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Welcome to the Spring/Summer 2020 edition of the Psychiatric Liaison Accreditation Network newsletter

It has been a strange time since our last publication. With the COVID-19 pandemic we have all had to quickly adapt our normal working arrangements and respond quickly to changes in practices and patient needs. We have been put into lockdown, teams are conducting assessments and working together as an MDT in new ways.

Due to travel restrictions, PLAN and the CCQI have had to consider how we will continue to conduct peer-review visits. Teams who had their peer-review visit postponed and those who are due a peer-review will be contacted to discuss how their visit can go ahead, whether that is in person or remotely. If teams don't feel they would be able to meet the standards required for accreditation due to changes in practice, we have our developmental option available to enable you to maintain a focus on quality improvement, but not needing to be presented to the accreditation committee.

In this newsletter edition, we have updates from PLAN, articles on Mental Health Awareness Week 2020, including resources and messages of thanks, the impact of peer support in training physical health colleagues, and a national confidential enquiry into patient outcomes and death.

Looking forward, we will continue to hold our planned events and training. You can find what's coming up on page 10. Throughout 2020 all of our events will be held remotely.

If you would like to be involved in any of PLAN's upcoming events and activities you can contact us via email at plan@rcpsych.ac.uk.

Cassie Baugh, Deputy Programme Manager, PLAN



The impact of peer support in training physical health colleagues

In spring of 2018 the Barnet, Enfield and Haringey Liaison Team at North Middlesex University Hospital Liaison team employed six Peer Support Workers (PSWs), initially their primary role was to help support patients in the Emergency Department. Once embedded in the Liaison team it was clear that the experience and skills that they brought to the team could have a much wider impact than just individual patient care and one of those areas was help in delivering training to staff across the acute hospital site.

Our team provides a comprehensive training program across a wide range of acute trust colleagues, e.g. ED staff, junior doctors and a preceptorship program for newly qualified professionals joining the trust. We cover a range of mental health topics and the PSWs bring value by contributing to all the topics, but the area that they have had most impact is in understanding self-harm and suicide. As we know, mental health stigma is still common especially in the area of self-harm, with professionals often perceiving self-harm as “attention seeking” or “time wasting”. This type of stigma can adversely influence the care a professional provides. It can have a very negative impact on service users, and often occurs at a time when they are already feeling in crisis or vulnerable. The negative perceptions and stigma from professionals can make a person’s contact with services less helpful and at times can even be traumatising. This negative contact potentially has a lasting effect on how service users view themselves, services and also on how they seek help in the future.

Our PSW Pat joined our self-harm training and he transformed its focus and its impact. In the training Pat is very honest and brave in sharing his experiences of self-harm and contact with services. In his first section he tells his story of how his mental health problems and self-harm developed, allowing the participants to witness his personal story of self-harm. Then Pat moves on to talk about his experiences of receiving support in Emergency Departments when he was in crisis. This includes how poorly Pat felt he was treated, how the lack of mental health awareness in professionals negatively impacted on their ability to provide good enough care. He powerfully describes the consequence this had on him and how it stopped him from seeking help. When Pat speaks the atmosphere completely changes in the training; the participants are visibly moved by Pat’s personal and frank story and their engagement changes from a theoretical perspective to a compassionate and human one. Participants are then helped to reflect on Pat’s story, improve their understanding of patient’s needs when presenting with self-harm, and consider what they can do to change and improve the care they provide.

In the participant feedback Pat is consistently mentioned as a highlight. “Pat was amazing! Really enjoyed listening to him. He is an inspiration. Very humbling to hear him talk about how negatively he was treated by health professionals in the ED - this gave me a personal challenge to try to understand patients who have self-harmed more, and to be more patient with them” Emergency Medicine Doctor.

We know that Pat’s story has a significant and powerful impact on the participants and this has been wide reaching. Our aim is that they take this learning back to their teams and raise

the awareness of others and help reduce mental health stigma across the wider hospital system, so that people with mental health problems are better understood and receive more compassionate care.

