

Sixth Annual Conference

Mental Health 2006

Savoy Place, London

Tuesday 16 and Wednesday 17 May 2006

A practical two day guide to improving the quality of care in mental health – focussing on clinical risk management and service user involvement, with special sessions on social exclusion and the new Mental Health Bill.

With keynote presentations from:

- Anthony Deery, Head of Mental Health, The Healthcare Commission
- David Morris, Director Social Exclusion Programme, The National Institute of Mental Health, England
- Jim Read, Independent Mental Health Writer, Trainer, Consultant and Former Service User
- Richard Taylor, Regional Director, The Care Services Improvement Partnership Eastern Region
- Kathryn Tyson, Head of Mental Health Policy, Department of Health

Includes:

- formal conference sessions
- round table discussions
- workshops
- user perspectives
- legal updates

FREE PLACES available
for service users

Mental Health 2006

Sixth Annual Conference

Savoy Place

Tuesday 16 and

Wednesday 17

May 2006

INFORMATION

Dates

Tuesday 16 and
Wednesday 17 May 2006

The venue

Savoy Place, London

Accommodation

Special rates for hotels close to the venue have been arranged. Details will be sent with your confirmation of booking.

Confirmation of booking

All bookings will be confirmed by email, unless stated otherwise.

CPD credits

This conference is suitable for your CPD programme.

Exhibition and poster displays

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 020 8541 1399

Cancellations/substitutions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Healthcare Events reserve the right to make changes to speakers and programmes without prior notice.

Healthcare Events is a member of



Mental Health Foundation

NOW IN ITS SIXTH YEAR, THE MENTAL HEALTH CONFERENCE IS THE main event of the year focussing on risk management and service user involvement. It brings together 300 healthcare professionals and service users from all over the UK to take part in open discussion, learn about new developments and share best practice.

Comprehensive risk management strategies and debate with users are crucial to the successful progress of care for service users, particularly in a speciality as complex as mental health. Empowering service users in all aspects of service delivery is an important way of ensuring that the views of the people on the receiving end of the services are listened to and acted on.

This year sees a special focus on social inclusion – the challenges to be overcome and innovative approaches already in practice. We've also introduced workshops to enable delegates to share their views on topics such as supporting carers, understanding self-harm, training and empowering service users, and building service user capacity.

The conference programme has been carefully planned to enable you to mix and match from the two streams and workshops, giving you the opportunity to tailor the event to your specific role or interests.

Stream A: Clinical Risk Management in Mental Health

Following an update on the implications of the Mental Health Bill and Mental Capacity Act, a series of case studies will examine key topics in clinical risk management including safeguarding mental health service users, managing risk in practice, reducing the risk of suicide, and encouraging constructive risk taking. The first day concludes with an interactive debate on the theme of 'What service users want from mental health services – the top three factors on the wish list'.

The second day of this stream concentrates on risk assessment and clinical incident reporting, with a focus on learning from incidents and patient involvement.

Stream B: Service User Involvement, Empowerment and Information

The first day of this stream examines the issues around delivering meaningful service user involvement and empowerment, and includes case studies on engaging and involving service users across an organisation, patient advice and liaison services and service user involvement, the developing role of PPI forums, and lessons from the Independent Complaints Advisory Service. The day concludes with a special focus on reducing the stigma of mental distress.

The second day is split into two parts: implementing the Black and Minority Ethnic Mental Health Programme and improving training, education and employment.



Workshop Streams:

Day 1

Tuesday 16th May 2006

WORKSHOP 1

14.00-15.00 **User facilitated workshop: moving forward from a user perspective**

Jan Wallcraft

Experts by Experience Fellow with Members, Experts by Experience Group National Institute for Mental Health, England, and Author: The Mental Health Service User Movement in England, The Sainsbury Centre for Mental Health, and Former Service User

- sharing examples of good practice
- looking at the present to see what we can gain for the future
- what would we want in an ideal world
- round table discussion: the results of the discussion will be fed back into the main conference

WORKSHOP 2

16.00-17.00 **Supporting Carers**

Introduced by Catherine Clarke

Carer

Facilitated by Rethink

The workshop will focus on the needs of carers and supporting carers in practice

- the results of the round table discussions will be fed back into the main conference

Day 2

Wednesday 17th May 2006

WORKSHOP 3

12.00-13.00 **Understanding Self Harm: root causes & interventions**

Catherine McLouglin CBE

Chair National Inquiry into Self Harm Chair National Network for the Arts in Health, and Psychiatric Nurse

