



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



A Vision for Change
ADVANCING MENTAL HEALTH
IN IRELAND

Issue 1, December 2010

Introduction

A Vision for Change sets an ambitious course for mental health care in Ireland. Often described as a project; Vision is really more an attitude, a style and a more considered way of positioning mental health. While it has not been possible to secure all of the funding necessary for this policy, we have worked within the available resources to create novel and innovative approaches which can deliver world class outcomes. *Vision for Change* invites all stakeholders to look again at their approach and is equally challenging to Service Users & Carers as it is to professionals and providers.

HSE and partner agencies have actively included the Service Users perspective and integrated their viewpoint into all national projects. While this process does take more time initially, the results demonstrate the true value of such an engagement. This newsletter is designed to highlight some of the progress made towards realising the

Vision and many other examples can be seen throughout our mental health Services. In future editions we hope to feature a wider range of examples of best practice and service modernisation. We would welcome your comments and contributions and look forward to hearing from you.



Martin Rogan, Assistant National Director for Mental Health Services

Mental Health Services Hub

Vision for Change Chapter 19- Mental Health Information & Research

HSE Mental Health Services published the HSE Legal Activity Project Report in April 2010 and it was launched by John Moloney T.D. and Minister for Disability and Mental Health. This is currently available on <http://www.hse.ie/eng/services/Publications/services/Mentalhealth/>

One of the elements of the organisational learning strategy referred to in the Report was the development of a mental health services hub on the HSEland education and development website and accompanying e learning modules on aspects of the Mental Health Act 2001.

Through the kind offices of Mental Health Nurse Managers Ireland (MHNMI) we used the occasion of their annual conference to launch the mental health services hub and accompanying e learning modules on Thursday 7th October 2010.

Beginning with a number of

programmes related to legislation this hub will provide the launch pad for mental health e-learning programmes and will offer a repository for useful information, resources and tools. It will offer an online space for discussions, knowledge sharing and collaboration for all HSE mental health and other associated staff. This facility is an important resource for achieving the blended learning that is a key feature of the organisational learning strategy.

The hub will be accessible to HSE staff members who are registered on HSEland and who submit an application to join on line.

Please contact Ms. Amelia Cox on 086 380 2605 for informal enquiries





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Multimedia resource to assist journalists reporting on suicide and mental health issues

Vision for Change Chapter 15.7- Suicide Prevention

Headline is Ireland's national media monitoring programme, working to promote responsible and accurate coverage of mental health and suicide related issues within the Irish media. This initiative is supported by the HSE National Office for Suicide Prevention.



Headline has created an online multimedia resource to enable media professionals to report on mental health and suicide related issues in a responsible way. According to Jane Arigho, Project Coordinator with Headline, "The resource was developed in response to the considerable pressures media professionals find themselves under when reporting on these difficult issues. It is hoped that journalists and broadcasters will find it a quick and easy way to access the information they need."

Eilish O'Regan, Health Correspondent with the Irish Independent welcomed the resource saying, "I would welcome any initiative which would lead to further collaboration and communication between Headline and the media for reporting on these serious subjects."

- The resource brings together existing guidelines and information on reporting on mental health and suicide and presents them in an easy to use online format. The resource contains: Quick reference guides for reporting on specific issues
- Irish and international guidelines and resources about reporting on mental health and suicide related issues
- Information on mental ill health, suicide, and self harm
- A list of help and information contacts
- Suicide and self harm statistics

Carl O'Brien, Chief Reporter with the Irish Times said, **"What's of huge benefit now is that we can see what is the best way to report on these issues, what is the most responsible way to report on these issues, how to avoid unnecessary grief, prevent copycat behaviour and direct people to support."**

The production of the resources has been funded by the ESB Electric Aid Ireland. It can be accessed online at <http://www.headline.ie/multimedia-resource/> . A limited amount of USB keys containing the resource will also be distributed to media professionals and students. According to George Hook, the resource

means that, **"There is somewhere where you can go so you know what you should be doing, what you shouldn't be doing and what should be avoided."**



Vision for Change Chapter 15.7 and Reach Out Action Strategy 2005 - 2014

For further information or to get the weekly highlights on media contact Rachel Wright Media and Campaign Liaison Assistant Headline: The National Media Monitoring Programme for Mental Health and Suicide www.Headline.ie



