

Matters

March 2010

Issue 4

Inside this issue...

Feeling Unwell?

Know your choices.
Choose well. p3

Prize Money

makes a difference p4

Using Relaxation

to deal with anger p5

FREE

2nd Time Around p6

A message from the Chair



Barry Seal, Chair

As we progress our application to become a foundation trust, we've been working hard to recruit new members to the trust. We've attended a number of events in Craven and Bradford, resulting in many new people showing their support for our work. Board members have been out and about meeting the people of Craven and listening to their views and I'm planning to repeat the exercise in the Bradford and Airedale areas.

I'm delighted that we now have around 6,000 members who want to learn more about the work we do and/or influence the services we provide.

It's becoming increasingly recognised that people should be involved in influencing plans and services. The new mental health strategy, 'New Horizons' was influenced by the comments and views of people across the country.

The strategy was launched in December last year and one of its aims is to improve the quality of accessibility and services for people suffering from mental illness. It will tackle depression for people of all ages; work to reduce suicides, improve outreach to excluded groups and tackle mental health stigma. I believe this is a great step forward for mental health and I'm looking forward to the organisation introducing new initiatives that will enhance our services in these areas.

Barry Seal

Barry Seal
Chair

Contents...

Hospital manager vacancies at the Trust
Page 2

Sticking to your New Year's resolutions
Page 3

Prize money makes a difference
Page 4

Using relaxation to deal with anger
Page 5

2nd Time Around
Page 6

Wordsearch
Page 7

Your opinion counts so get in touch!
Page 8

Trust Delivers on Dignity
Page 8

The Jewels Need You!
Page 8

Front page photo:
2nd Time Around

Communication needs

If you would like this newsletter in large print or would like help understanding it, please contact Stella Jackson, FT Membership and Governance Manager, on 01274 363552 or by email at stella.jackson@bdct.nhs.uk.

Discount booklet

The country may be starting to emerge from the recession but many people are still feeling the financial pinch. To provide a little help in these difficult times, we've been busy negotiating discounts for our members with local suppliers. Take a look at the discount booklet enclosed with this newsletter for details about where you can make some savings.

Hospital manager vacancies at the Trust

We are currently looking to increase the number of Hospital Managers within the Trust. Hospital Managers ensure that the requirements of the Mental Health Act are followed and have the power to discharge an unrestricted patient from detention.

If you think you might be interested in this work, you need to have:

- Good communication skills.
- Excellent listening skills.
- An ability to adopt a sensitive and calm approach.
- An ability to make decisions.

- An ability to respect and uphold issues around confidentiality.

Hospital Managers report to the Board's Mental Health Legislation Committee and attend review panels to consider discharge cases.

The panel sessions do not take place on any set day or any set time so Hospital Managers need to be able to work flexibly between the hours of 9.00 am and 5.00 pm. In return, all travelling expenses will be paid as well as an honorarium payment for each session attended.

To find out more, please contact Teresa O'Keefe, Mental Health Act Adviser, on 01274 363836.

Feeling Unwell? - Know your choices. Choose well.

Choose Well is a national initiative aimed at giving people the information they need to choose the best way to get treatment and make the right choices. It recognises how important it is for people to stop, think and choose the right sort of care for their symptoms.

If you're feeling unwell, you can get expert help in a number of ways:

- Online at www.nhs.uk.
- Over the telephone by contacting NHS Direct on 0845 46 47.
- At your local pharmacy where you'll find a fully trained health professional who'll provide quality healthcare advice instantly and locally.
- At your local NHS walk-in centre which offers fast and convenient access to healthcare advice and treatment for minor injuries and illness.

NHS

Feeling under the weather?

www.nhs.uk

NHS Direct 0845 46 47

Your local Pharmacist
Who'll provide quality free healthcare advice

NHS Walk-in Centre

For fast, effective, expert health advice
Go to the right place

Choose well.

Sticking to your New Year's resolutions

We are now well into the New Year but how many of you are sticking to your New Year's Resolutions?

Many people make resolutions that are bound to fail. But it doesn't need to be that way. Making realistic, simple resolutions can lead to a greater chance of success.

We spoke to Simon Gelsthorpe, Head of Psychotherapy at the Trust, to see if he had any advice he could share. He said: "We all probably have more self-control than we think. As human beings, we tend to only notice self-control on those occasions when we don't have it and we fail to notice the thousands of times a day when we exercise it really well. This is likely to leave us with less confidence than we perhaps should have in our own ability to exercise self-control."

