

MARCH 09

EDITOR

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RUN-UP NEWS

ISSUE 9

NEWSLETTER

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THE ACUTE CARE EXPERIENCE

You might remember that in the last newsletter I mentioned that we here at Run-Up had sent a letter, (before Christmas) to the Acute ward managers, Pete Williams (Assistant Operational Director) and Sue Merchant (Trust Lead for Acute Transformational Programme) about the concerns you had raised regarding inpatient care. I should point out at this stage that this sensitive subject seemed to cause a bit of a hoo-ha. Well now we are able to tell you some (space being limited) of the issues that were raised on your behalf. We highlighted the marked differences there seemed to be between wards, the fact there seemed to be very little engagement with staff, very few activities for patients to engage in (on one ward in particular), infrequent community group meetings, no new patient induction, lack of information available for

patients and carers and the lack of catering for ethnic cultures.

Pete Williams, having liaised with all the ward managers as well as with Andrea Fox (Modern Matron) & Sue Merchant wrote a letter of response, but also suggested meeting with us and Service Users, in order to fully detail the various initiatives now underway aimed at addressing many of the areas we highlighted (and our list was long). This we agreed to, hence Pete, Sue & Karen attending our Network Meeting held in January (see “Keeping you updated” page 3) for more details of that meeting, but here are some of the responses (in brief) that were sent to us.

- Little engagement with staff - Patient Protected Time is now in place between 1pm & 2pm. In addition to this, half an hour of Protected Engagement Time takes place per day.

- Few activities for patients to engage in - wards are currently aiming to provide a minimum of 1 activity a day per day per patient, including weekends.

- Infrequent community group meetings - now taking place twice per week on Thomas Hardy (though it will increase to four times) & 4 times per week on Mark Twain.

- No new Service User Induction - this does take place as a standard component of the admission procedure.

- Lack of Catering for Ethnic Cultures - referring this matter to person who leads on this for Redbridge for Catering Services.

We thank all involved in addressing these issues & take this opportunity once again to ask for your experiences of Inpatient Care, should it be a positive or negative one.

“YOU SAID” at our Away Day - “WE DID”

Request: Run-up needed to reposition itself in the local health arena.

Action: we now attend key service development groups for

1. service delivery/quality improvement group
2. integrated acute services therapy sub-group
3. day treatment sub-group– Ley Street Resource Centre/Progress Team.

We raise the profile of Service Users needs in these service delivery groups and will feedback on progress in future articles.

(other requests from that day & what action has been taken will be published in future articles)

“YOUR NEWS YOUR VIEWS”

This was recently sent in by one of our members who is a carer. I thought some of you might be interested.

It was titled ‘Call to Carers’ - Child & Adolescent Psychiatry Surveillance System (CAPSS). It’s a system being set up in the Mental Health Research Network. The system is for recording rare childhood psychiatric conditions over the whole of the UK &

Ireland. CAPSS enables doctors & researchers to find out how many children are affected by a condition each year, and has been used by the British Pediatric Surveillance Unit since 1986.

They are looking for parents who have children up to 18 years old with psychiatric conditions to be involved in the work of CAPSS. FACTOR (the original source where the info

came from) will be running briefing meetings for a group of parents so that the CAPSS researcher can explain how the system works.

Anyone interested contact Geraldine Mason at FACTOR— Families/Friends & Carers Together in Research on 0207 848 0643 or email:

geraldine.mason@iop.kcl.ac.uk

to discuss it further.

HAVE YOU HEARD OF THE REDBRIDGE LINK?

The Redbridge Link stands for, Redbridge Local Involvement Network, and may be something useful to get involved in if you have an opinion about health and social care within the Borough of Redbridge. As you may know (or didn’t know in my case), Redbridge Link is a new Government initiative set up to give local people the opportunity to air their

views and opinions of Health and Social care services.