St. Joseph's Intellectual Disability Service – commissioning of new service development - Knockamann

Vision for Change Chapter 14 - Mental Health Services for People with Intellectual Disability

In line with Government policy a critical strategic objective for St. Joseph's Intellectual Disability Service is to affect the transfer of clients with an

intellectual disability, currently residing in St. Ita's Hospital Portrane, to more appropriate accommodation. To realise this objective a

Government approved capital programme, for St. Joseph's Intellectual Disability Service, commenced in July 2007. This has resulted in the construction of a state of the art customised residential development, comprising 10 houses, each with six individual bedrooms and a comprehensive day service facility. The



total cost of the build and fit out was €16.53 million. This development, Knockamann, is now complete and will facilitate the transfer of 60 clients from St. Ita's Hospital to the new houses at Knockamann.

3 of the houses were commissioned on September 14th 2010 and 18 clients are now settling in to their new homes. Additional nursing staff have been recruited to support the opening of the remaining houses by the end of October 2010. This will end the occupation of the main hospital building from the Intellectual Disability Service perspective thereby marking a major milestone in relation to the transfer of clients with intellectual disabilities currently in St. Ita's Hospital, to more appropriate accommodation.

The Day Resource Centre opened over the summer months. It offers a range of services and facilities to cater for the leisure and educational needs of clients. It also provides an access point to a range of health professionals. Knockamann Resource Centre will augment the development of clients in their endeavor to reach maximum independence.

NSUE E-Learning Initiative

Vision for Change Chapter 3 - Partnership in Care - Service Users & Carers

In order to promote greater understanding and awareness among mental health practitioners, the National Service Users Executive has obtained funding from Genio for an e-learning programme based upon the service user experience.

We believe this initiative will not only provide a unique insight into the varying factors that influence service user priorities and satisfaction but will also enhance the delivery of a person-centred, recovery based service as laid out in Vision for Change and underpins national mental health policy.

This programme also will be available to all stakeholders via the NSUE website and will provide the opportunity for the public to obtain a greater understanding of mental health issues from the perspective of those who have experience of them.

We also believe that it will promote the increase of self-esteem and confidence for those who use mental health services, their families and friends, by providing

them with contemporary, peer experience based evidence and in enhancing their greater knowledge base to further assist them in their daily interaction with service providers, enabling them to become skilful self-advocates.

In addition to the feedback gained from the 32 focus groups that we will be holding nationally, eight in each HSE region, the programme will also include service user input derived from NSUE's annual postal survey of its membership and we would welcome the views of non-members, based upon the standard questionnaire copies of which can be obtained from NSUE, together with pre-paid reply envelopes by contacting either Jennifer Kelly on 0851212386 or Eliz Donovan on 0851212418.

All those with an interest in mental health services are welcome to attend our focus group meetings and further information will be posted on our website www.nsue.ie.





Another Milestone in the Modernisation of Mental Health Services in Dublin North East

Vision for Change Chapter 8 - Framework for Mental Health Service Delivery

Official Opening of the Pine Ward at Connolly Hospital, Blanchardstown

Minister for Disability and Mental Health, John Moloney TD officially opened the Pine Ward - a new acute psychiatric ward at Connolly Hospital, Blanchardstown today (Monday November 29th).



The opening of the ward marks the completion of the new acute admission facility for the North West Dublin Mental Health Service, which serves the areas; Cabra, Finglas and Blanchardstown.

The recent transfer of 12 patients from St. Brendan's Hospital into the Pine Ward marked a key milestone in the modernisation of Mental Health Services in Dublin North East. The occupancy of the Pine Ward is the penultimate stage in a long process which when complete, will lead to the de-commissioning of the old institutional facilities at St. Brendan's.

Speaking at the official opening, Minister Moloney said: "I am pleased that acute admissions to Grangegorman have ceased during my time as Minister of State with responsibility for Mental Health. It is the end of an era; St Brendan's opened its doors to patients in 1814 and now those doors have finally been closed to new acute admissions with the opening of the Pine Ward. When I look around me here and see the excellent facilities which have been provided for our service users and staff, I see that 'A Vision for Change' is alive and well. It is clear that we are making progress on implementation".

