

Cllr Vic Pritchard, Cabinet Member for Adult Social Care & Health Key Issues Briefing Note

Health & Wellbeing Select Committee November 2016

1. The Mental Health and Wellbeing Charter

The Mental Health and Wellbeing Charter has been created locally by people who have received support for their mental health. This has involved a partnership between New Hope, St Mungo's, Healthwatch, Avon and Wiltshire Mental Health Partnership, B&NES Council, other local organisations and Mental Health Commissioners. This has involved partnerships, pilot groups, focus groups and eventually a launch event in May 2016.

The idea of Charter was introduced and led by Caroline Mellers, a St Mungo's and New Hope volunteer. The Charter has been written into contracts for the Mental Health and Wellbeing Pathways in the new commissioning cycle from April 2017. Caroline has recently received Quartet funding to raise awareness of the Charter to the B&NES mental health sector. Other people with lived experience will also be involved in this project.

It covers the following issues, from the perspective of someone using services as well as their supporters and associated staff:

- Support
- Feeling safe
- Insight into my own mental health
- Supportive staff and organisations
- Advice and Information

There are two parts (more detail can be found in the Mental Health and Wellbeing Charter and 'In Practice' Document attached to this briefing):

The Charter, which highlights 10 Guiding Principles that reflect the support people need for their mental health and wellbeing.

An **'In Practice'** document which provides local examples of best practice to enable staff and other supporters to understand, reflect and develop a supportive network which addresses the Guiding Principles of the Charter.

Local organisations are invited to sign up to these principles and to learn from the good practice examples.

2. Assistive Technology Event

The Council hosted an assistive technology event in Keynsham on the 11th November. 17 providers of innovative assistive technology solutions showcased their services to an audience of over 100 health and care professionals, and some providers gave presentations and demonstrations of their services.

Feedback from the event was universally positive, with many attendees and presenters wanting to see something similar held again, with suggestions to hold an event specifically targeted at service users and carers. Many attendees saw a lot of technology that was new to them with one commenting 'I was previously very unaware of telecare / assistive technology'.

Particularly popular was a provider that has developed videos that can be accessed from a smart phone or tablet by scanning a QR code (a QR code is a 'smart' barcode). Packs of QR codes can be ordered which link to videos including how to use the washing machine and how to make a cup of tea. These QR codes can be stuck on the washing machine or kettle etc. and can be used by many people including those with learning disabilities or acquired brain injuries. Also popular were a variety of items for people with dementia, including tracking technology that fits into the sole of a shoe.

Commissioners are now looking at the next steps to continue raising awareness and the profile of assistive technology within B&NES.