

Carers Newsletter

June 2021

Welcome to the Involvement Members Carers Newsletter



7 - 13 June 2021
Make Caring
Visible and Valued

carersweek.org

The Annual Carers Week 2021 is from 7 to 14 June this year (always the 2nd week of June) and the theme is “Making carers visible and valued”.

The Trust is hosting a timetable of events to demonstrate how we value the carers who support people accessing our services, and to make them more visible to services they are in touch with.

As carers, we will all have experienced a time where we felt *invisible*, that our views didn't matter or that nobody noticed the impact our caring responsibilities. Most carers who contribute to project developments and service improvements across the Trust do so, as they want to improve services for the people they care for, but it is also a chance to ensure that carers, friends and family are sufficiently supported to continue caring (if that is what they want to do) whilst also having a life of their own.

This newsletter is aimed at Carers who are part of the Trusts Lived Experience Network, and we'd like to thank you for your time, energy and commitment to improving and developing services for everyone who has cause to use them and for making carers more valued and more visible.

The Involvement Team





Contents and Thanks

- Pg 3 Carers Week at SWLStG – timetable of events/activities
- Pgs 4-5 A message from Doreen McCollin (NED at SWLStG)
- Pg 6 News from the Involvement Team
- Pgs 7-16 Carers Week Events across the 5 Boroughs
- Pgs 17-22 News from SWLStG
- Pgs 23-25 Other useful information for Carers

Due to it being the Carers Week edition, we bring you a bumper edition of the newsletter, packed with information. We hope you enjoy reading it. As always, if you would like to contribute to future editions, please email involvement@swlstg.nhs.uk

For more information and to see what events are happening across the Country during Carers Week visit: <https://www.carersweek.org/>

Many thanks to the following individuals for their contributions
And support in completing this edition of the newsletter:

David Hobbs

Doreen McCollin

Karen Annis

Kyle Bremmer-Graham

Special thanks to Jess Siddall who is leaving her role as Administrative Coordinator with the Involvement Team for a role in Mental Health research. She will be missed by all the team for her “can do” attitude and endless patience proofing, checking and minute taking, as well as her kind and compassionate approach to her interactions with all of us.





Carers Week (7-14 June) at SWLStG

DATE & TIME	ACTIVITY/ EVENT	WHO FOR?	MICROSOFT TEAMS LINK
Monday 7 June 10 - 11am	Information on Carer's Assessments - delivered by Associate Director of Social Work (SWLStG) and Merton Adult Social Care Carers Commissioner	Carers	Click here to join the meeting
Monday 7 June 11:15 - 12:15pm	Carers Coffee Morning	Carers	Click here to join the meeting
Tuesday 8 June 12:40pm	Trust Induction - "Making Carers at SWLStG's Visible and Valued"	New staff	For staff
Tuesday 8 June 3:00 - 4:00pm	Communicating with someone with Dementia - Wandsworth Older Peoples Service and Alzheimer's Society	Carers	Click here to join the meeting
Tuesday 8 June 5:00 - 6:00pm	Mental Health Medicines and Medicines Safety - Deputy Chief Pharmacist	Carers	Click here to join the meeting
Wednesday 9 June 2:00 - 3:30pm	Changes to the Mental Health Act that Impact Carers - Head of Social Work	Carers	Click here to join the meeting
Thursday 10 June 1:30 - 3:00pm	"Taking Back Control" - delivered by staff from the Recovery College & a Carer	Carers	Click here to join the meeting
Friday 11 June 11:30 - 12:30pm	Q&A session - "Making Carers Visible & Valued" with Vanessa Ford (CEO), Sharon Spain (Director of Nursing) & Helen Miles (Head of Therapies & Involvement)	Carers	Click here to join the meeting
Friday 11 June 3:45 - 5:00pm	Relaxation session - delivered by staff from the Recovery College	Carers	Click here to join the meeting





A message from Doreen McCollin – Non-Executive Director (SWLStG)



I currently hold the role of Non- Executive Director (NED) within this Trust which offers me the opportunity to oversee the direction of the service, involving all aspects of care provision and delivery including ensuring that carers as appropriate have involvement in this also. To expand on the role of the NED, it is to ensure that the Trust Board acts in the best interests of patients and the public. Effectively

acting as critical friends, holding the Board to account and helping them to formulate strategies. The bottom line is that NEDs must be satisfied that the Trust has integrity, so people feel that we are a safe point of access to the Board for raising concerns. As a NED, I therefore need to regularly speak with patients, carers and staff, listening to their views and concerns.