If you've failed to stick to your resolutions, why not make some more now. Here are Simon's top tips which are designed to help you stick to resolutions:

1) Be realistic about your goals.

Choose one goal and break it down into smaller, more manageable bits. It makes your goal less intimidating. Every time you achieve a small step, reward yourself.

2) Start with a plan and stick to it.

Studies show people who make impulsive resolutions are less likely to stick to them. Think about what is most important to you and create strategies to deal with the problems and setbacks that will come up as you move towards your goal. The more you monitor and praise yourself, the more likely you are to succeed.

3) Team up with a friend or loved one.

Make a list of your goals and share them with a friend or loved one. You are now accountable to two people – yourself and the other person. You will also get a sense of satisfaction from helping your friend accomplish their goals.

4) Look at the bright side and allow yourself mistakes.

Focusing on the positive side of things will give you more energy and enthusiasm to pursue your goals. People who believe they can succeed are more likely to succeed.

5) Try, try again.

If you don't succeed at first, don't be discouraged. Not many people are able to reach their goals on the first try.

Prize money **makes a difference**

Money awarded to winners at our annual staff awards ceremony, 'You're a Star Awards' will be going a long way to making a difference over the coming year. Winners of each award received **£1,000** to spend on their service. Here are details of two awards:

Our Multi-agency Ante Natal Service, based in Keighley, scooped first prize in the 'Working with Communities' category.

The team helps mothers-to-be lead healthier lives and provide support to give their babies the best start in life. Expectant mothers can seek advice and have ante natal checks and scans to monitor their babies' progress.

The money will be used to develop new literature and information packs for service users, providing hints and tips that will help them on the road to recovery. Remaining money will be used to provide more fresh fruit for mothers and baby clothes for newborns.

The service has been praised by Simon Large, Chief Executive, for throwing a lifeline to scores of people in the Keighley area.

Mr Large said: "So many children's futures have been made brighter by this service and we will ensure this continues to happen."



Staff from the Multi-agency Ante Natal Service



We were all very proud to win the award



Another team benefitting greatly from awards success is Skipton Road Day Services, a provider of social and educational activities tailored to meet the needs of adults recovering from mental health problems.

They took home the 'Working Together' award after

developing a "Volunteer Training Programme", which aimed to support, encourage and train service users to gain the confidence, skills and ability to undergo voluntary work.

Lynne Ash, Assistant Unit Manager, said: "We were all very proud to win the award. The money will go a long way to developing our services."

Money will go towards extending the volunteer programme to give more service users access to volunteering opportunities. A professional package will also be developed to make the course easier for participants to follow.

Our sponsors

The You're a Star Awards could not have been possible without our sponsors, to whom we are very grateful. Thank you to Sovereign Health Care for their generous prize money donation and to Hempsons, The Royal College of Nursing, Ulysses, Arrow and Octagon for their support this year.

Staff from Skipton Road Day Services



Using relaxation to deal with anger

Anger is a normal human emotion that often gets bad press. Usually this is due to confusion between anger and aggression. No one ever gets hurt by anger; it's the behaviour of aggression that causes us problems. So when we talk about anger management we really mean controlling aggression.

Many of our members have told us they want to learn more about relaxation techniques and anger management. That's why we're featuring a technique that helps people to deal with anger, brought to you by Richard Carroll, the Team Manager at our Helios Centre.