Pat Kenny, Peer Support Worker & Dr Lorna Fortune, Psychologist, North Middlesex Psychiatric Liaison Service

The National Confidential Enquiry into Patient Outcome and Death (NCEPOD)

There is a 10 to 20-year mortality gap for those living with serious mental illness which continues to widen and requires multiple system changes to address it. Inpatient care provides one opportunity to identify and support the physical health needs of those who are most unwell but we know that the provision for physical health is not always what it should be. The findings from this study will form the basis of a **national report** with recommendations for clinical staff and organisations to improve the provision and quality of healthcare for these patients.

We are currently looking for senior psychiatrists, mental health nurses and pharmacists working in inpatient mental health care to help us with this important study, which you can do in a number of ways:

- We are still recruiting Case-note Reviewers to perform the peer review part of the study. (Closing date for applications is 13th March 2020)
- Complete/ submit a questionnaire if one is assigned to you about one of your patients in the study (these will be disseminated in May 2020)
- Complete an anonymous Clinician Survey of Practice regarding the care of patients with physical health needs (link will be on the NCEPOD website – May 2020)
- Spread the word!

For more information please see the NCEPOD website www.ncepod.org.uk/phmh.html or email phmh@ncepod.org.uk

Dr Hannah Shotton, Clinical Researcher, NCEPOD



KnowledgeHub

The Psychiatric Liaison Accreditation Network discussion forum has now moved to Knowledge Hub! On this platform members can share ideas, post threads, and learn from colleagues by directly posting queries and information.

To join the KHub simply email 'Join' to PLAN@rcpsych.ac.uk

Messages of Thanks and Stories of Kindness

Louise Golightly, a Consultant Psychiatrist, recently received an extremely thoughtful thank you card and gift from a family member of a patient she helped support through a difficult time.

“Whatever you said has made a huge difference to how he is now feeling. It’s such a relief that there are glimmers of hope for him. He found your visit helpful and reassuring—I expect it’s quite busy during lockdown, I’m hoping all will return to normal soon.”

The Ramsey Branch

A nurse working in Great Western Hospital ICU put out a request for the public to send small hand knitted hearts to her patients who had contracted coronavirus and their families. The crochet hearts were made to bring comfort to those who could not see their loved ones before they pass away.



Byfield Good Neighbours

A Regional Director of Stack Property Search, established a ‘Good Neighbour Scheme’ in 2019 to help support the elderly with ‘odd jobs’ and companionship. As a result of COVID-19, the group has evolved into an entire community project! She reveals “we’ve delivered well over 1000 prescriptions and 500+ shopping requests, as well as bulk buying flour and fruit and veg for everyone to participate in distributing out.

Thorgills Supporting the Brentford Homeless

The Thorgills team have also coordinated groups of locals to cook large batches of 40+ meals for the homeless, via the Brentford centre. This has really taken off and the locals efforts are continuing by taking it in turns to cook up 40 meals at a time.



A batch of desserts made for the homeless

Thank you to my friend, Jessica Ellis, who attended the #BlackLivesMatter peaceful protest in London to represent the voice of black men and women everywhere hoping for a safer and more accepting world. Amid an ongoing pandemic, it is a courageous and brave “thing to do—I appreciate it.”

A mum in the Swindon community has set up a virtual story time live session for children and young people stuck in isolation following the closures of libraries and schools due to Coronavirus. She has set up a Facebook page to host their first 15-minute session and it has since accumulated more than 3,000 views!

Mental Health Awareness Week 2020

Kindness keeps people together, and during challenging times it is imperative that we are kind to ourselves and each other – especially those who are most vulnerable. In light of this, the theme of ‘Kindness’ for Mental Health Awareness Week 2020 felt incredibly fitting to represent the generous, selfless and kind acts that we’ve seen in our communities and around the world. From 18-24th May this was a chance to celebrate, bring awareness and encourage kindness amongst everyone around us. So, why does kindness matter?