Carers are defined as 'people who look after a relative or friend who needs support because of age, physical or learning disability or illness, including mental illness' (Department of Health 2005a). This 'looking after' can be in the shape of active support, supervision or social interaction, all of which are provided by carers.

As someone who has worked within the NHS and Healthcare for a number of years and is now caring for family who requires regular input from carers, there are a number of observations and reflections that can be made. Not all of these are positive, but it is important to recognise them.

Not only has caring for family been made difficult by the impact of Covid 19, but the fragility of family members in older age who are (at times) reluctant to engage with support from healthcare and support agencies has become more apparent over the past few months. We have witnessed that without regular review and monitoring of health and social care needs these family members have deteriorated whilst we have been in lockdown and there are agencies who could or should have informed and involved us as family at an earlier stage. Organisations must be better cited on the need to involve carers and recognise how much they actually bring to the provision of holistic and informed care for their loved ones.





A message from Doreen McCollin (cont'd)

Reflecting on what has happened, there is a need for a 3-pronged, patient-centred approach that includes the patient, clinicians and carers. The Trust has adopted the Triangle of Care in order to measure how effective the support to carers is and the inclusive nature of this approach needs to be remembered at all levels of decision making to ensure the patient voice is heard, and the family are not left wondering why decisions have been made, when, at times it appears the patient needs are not being met.

During this period looking after our elderly relatives, we have had vastly different experiences of those working within the care field who have been allocated to support them. Whilst we have experienced what can only be described as appalling formal care e.g. leaving our relative in the bath as they couldn't get them out, not turning the gas on the stove off as they didn't know how, spending 10 minutes with someone who they are meant to get up, washed, dressed and fed. There have also been some amazing practices that we have been privileged to witness. These have left us wanting to recognise some of the really good work that is taking place within the care sector, not least done by informal carers. What we should expect is respect, dignity and clear communication.

At the beginning of this caring journey our relatives wanted to remain within the home for as long as possible and we have tried to make this a reality by respecting their wishes. Whilst not always easy, the help and support of those caring for them and communicating with us has really helped to make their lives as comfortable as possible and for this we will be eternally grateful.

Whilst my experience as detailed above has focussed on physical healthcare, all my experiences have resonance with the care and services provided by this Trust. There are times when it is appropriate and in some cases much better to support the patient at home, ensuring that their carers are properly supported, and that communication is of the highest order.

As a NED, I sit on the Audit; Quality, Safety and Assurance (QSAC); Remuneration committees and the Infection control meeting, and I am chair of the Charitable committee. I sought out the opportunity to sit on the Carers, Friends & Family Reference Group, as I see Carers as integral to providing and delivering high quality integrated and holistic care, thus fulfilling my belief that this perspective is vital to the desired outcomes and firmly commit to channelling the group findings and views into the Board deliberations.





News from the Involvement Team

Members of the lived experience network have been working with the Involvement and Patient Experience Team to develop the **Involvement, Coproduction & Patient Experience Strategy**.

The strategy is a review of the Involvement Implementation Plan 2018-2021 and aims to bring the workstreams together with our priorities, objectives and vision for the future.

Our draft **vision statement** is:

That we create a culture that is inclusive, ambitious and open to challenge in order to build a better future for all.

The draft **strategic priorities** are to:

1. *Design, develop, deliver and evaluate services and working practices together*
2. *Engage, listen, value and act upon feedback making learning visible*
3. *Embrace and value difference, addressing any imbalance in power, control or influence*
4. *Develop opportunities for roles that promote and value the contribution of all people with lived experience*
5. *Learn and work alongside local communities to amplify the impact of the lived experience voice*

Thanks to everyone who has joined us so far, your contributions have been invaluable in getting us so far.

If you would like to join in or contribute your views, ideas or opinions then please contact Amanda (Deputy Head of Coproduction & Involvement) directly on

Amanda.Cummins@swlstg.nhs.uk by **Wednesday 21 June 2021**





Borough Based Information - Kingston

Kingston Carers Network (KCN) remains committed to supporting carers in these unprecedented times.



KCN Mental Health Carers Group

Held on the second Tuesday of each month at 6pm.
Email admin@kingstoncarers.org.uk or phone 020 3031 2757.