The Department of Psychiatry at Connolly Hospital now has two 22 bed acute units, and a five bed high Dependency Unit. Speaking about the improved facility, Stephen Mulvany, Regional Director of Operations for Dublin North East said: "I wish to acknowledge the expertise and commitment shown by the Dublin North West/St Brendan's Mental Health Management Team for bringing about this major change in the best interests of the patient."

It was announced on September 21st at the launch of the Grangegorman Development Project that the modernisation of the North West Dublin Mental Health Service will continue with the construction of replacement mental health facilities on the St. Brendan's Hospital site.

€19 million has been allocated by the Government for a 54 bed facility, which will replace St. Brendan's remaining units. Service users will each have an en-suite bedroom and access to a range of light filled therapeutic spaces and outdoor areas. This new development will complete the de-commissioning of the old psychiatric facilities at St. Brendan's and will mark the first phase of the redevelopment of the St.

Brendan's site as part of the overall strategic plan for the Grangegorman campus.

NSUE to Hold Awards Ceremony for Mental Health Service Providers

Vision for Change Chapter 3 - Partnership in Care - Service Users & Carers

Thanks to an increased response to Second Opinions, our annual survey for 2010 (piloted in 2009), we are pleased to announce that we will be holding an awards ceremony.

With the national policy priority aiming at increased care in the community, the categories in which National awards will be given are as follows: -

1. Best community mental health team
2. Best day centre/day hospital
3. Most improved service

Extra survey forms and pre-paid envelopes are available as above.

We hope that all mental health services will support these positive initiatives and look forward to working with you for the future.





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Putting Recovery into practice- Recovery Team, Mayo Mental Health Service, HSE-West

Vision for Change Chapter 1 - listening to what we heard. Vision for Change Chapter 3 - Partnership in Care Chapter 11 - General Adult Mental Health Services

Recovery is not the same as “getting better”: people are not recovering from illnesses, but recovering meaningful and valuable lives whether or not their problems are eliminated. In November 2008 the steering committee of the Mayo Mental Health Recovery Service outlined a vision for effective service user centred Recovery practice. This vision recognised that practical service improvements are needed in order to deliver on national Recovery policy objectives. In the current challenging economic times the mandate of mental health services to support patients’ rights to a meaningful life and the importance of the Recovery Philosophy in achieving this are particularly relevant. In implementing the local vision there have been a number of meaningful changes to practices and facilities within

the Mayo Mental Health Services. These are ongoing and are recognised both by the Inspector of Mental Health Services and other national representative bodies. The Recovery team wish to thank all of the staff, service user representatives, relative/carer representatives and the local management team in implementing these changes in the light of difficult financial circumstances and in such uncertain times.

New Recovery Team headquarters

A new suite of offices and therapy rooms were commissioned in January, 2010 including a Service User/Relatives Resource office with CIT equipment to support collaboration between service users, relatives and providers in day to day operations, policy development and research. The new team base is operated on principles of good customer care devised in collaboration with service users and advocates. The HQ hosts the new Home based treatment team which was commended by the Inspector of Mental Health Services in February 2010. This MDT of nurses (including a nurse prescriber), doctors, social worker and occupational therapists is at the heart of Recovery service developments, as well as an Early Detection programme for young people with severe mental illness and

related research.

Recovery Practice and Partnership Working

The clinical team has adopted new Recovery based practices in assessment, care planning, care co-ordination and crisis intervention and continues to develop more effective working relationships with service users, carers and advocates at all levels of activity. This process is ongoing and involves collaboration with other agencies through the International Initiative for Mental Health Leadership.

The team aims to promote a stronger recovery culture throughout the local service through engagement with all management levels and the use of audit to measure recovery goals.



Recovery Training

A strong emphasis is placed on

‘educational’ rather than an exclusively ‘therapeutic’ model of support. Recovery training programmes for service users, relatives and staff are delivered in conjunction with the local educational institution at FETAC levels 5 and 8. The team is also engaged with the Irish Advocacy Network in delivering service user education and capacity building training.

Research

Service user led research has been undertaken using the Elements of a Recovery Facilitating System tool and in collaboration with local advocacy representatives. Audit is being used to refine assessment and care planning procedures. A country wide evaluation of the leading carer education programme is being led by the Recovery team.