The British Red Cross campaign this year reminded us of the ‘Power of Kindness’, which is needed more than ever as the world faces the current Coronavirus pandemic. Communities in and outside of healthcare have come together to show how kindness can impact and change lives, from supporting the care given in hospitals to giving a lonely neighbour a call during isolation.

Charity Age UK Wiltshire took on the provision of Meals on Wheels to the elderly or vulnerable on a seven-days-a-week basis. The charity is understandably receiving an increasing number of calls from older local

residents asking for advice and support to enable them to live safely at home. In England alone, 3,300 homes are to be provided for homeless people after coronavirus. Town centres across the UK are supporting this including Swindon, whose rough sleepers were given hotel rooms to live in by the council to help them self-isolate during the coronavirus outbreak. Hardship has fuelled selfless actions and given those in need the support they require. An initiative called ‘Furloughed foodies’ has been set up by a research associate at City University to cook and deliver fresh, healthy meals to NHS hospitals. Many working staff struggle to access fresh food in the evening as hospital canteens close around 5pm and they are not allowed in non COVID-19 wards. In times of uncertainty, hope, altruism and compassion have prevailed and these acts of kindness are testament to that.

Kindness has a profound effect on our physical and mental health too. Practising kindness has been shown to promote gratitude, empathy and compassion and help us to feel more connected with others leading to more positive interactions. The Mental Health Foundation recently collaborated with YouGov to conduct an online survey of over 4,000 adults in the UK. They concluded that nearly two thirds of UK adults agree that when they are kind and other people are kind to them, it has a positive impact on their mental health. As inherently social creatures, being connected with others through

kindness brings about strengthening of community and belonging. Further evidence has shown that performing acts of kindness result in an increase in life satisfaction, urging people to do it more often. There are all kinds of reasons why this may be the case: often being kind can improve our mood and drive us to want to help others. The literature also suggests that kindness reduces stress, boosts our immune system, and helps reduce negative emotions such as anger, anxiety, and depression. So how can we implement kindness in our daily lives?

Kindness is a habit of giving—of wanting to lift burdens from others or to merely provide a helping hand or a shoulder to cry on. It humanizes us and it is good for us. The huge heroic acts of kindness that have taken place are just as important as the small acts of kindness that we can find in our every day lives. If you're struggling to think of where to start, perhaps take some inspiration from these ideas:

1. Tell someone why you're thankful for them
2. Donate to a foodbank
3. Give praise to a colleague for something they've done really well

4. Reach out to a neighbour who may need help
5. Volunteer with a community project

We want to see a world where kindness is built into senior decisions, government policy and official systems. However, we can start by individual commitment to showing kindness in our words and our actions. MHA week is a chance to promote and encourage the kindness in human nature that often emerges out of adversity, hardship or loss. It can change lives and it can change the world, so let's keep it up.

Natasha Lindsay, Project Officer, Royal College of Psychiatrists



PLAN National Report Template Update

The accreditation network have produced two national reports since 2014, and now the design and template is changing!

The design, layout and content of the national reports for PLAN and HTAS are

now being remodelled! The previous report, published in 2016 contains data from liaison psychiatry services including areas of high satisfaction and good performance, as well as areas that require improvement in many teams. Although this was a useful resource, the new reporting style will now include a breakdown of the standards which are most commonly 'met' and 'not met' across teams and benchmarking graphs to compare your service performance against others.

Useful organisations and information for MWAH 2020

Mental Health Foundation

Our vision is of good mental health for all. The Mental Health Foundation works to prevent mental health problems. We will drive change towards a mentally healthy society for all, and support communities, families and individuals to lead mentally healthy lives with a particular focus on those at greatest risk. The Foundation is the home of Mental Health Awareness Week. <https://www.mentalhealth.org.uk/>

Action for Happiness

A movement of people committed to building a happier society. They also run the International Day of Happiness. <https://www.actionforhappiness.org/>

Do-it

Volunteering made easy. Quickly find ways

to help in your community by searching their online database of volunteering opportunities in your area.