KCN Meetings for Carers of people with dementia

Held on the 2nd Wednesday of the month at 3pm via zoom. The group will have guest speakers and KCN will offer technical support if needed.

Email Lou on carers6@kingstoncarers.org.uk
Phone 07305 847366

Kingston Mental Health Carers' Forum, run by those with lived-experience, offers advice, support and training to those who care for someone experiencing a Mental Health difficulty, as well as campaigning on their behalf.



Kingston Mental Health Carers' Forum
c/o 55 Selwood Road, Hook, Chessington KT9 1PT

<https://kmhcf.org.uk/>
07983 063578





Borough Based Information - Kingston

New Kingston Carers Strategy - Get involved

Kingston Council is working in partnership **with Kingston Carers' Network**, other voluntary and community sector partners, residents, carers and health partners to **create together** the next Kingston Carers Strategy. This strategy will help shape the information and support services we offer carers across Kingston over the next 5 years.



We know the last year has been incredibly challenging for carers and we are keen to learn from their experiences in order to provide the right support for carers.

It is an exciting time to get involved. We have just restarted the Carers Board to drive this work forward and we are keen to hear from as many carers as possible who live in Kingston.

We have a series of events planned in June and July to give carers an opportunity to share their thoughts and experiences with us. We'll share more information about these events in the next few weeks.

To get involved and for further information please contact Nathalie Wilson, Commissioner Communications and Engagement at Kingston Council via email at nathalie.wilson@kingston.gov.uk or call 07566 760 100.





Borough Based Information - Merton

Carers Support Merton is an independent charity that provides information, advice, and support. During carers Week 2021 the following is being offered:



A brief Introduction to Carers & Carers Support Merton's Services

This is a brief introduction to who unpaid Carers are and what support is available to them in Merton. Dates and time: 8 June 2021 from 10.30am to 11:00am on Zoom

Carers First! A Self-Care and Wellbeing Guide for Carers

Even though a rewarding role, most carers will find themselves faced with some risks or challenges at one point or another of their caring journey. This session will explore some of these challenges and discuss ways to overcome them and will include an introduction to stress management and practical relaxation techniques. Join in..... and relax

Dates and time: 10 June 2021, 10am to 11am on Zoom

To book your place please visit www.csmerton.org or call Marcella on 020 8646 7515

Carers' Rights Workshop

It might be a surprise to you that as an unpaid carer you have specific legal rights and entitlements. Knowing these rights can help to get the advice and support you need. If you want to know more about your rights as a carer, this workshop is for you.

Dates and time: 11 June 2021, 11am to 1pm on Zoom

To book your place please visit www.csmerton.org or call Daniela on 020 8646 7515

The Vestry Hall, 336-338 London Road, Mitcham, Surrey, CR4 3UD. Tel: 020 8646 7515 (Mon-Fri 10am-4pm)
E-mail: info@csmerton.org





Borough Based Information - Merton

Merton Carers Strategy 2021-2026

Making Life Better for Carers



Join them to celebrate the launch of the Merton Carers Strategy

Online Launch 11am-12pm, Wednesday 9 June 2021

As part of Carers Week, please come and hear how carers and organisations are working together to make life better for carers in Merton.

If you would like to attend, please use the following link:

<https://www.eventbrite.co.uk/e/merton-carers-strategy-2021-2026-launch-tickets-154819947631>



Merton Mencap is an independent, registered charity providing support and services for children, young people and adults with a learning disability and/or autism and their family carers in the London Borough of Merton

Tuesday 8 June

Merton Mencap online fun event on **Tuesday 8 June at 12pm-1pm** Carers of someone with a Learning Disability

Friday 11 June

Merton Mencap Carers Stroll & Coffee at Morden Park at 11am

Merton Mencap

The Chaucer Centre, Canterbury Rd, Morden, SM4 6PX

Email: info.merton@mertonmencap.org.uk Tel: 020 3963 0597





Borough Based Information - Richmond



During Carers Week, **Richmond Carers Centre** has a schedule of Health and Wellbeing activities and workshops to support carers. The activities will be delivered online, while face-to-face activities will

remain on hold. This includes nutrition talks, guided meditation, sound therapy, and relaxation sessions.

They provide information, advice & emotional support by telephone, email & zoom as well as counselling. The digital service includes a bi-monthly newsletter, online monthly coffee mornings & afternoons, a photography group, book club, and workshops. The Carers Wellbeing Programme, delivered in collaboration with POINT 3 Wellbeing, has produced a series of Stretch and Chill gentle exercises sessions, available free on the website.

