

JULY 09

EDITOR

NIKKI SHARP

RUN-UP NEWS

ISSUE 11

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DEVELOPING A USER LED ORGANISATION HERE IN REDBRIDGE

In June myself and 4 User consultants (along with a wide range of user groups, carers & voluntary & community sector organisations) went along to a workshop titled “Help Redbridge Develop A User Led Organisation” (ULO for short), that was put on by London Borough of Redbridge. The purpose of this event was to involve existing service users, carers and voluntary & community sector organizations that currently provide services, in their plans to develop a Redbridge ULO.

The workshop was set up to hear views on what support is needed to help service users make choices & take control of their care (not just mental health service users). Also to find a way to ensure service users have a voice in the development, commissioning & review of services. They were asking for views on the

benefits of having a ULO, what services can be provided & who will control the ULO. If, like myself, you are asking yourself why we need one, the simple answer is as part of the Transforming Adult Social Care Programme, all Councils are required by Government to establish a local User led Organisation by 2010 as part of its Independent Living Plan.

Setting up this initiative are Julie Fanning (policy advisor) and John Powell (Director of Adult Social Services). We were given a brief history of Adult Social Care before John Powell assured us that Redbridge’s role will be that of facilitator and support system (meaning that the Council themselves will NOT be running it) quite right in our view – it must be User Led, as it is we who have the experience of using the services. It was also mentioned that

funding would come from the Local Authority, they however would be looking for another partner in the long term to work with.

John sees it as a local initiative in the “Putting People First” programme. (a copy of Putting People First working together with user-led organizations was in our welcome pack). It illustrates the broad & numerous issues about ULO’s. There were speakers who represented already established ULO’S & presentations given. Some key points that came out of this workshop were ...

Participants felt the organisations they had were good enough, Why do we need another ULO, We could lose grass routes values setting up a new one, and it’s going to be difficult to bring together.

We will keep you posted on future developments.

“KEEPING YOU UPDATED”

Again here is where I'll give you a brief update on the meetings I've been able to get to and our Network Meetings.

April's network meeting was too late in the month for me to report on in the last newsletter, so I'll start with that one.

Lynn Summer-Field Mann from London South Bank University was the guest speaker. She came to give us an update on the L.S.B.U. project (that's asking for service users input into Training of Occupational Therapists), & talked about how we can take this project forward. Discussions on the night were about — payments, sharing this project across Boroughs & would a CRB check be needed.

It was decided that Lynn needed to find out more info from the university around the whole issue of funding. Also decided was, that when the steering group of this project meets, all information is to be fed back at the nearest possible Network meeting via the minutes taken & they would take the payments issue forward.

More people expressed an interest in becoming involved

with this project on the night & both Lynn and the attendees of the meeting thought it would be really helpful if some of the actual students (maximum of 4) from the course attended July's network meeting.

My thanks to Trish Willock from Acute Day Services who also came along as an observer.

* * * * *

At our service user network meeting in May, we invited Pete Williams (Assistant Operations Director from NELFT) along. This meeting followed up Pete's previous meeting where he came to respond to a strongly worded letter sent to him in 2008. The main points of this sometimes heated discussion included — when the section 75 is signed, the services at Ley Street will be transferred from Redbridge to NELFT. The aim is to implement a more comprehensive group programme across both services & that services will be recovery focused.

The acute wards have now been changed to single sex wards (which had been

reported in the last newsletter), but there were concerns that service users had not been consulted, so many questions were raised like; why was this done? Why was RunUp not involved in any discussion? The main reason for changing the wards to single sex was said to be around sexual safety (which fits within government guidelines). That said, there were mixed views, some of the attendees said mixed wards provided a better reflection of life outside of inpatient treatment & life in general. The issue of smokers on the wards having to wait for availability of staff to be escorted to the garden was also brought up. More frustrating for women now they are on the top floor. Pete acknowledged waiting for availability of staff is not ideal. He also said the garden area would eventually be split into 2 areas, one for smokers & one for non smokers.

Access to psychiatrists was also brought up. Some service users were concerned that they were having to see “doctors” who did not know them personally. Pete assured the meeting that patients would still keep the same

KEEPING YOU UPDATED CONTINUED

care coordinator whether they were an inpatient or outpatient, and that the average stay on Chapter House should only be 3 - 4 weeks.

The Home Treatment Service was also brought into the conversation. Pete said that the Home Treatment is moving towards East & West Mental Health Teams. Why? This should lead to more consistency in the person visiting the patient at home, which assumes a better relationship building between the two. Some service users complained about the current position of the Home Treatment & the need to improve this. Yes more consistency may help, but what about what some see as current bad practice. Run-up suggested that the type of complaints expressed during this meeting should be passed to them. The general opinion at the meeting was that home treatment was preferred to inpatient care where possible, but service users expressed different views on how this should be done. Some wanted to live in small collective groups, meaning living with others with similar problems, but some want to live more in the community setting, as this is part of

recovery that the general public can see (integration with the wider public).

Lastly was the topic of Run-Up and other service user groups like UQAT, SURG etc. A general discussion showed how confusing this area is. It was agreed that all these groups needs to be mapped out, so we can all try & get a better understanding of the whole picture of service user involvement in Redbridge. It was said that only 2-3% of mental health clients know anything about service user involvement. It was suggested that when patients are discharged, they should have 2 leaflets, a) describing pathways to treatment and b) informing them of ongoing service user involvement.

Pete did say he would liaise with Val Leahy and try and get the whole area of service user involvement mapped out, (we look forward to seeing it) and will invite both Pete & Val to a network meeting in the near future.

Our thanks to Pete for attending and my thanks to Chris Day (one of our new user consultants) for the full comprehensive feedback.