<https://do-it.org/>

International Voluntary Service

Links volunteers with charities and other organisations that could benefit from their time, skills and experience.□

<https://ivs.gb.org/>

Kindness UK

Promoting, sharing and uniting kindness. Take part in the first ever nationwide kindness survey.

<http://kindnessuk.com/>

Samaritans

Volunteers are at the heart of Samaritans' 201 branches across the UK, delivering core services, running branches, fundraising and raising awareness of what they do.

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

How our psychiatric liaison team is bridging the gap between mental and physical health during the pandemic

Our psychiatric liaison service hasn't just changed the way it works during COVID-19, but it has also moved locations to a more prominent setting at the front of Musgrove Park Hospital.

Anyone arriving at the hospital via the Parkfield Drive entrance will not have

failed to notice the newly-named Galmington House on the right hand side. This is where the psychiatric liaison team can now be found. The team swapped buildings with our musculoskeletal service, which can now be found behind the Old Building.

Our psychiatric liaison service across Somerset has recently received additional investment to extend the current psychiatric liaison services, to enhance the mental health support within Musgrove Park and Yeovil District Hospital.

The role of liaison psychiatry is to bridge the gap between physical health and

mental health. With the support of our home treatment team colleagues overnight, we have two teams providing a 24 hour mental health service to people being treated for physical health conditions within the general hospitals.

Sonia Sansom, our operational service manager for psychiatric liaison, said: “Our aim is to respond as quickly as possible to all referrals received. Our target is within one hour to the emergency department (ED) and within 24 hours to the inpatient wards.

“When the pandemic began we worked closely with our ED colleagues to find a way to get patients who needed mental health support out of the ED as soon as possible to help reduce the risk of exposure to COVID-19 to them and colleagues, and to free up capacity within the ED.

“We were able to identify a cohort of patients that we could stream away from ED. We agreed that any patient presenting to ED with a mental health problem who doesn’t require medical observation or treatment could be streamed out of the department to be seen.

“It may be that they have suicidal thoughts, anxiety, low mood or depression, or any other symptom of mental ill health. However in order to do this we needed appropriate premises.

“Our colleagues in the musculoskeletal department kindly agreed to swap buildings and moved to our portacabin as they were no longer seeing patients face-to-face due to the pandemic.

“It all happened really quickly, thanks to the support of our lead ED consultant James Gagg and colleagues within ED. Steve Power and our capital projects team were amazing, they listened to

what we needed and made adaptations to the building in a matter of days

“We are really pleased with our new setting as we now have an assessment room where we can stream patients who need our support away from the main hospital. The patients are triaged at the front door of ED and if they need our support, and it’s appropriate to do so, we can bring them straight over to Galmington House.

“We carry out a full biopsychosocial (mental health) assessment with the patient and then signpost or refer them to other services. We also print out a robust discharge plan for them and communicate this with our colleagues in ED, other services and the patient’s GP.

“We have many new colleagues in both services, but they adapted well. The clinicians have all pulled together, and maintained their ‘can do attitude’, not only supporting the patients that we see, but also each other and our colleagues during what is a very challenging time.”