The Young Carers Service provides advice, information and emotional support over the phone and by email. The mentoring service is for young carers aged 8-17 and consists of 6-12 sessions. Young Carers Support Groups are taking place weekly via zoom.

To speak with a member of the Adult Carers Support Team, call 020 8867 2380 or email: support@richmondcarers.org.

To speak with a member of the Young Carers Support Team, call 020 8867 2383 or email youngcarers@richmondcarers.org

For further information visit www.richmondcarers.org follow @richmondcarers on Twitter and Facebook or sign up for information on activities by emailing support@richmondcarers.org (you will receive a sign-up link by email).



Borough Based Information - Richmond

Carers in Mind provides support for people of all ages caring for someone with mental health issues (regardless of whether they are receiving treatment) in the borough of Richmond



MONDAY

12-1pm, on Zoom. Meet Liberal Democrat MP for Twickenham, Munira Wilson. Bring your questions and concerns about all things relating to mental health and caring. Register in advance.
https://zoom.us/meeting/register/tJAtdu2trjwuHNcZUt8G16WJAP_EHpKa7_sa2

WEDNESDAY

1-2pm, on Zoom. Meet the Carers in Mind Team. A relaxed meeting for carers, friends, family and professionals who are curious about the work we do, and how we support local families. Register in advance for this meeting :
https://zoom.us/meeting/register/tJlsdeqpjgqHNagzD2PM9Z7IYJ_7N1T7UIWn

THURSDAY

12-1pm, on Zoom. Does the person you care for have a substance addiction? Meet the Richmond Community Drug and Alcohol Service. Register in advance for this meeting:
<https://zoom.us/meeting/register/tJ0ucmqgDwoGddGnKmtZCU1My2AAjyyerrO>

FRIDAY

9.30am-10am. Stretch and Relax – seated and standing stretches, similar to yoga, suitable for all.

11am – 1pm. Walk and Talk in Kew Gardens.

To join either of these groups – contact carers@rbmind.org or leave a message on 020 8940 7384





Borough Based Information - Sutton

Sutton Carers Centre is available should unpaid Carers need information, advice, practical or emotional support. During Carers Week 2021, they have a timetable of events they are running with partners, and Carers from Sutton can attend the following events:



Monday 7 June

10.30-12.30 'A Time to Relax' - Carers Meditation Group

18.30-19.30 Mayor's Reception – with the Mayor & Deputy Mayor

Tuesday 8 June

12.00-14.00 Sutton Carers Forum

16.00-17.00 Autism/ASD Information Evening for families

Thursday 10 June

11.00-12.00 'Carers Connect' - a virtual Coffee Morning

17.00-18.00 'In Conversation With ...Sutton's Young Carers - a discussion with Elliot Colborn, MP for Carshalton and Wallington.

Friday 11 June

12.00-14.00 'You Could Be a Carer' - a walk along Sutton's High Street to see if YOU 'may be a Carer'

Saturday 12 June

11.00-13.00 'Saturdays at SCC' - A drop-in for advice, support and information for Sutton's Carers

To book your space for any of the groups and events featured above and many more, please call: 020 8296 5611 or email: Chiara at: communications@suttoncarerscentre.org

Please keep an eye on Twitter: @SuttonCarers, Facebook: @SuttonCarersCentre, YouTube: @SuttonCarersCentre and new Instagram @suttonyoungcarers launching, plus the website: <https://www.suttoncarerscentre.org/carers-week>





Borough Based Information - Sutton

Sutton Mental Health Community Transformation Involvement Opportunity

Do you have lived experience of caring for someone who has used mental health service?

Are you keen to be involved in influencing the development of community mental health services in Sutton?

Service User & Carer Representatives use their lived experience in a way that positively influences and helps drive change and improvement and we are keen to identify people in total from various backgrounds, to help us transform the way mental health services are delivered in Sutton, through representation on Sutton's Community Transformation Design and Delivery Group. You will need to have availability of 1 ½ hours every 2 weeks on Tuesday afternoons and around 1 hour every two weeks preparation time (to read documents for the meeting). This would be a commitment of just under a year, until March 2022.

In return for your time and experience, you will receive payment of £10.55 per hour (dependent on registering as a Lived Experience Network member at SWLSTG) and support from a designated representative of the board, as well as feeling part of something that we hope will make a real difference.

