



better services

better outcomes

MH-CoPES Stage 3 Project Update # 4, August 2010

Update # 4 August 2010

MH-CoPES Resources

Thank you to everyone who provided feedback around their training needs, and thank you to the 51 people who provided input into the online Training Needs Survey.

One of the main messages received through the Training Needs Survey was the need for resources which can be used by staff and consumers in meetings, online, in training days and as handouts to understand the whole MH-CoPES Framework and each step. As a result, we are producing:

- **An MH-CoPES DVD.** It will be a combination of educational assistance to consumers and training and implementation guidance to staff

Sydney South West Area Health Service, and staff from other Areas such as Sydney West Area Health Service, have kindly agreed to assist with this DVD Project.

There will also be a

- **An MH-CoPES PowerPoint presentation** with notes which any member of staff can use
- **A range of MH-CoPES factsheets** can support the PowerPoint or be used on their own

In addition, the MH-CoPES Manual is also being trialed in mental health service settings. Please email any comments about the manual to MH-CoPES@nswcag.org.au. A final version of the Manual will be available later in the year.

Innovative Ideas - Spot on

The Consumer Network Coordinator in Sydney West, suggested an aid to assist consumers when completing the MH-CoPES Questionnaire. It helps by providing a large visual cue to assist when filling out the answers of the fixed choice questions. We think it is 'Spot on'!



- MH-CoPES Resources
- Innovative ideas - Spot on
- Core Messages
- H.O.T. Conference
- Spreading the Word
- Consultation in Liverpool
- Innovative Consumer Participation
- What's Happening in Your Area
- Spotlight on Consumer Participation

The Northern Sydney Central Coast MH-CoPES Implementation and Operational Plan was approved by the MHDA Executive Committee on 19 July. And... that same morning the MH-CoPES Representative gave birth to a baby

Consumer Network Coordinator in Sydney West will be conducting an MH-CoPES in-service training with mental health service staff in the Blue Mountains.

H.O.T. Conference

On Friday, July 16, Danielle Perkes, Area Liaison Officer, presented at the Hunter Occupational Therapy Education & Networking Day 2010.

The presentation 'State-wide Consumer Centred Service Evaluation & Improvement' received positive feedback. It focused on the concept of consumer participation, and how the MH-CoPES Framework enables mental health services to include consumer participation in service evaluation and quality improvement processes.

Spreading the Word

A presentation on the MH-CoPES Framework has been selected for inclusion in the:

- **Improving the Health Care Experience 2010 Conference, in Sydney**
- **TheMHS 2010 Conference, in Sydney**
- **Asia Pacific International Mental Health Care Conference, in Hobart**

The MH-CoPES team are very excited about reaching different audience and spreading the word about MH-CoPES.



Liverpool Hospital Consumer Support Office team:

(left to right) Barry
Butler, Siân Lewis,
and Lily Wu

Consultation in Liverpool

On 6 July, Area Liaison Officer Theresa Caruana visited Liverpool Hospital to meet with the Consumer Support Office team. They have a bright and colourful office behind the Liverpool Community Mental Health Assessment and Treatment Service. There are three staff who together work about forty hours throughout the week, and Barry Butler gives his time unpaid to help consumers at Liverpool Hospital five days a week.

Theresa conducted a training and consultation session about how the MH-CoPES Framework can be undertaken. Particular issues in Liverpool Hospital include a large non-English speaking population and high rates of dual diagnosis (mental health and drug and alcohol issues).

Liverpool Hospital has three acute inpatient units, one rehabilitation inpatient unit, a four-bed PECC unit and a community health service.

Theresa joined Siân Lewis a Consumer Support Worker in distributing the MH-CoPES Questionnaire to consumers, assisting consumers in completing the Questionnaire. Theresa also enjoyed a tour of the other mental health services at Liverpool Hospital, and discussed ways to make MH-CoPES Framework work effectively at Liverpool hospital.

Innovative Consumer Participation

South East Sydney Illawarra Area Health Service is releasing an Area-wide brochure on consumer participation in mental health to encourage consumers to participate in their service.

What's happening in your Area?

In **Greater Southern** Area Health Service, plans are underway to commence MH-CoPES training in all regions. The Implementation Plan will be presented for Executive approval by the end of July. New stamps for coding the MH-CoPES Questionnaires and new Questionnaires have been ordered. MH-CoPES Posters have also been placed in services.

