

SW Regional Bulletin

Health & Social Care



e-Bulletin

Issue 6 - July-August 2009

Improving Access to Psychological Therapies Programme Update

The last month has been a busy one with the Improving Access to Psychological Therapies (IAPT) programme. The three Wave 2 sites went live in April, joining the original four Wave 1 sites, and they received their first official Performance visits. All seven sites will, later this month, be expected to complete their quarterly data returns for 2009-10 which will be submitted to the Strategic Health Authority. It will be interesting to see how each site is coping with the increased demand on their services.

Also in July we should see the expected introduction of the national phone line which is being set up to support people with anxiety and depression with signposting to local IAPT services. To follow soon after, there will also be the roll-out of a range of national and regional initiatives to promote and assist in a wider understanding of mental well-being within primary care and it is expected that this will also be developed in conjunction with the IAPT programme.

For further details, or if you have any queries about what is happening in your area, please contact James de Pury, Project Manager for IAPT. Tel: 07810 658284 email James.depury@swdc.org.uk

Contribute to forthcoming e-Bulletins

Please send information, by no later than the first Friday of the month, via email to carol.prescott@swdc.org.uk.

Contact us

The final pages of this e-Bulletin provide information on how to contact the **South West Development Centre** and the **Department of Health South West**.

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South West Development Centre



	<p>Valuing Employment Now: real jobs for people with learning disabilities</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Valuing-Employment-Now-real-jobs-for-people-with-learning-disabilities.pdf</p>
	<p>High Quality Care for All - Our Journey So Far</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/High-Quality-Care-for-All-Our-Journey-So-Far.pdf</p>

News



South West Development Centre

Health Profiles 2009 launched

Advances in the nation's health are revealed today in the fourth annual set of local Health Profiles.

Read more ... <http://www.swdc.org.uk/2009/06/health-profiles-2009-launched/>

National CAMHS Support Service Website & e-Bulletin Survey

The National CAMHS Support Service (NCSS) is seeking feedback on the NCSS website and bulletin.

Read more ... <http://www.swdc.org.uk/2009/06/national-camhs-support-service-website-e-bulletin-survey/>

The Department of Health's 90 year anniversary

June marks the 90 year anniversary of the Department of Health. The Department has faced some huge challenges and reached some major milestones in this time.

Read more ... <http://www.swdc.org.uk/2009/06/the-department-of-healths-90-year-anniversary/>

High Quality Care for All

A year on from the Next Stage Review, find out how High Quality Care for All is being implemented and have your say.

Read more ... <http://www.swdc.org.uk/2009/06/high-quality-care-for-all-2/>

Attitudes to mental health problems improving in most areas

The public is broadly sympathetic towards people with mental health problems, according to a Department of Health survey.

The survey 'Attitudes to Mental Illness 2009' showed that the vast majority of the public think that people with mental health problems deserve sympathy and that society needs to be more tolerant towards them (86 and 85 per cent respectively).

Read more ... <http://www.swdc.org.uk/2009/06/attitudes-to-mental-health-problems-improving-in-most-areas/>

News

Joint commissioning framework for dementia

The National Dementia Strategy joint commissioning framework provides best practice guidance for commissioning dementia services.

Read more ... <http://www.swdc.org.uk/2009/06/joint-commissioning-framework-for-dementia/>

Social Enterprise Investment Fund 2009/10 – Open for Business

Social enterprises which improve the quality of health and social care for local communities can now apply for loans and grants from the Department of Health's Social Enterprise Investment Fund.

Read more ... <http://www.swdc.org.uk/2009/06/social-enterprise-investment-fund-200910-open-for-business/>

Supporting Bristol's Voluntary and Community Groups

Bristol City Council invites voluntary and community groups of all sizes to tell them what support services they need to help their group thrive over the next five years.

Read more ... <http://www.swdc.org.uk/2009/06/supporting-brisstols-voluntary-and-community-groups/>

New hotline for carers launched

A one-stop information and advice service for the unsung army of carers who look after ill, frail or disabled friends and relatives has officially been launched.

The Carers Direct hotline will make England's 5 million carers' lives easier and reduce the time and stress of searching out essential advice.

