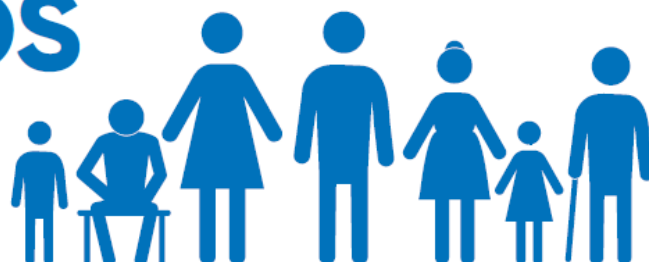


FAMILY, FRIENDS AND CARERS NEWSLETTER



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

What's new?

Since our last edition, we've seen the launch of the new KMPT Strategy, taken part in Quality Network peer reviews, worked hard to raise the profile of families, friends and carers during Carers Week, and successfully retained our 2-star status as a member of the Triangle of Care. We've also enjoyed celebrating events such as the King's Coronation, Learning Disability Week and the 75th birthday of the NHS itself! *Read on to find out more...*

KMPT Strategy 2023-2026

Kent and Medway
NHS and Social Care Partnership Trust
2023-2026 strategy

Our mission is what we set out to do every day - we deliver brilliant care through brilliant people

Our vision

is where we want to be in the future
To provide outstanding care and to work in partnership to deliver this in the right place, for every service user, every time.

Over recent years, we have seen nationally and locally a rising demand for support and services, as well as changes to what our population and our people need.

To continue to meet these challenges and achieve our vision, KMPT are proud to announce our new **three-year 2023 to 2026 strategy**.

You can find out more about the strategy here:
<https://www.kmpt.nhs.uk/about-us/trust-board/our-vision-values-and-strategy/>

WE WILL ACHIEVE THIS VISION THROUGH...

OUR STRATEGIC AMBITIONS

(also known as the three Ps)



We deliver outstanding, person-centred care that is safe, high quality and easy to access.



We are a great place to work and have engaged and capable staff living our values.



We lead in partnership to deliver the right care and to reduce health inequalities in our communities.

Quality Network Peer Reviews



The Tarentfort Centre and The Allington Centre took part in their Quality Network Peer Review on Wednesday 3 May and The Trevor Gibbens Unit took part in their review on Tuesday 23 May.

The peer reviews are a supportive process which are aimed at helping services to plan improvements for the future and benchmark against other similar services. During the days, our teams, patients and some families, friends and carers met and /or spoke with the review teams.

Each review ended with the services being provided with some areas for improvement as well as areas of achievement. We continue to await the full reports but, in the meantime, here are some of the positives that were shared:

- *Staff reported feeling well supported with consistent access to training and reflective practice.*
- *Patients reported feeling that there are some really good staff who treat them as equals and with dignity and respect.*
- *Families, friends and carers reported feeling involved, valued and part of the care team.*

Thank you to everyone who contributed to the reviews in some way.

Triangle of Care



The Triangle of Care is a therapeutic alliance between carers, service users and professionals. It aims to promote safety and recovery for people with mental health issues and to encourage their wellbeing by including and supporting their carers.

Each of our services complete a self-assessment tool relating to the six standards of The Triangle of Care, and once a year evidence from these is collated into an annual report which is submitted to the scheme lead at Carers Trust.

On 27 June 2023 KMPT received confirmation that we retain our **Triangle of Care Star 2**. This means that the Trust have shown commitment to working within the Triangle of Care framework across our inpatient and community services.

You can find out more about The Triangle of Care here: <https://carers.org/resources/all-resources/72-triangle-of-care-membership-scheme-in-england>

If you would like to be involved in the next review for your loved one's ward, or to join us at one of the National Triangle of Care meetings (which are held bi-monthly and are open to all Trusts and organisations involved in The Triangle of Care across the country), please let the Family engagement and liaison lead know.

King's Coronation



May 2023 saw the nation celebrating the Coronation and many of our services joined in with BBQs, tea party's and bingo!

It was a great opportunity for patients and staff to work together to plan and enjoy ward-based events, whilst also keeping up with current affairs.