- a self harmer's perspective
- Young People and Self Harm: results of a national inquiry
- supporting self harmer's: interactive discussion and debate (the results will be fed back to the main conference)

WORKSHOP 4

14.00-15.00 **Training & empowering service users to lead Supporting, educating and training service users**

Roberta Wetherell

Co Director ARW Consultancy, and Associate Trainer The Sainsbury Centre for Mental Health

- enabling the development and support of user involvement
- developing education and training programmes for service users to enable involvement
- examples and developments: working through in practice – round table workshop

WORKSHOP 5

15.30-16.30 **Building Service User Capacity: Opportunities and Challenges**

Supported and presented by The Mental Health Foundation

The service user perspective has come of age. Mental health and social care, from its commissioning to its delivery now espouses the centrality of service user preferences. In turn, increasing opportunities have arisen for service users to contribute in formal ways to health and social care systems. These opportunities have brought many successes, but challenges also. In this workshop the Mental Health Foundation shares its experiences of building service user capacity, as well as the pitfalls encountered and the strategies used to manage them. By way of conclusion the Foundation presents an agenda for the ongoing development of service user involvement. Workshop attendees will be able to contribute their own experiences as well as to critique the conclusions drawn.

Evening networking event:

You are invited to an informal evening drinks reception sponsored by St Andrew's Group of Hospitals. The event provides a unique opportunity for delegates, speakers and exhibitors to share news and network in a relaxed atmosphere. Details will be sent on confirmation of your booking.

St Andrew's Group of Hospitals
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INVESTING IN QUALITY PATIENT CARE



Mental Health 2006

Stream A: Clinical Risk Management in Mental Health

Day 1
Tuesday 16th May 2006

LEGAL UPDATE

11.50 An update from the Mental Health Bill Implementation Advisory Group

Sandy Taylor

Chair Mental Health Bill Implementation Advisory Group, Department of Health, and *Chief Executive* County Durham and Darlington Priority Services NHS Trust

- finding the right balance between service user rights and protection
- implementing the new code of practice
- implications in practice

12.20 Legal Update (2005-2006)

Ashley Irons

Mental Health Law Partner Capsticks Solicitors

- the Mental Capacity Act 2005
- an update on cases and implications for current practice
- status of Code of Practice and impact on policies

13.00 Lunch & Exhibition

CLINICAL RISK MANAGEMENT IN MENTAL HEALTH

14.00 Safeguarding mental health service users An update from the National Patient Safety Agency

Representative

The National Patient Safety Agency

- safeguarding mental health service users: clinical risk management in mental health
- an update on NPSA mental health patient safety programme
- lessons from the National Reporting and Learning System

14.30 Managing risk in practice: meeting the safety core and developmental standards for better health

Dr Geoff Roberts

Investigations Consultant, and Former Medical Director Five Boroughs Partnership

- developing criteria to meet the core and developmental standards for safety
- implementing and integrating the standards in practice
- practical tips for success

Joint Introductory Session

Chairman

Sandy Taylor

Chair Mental Health Bill Implementation Advisory Group, Department of Health and *Chief Executive* County Durham and Darlington Priority Services NHS Trust

10.00 Chairman's Introduction

10.10 Opening Address

One Service Users Journey: Perspectives

Jim Read

Former Service User Independent Mental Health Writer Trainer and Consultant and Co-editor and Contributor Speaking our Minds: An Anthology

- what service users want from mental health services
- moving forward: aspirations and challenges

15.00 Reducing the risk of suicide

Keith Foster

National Programme Lead Suicide Prevention

- identifying the risk of suicide, and reducing risk in high risk groups
- meeting the 2010 target: an update and examples of good practice
- the suicide prevention programme: developments

15.30 Questions and Answers

15.40 Tea & Exhibition

16.00 Encouraging constructive risk taking: reshaping the risk agenda

Steve Morgan

'Practice Based Evidence' (An Independent Consultancy)

Author: 'Clinical Risk Management: a clinical tool and practitioner manual', and 'Assessing and Managing Risk'

- making a case for positive 'risk-taking' in a climate of restriction
- the strengths approach
- case examples to illustrate 'positive risk-taking in practice'

INTERACTIVE DEBATE

16.30 What service users want from mental health services? The top three factors on the wish list

(the results of this morning's workshops will be fed back into this session)

Panel Members include:

Jan Wallcraft

Experts by Experience Fellow with Members Experts by Experience Group National Institute for Mental Health, England, and *Author: The Mental Health Service User Movement in England, The Sainsbury Centre for Mental Health, and Former Service User*

Sandy Taylor

Chair Mental Health Bill Implementation Advisory Group, Department of Health, and *Chief Executive* County Durham and Darlington Priority Services NHS Trust

Jim Read

Former Service User Independent Mental Health Writer Trainer and Consultant and Co-editor and Contributor Speaking our Minds: An Anthology

17.00 Evening Drinks Reception



Joint Introductory Session

10.40 National Developments: Update Session

Kathryn Tyson

Head of Mental Health Policy Department of Health

- national developments in Mental Health
- an update on the NSF and other programmes of work

11.10 Questions & Answers

11.20 Coffee and exhibition

Chairman

Paul Farmer

Director of Public Affairs Rethink

11.50 Delivering meaningful service user involvement and empowerment

Peter Campbell

Founder Member Survivors Speak Out

- service user involvement in mental health: an update
- empowering users of mental health services
- making it meaningful

12.15 Engaging and involving service users across an organisation

Avril Haydock

Director of Nursing, Therapies & Patient Partnership, with

John Wilde

Service User Cheshire and Wirral Partnership NHS Trust

- engaging and involving service users: a practical approach
- the service user perspective
- case study: involving users in the trusts Challenging Stigma Campaign

12.40 Meeting the needs of carers

Catherine Clarke

Carer

- a carers perspective
- meeting the needs of carers in practice: what carers want and need

13.05 Questions and Answers

13.15 Lunch and Exhibition

14.00 Patient Advice and Liaison Services and Service User Involvement – Advocacy lite or bright new beginning?

Graeme Kerr

Head of PALS South London and Maudsley NHS Trust

- engaging with clients through PALS – accessing ideas and suggestions as well as complaints
- working for change within the organisation – PALS and the wider change networks
- future challenges – where do PALS go from here?

Stream B: User Involvement, Empowerment & Information in Mental Health

Day 1

Tuesday 16th May 2006

14.30 Patient Forums in Mental Health: Developments

PPI Forum Member to be confirmed

- the developing roles of PPI Forums
- how forums are developing: examples of good practice in Mental Health
- a PPI Forum members view

15.00 The Independent Complaints Advisory Service

Jon Hyslop

Manager Oxfordshire Mental Health Matters

- lessons from ICAS
- developing advocacy under the proposed new mental health act

15.30 Questions and Answers

15.40 Tea & Exhibition

REDUCING THE STIGMA OF MENTAL DISTRESS

16.00 Reducing the stigma of mental distress

Ingrid Steele

Director of Communications and Knowledge Services Care Services Improvement Partnership

- the NIMHE approach to reducing stigma and discrimination
- priorities and programmes of work
- developments and moving forward

16.30 An approach in practice: eliminating “them and us”

Suzanne McMillan

Modern Matron West London Mental Health Trust

- leaving behind stigmatising labels: our approach to working with women with a diagnosis of personality disorder
- understanding group dynamics: using a psychological model
- changing the culture in secure units: ensuring service users are seen as people first

17.00 Evening Drinks Reception

Mental Health 2006

Stream A: Clinical Risk Management in Mental Health

Day 2

Wednesday 17th May 2006

FOCUS: RISK ASSESSMENT AND CLINICAL INCIDENT REPORTING

12.00 Risk assessment and management of mental health service users attending A&E

Chris Hart

Nurse Consultant in Liaison Psychiatry and Principal Lecturer St Georges Hospital NHS Trust, and Chair The Association of Nurse Consultants in Mental Health and Learning Disabilities

- improving the service users experience in A&E
- using risk assessment tools and risk matrices with service users in an emergency department
- our experience and developments in St Georges

12.30 Establishing an effective system to meet staff needs following untoward incidents

Jason Martin

Practice Development Nurse St Andrews Group of Hospitals NHS Trust

- what does support mean
- how were staffs post incident needs met in the past
- pre and post incident initiatives to meet staffs needs

13.00 Questions and Answers

13.10 Lunch and Exhibition

Joint Introductory Session

Chairman

David Crepez-Keay

*Senior Policy Advisor on Patient and Public Involvement
The Mental Health Foundation*

10.00 Chairman's Introduction

10.10 Monitoring and improving standards in Mental Health Healthcare Commission Update

Anthony Deery

Head of Mental Health The Healthcare Commission

- an update from the Healthcare Commission
- implementing the standards for better health in mental health: progress
- lessons and good practice from the improvement reviews