Organisational Change

The Recovery Team, Mayo Mental Health Service aims to promote organisational change at the local, regional and national levels in order to implement meaningful Recovery practice relevant to Irish service users and providers.



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Partnership in progress! Mayo Mental Health Services, Consumer Panel and Irish Advocacy Network deliver partnership in true Vision style!

Vision for Change Chapter 3 - Partnership in Care

In 2008 a training course was delivered by Shari McDaid for service users and carers in Mayo/Roscommon/Galway financed by Co. Mayo.

This course looked at procedures and how to set up a committee, gave an inside into the Vision for Change document and the Quality Framework and their recommendations.

Following this the Irish Advocacy Network supported the establishment of the Mayo Consumer Panel consisting of 12 members, 6 service users, 4 carers, 1 IAN and 1 from the local Mental Health Association.

Setting up a functioning committee is always a learning process and the group spent some time getting to know each other, clarifying roles and looking at the aims and objectives of the group.

In the beginning IAN took a lead role

because of their familiarity with the services, structures etc.

The Mayo Mental Health Services have always been supportive in regard to implementing the recommendations of Chapter 3 in Vision for Change.

The Consumer Panel managed through IAN to negotiate an attendance fee and travel expenses for its members with the Mayo MHS. The accounts are managed jointly by the Consumer Panel and the Mayo Mental health Services.

Parallel to this IAN supported and initiated the formation of the Mayo Advocacy Group which consists of service users only to support each other, to participate and to air views. One role - as determined by the group - is to act as a focus group for the Consumer panel in order to widen the perspective from the service user's point of view and to provide a pool of service users for further involvement with the HSE.

Other projects in the pipeline are

The Mayo Advocacy Group is discussing the production of a newsletter with relevant information for service users, carers and providers.

One service user of the group is currently writing a play addressing stigma and

discrimination and the group thinks that this could be utilised as a powerful tool and hopefully service providers will be involved in this.

Examples of work by Service Users in Partnership with IAN and MMHS.

The Rehab/Recovery team ran policy papers by the panel before sanctioning same...

The panel worked on a project to improve admissions to the adult mental health through the A and E Department. Senior management and the panel met up and sought suggestions that were implemented into policy.

Some panel members and members of the Mayo Advocacy Group in partnership with the Irish Advocacy Network became very involved in the Steering Group of the Rehab/Recovery team and attend regularly at the stakeholders meeting of the Rehab team. This was a very energising and encouraging process between service users and providers with the support of Dr. D. Fannon, Rehab/Recovery consultant.

Last year the Rehab/Recover Steering Group (RRST) suggested an assessment tool for a survey. A service user consultant Sue Hawkshaw and IAN felt

that the assessment tool was not suitable - due to the language used and the lack of open questions. The service user consultant carried out a trial with 5 service users. We pointed out the problems which arose in these samples and were consequently asked to design our own survey tool, which (after some tweaking in partnership with the team was adopted. This became a research project during which 25 random service users (under the Rehab team) were interviewed by the service user consultant in a paid capacity and a report was compiled.

Due to rising demand by service users wanting to actively participate in the consumer panel and the Mayo Advocacy Group and the rising demand for service users to participate actively in MMHS - the Irish Advocacy Network organised, designed and ran a two day capacity building training course for service users. This course was financed by the South Mayo Development Company. The Irish Advocacy Network are at present organising a further 3 day training funded by a LEADER Programme.





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Vision for Change Chapter 3 - Partnership in Care Continued

The group will then meet with Dr. Fannon's team for a half day discussion on how to work together and to keep communication between service users and providers flowing. The rehab team and the service user group hope that meetings will be an ongoing process to help bridging the gaps.

(As a powerful example for benefit of training and active service user involvement we want to share the following:

IAN received a phone call from a service user who wanted to resign from the consumer panel here in Mayo... this was received with disappointment.... But then he said that it was because he was too busy at college doing a degree course. He added that the Peer Advocacy Training and capacity training had opened so many doors for him... aged around 35 he never thought that he could really do anything with his life, especially not after having left school age 16. The course had given him all the confidence and was THE stepping stone for him to move forward plus his involvement on the panel and ongoing support when he needed it. He was remembered as coming into the course and stating from the beginning that he wasn't

sure if he was able to stick.