Learning Disability Week



Patients and staff at our Dartford site marked **Learning Disability Week (19-25 June 2023)** by planning picnics together, where everyone could share what they are good at and what they like to do over a lunch that was prepared by everyone, for everyone.

Three picnics were held throughout the week (one for each ward) and patients were involved in sharing their feedback, preparing the courtyard and food, as well as in playing games, such as soft archery alongside staff.

There was lots of positive feedback from these events from both staff and patients, with everyone enjoying the relaxed atmosphere and the opportunity to learn more about learning diversities.

Learning Disability Week is a week where people show what life is like if you have a learning disability. You can find out more about Learning Disability Week here: <https://www.mencap.org.uk/LDWeek>

Celebrating 75 years!



On 5 July 2023 the NHS marked 75 years of service! In celebration we've been coming together at KMPT to honour the hard work and commitment of our brilliant people; past and present, as well as to think about our future.

If you would like to get more involved with NHS's 75th birthday celebrations in general, by attending events in your local area or supporting the work of the NHS (for instance by giving blood or joining the NHS Organ Donor Register), you can find out more here: <https://www.england.nhs.uk/nhsbirthday/get-involved/support-the-nhs/>

Team updates



This month also sees us say goodbye to the Service Manager at the TGU (Sojan Joseph) and the Matron (Tricia Haastrup) for our Dartford Services. We would like to take this opportunity thank them both for all of their hard work and dedication to their respective services, and to wish them all the best for the future.

This means that we will soon be welcoming new people to both teams:

- The new Service Manager for TGU will be Emma Daniels. Emma will be joining the team on 7 August.



- The new Matron for Dartford services will be Nolly Nkungu. Nolly will be joining us in September.

We very much look forward to getting to know and working with Emma and Nolly soon.

And let's not forget the new team members who have arrived at Willow Gardens at the TGU – Casper and Cat, our new goats!

Forums and Feedback



We continue to offer informal opportunities for families, friends and carers to get together with each other and our services to share feedback, ideas and support.

Our next event is on World Friendship Day on **Sunday 30 July from 2.30-4pm at the Greenacres site (Dartford).**

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.

Here is a poem by Matthew McKenzie (carer author, activist and poet from London) about the value of carers networks

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This poem is from Matthew's book "The Poetry book of mental health caring" which is available from Amazon.

You can also access Matthew's poetry on YouTube:

<https://www.youtube.com/watch?v=B2CLSsHQPT8&t=1s>

and his blog here:

<https://caringmindblog.com/>

The Carer Network

All my time I have been on my own
Then I heard it through another carer
It seems if I can get that carer's network
Then understanding my role would be clearer

It is hard to know that you're lost in the system
The more you speak the less they listen
I sick and tired of battling alone
As a carer I don't want to stay hidden

Then I was introduced to the carer's network
They all said the same and wanted to connect
I feel an inner light that shines through
And now I feel I am getting that respect

Still, it's hard to feel part of that movement
Things change so fast it is hard to keep up
If we are not kept ahead of all the changes
Then it is easy to see the carer's network breakup

We look around to see other representation
For paid carers, professionals and service users
But what about our own carers network
Don't unpaid carers also have futures?

Still for the time I have I am not on my own
I tell another carer what I have found
They also join the carer's network
Where understanding their role is so profound

As well as finding peer support through the forums, they also provide a space for you to share your thoughts and feelings about our services and your experience of them.

If you cannot make it along to a forum, you can still share your views by speaking to the Family engagement and liaison lead, coming to a local governance or experience meeting, or by speaking to the family representative (for the TGU).