Mid June both Christine and I met with Steffan Dawkings (Manger from the advocacy service Speaking Up). We discussed looking at areas we could work together on (although Speaking up is advocacy for individuals and Run-Up is for collective advocacy) & develop a working relationship. It was agreed that we would be given regular feedback on themes & trends taken to advocacy by service users, (although no specific details of people will be passed to us). This way we can take these themes/trends to the appropriate forums like Intergated Governance & the Redbridge Business Meetings and flag them up before they become wider issues.

* * * * *

Late June the steering group for the L.S.B.U Project met and the minutes taken from that meeting were fed back to our Network meeting held at the end of June.

June's network meeting will be reported on in our next newsletter (September issue)

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FOOTBALL COACHING COURSE AT GOODMAYES



A great opportunity has arisen for those of you who might be interested in a football coaching course. It's run by Coach-ability which is a London wide project that supports people with disabilities, including mental health to become sports coaches in a variety of sports.

It provides free Level 1 & 2 coaching courses, additional class room support, trained mentors & supported coaching placements.

If we are able to get at least 12 service users who would like to participate, then they are willing to provide a level 1 football coaching course on site here at Goodmayes, sometime in August.

Please contact either Mog Heraghty on 0844 600 1201 ext 4354 or Run-up (details on back page) for application form.

If people are interested in other sports they can apply directly to Coach-ability on 020 7717 1699, but most courses are in Central or North London.

“WANTED”

Redbridge Concern for Mental Health, Run-Up & Redbridge CVS are holding a focus group (8 to 10 participants) on the 15th July 2009 to find out your personal views and experiences of the police, and how they engage with people experiencing mental health problems. The focus group will be held at

12.30pm to 2pm at Redbridge CVS, 3rd Floor Forest House, 16-20 Clements Road, Ilford, but booking is required as there are limited spaces. Contact me (Nicola Sharp) here at Run-Up on 0844 600 1201 ext 7891 or email me at:

Nicola.Sharp@nelft.nhs.uk

The results will be presented to the Redbridge Police Community Engagement Group. Membership of the group includes the Metropolitan Police Borough Commander.

Each participant will be paid £10 and refreshments will be provided.

**MENTAL
HEALTH AND
THE POLICE.
15TH JULY
2009**

GOOD & BAD NEWS FOR THE HEARING VOICES GROUP

We have only recently heard that the Hearing Voices Group which ran at Mansfield Road is now closed.

However we have been reliably informed that there is a flourishing and vibrant Hearing Voices group held at Ley Street.

You do however need to be referred by your G.P, social worker, care coordinator or any other professional person.

The group runs weekly, on a Tuesday between 2 –3.30pm.

I understand it is facilitated by service users and supported

by Banu (a member of staff at Ley Street).

Banu from Ley Street is going to send Run-Up information about this & any other groups people might be interested in.

Please call us if you need more information.

Back to Full Strength & Recruitment of User Consultants a Success

In the last newsletter I reported that Christine had been off work for 4 months, well I am more than happy to report Christine is now back at work (although doing 3 days instead of 4) & we as a team are back to full strength.

You may also remember that in the last newsletter we were

at the stage of sifting through the application forms of those wishing to join us as User Consultants. Well, I'm happy to report that we have now recruited 4 new Consultants.

They are Anne Argent, Christopher Day, Simon Harris & Kate Harrison, all of whom we warmly welcome.

They join the existing team of User Consultants who are; Kieran Delaney, Hasmukh Shah & Alan Wren.

This is a very exciting time for Run-Up as we hope to be involved in many new initiatives, all of which we will keep you posted on.

Volclub

In our last newsletter we mentioned Volclub which meets every other Friday between 11am and 2pm.

Over a period of time, probably for @ 6 sessions, you will be introduced to a volunteer mentor who will:

- Get to know you and help you work through your personal activity log
- Help to identify where your interests are

- Assist you in undertaking a search for suitable volunteering or vocational opportunities, e.g training
- Help to follow up enquiries with you
- Give one to one advice and guidance about volunteering
- Assist if you need to compile CVs or complete application forms
- Help with pre-interview preparation – whether the

interview be a formal or informal one

No referral is necessary, any mental health service user living in Redbridge is welcome to join. However, a completed referral form will be requested following initial attendance.

For more information and details please contact Shilpa at the Concern office on 020 8925 2435

Registered office:
Redbridge Concern for Mental Health
98-100 Ilford Lane, Ilford, Essex, IG1 2LD
Registered Charity No. 1065770
Company :Limited by Guarantee No. 3115971

JULY 09

EDITOR

NIKKI SHARP

RUN-UP

GOODMAYES HOSPITAL

BARLEY LANE

GOODMAYES

ESSEX IG3 8XJ

Phone: 0844 600 1201 ext 7891



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”

PATIENT SURVEY PROJECT

What is it?

& who are they?

& what are they doing?

Well they are Redbridge Concern & Psychiatric System Survivors Together.

What they are doing is conducting a survey for NELFT on all of NELFT's inpatient wards across the boroughs.

The aim is to find out more about the quality of care people receive during their

stay in hospital, and the purpose is to identify the areas in inpatient care that need to be improved upon & to take action in those areas. Anthony Williamson is the project co-coordinator who is sharing our office at Run-Up.

I believe that Anthony has at least 5 interviewers on his team that will be visiting the wards shortly. All have been through an interview process and are being CRB checked. Anthony will also be conducting some of the interviews.

What's different about this survey is, that it is totally independent from NELFT. It seeks the views of friends, relatives and carers.

The statistical information gathered will enable NELFT to have an overall picture of the quality of care given on all of its inpatient wards, which in our view can only be positive.

We wish Anthony and his team luck in making this project a success.