. If your loved one would like access to a basic mobile phone, please advise them to make a request via their ward round meeting. The relevant risk assessments and contracts can then be put in place, as appropriate.</p> <p><i>*Basic mobile phones are those that can be used for text and talk only. We are unable to accept mobile phones that have internet capability or recording capabilities (e.g. voice recorders or cameras) on our wards.</i></p>
For hot and cold drinks to be accessible for patients on all wards (TGU and TFC)	<p>Hot and cold drinks are readily accessible to patients on all wards.</p> <p><b>Completed:</b> At the TGU, all wards now have access to hot and cold water taps in communal areas.</p> <p><b>In progress:</b> At the TFC, this work is ongoing, with quotes being sought.</p>



**Your voice is important and it does make a difference so please keep talking to us!** And please encourage your loved one to attend their local Patient Experience/Patient Council meeting too. **Together we really can improve services and experiences.**

## What's coming up?

### **kindness**

#### **World Kindness Day - Monday 13 November**

World Kindness Day is an annual event that encourages individuals to practice kindness in their daily lives. It highlights the importance of empathy, understanding, and cooperation to create a more harmonious and caring world.

There are lots of ways you can get involved, such as:

- Performing Acts of Kindness like helping a neighbour, complimenting a colleague, or donating to a charity.
- Spreading Positivity by sharing uplifting and positive messages on social media to inspire others to be kind and compassionate.
- Volunteering your time for a local charity or non-profit organization that aligns with your values.
- Donating to a charitable cause that you believe in, whether it's for humanitarian aid, education, or healthcare.
- Teaching Kindness to children and young people through storytelling or classroom activities.
- Random Acts of Kindness like buying a stranger's coffee or leaving an encouraging note for a friend.



#### **Carers Rights Day – Thursday 23 November**

Carers Rights Day takes place each year in November.

The aim of Carers Rights Day is to empower carers with information about their rights, so they can feel confident asking for what they need.

This Carers Rights Day we will be sharing information about Carers Rights with our staff and the families, friends and carers of those in our services.

If you would like to find out more in the meantime, please visit the Carers UK website - <https://www.carersuk.org/help-and-advice/practical-support/what-are-your-rights-as-a-carer/> or speak to the Family engagement and liaison lead.



## Festive season

The festive season will soon be upon us, and a range of activities and events will be taking place across services during this time.

For families, friends and carers specifically, we will be hosting forums at each site, as well as **'Stop & Smile'** gatherings at a range of locations across the Trust, where we hope to enjoy some festive entertainment and a mince pie or 2!

For patients, we also have events coming up, including the Dartford services Christmas panto! *Oh no we don't, oh yes, we do!*

## Caring is sharing

**Do you have any tips, ideas, suggestions or information that you would like to share with other families, friends and carers?** Perhaps you have come across some information about carers rights, or a local support group or organisation who you have found really helpful and you would like to let other people know? If so, we would like to give you the opportunity to share these via our newsletter...just let your Family engagement and liaison lead know and we can add to our next edition.



### Digital Kent

Digital Kent is working to improve digital inclusion and capabilities in the county of Kent.

Some projects are being delivered directly, with some in partnership with other organisations and others being funded by Digital Kent through the Helping Hands Scheme.

Projects include: Connectivity Access Scheme, Hardware Access Scheme, Digital Champions Network, Digital Hubs and the Digital Support Scheme.

You can find out more here: <https://www.digitalkent.uk/> or residents can contact us on 03000 410 950 to be matched with one of our Digital Champions for Digital Support.

### Rethink – Recognise Me group

Recognise Me! Do you support a friend or family member living with severe mental illness in secure services?

We recognise the feelings of frustration, isolation, and often stigma that can be experienced when supporting someone in that setting, not to mention how challenging and overwhelming it can be to navigate the secure care system. You are not alone, come and join us!

We are a group of carers that meet online the 3rd Wednesday of each month from 6pm - 7:30pm.

We offer a safe relaxed space so members can talk freely and without judgment. We provide support and encouragement to one another, share experiences, information, and learning, so our members feel less isolated and more empowered in what can be a very disempowering position.

For more information contact Sheena or Maria, the group coordinators at: [recogniseme@rethink.org](mailto:recogniseme@rethink.org)





### Release the Pressure – Kent & Medway

Life can get really tough sometimes, but talking can help. We have a highly trained and experienced team available 24/7 to provide expert support no matter what you are going through.

Text the word Kent to 85258 or phone 0800 107 0160 for free confidential support at any time.