So if you would like to share your experience of services with them, say what you would like to see improved around health and social care, express what gaps you think there are, say what you think is working well or have any questions about the Redbridge Link or

want more information, please contact Saffina Masood, the Link outreach worker on 020 8553 1274 or you could email her at: saffina@redbridge-link.net.

“KEEPING YOU UPDATED”

Before I start, I have to say with the Christmas and New Year period both Christine and myself have not got to as many meetings as we did in the last update. However let's take a moment to remind ourselves of the purpose of this heading.

- 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 it back to you
- 5)you may want to make a further response.

Ok, that said, I'll start in date order and the oldest first. In January both Christine and I attended the Integrated Acute Services Therapy Programme Subgroup Meeting. This is about looking at the therapeutic needs of Home Treatment Team & Acute Day Service merging. Watch out for future updates.

Again in January both Christine and I attended the Redbridge Service User Reference Group meeting (SURG). Remember, in our last news-letter I explained what this group (led by service users) was, and how they are planning to hold a series of road shows throughout the Borough to give information about themselves and with a view to recruit service users to work with them. Well in this meeting core issues were highlighted as to how to get this off the ground. Things like advertising: how and where to. What things need to be included and why should people get involved. It was considered not to rush the process of all this & to be realistic with timescales.

* * *

Continuing with January Christine & I met with Ian McKelvie (Progress Team) to discuss further about the LSBU Project. We felt it was necessary to clarify with Lynn Summerfield Mann what the work will involve, what info she wanted from us and that another meeting with her needed to be arranged. Ian had the survey back from which it was agreed to meet on a monthly basis and in the afternoons. We will be sending out further information about this project to all those who expressed an interest.

* * *

Lastly we held our Network Meeting at the Friendship Café at the end of January, and I have to say how very well attended this meeting was. Given that we are no longer able to provide a meal for those who attend, and given it was a rainy night, over 20 of you turned up and both Christine and I really appreciate your support. There are the cynical few who thought that as a meal was no longer provided the attendance of this meeting would drop dramatically – oh how wrong one can be!

The core subject of this meeting was about Acute Inpatient Care, most of which is addressed on the front page. Pete Williams, Sue Merchant & Karen Tynan were invited along to answer any questions/concerns you had and to inform us of changes that have been made or are about to be made. I started by raising some of the points as highlighted on page 1. Pete responded first by saying that community meetings happen four times a week on both Tomas Hardy & Mark Twain wards now,

which is encouraging, however the point was raised about it not just being used for housekeeping and staff being able to lock the dormitories up for cleaning etc, but for it to be constructive and useful to those inpatients currently on the wards. Sue pointed out that one approach across the whole trust needs to be in place rather than different ones for different wards.

Although the meeting digressed a bit from there onwards, many other valuable points were raised by the group including Access to services. This means someone who has been in secondary care, & who is now being managed by their GP, has a relapse or crisis. This results often in a 999 call to the police or an ambulance, which causes the person great distress and trauma. Again Sue said there is currently a steering group looking at all aspects of Accessing Services & all agreed things need to change. Another point highlighted was the very sensitive issue of suicide on the wards. All agreed that although these are unfortunate occurrences, the reality is that it does happen, and is something that the Trust takes seriously. With regard to activities on the wards, Sue said that this is changing and all agreed that Service Users need to be involved in that process.

The changes at Ley Street (it coming under NELFT) was also a real concern of the group, and issues around confusing information service users hear about what will happen when it does come under the umbrella of NELFT were addressed by Pete, who

said he was willing to come back and talk to us once the handover had been made but in the meantime he would liaise with Hycinth Taylor.

Our thanks to Pete, Sue and Karen for coming to this meeting and all agreed to come back possibly for April's Network meeting to discuss things further. Sue never really got the opportunity to talk about Star Wards (the initiative being launched at Chapters House in February) that is to directly improve the acute care experience both for service users & staff. Hopefully next time this will be explained in full.