Read more ... <http://www.swdc.org.uk/2009/06/new-hotline-for-carers-launched/>

The Guardian Public Services Awards 2009

The Guardian Public Services Awards 2009 launched on 20 May 2009. Applications are now invited.

Read more ... <http://www.swdc.org.uk/2009/06/the-guardian-public-services-awards-2009/>

Consultation on new registration standards

Care Quality Commission has launched the 12 week consultation on new registration standards.

Read more ... <http://www.swdc.org.uk/2009/06/consultation-on-new-registration-standards/>

News

Department of Health South West

Publications

South West Development Centre (CSIP)



	<p>Supporting patients to make informed choices in primary care - what works?</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Supporting-patients-to-make-informed-choices-in-primary-care-what-works.pdf</p>
	<p>Tackling Health Inequalities - Targeting Routine and Manual Smokers in Support of the Public Service Agreement Smoking Prevalence and Health Inequality Targets</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Tackling-Health-Inequalities-Targeting-Routine-and-Manual-Smokers-in-Support-of-the-Public-Service-Agreement-Smoking-Prevalence-and-Health-Inequality-Targets.pdf</p>
	<p>Death of the smoking den briefing</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Death-of-the-smoking-den-briefing.pdf</p>
	<p>Attitudes to mental health 2009 - Research Report</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/attitudes-to-mental-illness-2009-research-report.pdf</p>
	<p>Clustering Booklet - For use with mental health payment by results evaluation work</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/clustering-booklet-for-use-with-mental-health-payment-by-results-evaluation.pdf</p>

Publications

 <p>Department of Health Business Plan 2009-11</p>	<p>Department of Health Business Plan 2009-11</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/department-of-health-business-plan-2009-11.pdf</p>
 <p>Department of Health Single Equality Scheme 2009-2012</p>	<p>Department of Health Single Equality Scheme 2009-2012</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/department-of-health-single-equality-scheme-2009-2012.pdf</p>
 <p>Living well with dementia - the National Dementia Strategy Joint commissioning framework for dementia</p>	<p>Living well with dementia- The National Dementia Strategy</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/living-well-with-dementia-the-national-dementia-strategy-joint-commissioning-framework-for-dementia.pdf</p>
 <p>Practical Guide to Preparing for Mental Health Payment by Results</p>	<p>Practical Guide to Preparing for Mental Health Payment by Results</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/practical-guide-to-preparing-for-mental-health-payment-by-results.pdf</p>
 <p>Practice-based commissioning in action A guide for GPs</p>	<p>Practice Based Commissioning in Action - A guide for GPs</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/practice-based-commissioning-in-action-a-guide-for-GPs.pdf</p>
 <p>Whole Systems Demonstrators An overview of Telecare and Telehealth</p>	<p>Whole Systems Demonstrators - An Overview of Telecare and Telehealth</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/whole-systems-demonstrator-an-overview-of-telecare-and-telehealth.pdf</p>

Publications

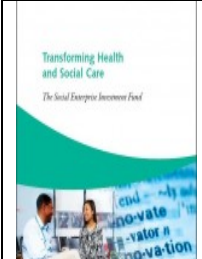
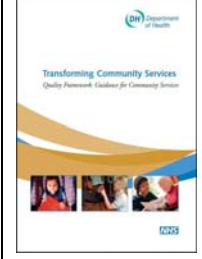
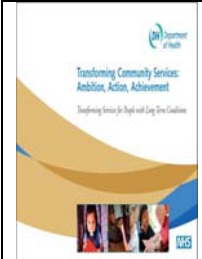
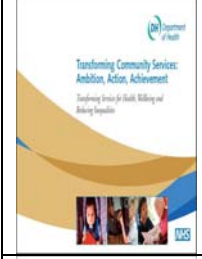
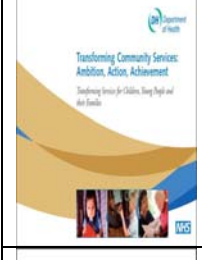
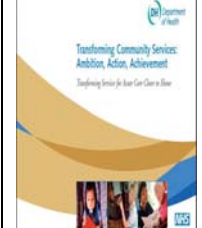


Working-Together-to-Provide-Age-Appropriate-Environments-and-Services-For-Mental-Health-Patients-Aged-Under-18