Free expert advice from trained counsellors is available for every mental health concern, including: anxiety, depression, low self-esteem, money worries, relationship troubles, stress, suicidal thoughts.

Find out more here: <https://www.kent.gov.uk/social-care-and-health/health/release-the-pressure>

There are many more sources of information online too, but if you are not able to or would simply prefer not to access information online, please just let us know which conditions, treatments, medications or support you might like to find out more about and we will see what we can find to send to you as a paper copy. This applies to any of the topics covered in this newsletter too.

## Your questions answered...



**Is there something you have been meaning to ask but you weren't sure who to go to? Or do you think other families, friends or carers might also be interested in the answer?**

If so, just let us know – any questions can be submitted to your Family engagement and liaison lead and we will do our best to include the answers in the next edition.

### Question – What support is there for my loved one's religious needs?

#### Answer –

Hospital admission can be confusing, disorientating and frightening for both the person being admitted, and the people who love them. Mental health chaplains work within the NHS guidelines to provide warmth and compassion with non-judgemental listening, pastoral, spiritual and if it is asked for, religious care.

Pastorally, we try to help make sense of the disorientation and bring some comfort into the admission. For patients without family and friends to visit, the days can be long and we try to spend time helping with the adjustment of hospitalisation as well as the anticipation of discharge. Some people find they have questions about life which their admission has highlighted, and we listen to these no matter how big or small. Being heard is a crucial element of being human.

While hospital can be difficult, the time allowed to reflect can also highlight spiritual needs and interest. Spirituality is interested in what feeds the human spirit. This will look different to everyone, and time in hospital with a chaplain can be spent exploring those places of possibility where people can flourish. While spirituality is different to faith, it is not unusual for people to find their faith is a core element of their spirituality.

Our faiths and belief systems play an important role in shaping and guiding us, as well as providing hope in what can feel a dark situation. For many people, faith is questioned with an admission and it takes time to work through what may have changed, or how they feel. For others, admission is a time to reflect, and during this time they begin to ask questions. Chaplains accompany these people through these journeys of discovery, ensuring each person is respected

with their choices. This may mean contacting a community faith leader on their behalf so they are able to ask deeper questions, or provide equipment such as prayer mats.

Chaplaincy is here for everyone, patients, staff, carers, people with faith, and those of none. Most importantly Chaplaincy is here for you.

Your Trust Chaplains are: Rev'd Tristan Alexander-Watts (Dartford); Rev'd David Stedman (Canterbury and Thanet); Melissa Jack (Gillingham, Maidstone and Dartford).

Email: [kmpt.chaplaincy@nhs.net](mailto:kmpt.chaplaincy@nhs.net)

## **Question – I'm not happy with the care that my loved one is receiving. How do I make a complaint?**



### **Answer –**

We are sorry to hear that you are dissatisfied with the care that your loved one is receiving and we thank you for bringing this to our attention. Your views and feedback are crucial to us being able to develop and improve our services.

The best first step would be to try and resolve your concerns locally by speaking to a member of staff or your local service manager in the first instance. If you do not feel comfortable talking to someone directly, you can ask for someone independent\* to help you.

If staff are unable to resolve your concerns locally and you would like to make a formal complaint, please contact one of the PALS and Complaints team. All complaints will be listened to and thoroughly investigated. You will be treated with courtesy and respect at all times. Making a complaint will not harm or prejudice the care that you, or your relative, are given.

You can contact the Trust PALS and Complaints team as below:

Freepost Plus RUBC-AJZX-HZES  
Eastern and Coastal Area Offices  
Littlebourne Road  
Canterbury  
CT1 1AZ  
East Kent: 0800 783 9972  
West Kent, North Kent and Medway: 0800 587 6757  
Email: [kmpt.pals.kmpt@nhs.net](mailto:kmpt.pals.kmpt@nhs.net)

The trust will aim to acknowledge your complaint within three working days and to respond within 25 working days or to a time frame agreed with you.

It is hoped that the trust's response will resolve your complaint but, if that is not the case, please contact the PALS and Complaints team again and they will consider any outstanding concerns that you might have.

If you remain dissatisfied with the outcome of your complaint, you may ask the Parliamentary and Health Service Ombudsman to review your complaint if it is about health services or the Local Government Ombudsman if the complaint is about social care.

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*\*Some people may prefer to share their experience of using our services with an independent organisation. Examples of independent organisations who can support you with making a complaint are Healthwatch and The Advocacy People.*



**Healthwatch** is a patient group and is set up to listen to the experiences and views of anybody who uses our services, including families and carers. They have a freephone Helpline and people ready to listen to you about your experience. They will anonymise your feedback before working with us to improve the service based on your comments.

