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RUN-UP NEWS

ISSUE 8

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“YOUR SHOUT CLOSES”

It is with some regret that I have to inform you that the “Your Shout” forum now ceases to exist. However it is sort of being replaced with what’s known as SURG. What’s this I hear you say? Well I will explain in simple terms what we understand this to be.

Firstly N.E.L.F.T (North East London Foundation Trust) has what’s called a SURG which is Trust wide. SURG means (service user reference group). My understanding is that this group is similar

to UQUAT (user quality action team) they help the trust get direct feedback from other service users.

Now apparently each Borough (including Redbridge) will have their own SURG, it will be lead by two Service Users. For the likes of you and I who are unclear as to what this group does, they are planning to hold a series of road shows throughout our Borough to give us information about themselves and with a view to recruit service users to work with them.

I am sure there will be plenty of posters put up and sent out, but we here at Run-Up will also keep you posted as we know some of you on our circulation list valued the “your shout” forum.

When our Christine met with Bob Edwards (Borough Director) recently, he did say that he was willing to have once or twice a year a meeting similar to your shout with service users and carers, so as always we will keep you posted on when these take place.

Follow Up to Our Away Day

I know it seems a long time ago now but I promised to inform you of the outcomes of the table top discussions that took place during the afternoon of our away day.

We split into two groups and had prepared questions that we felt were important for you the members, and for Run-Up as an organization. This follows on from the Service Impact Review that is currently taking

place about Run-Up. Questions including how Run-UP could broaden its profile & promote its service across the sector? How we could be more effective as a pressure group? How we could keep up with the changes? What we should consider focusing on? How we could re-design the members meeting to make it more accessible, meaningful & open to all? And how or where you thought Run-Up has made

a difference in Redbridge. All these questions had a time target i.e. 6months, 12months & 3 years. Many of your answers were thoughtful, helpful & useful. We took on board your ideas & suggestions and are putting them to use. We are working hard to meet the targets in all sorts of ways.

In the next newsletter there will be a column called ‘you say, we did’ where we can feedback to you what we are doing.



ACUTE INPATIENT CARE?

This space was going to be used for a response to a letter we here at Run-up recently sent to the ward managers and Pete Williams (Associate Director) regarding the very sensitive issue of inpatient care that you the service users have been telling us and expressed at our Away Day. Its with regret because of

the time frame between Christmas and us moving (see page 4) that we are unable to publish what we wrote and the confirmed response.

Christine has been in talks though with Pete Williams & Andrea Fox about these issues and concerns and it was felt by both parties that whilst NELFT formulate their

response, we would agree to holding a service user forum (should any of you be willing) to discuss this further.

As always Run-Up will keep you posted as to when and where these discussions will take place.

Watch out for this topic in our March newsletter.

TRAINING COURSE A SUCCESS

As many of you know we here at Run-Up recently commissioned Anxiety Care to roll out an Assertiveness/ Recovery Training Course. This course was initially over subscribed with only 15 places available, but for those who were fortunate to get onto the course it seems to have been a very positive experience. Below is the feedback we had from Chris Day, one of the people who attended this course and whom we thank for these comments.

I've just completed a course organised by RUN-UP on "Assertion & Recovery for All" run by Anxiety Care. The course was for 8 weeks, 3 hours each week and facilitated by two experienced professionals.

The course was primarily for vulnerable adults and was very well organised and attended at Redbridge Concern for Mental Health (RCMH). Refreshments were provided.

We covered areas such as identifying our strengths and skills, good listening skills including feedback, body language and conflict management. An important and enjoyable part was role-play and provided some of the more light-hearted moments for us.

We completed a "rating questionnaire" at the beginning and end of the course. It was interesting to see how course members thought they had improved in many of the areas of confidence and assertiveness. Some enjoyed it so much they want to go on the next course.

Personally this re-invoked my interest in continuous therapy for those of us who

would like to improve our social skills.

We here at Run-Up would also like to thank Trish Mossey and Val Symmonds, the two trainers of Anxiety Care, and those who attended the course. It sounds as though it was a valuable experience and well worth it.

The date and venue for the next course is yet to be decided, so please keep an eye out for the flyer that will be sent to you all. The next course will run for 6 weeks (being on Thursday afternoons) so be sure of the commitment before reserving a place.