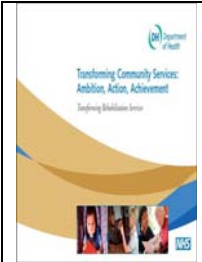

<http://www.swdc.org.uk/news/wp-content/uploads/Working-together-to-provide-age-appropriate-environments-and-services-for-mental-health-patients-aged-under-18.pdf>

Publications

Department of Health South West

	<p>Transforming Health and Social Care - The Social Enterprise Investment Fund</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/transforming-health-and-social-care-the-social-enterprise-investment-fund.pdf</p>
	<p>Transforming Community Services - Quality Framework: Guidance for Community Services</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Community-Services-Quality-Framework-Guidance-for-Community-Services.pdf</p>
	<p>Transforming Services for People with Long Term Conditions</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Services-for-People-with-Long-Term-Conditions.pdf</p>
	<p>Transforming Services for Health, Wellbeing and Reducing Inequalities</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Services-for-Health-Wellbeing-and-Reducing-Inequalities.pdf</p>
	<p>Transforming Services for Children, Young People and their Families</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Services-for-Children-Young-People-and-their-Families.pdf</p>
	<p>Transforming Services for Acute Care Closer to Home</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Services-for-Acute-Care-Closer-to-Home.pdf</p>

Publications

	<p>Transforming Rehabilitation Services</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-Rehabilitation-Services.pdf</p>
	<p>Transforming End of Life Care</p> <p>http://www.swdc.org.uk/news/wp-content/uploads/Transforming-End-of-Life-Care.pdf</p>

Events

South West Regional Events



13 July

Equality South West - Regional Equality Bill Event Somerset College, Taunton

This event will include key note speakers, a number of workshops and discussions on the Equality Bill.

Click this link for a copy of the programme

http://www.equalitysouthwest.org.uk/esw/live/events/july/Initial_Programme.doc

Click this link for a booking form

http://www.equalitysouthwest.org.uk/esw/live/events/july/Booking_Form_130709.doc

14 July

BANES Local Involvement Network

The Conygre Hall North Road Timsbury BA2 0JQ

The Local Involvement Network is a new way of supporting people to have their say on health and/or social care services. We are holding the above meeting and would encourage individuals, charity's and organisations who have an interest in these local services to come along. Guest Speaker-Samantha Baldwin (ICAS) For more information contact Carole Pullen on Tel: 0117 9861511 or E-mail:

contact@baneslink.co.uk Refreshments will be provided

16 July

Personality Disorder: Everybody's Business

Taunton Racecourse, Taunton

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder. To register for a place online, please visit the link below <https://www.eventsforce.net/personalitydisordersouthwest>

16 July

Today's Approach to Dementia Care Conference

Ashley Down Centre, City of Bristol College, Bristol

This conference will focus on: The medical understanding of the illness; The practical and technological developments designed to improve life experience; and The social and emotional welfare of the people involved, both personally and professionally. Presentations and workshops will cover established good practice and forward-thinking strategies with a view to improved well-being for all concerned. For further information contact Shirine Borbor, Conference Manager, City of Bristol College Tel: 0117 312 5851

Email: thebristolconference@cityofbristol.ac.uk

Events

South West Regional Events

24 July

Mindfulness for Health and Well-Being

Sharpham House, Ashprington, Nr Totnes, Devon

This weekend retreat offers an opportunity to learn and experience mindfulness through various practices (involving sitting, lying down, or gentle movement) during which we bring attention to our sensations, emotions and thoughts. Much of the weekend will be in silence in order to support a deeper experience of mindfulness practice. Full instructions will be given, and there will be opportunities to share our experiences and to talk about how to take what has been learned back into everyday life. The weekend is open to anyone who is interested in using mindfulness to enhance their health and well-being. The retreat is suitable both for people who already have some experience of mindfulness meditation and would like to deepen their practice, and for people who are completely new to mindfulness practice. It may also be of interest to people working in health and social care who are interested in developing their personal experience of mindfulness as a foundation for exploring its relevance to their work. The weekend will begin at 6 pm on Friday July 24th and end at around 3 pm on Sunday 26th Cost: £165 inclusive. Advance booking is essential as numbers are limited. Please send a deposit of £50 to secure a place. For more details and to book, contact: The Secretary Sharpham Centre Sharpham House Ashprington Totnes Devon TQ9 7UT Tel: 01803 732542 e-mail: centre@sharphamtrust.org Website: www.sharphamtrust.org/centre