Please email the Involvement Team at Involvement@swlstg.nhs.uk by **Tuesday 2 June**, saying in one or two sentences why you would like to be involved and how you think you can contribute?

If we receive more expressions of interest than we currently require, we will work to ensure others who have put themselves forward have a chance to be included in other ways.





Borough Based Information - Wandsworth

Wandsworth Carers' Centre

If you are a Carer who lives or cares for someone in the borough of Wandsworth, please visit the website:

<https://carerswandsworth.org.uk/>, call 020 88771200 or email support@wandsworthcarers.org.uk to register. To access any of the support services below, you will first need to register first.

Monthly support group for Mental Health Carers

A monthly support group for people caring for someone with a mental health condition. This group runs on the 2nd Thursday of every month from 2pm-4pm

Upcoming Meetings: 10 June, 8 July, 12 August and 9 September. To sign up email shenade@wandsworthcarers.org.uk

Monthly Male Carers Support Group

A monthly support group for male Carers. This group runs on 2nd Monday of each month 11am-1pm.

Upcoming meetings: 14 June, 12 July, 9 August and 13 September

Free monthly yoga classes

A monthly zoom yoga class. This group runs on the 3rd Wednesday of every month between 11am and 12pm.

Upcoming meetings: 16 June, 21 July, 18 August and 15 September. To sign up email abi@wandsworthcarers.org.uk

Monthly Carers Assessment Surgery.

They run a monthly Carers Assessment Surgery. The surgery falls on the first Wednesday of every month. If you are interested in having a Carers Assessment, and booking an appointment, please email abi@wandsworthcarers.org.uk

Wandsworth Carers' Centre





Borough Based Information - Wandsworth

Wandsworth Carers Centre (cont'd)

Laughter Medicine Sessions

Laughter yoga is a fun activity that combines laughter exercises with yoga breathing techniques. No experience is necessary, and anyone can do it.

Benefits: Reduces stress and tension, Helps you feel energised, Lifts the mood, Boosts the immune system.

Where & When:

11am – 12noon on Monday 14 June, and 12 July.

Please sign up beforehand by contacting:

lisa@wandsworthcarers.org.uk or 020 8877 1200.

Carers Week 2021

Wandsworth Carers' Centre will be hosting a series of events.

For more information on this please visit the website

<https://carerswandsworth.org.uk/> or contact us on 020 8877 1200.

Some of the activities will include, trips, picnics, open mic events and much more.

Wandsworth Carers' Centres 25th Anniversary celebration

Wandsworth Carers' Centre are celebrating their 25th birthday and will be holding an event. To find out more, please visit the website <https://carerswandsworth.org.uk/> or call 020 8877 1200.



Carers and SWLStG



The Community Carers Quality Improvement project group

This is certainly not going to win any prizes for the most user-friendly title, but it captures the main features of our new project, started in January, for improving involvement with carers.

The core group involved in the project are three carers, representation from the Involvement team, a carers champion, a service manager, an advanced clinical practitioner and the group is facilitated by me (deputy head therapist) and guided by a member of the Quality Improvement team, who are experts in managing project work in the Trust.

Last October, we were delighted that we achieved the second stage of accreditation for the Triangle of Care. This holds the Trust to uphold six standards of quality about involving and valuing carers. However, in the Community we're getting reports that some carers were not feeling as supported as we had hoped, and this was very concerning to us. We decided to address this through a project group, and we are very grateful that we have three brilliant carers as core members.

So far in the group, we have been working on the following:

- A survey for staff to find out whether there are any training/ learning needs for staff around working with carers. It also reminds staff about how to involve and support carers.
- Organising a menu of activities/ sessions for Carers Week, which we hope will be both informative and enjoyable (please see page 3).
- A training session for the Community teams, who will be completing the Triangle of Care self-assessments again soon. This is a large audit each team must complete to see how well they are doing against the standards set out in the Triangle of Care.

The Quality Improvement Initiative team are offering our project group two sessions of training in June and from this we expect to have a flowering of ideas, including how we can audit the success of our project.

We are looking forward to developing initiatives that promote involvement with our carers and very much hope that our project group will make a positive difference to the experience of carers in the future.