I've often been known to tense just my toes during meetings



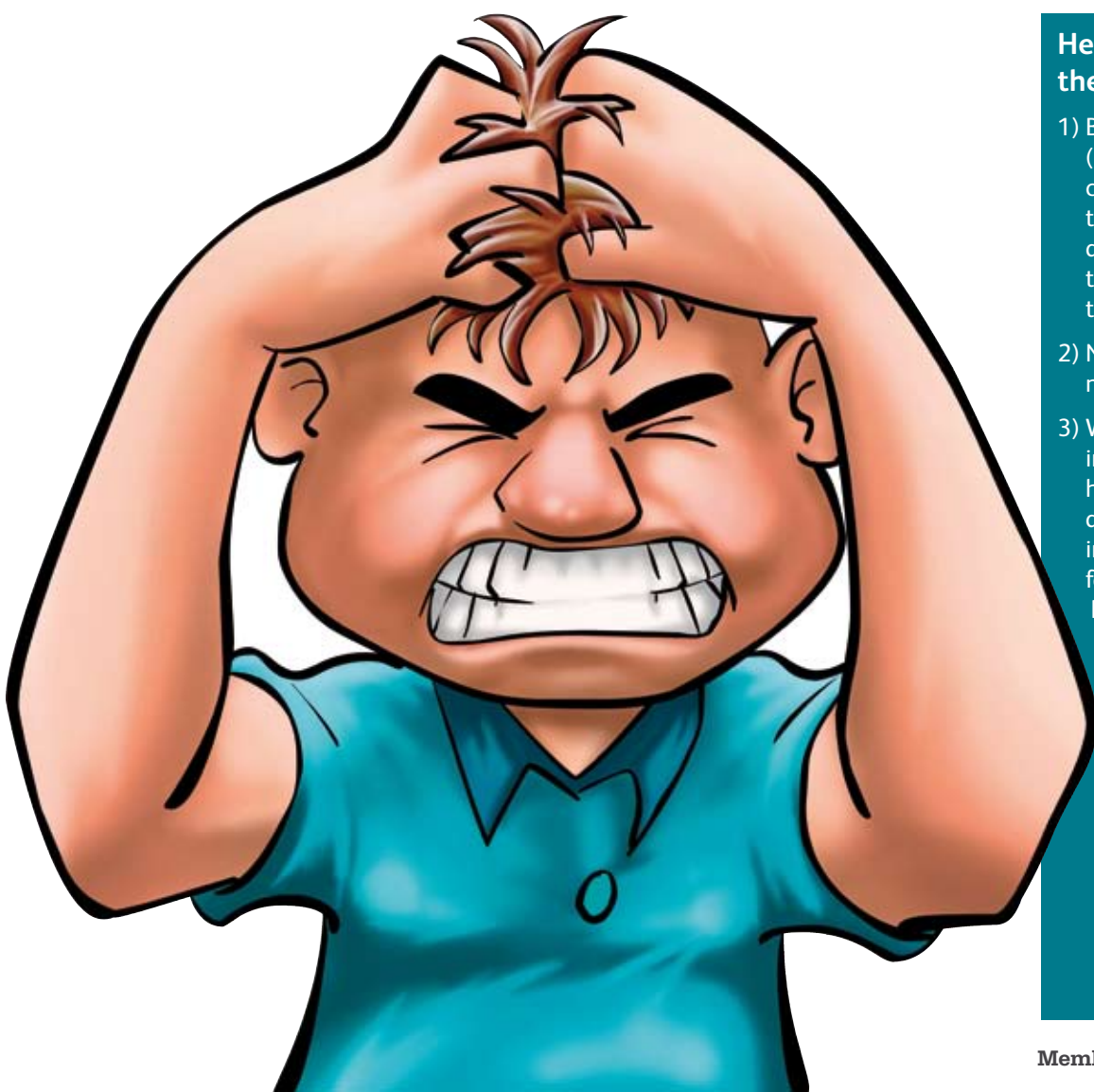
Speaking about anger, Richard said "It's worth bearing in mind that every emotion has a function and anger has the potential to be very positive. It's the emotion that drives us to change. When we are faced by an obstacle or threat we can experience anger which then motivates us to remedy the situation. For example, changes in law such as the smoking ban were influenced through lobbying by people angry at the health problems they had suffered".

"A common cause of anger is our tendency to live by fixed rules. It's common for us to think 'life ought to be fair', but who determines that? If we look around there's plenty of evidence

that it isn't! By living by that type of rule we're going to be frequently disappointed. Perhaps an alternative might be to think it would be nice if life was fair".

Evidence suggests that the most effective relaxation technique for anger is something known as 'progressive muscle relaxation'. This works on two principles: that a muscle can't be tense and relaxed at the same time and that if you over-tense a muscle you force it to relax.

Richard uses this technique himself and said "I wouldn't advise anyone to do this exercise in public, but I've often been known to tense just my toes during meetings".



Here's how to apply the technique:

- 1) Begin by tensing your toes (gently at first to avoid cramp). Then tense them as tightly as you can, hold for a moment and then release the tension quickly. Notice the sensation afterwards.
- 2) Next, move to your calf muscles and do the same.
- 3) Work your way up your body including thighs, stomach, hands, etc. Try to include as many areas as possible, including screwing up your face. Avoid areas where you have an injury.
- 4) Finally try tensing and holding all of them together, notice the sensation afterwards. The tighter you tense the more relaxed you'll feel.