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

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	In progress: We are pleased to have new furniture and children’s activity packs available within the main family visiting room at the TGU and some of our patients have started working with our OT team to decorate the off-ward space on our Dartford site. A number of benches are also available for use in the grounds at both sites.
For hot and cold drinks to be accessible for patients on all wards (TGU and TFC)	In progress: Hot and cold drinks are accessible to patients on all wards, however requests have been made for the relevant hot/ cold water taps / dispensers to be installed on the relevant wards to improve direct accessibility by patients. Work has commenced on this and hot/ cold water taps have now been installed on Walmer and Penshurst.
To repaint the wards (TFC)	In progress: The request for redecoration works has been shared with the relevant team and patients have been advised that there is a schedule for work to be completed. When it is the turn of the TFC, the team will advocate for patients to be involved in picking the colour.
Basic mobile phones on wards (all sites)	In progress: All of our wards at the TGU and The Allington Centre have policies in place to support patients to have access to basic mobile phones on the ward when appropriate. We are still working to review the policy for our learning disability services – The Tarentfort Centre and The Brookfield Centre.
Joint activities (TGU)	<p>Completed: It was suggested that families and patients might like to be able to engage in joint activities during visits. The team at the TGU subsequently reviewed and updated the local visiting protocol to outline a process whereby requests for such visits are made and approved via the ward round process. This allows for joint decision making around activities and for care plans to be put in place to support the activities, where appropriate.</p> <p>If you or your loved one would like to find out more, please speak to the Family engagement lead.</p>



If you provide unpaid care or support to a family member or friend, you can fill out the **Carers UK State of Caring survey for 2023**. You can access the survey online: <https://www.carersuk.org/policy-and-research/state-of-caring-survey/> - **The survey will close on 3 August** and Carers UK will share the results later in the year.

Spotlight on...



Carers Week 2023

Carers Week is a national annual awareness campaign which celebrates and recognises the vital contribution made by the UK's 5.7 million carers. The week aims to raise awareness of caring and help people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support



In line with this year's theme of **'Recognising and supporting carers in the community'** the forensic inpatient services worked with teams across the Trust to create a programme of awareness days, virtual information sessions and community events and activities around the county.

On Tuesday 6 June staff, carers and visitors were invited to join an information session at Lakeside Lounge. The Trust Engagement Team also came along and offered a Listening event for any families, friends or carers who wanted to share their experiences and ideas.

On Friday 9 June, staff, carers and visitors were invited join an information session at Greenacres restaurant in Dartford. This event was supported by Imago – a local social action charity who offered expertise in supporting both adult and young carers.

Both events included information sharing, as well as lots of fun via the FREE tombola and Name the cuddly toy activities.

We asked everyone to sign up to the KMPT Carers Pledge - ***To recognise carers for the difficulties they experience, to respect them for all they are doing, to work with them in partnership and to promote carer engagement and awareness amongst my colleagues*** – and collected **380+** signatures throughout the week across all events and sites!

A range of online events were held throughout the week as well, including sessions by Imago, Matthew McKenzie – carer activist and author, and Mid Kent Mind. We also invited families, friends and carers to join us online for *'Time out to Take Care'* during our Elevenses sessions at the weekend.

And for any staff not able to make it along to an event, a daily email was circulated providing information and resources related to each of the week's daily themes. This included the launch of the brand new KMPT Carer Engagement Staff Resources Guide!

This Carers Week was a great success in raising awareness across our staff teams and the wider organisation of the valuable role that carers play, and of ways in which we can better support and work with carers.

You can find out more about Carers Week in general here: <https://www.carersweek.org/>

Of course it wasn't just KMPT working hard to support unpaid carers during this time.

A reception for carers and carer representatives was held at 10 Downing Street on 10 June 2023. The reception was led by Carers UK and supported by Age UK, Carers Trust, MND Association, the Lewy Body Society, Rethink Mental Illness and Oxfam, all of whom are partners in raising awareness for unpaid carers.

Matthew McKenzie (carer author, activist and poet) attended and has written about the experience on his blog: <https://caringmindblog.com/2023/06/10/carer-reception-at-no-10-for-carers-awareness-week-2023/> You can also find out more about the event here: <https://www.carersweek.org/about-carers-week/latest-news/posts-folder/2023/june/downing-street-hosts-carers-week-reception-with-unpaid-carers/>

What's coming up?



Action for Happiness - Altruistic August

Action for Happiness is a movement of people taking action to create a happier and kinder world, together. Each month, Action for Happiness has a calendar campaign which provide daily ideas for happier living.