Karen Annis (Deputy Head Therapist in the Community)





Carers and SWLStG

Recovery College Wellbeing Skills for Families, Friends and Carers

Families, friends & carers of people living with mental health difficulties go through their own challenges. These five stand-alone sessions offer a safe space to explore & learn in a group about your needs & strengths & learn skills to make the best of life. Get in touch to book, or if it's too late we can keep your name for next time.

Webinars	To book one or more sessions contact: 0203 513 5818, or rchomelearning@swlstg.nhs.uk
Thurs 3 June 10AM-11.30AM	Being friends and family of someone with a mental health issue through the pandemic and beyond: challenges, opportunities and coping tools.
Thurs 10 June 10AM-11.30AM	What is recovery in mental health and how can families, friends and carers support it?
Thurs 17 June 10AM-11.30AM	Responding to unusual and extreme situations and behaviours
Thurs 24 June 10AM-11.30AM	Introducing the key elements to planning for wellbeing .
Thurs 1 July 10AM-12	What can I expect from mental health professionals as a friend or family member? Why?



Carers and SWLStG

Recovery Cafes

SWLStG have commissioned two Recovery Cafes for residents in South West London. They offer safe, inclusive and welcoming spaces for people who are struggling to cope with their mental health.

Who are the Cafés for?

Adult residents (18+) of **Kingston, Richmond, Wandsworth, Sutton** and **Merton** who are experiencing difficulties with their mental health and feel unable to cope, including carers.

Opening hours: Monday - Friday 6pm - 11pm and Weekends and Bank Holidays 12pm - 11pm

Sunshine Recovery Café

296a Kingston Road, SW20 8LX

Phone: 07908 436 617 incl. a 24 helpline - **07944 506036**

Email: info@cdars.org.uk

Hestia Recovery Café

966 Garratt Lane, SW17 0ND

Phone: 07794394920

Website: www.hestia.org



Dates coming up for Carers at SWLStG in 2021

DATE & TIME	SESSION	WHO FOR?
Monday 27 th Sept 3-5pm	Accessing local support for Carers	Carers and Staff
Oct/Nov (details TBC)	Carer's in Work Masterclass	Staff who are Carers





Carers and SWLStG

Hestia's Recovery Café - "Emerging from Lockdown".

Hestia's Recovery Café in Tooting, Wandsworth, is a non-clinical mental health support service that supports residents of Wandsworth, Merton, Kingston, Sutton and Richmond to reduce their immediate crisis and anxiety. We offer a safe, inclusive and welcoming space for all during the evening and weekends and provide safety plans, drawing on strengths, resilience and coping mechanisms to reduce the need to use crisis services in the future.

In response to the pandemic, the Recovery Café has adapted the way we provide support to ensure visitors' safety. We are currently limiting to eight visitors attending at any one time and will aim to keep stays to one hour and a half. However, if a staff member feels a longer visit is needed, we will continue to provide support.

With lockdown easing, customers to the Recovery Café are welcome to attend in person. We facilitate Zoom wellbeing sessions on Tuesdays at 18.30 and face-to-face wellbeing sessions on Sundays at 16.00. The sessions cover topics such as managing fear and anxiety and sleep. We now also offer a hot meal for £2.00, Monday to Friday 6.30pm – 8pm; on Weekends 1pm – 2pm and 6.30pm – 8pm.