2nd Time Around

An eagerly awaited charity shop has opened its doors to the public, in what is thought to be the first business venture of its kind.

2nd Time Around, fronted by people with mental health problems and adults with learning disabilities, has been greeting customers with a warm welcome since the grand ribbon-cutting ceremony in January.

Maxine Kneeshaw, Manager of Supported Employment for Learning Disabilities, said: "The opening of the shop marked a very momentous occasion, taking a great step forward for people with learning disabilities and mental health problems."

The two-storey unit, based on Cavendish Street, Keighley, provides a well equipped retail shop, complete with a changing room and private staff room.

Christian Adey, shop worker, said: "I am really enjoying working in the charity shop. People can get a



I am really enjoying working in the charity shop.



bargain from us if they come and see what we sell."

Upstairs, the shop boasts a wide range of clothing for all ages and sizes, nearly new books and household goods and ornaments. Downstairs provides space to showcase larger restored nursery furniture, coffee tables and a selection of artwork.

Maxine added: "It's a fantastic shop that is going to provide much needed employment and life skills to people using our services.

"2nd Time Around is a local business for local people, and I would really encourage anyone in the area to come down and support this new venture."

Melville House, our learning disability employment service based in Bradford, has been transformed into a bustling sorting site for items that have been donated.

Service users play an important role in selecting and revamping

chosen goods. With the help of support workers, items are put into matching categories, and in turn, lovingly restored.

Clothes are washed and ironed, ornaments are polished, jigsaws are completed to make sure no pieces are missing and videos are watched to check for any faults. The revamped goods are then delivered to the shop to be sold.

Maxine said: "Service users are always on the look out for items to restore and sell so instead of throwing away unwanted gifts or household items, please donate them."

The project is run in partnership with Keighley Volunteer Centre which secured funding to refurbish the shop and pay for its first year.

If you would like to donate any items that could be used in the shop please contact: Maxine Kneeshaw on 01274 727461 or Stephen Hodgson on 01535 680036.

Easy Read

Thank you to everyone that has returned a Special Interest Form. We now know which of our members want information from us in an Easy Read format.

Whilst it is not possible to produce the magazine in this way, we will endeavour to make sure that any letters we send out in future meet easy read standards for those people that have requested this format.

The Dementia Adviser Service

Bradford Alzheimer's will be involved in a pilot which will help people with dementia to find appropriate support to help them live with dementia.

The launch of this pilot will take place on Tuesday, 13 April in the Silk Hall at Manningham Mills Community Centre, Bradford.

To find out more, contact Alzheimer's Bradford on 01274 733880 or visit the website www.alzheimers.org.uk.

Lord Mayor's visit

Service users and staff were in for a big surprise when the Lord Mayor turned up at Duchy Court, to see first hand our high standards of single sex accommodation.

Councillor John D Godward met our Chairman, Barry Seal, who took him on a tour of the ward for older people with mental health problems such as depression or anxiety.

Following an £80,000 grant from the Department of Health the ward has increased its standards for single sex accommodation to ensure service users are comfortable when staying on the ward.

News in brief

National Apprenticeship Week - 1st – 5th February

During National Apprenticeship Week, we had 44 apprentices working for us.

We are a leading organisation within Yorkshire and Humber known for recruiting apprentices. We have been helping local people increase their key skills and gain nationally recognised qualifications by combining work with learning.

Creative art and mental health

Service user artwork has been capturing the eyes of many over the past months.

Due to popular demand, we are in the process of creating a new route for these creative talents to be displayed.

An inspired website is to be launched, housing the collections of artwork.

We're inviting all creative service users to submit their eye-catching artwork, whether its paintings, pencil drawings, collages or poetry, for a chance to be included in our prestigious online galleries.

Any service user interested in displaying their work should contact Shahid Islam by email at shahid.islam@bdct.nhs.uk

Word Search

A number of our readers have told us they're interested in Relaxation techniques. As a starter for ten, we thought we'd introduce a Word Search which encompasses this theme. Hope you enjoy completing it.