FOCUS: LEARNING FROM INCIDENTS

14.00 Understanding the cause of the problem: Root Cause Analysis

Sue David

Clinical Risk Advisor Forensic Services West London Mental Health NHS Trust

- investigating the cause of incidents: root cause analysis explained
- a step by step guide to undertaking a root cause analysis in mental health
- a walkthrough an RCA in practice

14.30 Involving patients in Clinical Incident Reporting, review, and incident analysis

Stephen Morgan

Assistant Chief Executive, Complaints, Claims and Legal Management Mersey Care NHS Trust with

Catherine Hyde Price

Carer, and

Mary O'Reilly

Service User

- involving patients in risk management
- developing user involvement on review panels of incidents
- training and mentoring service users alongside clinical staff in risk management techniques and root cause analysis: developments at Mersey

15.00 Questions and Answers

15.10 Tea and Exhibition

Final Joint Session

15.30 Reducing social exclusion in practice

Jenny Goodhall

Chair The Association for Directors of Social Services Mental Health Strategy Group

- working across boundaries to develop an integrated social inclusion strategy
- the challenges to be overcome
- innovative approaches in practice



Joint Introductory Session

10.40 Choices in Mental Health

Richard Taylor

Regional Director The Care Services Improvement Partnership
Eastern Region, with

Laurie Bryant

National Service User Lead Choice Programme

Lu Duhig

Carer

- improving service user choice in mental health: the implications for service users
- promoting and supporting life choices, access and engagement with services, assessment and choices in care pathways
- implementing the 'Choice Checklist'

11.25 Questions and Answers

11.35 Coffee and Exhibition

Chairman

David Crepez-Keay

Senior Policy Advisor on Patient and Public Involvement
The Mental Health Foundation

IMPLEMENTING THE BLACK AND MINORITY ETHNIC MENTAL HEALTH PROGRAMME

12.00 Implementing the Black and Minority Ethnic Mental Health Programme

Speaker to be confirmed

- delivering race equality in mental health: improving the mental health care of all people of black and minority ethnic status
- an overview of the programme
- moving forward in practice

12.30 Delivering culturally appropriate services in practice Case Study: The Cares of Life Project

Dr Dele Olajide

Consultant Psychiatrist and Project Lead The South London and Maudsley NHS Trust

- developing culturally appropriate services
- building trust within the local community
- The Cares of Life Project

13.00 Questions and Answers

13.10 Lunch and Exhibition

Reducing the risk of social exclusion

16.00 Moving forward: Developing Social inclusion

David Morris

Director, Social Inclusion Programme The National Institute of Mental Health, England

- implementing the Mental Health and Social Exclusion report
- challenging attitudes and enabling people to fulfill their potential
- projects and progress

17.00 Questions and Close

Stream B: User Involvement, Empowerment & Information in Mental Health

Day 2

Wednesday 17th May 2006

IMPROVING TRAINING, EDUCATION AND EMPLOYMENT

14.00 Developing service user led training and education for clinical staff

Laura Lea Wilson

Service User Trainer and Member Capital

- empowering and supporting service users to lead on projects
- enabling service users to act as facilitators
- developing service user led training and education for staff
- case studies of good practice

14.30 Increasing access to employment and training for service users

Dr Rachel Perkins

Clinical Director Adult Mental Health Services, and *Service User* South West London and St Georges Mental Health NHS Trust

- increasing access to employment and training opportunities
- an overview of the User Employment Programme, and the Vocational Access Programme in South West London & St Georges
- the impact on access to work and education: a personal perspective

15.00 Question and Answers

15.10 Tea & Exhibition

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Please tick which day you would like to attend

Tuesday 16 May 2006
 Wednesday 17 May 2006

A 15% discount is available to all but the first delegate from the same organisation booking at the same time. Rates for these additional delegates are: one day £280.50 + VAT (£329.59) and both days £463.25 + VAT (£544.32)

Choosing a conference stream. Apart from the opening sessions on both days (which are common to both streams), you can choose which sessions to attend – but please indicate which is your priority:

Stream A: Clinical Risk Management in Mental Health
 Stream B: User Involvement, Empowerment and Information
 Are you a service user? There are a limited number of free places available for service users, which will be allocated on a first come, first served basis.

Choosing a workshop. Please indicate here if you would like to attend a workshop:

Day 1: Workshop 1 Workshop 2
Day 2: Workshop 3 Workshop 4 Workshop 5

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