13, 14, 26, 27, 28 October and 9, 10 November

Mental Health First Aid Instructor Training (Cohort 23)

Exeter

MHFA Instructor Training consists of 7 days with additional follow up support. The dates for the course in Exeter starting on 13th October 2009 are outlined below (each cohort will have up to 12 instructors). Instructors MUST attend all seven dates identified within their chosen cohort. The cost of the Instructors training is £1900 plus VAT.

Training dates are: 13, 14, 26, 27 & 28 October 2009 and 9 & 10 November 2009

Click below for accompanying documentation. <http://www.swdc.org.uk/news/wp-content/uploads/mental-health-first-aid-instructors-training.doc>

14 November

Emotional Wellbeing in Primary Schools - Recognising Difficulties and Promoting Positive Outcomes

Centre Parcs, Longleat, Warminster, Wiltshire BA12 7PU

Click below for further details. <http://www.swdc.org.uk/news/wp-content/uploads/emotional-wellbeing-in-primary-schools-conference.pdf>

Events

National Events

13 July

North West - Personality Disorder: Everybody's Business

De Vere Whites - Reebok Stadium Bolton

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder. To book a place online, please visit the link below <https://www.eventsforce.net/personalitydisordernorthwest>

14 July

Mental Capacity Act and Deprivation of Liberty Safeguards

Centre for Professional Development, Oldham

An introduction to the Mental Capacity Act and Deprivation of Liberty Safeguards (DOLS) and how it impacts on your work in a learning disability service. The Deprivation of Liberty Safeguards (DOLS) regulations came into effect on the 1st of April 2009. They have been introduced to the Mental Capacity Act (MCA) 2005 and this means that anyone dealing with people who lack the ability to give consent will need to know how it will affect them. We are now providing a one-day training course which covers:

- What is MCA and DOLS?
- How do DOLS and MCA link?
- What does it mean for people with a learning disability, their families and carers?
- How do they impact on your role?

Book your place now using this booking form (link below) or if you have any further questions about the course then please contact our Training Officer - Products & Services: Shirley Potter Telephone: 01246 555043 Email: Shirley.Potter@arcuk.org.uk Cost: £75 (£65 for ARC members)

Booking form available at: <http://www.arcuk.org.uk/silo/files/1046.doc>

14 July

The Equality and Human Rights Commission: Delivering Fairness for All

The Academy Conference Centre, Holiday Inn, Regents Park, London

This major one-day conference, hosted by the Centre for Parliamentary Studies, will provide local practitioners with a valuable insight into how the Equality Body's vision, mission and priorities will be delivered. The conference will consider how the EHRC will safeguard the work of the legacy Commissions, incorporate the seven 'strands' of equality into a multidimensional framework and maintain a leading role in the reform process. Furthermore, with public and private sector organisations alike currently navigating through difficult economic times and with new legislation on the horizon in the shape of the Equality Bill, the conference will consider how equality can be 'future-proofed', as the EHRC continues its work to build a strong, independent champion for equality and human rights in Britain. • Maintaining Compliance and 'Future-Proofing' Equality and Human Rights • Recognising Multiple-Identities, Developing a Multi-Dimensional Framework • The Challenge for Local Authorities, Public Bodies and Employers • Preparing for New Legislation: Update on the Equality Bill As well as networking with colleagues from across the equality and human rights landscape, delegates will have the opportunity to debate, share best practice and explore how fresh challenges can be met locally to tackle discrimination on all grounds, promote equality and deliver fairness for all.

For further information please contact the Centre for Parliamentary Studies, 14 Great College Street, London SW1P 3RX, Tel: 0845 606 1535, Email: info@publicpolicyexchange.co.uk

Events

National Events

15 July

Outcome-based Commissioning and Contracting

Swan House, 207 Balham High Road, Balham, London SW17 7BQ

Pressure is growing on organisations to deliver tangible and evidence based outcomes from their investment. Amongst other areas, the Department of Health's World Class Commissioning agenda is focusing the attention of the health economy on outcome thinking. This intensive one day course will teach you outcome based commissioning and contracting skills and how to apply them to a range of health and social care services. For more information on the up and coming courses, please email enquiries to Rachel Taylor at rachel.taylor@publicinnovation.org.uk or call on 020 7922 7824.