August's theme is altruism. You can find this year's calendar here: <https://actionforhappiness.org/all-calendars>

Ask a 'stupid' question day – 28/09/2023



In the US they sometimes celebrate 'Ask a stupid question day' on 28 September. We'd like to adopt this idea within our services and will be inviting everyone to speak up on Thursday 28 September to ask any questions that they may have been worried about asking before.

There really is no such thing as a 'stupid' question and we will be happy to answer as best we can.

World Mental Health Day – 10/10/2023



The World Health Organisation recognises World Mental Health Day on 10 October each year. The theme of 2023's World Mental Health Day, set by the World Federation for Mental Health, is 'Mental health is a universal human right'.

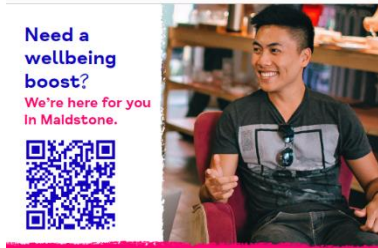
The aim is to call on national and local governments to prioritise reducing the factors known to pose a risk to people's mental health, enhancing those known to protect it and creating the conditions needed for people to thrive. World Mental Health Day is also a chance to talk about mental health in general, how we need to look after it, and how important it is to talk about things and get help if you are struggling.

Our October Families, friends and carers forum will be held on World Mental Health Day at Lakeside Lounge (TGU) and it would be great to see you there!

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.



Mid Kent Mind are offering a new **Wellbeing Support programme** for people in and around Maidstone. The service provides informal, community-based support seven days a week through a blended mix of face-to-face and phone-in support.

For more details, please visit:

<https://www.maidstonemind.org/wellbeing-support/>



**Mental Health
& Money Advice**

Mental Health & Money Advice

This website provides free and impartial information, support and advice for anyone affected by mental health and money issues. That includes support for friends, families, carers and professionals working in the area.

This service is currently only available to all online:

<https://www.mentalhealthandmoneyadvice.org/>

Access to their advice line is by referral only via other organisations including:

- Rethink Mental Illness (England): 0808 801 0525
- Change Mental Health (Scotland): 0131 662 4359
- National Debtline: 0808 808 4000
- StepChange: 0800 138 1111
- Money Helper: 0800 011 3797



Kent and Medway Safe Havens

Kent and Medway Safe Havens offer out-of-hours mental health support to anyone aged 16+ in the Kent area.

This is a walk-in service - there's no need to be referred by your GP or Care Coordinator. At The Havens, we will be able to provide information and emotional support if you are in crisis or feel you are heading towards a crisis situation.

There are 4 Safe Havens in Kent & Medway – Canterbury, Medway, Thanet and Maidstone.

You can find out more here: <https://www.mhm.org.uk/kent-safe-havens>

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 – I've heard people talk about research – what does this mean for me and my loved one?

Answer – It can be difficult to know how to help when people in our lives, experience mental illness.

When you suffer from a mental health condition, you may feel like it is hard to make a difference, not only to your life but also to the lives of others who also live with mental health struggles. Sometimes you need an opportunity to feel heard and seen.

There is a way that you (whether you are a patient or a relative/carer) can make a significant impact on the lives of millions of people and future generations - by participating in research. It is your valuable, lived experience of mental illness that can drive positive change.

KMPT has its own (wonderful, if we do say so ourselves) Research and Innovation Department. In fact, you may have seen the team wondering about the various sites with our purple lanyards. We are actively looking for people to take part in our various studies - all of which are designed to improve our understanding of mental health conditions, improve treatments and therapies and ultimately improve patient outcomes.

You can take part in research studies in various ways. It may be answering a questionnaire, a slight change to your care plan, it could mean a blood test or a new medication. It all depends on the study you or your relative choose to take part in. The Research and Innovation team can help you find the right study for you and support you through all aspects of taking part.

You can inform your care team that you would like to be contacted about relevant research studies- and you will find that we come to you! We encourage you to speak with your family and friends to discuss your feelings about research and get them involved in your journey. If you are a relative/carer you may wish to have a chat with the patient who you are supporting and their care team. Your encouragement can make a significant difference.