Places on this course will again be on a first come first served basis.

**THE NEXT
TRAINING
COURSE
DUE TO RUN
WILL START
FEBRUARY
2009**

FAREWELL TO JANE RENNISON

As some of you may know it's not often we dedicate space to those who bid us farewell, least of all NELFT staff purely because we don't have the space, but now and then we have to make an exception. Jane has been a huge support to Run-Up and encouraged and supported us through good and not so good times. It's therefore with sadness but also good wishes that we

report that Jane has ridden off to pastures new. We wish her every success in her new job as I'm sure all at NELFT do, especially Occupational Therapy Department.

Who knows with a new job in sight she might want to change this ———> to a Harley Davidson!!!



BI-POLAR GROUP UPDATE

Anybody who attends this group will know that there was no meeting in December 08 but the next meeting will be held on the 27th January 2009 at Redbridge Concern for Mental Health (in the basement) and will start at 2.30pm. This group is al-

ways open to new people joining and the success of this group or any other group is based on people supporting it.

We here at Run-Up are actively supporting this initiative and would like to remind you that the group

is not just open to Bipolar sufferers but also to their carers/relatives.

Contact Annette on 020 8925 2435 Mondays & Thursdays.

OUR WARMEST THANKS

As many of you know changes are afoot within Run-up regarding structure, funding (lack of) that sort of thing and as the article on page 5 under New ways of working says, that means changes to the provision of meals at our Service User

Network Meeting held at the Friendship Café. It is with this in mind that we would like to take this opportunity to publicly express our gratitude to the Friendship Café and the Baptist Church for having provided us with a FREE

meeting room for the last 2 – 3 years. We would also like to personally thank Monica and her team for all their hard work.



BOUTIQUE & TEA BAR CLOSURE

For those of you who come to the Goodmayes hospital regularly both the tea bar and the boutique are at present closed. Ok the tea bar is being refurbished, that we knew was on the cards and yes it will reopen in January sometime, but was it just us at Run-Up who missed the prior warning that both of these were to close. No I

don't think so!. Someone else in the building was just as shocked as us because in the boutique were the computers that many including inpatients used.

I have since found out that the boutique was being used just for serving tea but then closed as it became too cold in there (the heaters were urgently needed for the Bridge).

Hearsay tells me that the computers will now be re-housed in the tea bar when that has re-opened, which we are pleased about as many benefit from them.

For those of you who are desperate for a cupper there is the social club or King George's hospital.

“AFTER” CHRISTMAS PARTY STILL ON

Again as mentioned a couple of times in this newsletter we here at Run-Up are strapped for cash and had mentioned in the Service Users Network Meeting that there was a possibility of the infamous “After Christmas” Christmas party having to be cancelled or that you, the

service user would have to pay for it (although many of you offered) we didn't really want that to happen.

Well thankfully due to our Christine yet again going cap in hand we have received a donation to cover the cost of the buffet, so now it will be FREE of charge. It will be

held on the Wednesday 7th January 2009, 6.00pm -9.00pm at the Friendship Café. There will be the usual mix of a quiz and some games, laughter and fun, and I for one look forward to it as I unfortunately missed last year's one.



WE HAVE MOVED

Some time ago I wrote an article titled “where ever I lay my hat that's my home”, referring to our Run-Up office at Goodmayes and how it was such an unpleasant environment to work in. being tucked up in the god's there, how lonely and isolated we felt and

how service users didn't want to visit us there and some couldn't manage the stairs even if they wanted to. Well, by the time you receive this newsletter we will have moved. Not out in the community like some would like, but a least we have a ground floor

office, still in the main building of Goodmayes. In fact we are in the main corridor near reception. All our contact numbers will stay the same. Without Pam Lloyd's & Peter Spelman contributions this move would not have been possible, so we are truly thankful.



NEW WAY OF KEEPING YOU UPDATED

Under this new heading I will attempt to inform you briefly about all the meetings we attend and this will include the Service Users Network meeting held monthly at the Friendship Café.

The purpose of this new format is to keep the cycle of information going —meaning

- 1) we hear or you tell us your concerns/issues
- 2) we take it to the appropriate forum
- 3) we get an answer
- 4) we bring that back to you
- 5) you may want to make a further response.