16 July

South West - Personality Disorder: Everybody's Business

Taunton Racecourse, Taunton

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder.

To register for a place online, please visit the link below

<https://www.eventsforce.net/personalitydisordersouthwest>

16 July

Women's Long Term Physical and Mental Health

King's Fund, Cavendish Square, London W1

Most research into the effective long-term treatment for severe mental disorders is carried out with groups of men. However, the needs of mentally ill women in secure settings differ markedly from those of men. Drawing on the most contemporary thinking, this conference addresses the very specific needs of women and how their disorders affect families. Eminent speakers from the UK and Europe will review a variety of issues relating to the provision of treatment, the impact on families and the long-term physical health implications for treatment of women within secure and medium secure settings.

Click the link below to view or download the programme and booking form

<http://www.pavpub.com/pavpub/Common/Download.asp?ID=50&FileName=woman1.pdf>

Click the link below to book online

<http://www.pavpub.com/pavpub/shopcart/inputuserdetails.asp?action=add&count=1&item=2849&ItemType=2&Conference=849>

17 July

Eastern - Personality Disorder: Everybody's Business

Newmarket Racecourse, Newmarket

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder. To register for a place online, please visit the link below <https://www.eventsforce.net/personalitydisordereastern>

Events

National Events

20 July

IAHSA 09 Conference - Leadership Beyond Borders

Queen Elizabeth II Conference Centre, London

This conference offers three days of education and networking opportunities that will bring the conference theme - Leadership Beyond Borders - alive! Each day participants choose from a wide array of educational sessions that will expose you to international perspectives on common challenges and opportunities in the ageing services sector. New Conference Features Highlights of this conference includes two new programme features: Poster Sessions and Global Cafés. These unique sessions will give you the opportunity to engage with your colleagues and exchange ideas and best practices in a casual and relaxed setting. Session Abstracts To help participants select which sessions to attend out of more than 75 educational offerings presentation abstracts have been added to the website.

Click the link below to visit the website at:

<http://www.iahsa.net/LONDON/internalpage.aspx?id=5512&linkidentifier=id&itemid=5512>

20 July

South Central - Personality Disorder: Everybody's Business

South Central - Rose Bowl Southampton

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder. To register for a place online, please visit the link below <https://www.eventsforce.net/personalitydisordersouthcentral>

20-22 July

IAHSA 09 Conference - Leadership Beyond Borders

Queen Elizabeth II Conference Centre, London

This conference offers three days of education and networking opportunities that will bring the conference theme - Leadership Beyond Borders - alive! Each day participants choose from a wide array of educational sessions that will expose you to international perspectives on common challenges and opportunities in the ageing services sector. New Conference Features Highlights of this conference includes two new programme features: Poster Sessions and Global Cafés. These unique sessions will give you the opportunity to engage with your colleagues and exchange ideas and best practices in a casual and relaxed setting. Session Abstracts To help participants select which sessions to attend out of more than 75 educational offerings presentation abstracts have been added to the website.

Click the link below to visit the website at:

<http://www.iahsa.net/LONDON/internalpage.aspx?id=5512&linkidentifier=id&itemid=5512>

23 July

London - Personality Disorder: Everybody's Business

London - Victoria Park Plaza

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder.

To register for a place online, please visit the link below

<https://www.eventsforce.net/personalitydisorderlondon>

Events

National Events

24 July

South East - Personality Disorder: Everybody's Business

Mercure, Gatwick, London

The Department of Health, the National Institute for Health and Clinical Excellence and the National Offender Management Service, Ministry of Justice are holding a series of joint workshops to disseminate and discuss a number of exciting new developments in relation to Personality Disorder.