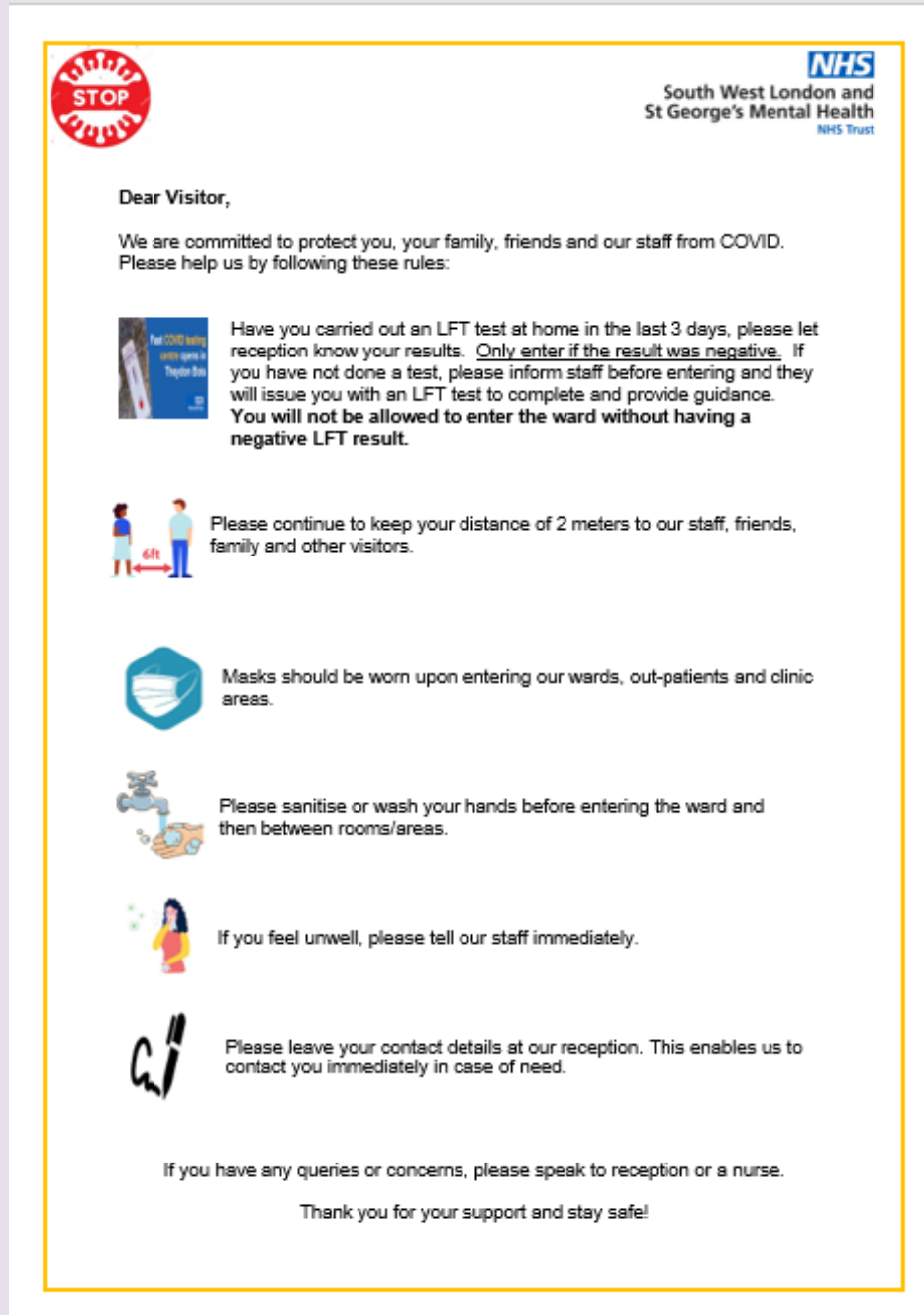
If you would like to visit the Recovery Café, please call our friendly staff on 07794 394 920.



If you would like to see us in person, please visit us at:
966 Garratt Lane, Tooting, SW17 0ND
Monday to Friday 6pm – 11pm & weekends and bank holidays
12pm – 11pm.



News from SWLStG


If you plan to visit a relative or friend who is an inpatient, then please see the following information and guidance regarding your visit:





 
South West London and
St George's Mental Health
NHS Trust


Dear Visitor,


We are committed to protect you, your family, friends and our staff from COVID. Please help us by following these rules:


 Have you carried out an LFT test at home in the last 3 days, please let reception know your results. Only enter if the result was negative. If you have not done a test, please inform staff before entering and they will issue you with an LFT test to complete and provide guidance. **You will not be allowed to enter the ward without having a negative LFT result.**

 Please continue to keep your distance of 2 meters to our staff, friends, family and other visitors.

 Masks should be worn upon entering our wards, out-patients and clinic areas.

 Please sanitise or wash your hands before entering the ward and then between rooms/areas.

 If you feel unwell, please tell our staff immediately.

 Please leave your contact details at our reception. This enables us to contact you immediately in case of need.

If you have any queries or concerns, please speak to reception or a nurse.

Thank you for your support and stay safe!

The latest updates regarding coronavirus and SWLStG including visiting arrangements can be found here:
[www.swlstg.nhs.uk/patients-carers/coronavirus-keeping-safe.](http://www.swlstg.nhs.uk/patients-carers/coronavirus-keeping-safe)



News from SWLStG

Developing the crisis pathway

Over the past six months, the Trust has been working with a wide range of stakeholders including carers and service users, staff, Local Authorities, A&E Delivery Boards, Commissioners and the South London Partnership to define the best future for our mental health crisis pathway.