- Healthwatch Kent can be contacted on 0808 801 0102
- Healthwatch Medway can be contacted on 0800 136 656

Both services are contactable between the hours of 10:00–16:00 (Monday to Friday).

**The Advocacy People** are also available to support you and represent your views, thoughts and feelings when making a complaint about the NHS. They can also provide support in other languages and provide support with a sign language interpreter.

You can find out more about the support available via The Advocacy People here:

<https://www.theadvocacypeople.org.uk/services/nhs-complaints-advocacy> or by calling 0330 440 9000

We hope that this information has been helpful. However, if you would like more information about complaints processes, please ask for a copy of our 'your right to complain' information leaflet or access it here: <https://www.kmpt.nhs.uk/pdf-documents/get-involved-documents/feedback/your-right-to-complain/making-a-complaint/>

## Get involved



**Would you like to get more involved in projects and programmes aimed at service development and improvement, both in your loved one's service, KMPT and/or the wider community?**

If so, why not speak to Ade Philips (Engagement Lead) on 01227 538668 or by email: [kmpt.engagement@nhs.net](mailto:kmpt.engagement@nhs.net)

Ade can tell you more about the Engagement Pool and how to get involved. You can also find out more here:

<https://www.kmpt.nhs.uk/get-involved/participation-and-involvement/>

If you sign up to the Engagement Pool, you will be invited to get involved in various projects. You can get involved on a voluntary basis, or, depending on the project and level of involvement, you may be able to receive expenses and/or payment for your work.

Some examples of recent Trustwide projects are below:

- Become part of a **Quality Improvement Steering Group** to review Trust documents, clinical audit and service evaluation activities.
- Share a lived experience story as part of a video recording to support **Clinical Risk Assessment and Management training**
- Help us to gain a better understanding of how our service users and carers with **protected characteristics** are experiencing our services

There are opportunities to be involved on a more local level too, for example:

- Getting involved in a project to improve **searching procedures** at the TGU
- Working with the team at the TGU to **revamp the onsite gardens** (Willow Gardens)
- **Creating / donating artwork** for display within the family visiting room(s) at the TGU
- **Joining the local Patient and Carer Governance meeting** as a family / carer representative for Dartford services
- Getting involved in project group working towards **National Autistic Society Accreditation** (NASA) for The Brookfield Centre initially



Please speak to your Family engagement and liaison lead if you would like to find out more about these local projects.

You are always welcome to get involved with projects led by partner organisations as well, such as the **Quality Network for Forensic Mental Health Services Artwork competition**:

## Future editions

We hope you enjoyed this latest newsletter and would love to hear your feedback and/or ideas for future content. The **next edition will be coming out in January 2024** so please get in touch between now and then if you would like to get involved...

## Contact us if you have any questions



Your Family engagement and liaison lead is Hayley Mason

You can contact Hayley by calling 07880 473366 or emailing [kmpt.forensiccarersupport@nhs.net](mailto:kmpt.forensiccarersupport@nhs.net)

## Remember you can...



... find out more about the **Kent and Medway Recovery and Wellbeing College** by joining a virtual introduction session.

Details can be found online: <https://www.kmpt.nhs.uk/about-us/recovery-and-wellbeing-college/introduction-to-the-recovery-college/>

### Family, friends and carers survey

... let us know about your experience of our service by completing our **Family, friends and carers survey**.

Copies of the survey are available at each of our sites and online - <https://www.kmpt.nhs.uk/get-involved/feedback/family-friends-and-carers-survey/>

### GET *involved* IN OUR RESEARCH COMMUNITY



SCAN THE QR CODE TO SIGN UP!

... scan the QR code with your smart phone or visit <https://www.kmpt.nhs.uk/get-involved/research/join-our-research-community/> to access our **research** community page, where you can sign up to hear more about open and upcoming studies.



Charity Number: 1202262

... donate to the new **trust charity – Health, heart hope** via the below details:

Account number No: 10032711      Sort Code: 607080  
Account name: KENT AND MEDWAY NHS SOCIAL CARE PARTNERSHIP TRUST CHARITABLE FUND

You can find out more about the charity and how to get involved here: <https://www.kmpt.nhs.uk/get-involved/kmpt-charity/>



... request more **general information about the groups and activities** that are available to your loved one on their ward, for example the therapeutic timetable and/or information about psychology programmes. Please speak to the Family engagement and liaison lead who can support you with this.

## Thank you for reading!