If you scan the QR code below with your smart phone- you will be taken to our research community page, where you can sign up to hear more about open and upcoming studies.

GET involved IN OUR RESEARCH COMMUNITY

SCAN THE QR CODE TO SIGN UP!

NHS
Kent and Medway
NHS and Social Care Partnership Trust

By signing up to be a member of the KMPT Research Community you will receive tailored, research information relating to your area of interest.

We will keep you up to date with:

- Information on current, open studies that are seeking participants
- Training on how you can help us design research
- Information about co-production opportunities
- Conferences and Events
- Latest research findings and much more!

Sign up now by scanning the QR code or by visiting <https://www.kmpt.nhs.uk/get-involved/research/join-our-research-community/>

Question – I don't have any photographic ID, what do I do when I want to visit?



Answer – Ideally, we require visitors to bring along 2 forms of ID: 1 photographic ID and 1 which includes the visitors address.

The types of letters that can be provided as confirmation of address include: Bank Statement, HMRC Statement of Accounts, Utility Bill or Tenancy/Rental Agreement. These documents **MUST** be dated within the last 3 months.

Alternative documents that can be provided include letters provided by governmental/NHS/public-run GP surgeries. Please note that these letters would need to be recent (within the last 6 months) and cannot be provided by private companies or practices.

If photographic ID is not available, then 2 letters from the above lists would often suffice.

If you would like to access photographic ID, then one option is to obtain a Post Office Pass Card.

The Post Office Pass Card is a form of photographic ID that can be accessed via the Post Office. You can find out more online here: <https://www.postoffice.co.uk/identity/pass-card>

If you have any questions or worries about the type of ID that you are able to provide, please contact our teams prior to your visit so these can be discussed further.

Lakeside Lounge



Lakeside Lounge is the vocational café on site at The Trevor Gibbens Unit (TGU). Lakeside Lounge provides an amazing resource and opportunity for our patients.

The café is supported by our OT team and in order to ensure that we are able to support patients and develop further vocational skills, we will be temporarily closing the café at weekends moving forwards.

For the foreseeable future, **the café will be open from Monday-Friday 10:30-3:30**, with patient roles available before and after closing, thus providing opportunities to patients who may not wish to engage in a role when the cafe is open.

We appreciate that this may be disappointing and are working hard to find creative solutions that will allow us re-open at weekends.

There will also be a **new menu** in the cafe starting shortly. The new menu will have set items and dishes to support in minimising food waste and therefore supporting us to keep our prices lower.

If you'd like to find out more about what's going on at the café, exchange ideas, help with future plans or get more involved in Lakeside Lounge, please come along to one of our quarterly **Café Open Forums** – the next one is being held on: *Wednesday 2 August at 10.30am*



We'd also like to offer a special thanks to the **FRIENDS OF MENTAL HEALTH WEST KENT** who have supported the café with 2 x picnic tables with extended ends especially suitable for wheelchair and special seating usage. *For any potential visitors to the café who may have mobility or access needs, please contact Lakeside Lounge at TGU in advance of your visit.*

For information: Care Quality Commission updates

On 21 July, the Care Quality Commission (CQC) published their report following inspections of two of our centres - Brookfield and Tarentfort in Dartford – earlier this year. These centres both provide specialist services to men with a learning disability whose offending behaviour and complex mental health needs require care in either a locked or low secure setting.

Tarentfort was not rated due to a recent change in the way its services are commissioned. Brookfield was rated as 'Requires Improvement' overall – with a 'Good' rating in 3 areas (caring, responsive to people's needs and well-led) and 'Requires Improvement' in 2 (safe and effective). KMPT's overall CQC rating remains as 'Good'.

We are committed to continuous learning and so there will always be areas where we can do better, and we welcome the CQC's scrutiny to help with that. Since the CQC inspected we have already addressed most of their individual recommendations, for example around training. This includes the introduction of mandatory training on learning disability and autism for all of our staff.

Broader issues – such as improvements to systems and processes – are already being addressed through our new 3-year strategy published in May.