Ok I'll start in date order and the oldest first. At the end of October both Christine and I attended the Redbridge Resource Centre Service Users Meeting, where Christine gave feedback on the response to the letter of complaint that was finally received back regarding the Freedom Pass. The letter was read out in full and service users had a chance to respond verbally to some of the information given in the letter. It was mutually agreed at the meeting that Christine would draft a letter responding to the positives in the letter like the consideration of employing a mental health service user for the next re-issue (2010) of the Freedom Pass but also to include how service users need to influence the next re-issue including the logistics of places people need to get to. Christine will then give Hyacinth Taylor

the letter to pin up at Ley Street so that any other comments can be added before sending. This is still in hand because of operational difficulties we haven't fulfilled yet.



At the end of October we held our Service Users Network Meeting. High on the agenda was a discussion about the future format of the meeting. This follows a summary report of the 'Service Impact Review' carried out by Terrence Edwards & Ingrid Johnson. This was sent to all members prior to the meeting. It was agreed that this meeting should be open to all & that the words Members Meeting suggested it being a closed shop. Run-up wants accessible to the community and the name of this meeting has now changed to Service User Network Meeting. we are currently embarking on a robust strategy to reach a wider audience. The lack of funding was also raised and the limitations this imposes, like having no funds to pay the cost of the free meal members were able to claim. No funds for the infamous "After Christmas" party (though thankfully resolved for this year a least) and the cost of holdings these meetings.

Agreed at the meeting, those who attend now have to pay for their own meals — a survey suggested (and now results of that have been published) regarding where, when & time to hold this meeting (results on survey showed you voted unanimously for keeping it at the Friendship Café, last Wednesday of the month but for one & half hours not just an hour. so next month

January 09 it will be 6pm till 7.30pm. Attendees were also informed of the date for the 1st meeting of the steering group for the LSBU (London South Bank University) project. (see below) One other important point raised was inviting someone along to answer questions service users have about the Day Services Clubs & what's happening — this we are currently addressing and hope to have a speaker in January.



In November both Christine and I attended the LSBU Project sub group meeting with Ian McKelvie (from the Progress team) & Alan (a subgroup member). Discussed & put into action via a survey Ian sent out was the need for contact details for group members, where & how often the group needs to meet, what people hoped to get from the project & that all information received from Lynn Summerfield-Mann should be put in layman's terms so none of us get confused or feels overwhelmed in academia language. Once Ian receives the survey back this group will meet again.



In November both Christine and I attended the NELFT (North East London Foundation Trust) & Voluntary Sector Organisations meeting. Attendee's of this meeting include some (see next page)

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It is not our intention to offend, upset or devalue any individual or any organisation by the articles published in this newsletter. We carry the responsibility to raise concerns brought to our attention by the Service User Community. Should you want to contact me please do so. You have a right to reply via writing an article that will be published under our heading “your news your views”.

Our motto is “Working In Partnership With Others”

CONTINUATION OF NEW WAYS OF KEEPING YOU UPDATED

big wigs like John Brouder, Stephanie Dawe, Bob Edwards all from NELFT and included representatives from the voluntary sector organizations (though at this meeting the PSS Together rep was unable to attend.)

On the agenda was the purpose of this meeting, who should attend, where this meeting was going in terms of it being viable and the role and purpose of the LIT (Local Implementation Team).

The outcomes of these topics were, The purpose of the meeting had been lost. The forum that SURG will use could replace this meeting. Although its good for voluntary sector to meet with NELFT senior

management to better develop working relationships (as a consequence of this John Brouder extended access to NELFT staff training to service users actively involved as User Reps.) The LIT and its process was given an airing, it was felt commissioning decisions were not being brought to the table, and that service users were not fairly represented either.



At the beginning of December we attended the Employment Vocational Opportunities Forum for Redbridge. This was the first time Christine & myself had been invited to attend.

The focus of the meeting was looking over the Employment and Vocational Pathway for Redbridge that is being put together, its a map basically of how best to inform service users & services on the variety of support & advice that's going to be made available when someone wants to access employment, education or volunteering. Although only four of us were able to attend there was a good discussion on what should be added and why.



I hope this gives you some insight to the work we do. Should anyone want more information regarding any of these meetings please call me.