To register for a place online, please visit the link below

<https://www.eventsforce.net/personalitydisordersoutheast>

9 September

The Past, the Present, the Future - 9th Annual Mental Health Education and Training Conference

Hendon Campus, Middlesex University

- The conference will examine the role of education and training as an essential bridge between legislation, policy and practice. This will be done through:
- presentations on the key themes of the past, present and future for mental health training and education
- workshops concentrating on specific areas and challenges for education and training * discussion groups looking at achievements and challenges
- a concluding session to evaluate the conference, draw together key messages and set the scene for the 2010 conference.

Aims of the conference

- The overall aim of this conference is to bring together trainers and educators across the broad field of mental health to:
- critically reflect on and take stock of developments in mental health education and training over the past 12 years
- critically reflect on the overall climate within which education and training providers operate today
- consider some examples of the effective delivery of training and education, including areas for future challenges
- encourage networking and the sharing of ideas amongst all

Click the link below to view or download the programme or booking form

<http://www.pavpub.com/pavpub/Common/Download.asp?ID=50&FileName=past12.pdf>

Events

National Events

29 October

Mixed Race, Mixed Racism and Mental Health

A one day conference to explore mental health issues affecting mixed race families and young people. The keynote speakers will be Professor Suman Fernando, London Metropolitan University, formerly a consultant psychiatrist in the NHS and now a highly respected international academic and advisor on mental health and race; and Melba Wilson, Director of Equalities at the National Mental Health Development Unit. The agenda will explore:

- the concept of identity and its inter-relationship with racism for mixed race people
- how mixed race fits into the Department of Health's Delivering Race Equality agenda
- a new study providing evidence of risk (of mental health problems) and resilience among young people of mixed race
- an understanding of the particular stresses on mixed race relationships and the impact of this on family life
- prevention approaches through strengthening the child and family
- early interventions through counselling in school and family therapy
- how mixed race service users fare in acute mental health services

For further details about the agenda, and to book now, please go to: <http://www.ccclimited.org.uk>

5 November

Welfare to Work 09 - Removing Barriers to Employment

QEII Conference Centre, London

This conference will provide delegates with the opportunity to hear from key speakers and over 25 suppliers on the vital importance of investment into the UK's workforce.

For further information, please go to: <http://govnet.msgfocus.com/q/14yRgP8u74dhh7/wv> or Email: laura.evans@govnet.co.uk Tel: 0161 211 3031

26 November

Children's Health 09 - Ensuring health from 0-19

QE11 Conference Centre, London

The health and well-being of children remains on the forefront of the political agenda. Following the government's Healthy Lives: Brighter Futures strategy and subsequent commitments, this arena will see significant change throughout 2009. Children's Health 09: Ensuring Health from 0-19 years will focus on current and future policy, ensuring that all those present are well versed on what matters in this most crucial of agendas.

Full details of this event can be found at: <http://www.govnet.co.uk/children/index.php> or alternatively, you can contact Vicky Bowness on 0161 211 3024 or email vicky.bowness@govnet.co.uk

Events

National Events

27 January 2010

How to Listen So Children Will Talk

Eastpoint Centre, Burgoyne Rd, Southampton SO19 6PB

This Training Seminar will explore issues relating to how children try to communicate with those around them that things are not OK. How to listen so children will talk ! Children and Young People try to tell or communicate in many ways, many of them not including speech. Adults need to be able to be with a child in a way that enables the child or young person to feel comfortable and heard on many levels. It should not be the child or young person's fault if the adult fails in this and the child or young person is not able to tell or to be heard. It will include information about how children and young people tell, what stops children and young people from telling, neurobiology, blame, shame, 'telling' behaviours and attachment. This will include how to listen when a child or young person has no speech.

For further information, please contact CIS'ters Training Office Tel: 023 80 338080 Email: admin@cisters.org.uk or gfinch@cisters.org.uk

Contact us

South West Development Centre



Bridgwater Office: Mallard Court,

Express Park, Bristol Road, Bridgwater, Somerset, TA6 4RN.

Tel: 01278 432 002

Fax: 01278 432003

Email: infosw@swdc.org.uk.

Web: www.southwest.swdc.org.uk

Regional Director: Paddy Cooney, 07957 153139,
paddy.cooney@swdc.org.uk

Mental health lead: Kate Schneider, Deputy Regional Director, 07973
732766, kate.schneider@swdc.org.uk

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