

12th November 2014

Mr S Inett
Chief Executive
Healthwatch Kent
Seabrooke House
Church Road
Ashford
Kent TN23 1RD

Dear Steve

KMPT Response to Healthwatch Kent's Report Relating to Carers

Thank you for the opportunity to provide updates on the Healthwatch Kent – Mental Health Carers: What is the experience of mental health carers in Kent? Report prior to its publication. Kent and Medway Partnership Trust appreciate the chance to work in partnership with Healthwatch Kent and I am sure that we can progress the findings of this report together. It was helpful that you were able to attend the KMPT Carers Conference on the 30th October and I hope that gave you an insight into the commitment that KMPT has to working in partnership with both yourselves at Healthwatch and carers.

Below is a breakdown of the reports recommendations and an update of the work happening within the organisation to address these important issues:

Healthwatch Kent has asked Kent & Medway Social Care Partnership Trust to outline what actions they will take to:

- **Provide practical training for carers to help them in their role as carers. The brief for the training should involve carers in determining the key objectives and outcomes. (Training could potentially be provided by KMPT)**

The Learning and Development Team are investigating the possibility of establishing risk awareness training with carers groups as requested by the West Kent Group.

The Community Engagement Group (CEG) is looking at training for service users and carers. We are also currently asking through our Patient Consultative Committee and Carers Consultative Committee what training carers would like so this can be considered.

In addition, as you are aware, KMPT already has a successful programme of carers' awareness sessions across the Trust and, as a result of our recent Carers Conference, we will also be working with carers on additional areas of specific staff training including care planning and confidentiality.

- **It was agreed that clearer guidance and protocols on confidentiality would be developed by KMPT in collaboration with carers, commissioners and other providers involved in the care of people living with serious mental health issues. The guidance would help clarify for carers what can and cannot be shared.**

Chairman – Andrew Ling
Chief Executive – Angela McNab

The current Trust guidance on Confidentiality for Carers is being reviewed. The guidance already sets out the position in respect of sharing information with carers and listening to carers in respect of their involvement in the individuals care and how the UK laws and best practice regulate this. However, it is recognised that the layout may not be as helpful as it could be. With this in mind, the guidance is being re-designed with a view to having a better layout more easily directing carers to the sections of importance to them. We will work with carers as part of its development.

- **KMPT advised the workshop that they are already working with carers to train their staff and they would seek to extend this approach. It was also agreed that the focus should be on how staff engage with carers as well as when.**

In relation to training staff some good progress has already been made; several training sessions for staff supported by a current Carer have taken place across the Older People's Service Line (OPS) and the Community Recovery Service Line (CRSL). In order to extend the service and include more carers the Patient Experience Team (PET) in conjunction with CRSL held two events inviting carers to express an interest in getting involved in training staff, unfortunately the take up was poor however KMPT will continue with this piece of work. Healthwatch may be able to consider how they too can support us in this.

A Carers Awareness Day was recently hosted by the Medway Team and another one is being planned at The Beacon in Ramsgate. We will continue to ensure these are developed further across the Trust.

- **A monthly newsletter by KMPT for carers was suggested.**

KMPT think this is a very helpful suggestion and we will be working initially on a quarterly newsletter to cover all carer groups across Kent and Medway. We will ensure that this would appear online and with hard copies as required.

The newsletter could also provide a breakdown of services and convey discussions and outcomes from the Carers Conferences and the Carers Consultative Committee.

- **KMPT to draft a breakdown of services and make it clearer what patients and carers can expect from each service.**

We do appreciate the need to continue to ensure all of our services are clearly described to service users and carers. General information on the services is available on the Trust website. A small group of experts by experience have recently been employed to develop the information describing the range and timing of interventions available for service users with specific sets of needs. This relates to a national programme that describes cluster care pathways under mental health payment by results. By March 2015 this information will be available on the website and will be provided to individual service users by their care co-ordinators.

- **To put in place a suitable platform to hear carers voices, inform the commissioning strategy and put the carers charter into action**

As you will be aware we have a range of forums in which we can hear the voice of carers and service users. A Carers Consultative Committee (CCC) has been established in East Kent and the initial meeting of the West Kent Carer Consultative Committee will take place on 18th November 2014. A Trust-wide Carers Conferences has already taken place and a second one is planned for early 2015. The draft Carer's Charter has been produced in partnership with carers and this will be discussed further at the Carers Consultative Committees and ratified at the Trust-wide Patient Experience Group (TWPEG). All of these initiatives will be relayed to wider audience via carers/users section of the new KMPT website due in January and via the quarterly newsletter.

I do hope that this information is helpful; please feel free to contact us if you need any clarification around these matters and we look forward to continuing to work with you and carers across Kent .

Yours sincerely

A handwritten signature in black ink, appearing to read 'Angela McNab', written in a cursive style.

Angela McNab
Chief Executive