Over the past two months, the Orchid Mental Health Emergency Service has been transitioning into an integrated mobile crisis service that patients have named the 'Coral Mental Health Crisis Hub'. The Hub builds on Orchid, the expanded Mental Health Support Line and other crisis support across the Trust by integrating these together with the aim of an improved service.

The Coral Mental Health Crisis Hub

From June 1 2021, Coral will be providing mobile mental health crisis support to people across South West London, supporting those in crisis to be cared for away from A&E or an acute mental health facility.

Through Coral, a newly formed Crisis Assessment Team will be going directly to patients in their homes and in community settings. This will provide an enhanced crisis pathway that strengthens support available and helps reduce pressures on A&E, whilst improving patient experience and outcomes.

Referral

As Coral, our crisis pathway will continue to be accessed through the Trust's 24/7 Mental Health Support Line (**0800 028 8000**), which will be linked with the NHS 111 service.





Useful Information for Carers

**Call for Referrals to expanded Befriending Service.
now for all South West London boroughs**



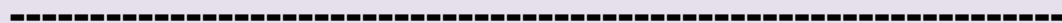
APCMH Merton and Sutton were established in 1991 as the Merton branch of a national registered charity –The Association for Pastoral Care in Mental Health (APCMH).

The volunteers befriend adults with mental health problems who live in the community, by forming genuine, long-lasting relationships.

They receive referrals from Mental Health professionals.

They have now expanded their geographical reach after conducting their first online training course for volunteers, to cover Sutton, Richmond and Kingston, Wandsworth, as well as Merton, and are looking for referrals to be able to support 14 new service users in 2021-2022.

If you are interested, please contact:
Kamila Markusova kmarkusova@yahoo.com
or Geoff Shorter geoffshorter61@gmail.com for further details.



An organisation called Hospital Rooms are running a **free Digital Art School** with sessions taking place every Thursday at 2pm. You can see it here:
<https://hospital-rooms.com/digital-art-school-workshop-resources>





Useful Information for Carers (cont'd)

The South West London carers peer group is an online forum for mental health carers in London Boroughs of Kingston, Merton, Richmond, Sutton and Wandsworth and sometimes further afield.

The group allows carers to network and provide a safe environment to share stories and experiences. The group also seeks to engage with SWLSTG, commissioners and those who run health & social care to update carers on developments.

The group facilitators are Matthew Mckenzie & Lana Samuels.

See the link <https://caringmindblog.com/mental-health-events/> for more details.

A FREE online Mental Health First Aid Kit has been developed by experts to offer the opportunity to explore a range of mental health issues and gain lifelong skills and knowledge. For info:

<https://freecoursesonline.co.uk/mental-health-courses>

Fully-funded via the UK Government in the form of the Education & Skills Funding Agency the courses cover various topics including a specific mental health first aid and understanding challenging behaviours.

King's College London has developed a free, online course for those caring for someone with psychosis and/or schizophrenia:

<https://www.futurelearn.com/courses/caring-psychosis-schizophrenia>





SWLStG Mental Health Support Line is open **24/7** on
0800 028 8000.

If the person you care for is already a patient of the Trust, between the hours of 9am-5pm Monday to Friday we encourage you to call the mental health team that looks after them. The Trust website provides the specific contact details.

If you are a parent/carer concerned about a young person's mental health, you can contact the SLP CAMHS Crisis Line on **0203 228 5980**, Monday to Friday 5pm – 11pm, and Saturday, Sunday, and Bank Holidays 9am – 11pm.

If you or anyone you know wants to know more about:

- Coproduction and Involvement activity at the Trust
- Volunteering
- Using your own lived experience in paid roles within the Trust
- Contributing to this newsletter

Telephone: **020 3513 5775**

Email: **involvement@swlstg.nhs.uk**

**Recovery College, 2nd Floor, Building 32, Springfield
University Hospital, 61 Glenburnie**

South West London and St George's Mental Health NHS Trust
Springfield University Hospital, 61 Glenburnie Road, London SW17 7DJ
Telephone: 020 3513 5000
Website: www.swlstg.nhs.uk
Telephone: 020 3513 5000
Website: www.swlstg.nhs.uk

Copyright © 2021 South West London and St George's Mental Health NHS Trust

All information is correct at time of printing