In **Greater Western** Area Health Service, training has commenced with Broken Hill and region, and will soon commence in Dubbo and region. The MH-CoPES Implementation Plan will be reviewed at the Area Executive meeting in the first week of August. Area Liaison Officer, Leon Fernandes will be presenting at the Senior Managers and Team Leaders meetings in August.

The MH-CoPES Implementation Plan was endorsed at the **Northern Sydney Central Coast** Mental Health Drug & Alcohol Executive Committee for on July 21. New MH-CoPES Questionnaires, code stamps, and return boxes have been rolled out to all acute inpatient units.

In **Sydney South West** Area Health Service, the MH-CoPES Implementation Plan was approved by the Executive Committee on May 27. The MH-CoPES Training DVD will be filmed in facilities within Sydney South West.

The **Sydney West** MH-CoPES Working Party held its first meeting on July 12, to discuss the implementation rollout to acute units. In the coming month, The Riverview Unit will conduct a trial of the Action & Change step of the MH-CoPES Framework.

Within **South Eastern Sydney Illawarra** Area Health Service, the St Vincent's cluster, Central, Southern, and Northern Networks have received MH-CoPES Framework presentations at their Senior Management Meetings. New Questionnaires have also been delivered to all Networks.

In **Hunter New England** Area Health Service the MH-CoPES Implementation Plan has been compiled alongside other quality improvement procedures and is to be put to executive staff for approval. Posters have also been displayed in many Services.

In the **North Coast** Area Health Service, the Richmond Network has expressed interest in conducting a trial of the Action & Change step of the MH-CoPES Framework. The Implementation Plan and proposed MH-CoPES trial will be presented to the Mental Health Participation Forum on August 23 in Lismore.

The Paringa Unit at Nepean Hospital and the Norton Unit at Concord Hospital are trialling MH-CoPES Questionnaire distribution in their group programs.

The managers from the geographically largest and most distant region in NSW, Broken Hill and region (part of Greater Western AHS) participated in training for the MH-CoPES Framework last month.

An MH-CoPES in-service training with staff at the newly opened Gosford Mental Health Service. Will take place this month

We're on the web:
www.nswcag.org.au
then press the
MH-CoPES button

Spotlight on Consumer Participation

Sydney South West: Consumer Consultative Committee



The Sydney South West Area Mental Health North East Cluster Consumer Consultative Committee (CCC) is a fantastic model of how consumers can have input into the development of mental health service delivery and facilities.

The CCC has met monthly for over four years. It contains Consumer Representatives and Consultants, Community Sector Managers, the Mental Health Promotion Officer and the Clinical Nurse Consultant for Acute Services.

Consumer Representatives have personal experience as consumers, live in the local area, advocate on behalf of consumers and are involved in the reform of mental health services. They are selected every 2 years and are paid for their participation in meetings.

Consumer Consultants are employed by the Area Health Service to provide services to current consumers. They advocate on behalf of consumers and provide support to consumers to understand and manage their experience during episodes of illness or recovery.

The role of the Consumer Consultative Committee is to:

- share information about service, policy and procedure developments that may affect consumers
- ensure effective input from service users into service directions, planning, delivery and evaluation at local and area levels
- see that this input leads to improvements, and that service providers take action in response to the feedback from service users

These issues are followed up through reporting to the Area Clinical Quality Council and the Area Clinical Director of Mental Health Services, and other decision-makers. Committee information is disseminated to consumers and carers.

The Sydney South West CCC will play an important role in MH-CoPES— every six months it will discuss the results from the Questionnaire data collection, and put forward strategies for improving the areas identified as being most in need.

Theresa Caruana, MH-CoPES Area Liaison Officer recently presented to the CCC on MH-CoPES. Theresa said:

“My experience of this committee was that it was a truly consultative body in both ways, from consumer to staff and vice-versa. It is an excellent model of consumer participation, whereby consumers and mental health staff work together to advance consumer empowerment and recovery through providing sensitive and responsive service delivery”

Theresa and the MH-CoPES team envisage that having MH-CoPES on their agenda will act to further enable this committee to extend the great work that it already does in ensuring mental health service improvement strategies are developed and implemented.

Contact us

For more information or to subscribe to MH-CoPES
Project updates please contact:

The MH-CoPES Team at NSW CAG on: 02 9332 0249

or

MH-CoPES@nswcag.org.au