Paul Hopkins, Communications Manager, Somerset Trust and Sonia Sampson, Operational Service Manger, Somerset Partnership NHS Foundation Trust About Musgrove Liaison Psychiatry Team



A quick guide to peer support

The Royal College of Psychiatrists and Physicians have collaborated to produce guidance on how to best support your peers during the coronavirus pandemic. Below highlights 10 key areas for encouraging peer support:

- **Interpersonal relations**

Be respectful and considerate, appreciating the challenges being faced during this difficult time

- **Critical thinking**

Consider the possible implications or outcomes of actions that may be required in the pandemic, and help peers to explore the possible consequences of their options

- **Self-Management**

Understand the importance self-care/stress management and the need for 'down-time', so everyone can remain healthy while supporting others

- **Commitment**

Take it seriously, keep at it and judge when to seek further insight or assistance

- **Demeanour**

Take a sensitive, non-judgmental approach to the issues your peers might be feeling

- **Communication**

Listen with empathy and adapt your communication style to suit this current stressful situation in the NHS

- **Flexibility and adaptability**

A new world requires openness to new ideas, and making oneself available at

different times of the day (using various new tools for communication)

- **Self-awareness and confidence**

Balance self-confidence with openness to the thoughts and opinions of others, and consider the emotional and physical stresses on your peers

- **Continuing professional development**

Recognize the value of CPD particularly in relation to COVID-19 and how it is changing the healthcare landscape

- **Teamwork**

Share knowledge, ideas and resources in a cooperative and collaborative manner, and consider how peers might access these



Artwork Requests!

The PLAN team are currently looking for pieces of artwork to feature on the front cover of the PLAN national report. We are accepting all types of art, from photography to painting or drawings—so a chance to get creative!

For a chance to have your artwork displayed and credited in a national report please email a picture of your submission to PLAN@rcpscyh.ac.uk.

Upcoming events

PLAN Open Forum

The aim is to provide an opportunity for liaison teams to network, ask questions, and share ideas. Each forum will have a different theme in relation to COVID-19. The dates and times are below:

- **Wednesday 01 July:** Responding to COVID 19 - 1330-1430
- **Wednesday 15 July** - 1130- 1230
- **Wednesday 05 August** - 1330-1430
- **Wednesday 19 August,** 1330-1430

To join, simply email 'join' to PLAN@rcpsych.ac.uk and we will send you a calendar invite.

Peer-Reviewer Training

PLAN is hosting its first virtual peer-reviewer training. This training enables individuals to attend peer-review visits and share best practice with other services. They're an excellent opportunity to network and it's eligible for CPD points!

Date: 21 August 2020

Time: 1400-1600

Via: Microsoft Teams Meeting

Booking form: <https://bit.ly/3fSFQmP>



#CCQIPLAN

@RCPSYCHCCQI

Alternatives to A&E

We are holding our rescheduled special interest day on alternatives to A&E.

The programme and booking form will be announced soon.



Contribute to our newsletters!

If you'd like to share an interesting piece of work, a quality improvement project, or any new development in your psychiatric liaison service please send your ideas and submissions to:

PLAN@rcpsych.ac.uk

Useful links

Department of Health

www.doh.gov.uk

Institute of Psychiatry

www.iop.kcl.ac.uk

The largest academic community in Europe devoted to the study and prevention of mental health problems.

National Institute for Health and Clinical Excellence

www.nice.org.uk

An independent organisation responsible for providing national guidance on promoting good health and preventing and treating ill health. Includes the National Collaborating Centre for Mental Health (NCCMH), a partnership between the RCP and BPS.

Centre for Mental Health

<https://www.centreformentalhealth.org.uk/>

An independent charity that seeks to influence mental health policy and practice and enables the development of excellent mental health services through a

programme of research, training and development.

QIPP

www.dh.gov.uk/health/category/policy-areas/nhs/quality/qipp

College Centre for Quality Improvement

www.rcpsych.ac.uk/quality.aspx

College Training

<https://www.rcpsych.ac.uk/training>

Offers courses for professional development in mental health care.

CARS

www.cars.rcpsych.ac.uk

HQIP

Enabling those who commission, deliver and receive healthcare to measure and improve healthcare services

<https://www.hqip.org.uk/>

Contact the PLAN team

We love hearing from our members and helping to facilitate communication amongst our teams — after all, it's what being part of a network is all about!

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