COOK	EXERCISE	PLAYSPORT	SLEEP
DANCE	GARDEN	READ	WATCHTV
DRAW	LISTENTOMUSIC	REST	YOGA
EATFOOD	MEDITATE	SHOP	

V	Y	I	Y	U	L	V	K	D	W	I	P	C	P	B
F	V	Z	W	T	X	S	N	P	U	C	O	U	L	W
F	J	X	W	C	K	V	W	K	Z	R	H	I	A	I
D	J	D	Q	L	O	U	P	E	E	L	S	T	Y	O
I	L	J	H	W	O	O	U	G	K	T	C	X	S	V
Z	N	E	S	I	C	R	E	X	E	H	S	F	P	S
A	W	U	Z	O	Z	A	C	N	T	T	H	E	O	Q
G	P	O	B	F	T	R	T	V	M	D	A	E	R	K
O	Q	V	Y	F	Z	O	A	G	G	S	T	F	T	W
Y	I	H	O	C	M	E	D	I	T	A	T	E	F	U
M	W	O	S	U	P	A	G	R	C	R	R	G	O	O
F	D	I	S	X	N	U	D	W	A	D	T	D	R	D
Y	L	I	J	C	L	G	R	R	Y	W	M	M	E	V
Y	C	F	E	Q	K	U	P	I	S	H	X	G	I	N
R	X	L	G	J	L	C	N	T	F	I	D	F	Z	W

Quality counts

The Department of Health has introduced legislation that requires health organisations to publish an account of the quality of services they provide. This will be known as the Quality Account.

Our Quality Account will be published in June 2010. It will include information about our quality of service achievements and will detail our priorities for improving in the future.

If you would like to learn more, please contact Jane French on 01274 228298.

Contact

If you have any queries about your membership, please contact:

Stella Jackson
FT Membership and Governance Manager
Tel: 01274 363552.
Email: stella.jackson@bdct.nhs.uk
Post: Bradford District Care Trust, New Mill, Victoria Road, Shipley, BD18 3LD

Other useful contacts

Out of Hours GP Service (NHS Direct) 0845 4647
New Mill Headquarters Switchboard 01274 228300
Lynfield Mount Hospital 01274 494194
Airedale General Hospital 01535 652511
Patient Advice and Liaison Service (PALS) 01274 408600

Your opinion counts so get in touch!

Do you want us to feature something specific in a future newsletter? For instance, do you want to hear about a particular service which we provide? Would you like us to feature case studies on any mental health illness or learning disability issues?

If so, we'd love to hear from you. Please contact our Membership and Governance Manager, Stella Jackson. See contact details opposite.

Your comments may be printed in a future edition of Membership Matters or displayed on our website. When contacting us, please indicate whether or not you would be happy for your letter and/or comments to be published.

Membership Matters is printed on paper from sustainable forests.

Trust Delivers on Dignity

Dignity Action Day took place on 25 February and we took the opportunity to highlight the positive approach we take to providing dignified services.

Dignity Action Day is a national initiative led by the Dignity in Care Campaign to bring staff and members of the public together to make a difference to those in care.

Julie Megaw, Acting Head of Nursing, said: "To ensure people have a positive experience we take into consideration the individual's culture, age, background, likes and dislikes so we know exactly what their needs are."

"Sometimes it isn't easy to meet those needs but by taking a holistic approach and involving the individual, relatives and carers we can provide the care people need in a dignified manner."

Simon Large, Chief Executive said: "Ensuring dignity at Bradford District Care Trust is everyone's business. It underpins all our work, it's part of what we do everyday. It's the little things that we do that can make such a difference like the words we use and knocking on a door before entering a room."

The Jewels Need You!

A cheerleading squad consisting of people with learning disabilities is inviting you to their 'So you think you can cheer?' fundraising extravaganza.

After securing a place at the prestigious Future Cheer International Cheerleading Championships, to be held in Bournemouth this June, the squad is raising money to cover the cost of transport, uniforms, pom-poms and accommodation.

The fundraising event will showcase cheerleading and dance groups from across Bradford and the stars of the evening will be the Jewels, who will give a sneak preview of their routine for the nationals.

The night will be filled with fun for everyone, with a host of stalls, tombolas, raffles and prizes. Refreshments will also be available.

The cheer and dance event will be held on Monday 29 March at Victoria Hall, Saltaire. Doors open at 6.15pm and performances start at 7pm. Tickets are £10 for adults, £6 for children under the age of 12 and under 5s go free.

For a ticket please call Nicola Mortimer, 01274 228141 or Sam Hirst on 01274 228174.

The cheerleading project is being run in partnership between Bradford District Care Trust and Hot Ice Cheer & Dance Academy.



Some members of the Jewels Cheerleading squad