We were very pleased that both inspections gave positive feedback about our staff. In particular that they are kind and caring. Staff know and understand the people they care for well, and are responsive and support their aspirations to live a quality life of their choosing. Staff placed people's wishes, needs, and rights at the heart of everything they did. Patients and those important to them, including advocates, were involved in planning their care and relatives told the CQC they were invited to meetings and were kept updated by the family engagement and liaison lead.

If you would like to read the report in detail please go to the [CQC website](https://www.cqc.org.uk/provider/RXY/inspection-summary#mhdisabilities) - <https://www.cqc.org.uk/provider/RXY/inspection-summary#mhdisabilities> and if you have any concerns or feedback we encourage you to either speak to your loved ones' service or contact our Patient Advice and Liaison Service via kmpt.pals.kmpt@nhs.net



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 October 2023** 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 kmpf.forensiccarersupport@nhs.net

Time out to try out the Carers Week Word search

In the below table there are 35 hidden words that all have a connection to the unpaid Carer in some way. There is 1 missing word from the list below that is **NOT** in the box.

C	A	R	E	R	S	W	E	E	K	M	S	G	N	I	Y	R	C
T	C	A	R	E	R	S	A	S	S	E	S	S	M	E	N	T	O
E	E	N	O	L	A	C	S	E	O	H	S	R	I	E	H	T	M
L	K	D	N	A	B	S	U	H	M	K	N	I	H	T	E	R	M
E	M	I	T	T	B	X	F	D	E	T	R	O	P	P	U	S	U
P	O	H	W	I	F	E	R	T	R	U	O	B	H	G	I	E	N
H	E	N	D	V	I	S	I	T	I	N	G	T	I	M	E	S	I
O	L	E	V	E	V	A	E	X	H	A	U	S	T	E	D	T	C
N	B	L	L	T	A	G	N	N	B	A	U	N	T	C	N	H	A
E	I	S	M	I	L	E	D	A	W	R	T	P	G	A	I	E	T
C	S	U	H	R	U	U	G	S	P	O	O	E	U	L	M	R	I
A	I	S	U	E	E	K	A	S	S	U	D	T	D	L	A	V	O
L	V	F	E	D	D	O	C	U	M	E	N	T	A	T	I	O	N
L	I	F	E	R	F	R	D	E	V	E	I	L	E	R	E	E	N
S	T	S	U	R	T	E	A	R	F	U	L	L	C	L	O	E	O
U	P	D	A	T	E	S	K	C	A	P	E	M	O	C	L	E	W

AGE UK	DOCUMENTATION	MIND	TIRED
ALONE	EXHAUSTED	RELIEVED	TRUST
AUNT	FRIEND	RETHINK	VALUED
BROTHER	HATED	SMILE	VISIBLE
CARERS ASSESSMENT	HUSBAND	STRESS	VISITING TIMES
CARERS WEEK	LET DOWN	SUPPORTED	WELCOME PACKS
CHILD	LIFE	TELEPHONE CALLS	WIFE
COMMUNICATION	RELATIVE	TEARFULL	UPDATE
CRYING	NEIGHBOUR	THEIR SHOES	



The missing word is: _____

With thanks to Vanessa Waller (Carers Lead for Older adult services) for producing this word search.

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/>



... join the KMPT **Engagement Pool** to receive invitations to different projects and programmes around service development and improvement, as well as wider engagement opportunities from our external partner organisations.

If you would like to find out more about the Engagement Pool or sign up, you can find out more here: <https://www.kmpt.nhs.uk/get-involved/participation-and-involvement/> or you can reach out to Ade Philips (Engagement Lead) on 01227 538668 or by email: kmpt.engagement@nhs.net



... 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/> - Charity Number: 1202262



... speak directly to the **senior management team (SMT) at the TGU** about any suggestions or feedback you would like to share. Please contact the Family engagement and liaison lead to arrange attending.



... 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.

Carers have the right to...

... **use your rights** – To discuss flexible working options, to protection from discrimination, to request a free flu jab, to receive a Carer's Assessment, to be identified as a carer and to be consulted on hospital discharge.

You can find out more about these and other rights on the Carers UK website - <https://www.carersuk.org/help-and-advice/practical-support/what-are-your-rights-as-a-carer/>

Thank you for reading!