2 years ago - following his successful completion of the IAN course - he started a pre-college course, basically to do his leaving certificate and now he has moved on to college.

He thanked us and asked to pass this on to all of the IAN and to quote him anytime. He added that he wanted to stay in touch and asked to be updated on any developments.

The Reach Training Programme

Vision for Change Chapter 12 - Rehabilitation & Recovery Mental Health Services

The REACH Training Programme is a FAS-funded for vocational employment skills training programme for people with mental health difficulties. It is FETAC Level 3 course accredited for 21 weeks duration and full-time. The programme is organised in collaboration between



the Hospitaller Order of St John of God, Cluain Mhuire Community Mental Health Service and FAS. Training is facilitated in Avila House, Blackrock Business Park, Blackrock, Co. Dublin. This venue

is well equipped and ideally located in a non stigmatised community setting, with excellent transport links, close to the coastal DART, trains and bus services.

Most people who participate in REACH are referred from the new Super Catchment Area, Mental Health Service of South East Dublin and North Wicklow. Which includes the Mental Health Services at The Cluain Mhuire Service, Elm Mount and Newcastle services. However the programme will also accept suitable candidates from out side the new super catchment area, training places permitting.

The REACH programme is considered 'Recovery' oriented by the Mental Health Commission and is underpinned by the requirements of 'A Vision for Change'. The programme is modular-based and its overall aim is to provide trainees with the knowledge, attitudes and skills required to facilitate people meet the challenges of work, education and be successful participants in their community.

A graduation ceremony awarding FETAC certificates is held annually. This year it was held in October where the HSE Lead Local Health Office Manager, Jim Ryan gave a motivational speech congratulating 35 successful trainees and their families.



For further information on the Programme, you can visit our website www.reachprogramme.ie or contact REACH Trainers Gerry, Anne or Lynley On 01 2791700.



Dublin West and South West Mental Health Services

Vision for Change Chapter 3 - Partnership in Care

Three Years Participation in Service Improvement Leadership for Mental Health Service Users, Carers and Service Providers, Dublin City University.

The Service Improvement Leadership course brings together teams of three people consisting of a service user, a carer and service provider (mental health professional). These teams plan and implement a project to improve the mental health services in their area. Each of the three team members are equal partners, hence the project should reflect the different perspectives of the diverse team. Whilst the content of the lectures is important, the defining element of the course is the dynamic created by the three different perspectives working together.

Dublin West and South West Mental Health Services have sponsored teams to participate in this programme for the past three years (the 4th team is just starting).

The following projects have been undertaken

Year 1 2008

A Partnership Approach to Establishing Carer / Service User Councils in the St. Loman's/ Tallaght Service

Year 2 2009

Developing a Peer Provided Web-Site as a Resource for

People Dealing with Mental Health Problems Living in Dublin West and South West.
Year 3 2010

Developing a Carer Befriending Service

Progress to Date

Each of the projects is at a different stage in their development. The carers council are up and running and meeting on a monthly basis, and a representative from the council is a member of the management team of Dublin West and South West Mental Health Services. The website has progressed to a point that the content has been decided u-on and it has received funding through a grant from GENIO to pay a professional designer and to meet other costs of getting it up and running. The carer befriender project is still in its infancy.

Overall, this has been a successful venture. Factors in its success include the commitment (and large amount of work) of all of the participants, in combination with the support from management and the structure provided by the DCU course. Putting the experience of service users, carers and service providers together and supporting them to make a service improvement has created a very positive dynamic. This should continue to improve the service as the projects are gradually seen through to completion

Vision for Change Event Calendar

Date	Time	Event	Venue
26-11-10	10 a.m. - 1 p.m.	See Change	Aisling Hotel, Parkgate Street, Dublin
2-12-10	10 a.m. - 1 p.m.	See Change	Sligo Park Hotel, Sligo

If you have an article(s) that you would like included in the next issue of *A Vision for Change Advancing Mental Health in Ireland* please forward to catherine.brogan@hse.ie before 23rd December 2010.

All articles must be submitted in word format, with 150 words per article, photos and contact person for further information.

If you would like to advertise an upcoming event in your area or organisation please email catherine.brogan@hse.ie before the 23rd December 2010

The next issue of *A Vision for Change Advancing Mental Health in Ireland* will be the 24th January 2011