* * *

This meeting ran slightly over time but we did manage to address Run-Up's housekeeping. Our 2 new leaflets (drafts) were given out. The feedback was positive and it was suggested we keep both. We also gave out information about the assertiveness course and handed out feedback sheets specifically relating to this meeting. They were filled in there and then. All your comments were very useful, though some of you expressed difficulty in getting your point of view across or your view heard. This gave us a real insight to the difficulties some struggle with. This particular issue will be addressed immediately.

CHANGES FOR SUPPORTED VOLUNTEERING SCHEME

Most of you I guess will not be aware that the present funding for the Supported Volunteering Scheme is due to finish at the end of March 09. Regrettably, although Lloyds TSB has committed money over 3 years the scheme is still waiting the outcome of other bids. This means that at this stage there is

insufficient funding to sustain the SVS in its current form. Therefore the focus of the SVS will shift towards supporting those currently on its list—and a limited number of new contacts – to become involved with volunteering through a new initiative that has been called VOLCLUB. Shilpa will take on the total co

-ordination of VolClub & other volunteering related events such as VolMeet.

Lesley Harrison has been seconded to set up a new pilot project under the auspices of the ‘Deprivation of Liberty Safeguards’ of the Mental Capacity Act.

BI-POLAR GROUP UPDATE

Your Experience Counts If You Are:

- A user
- A carer
- Needing to be heard
- Feeling isolated,
- Lacking in self-esteem and confidence
- Angry
- Unsure
- Needing information or advice
- Someone with ideas on self management or complementary treatment

- Not able to share your situation with friends or colleagues

If others don't seem to know how to help then come and be part of your local MDF The BiPolar Organisation self help group. You will find a safe space for mutual support with others in similar situations to your own.

Join in and gain more confidence, make new friends, get practical advice, get to

know yourself better or learn to manage mood swings.

The Redbridge group meets at the Concern office, 98-100 Ilford Lane, Ilford, from 2.30 – 4pm.

For more details, please contact Annette Challenger at Concern on Monday or Thursday

We look forward to seeing you there!

Another Assertiveness/Recovery Training Course

As highlighted in our January's newsletter we here at Run-Up in conjunction with Anxiety Care are in the throws of another Training Course. It started as promised on the 12th February 09, and

like the previous course it generated much interest. Like the last one, it too was over prescribed but 15 people did manage to secure a place. Regina Byrne (who has taken over from Trish Mossey)

as the General Manager and Rebecca Pocock are the two trainers for this course. If you were unable to secure a place on this one, we hope (funding permitted) to re-run it in the future.



“AFTER” CHRISTMAS PARTY PACKED OUT

As you can tell from the headline this party was extremely well attended, in fact at one stage I did not think we would be able to accommodate everyone. We kicked off with the usual pass the parcel which was chaos but good fun. Following on from that was the quiz that Phil Barnett put together. Again as usual he put a great deal of effort into it (thank you Phil) and threw in one or two really quirky questions, but greatly

enjoyed by all. The buffet provided by Monica & her team was also greatly appreciated & enjoyed by us all.

The evening finished on a social note where Christine gave a short speech, thanking everyone for attending. She also took the opportunity to thank Peter Spelman (who kindly attended) for not only his part in funding our office move, but also

for his continuous support throughout the years. Peter accepted our thanks and said how it was so important to have a Service User group (i.e. run-up) in Redbridge so that we can express not only the negative but also the positive views of the services. We also thank the department who gave us the donation to make this event possible.



TEA BAR NOW RE-OPENED/INTERNET CAFÉ-VOLUNTEER VACANCIES.

I am really please to tell you that the Tea Bar here at Goodmayes has now been re-furbished and re-opened. It is now open longer hours and has a nice fresh look to it. There seem to be more volunteers working there, hence the longer opening times. The tea bar is a non profitable, volunteer run project, managed and supported by the Redbridge Progress Team.

Internet Café - Volunteer Vacancies.

The internet café is now based in the new Tea Bar. Volunteers are needed for both am and pm shifts to

enable access across the week for service users both in-patient and out patient and staff. They currently have open use on Monday/Thursday mornings only and need volunteers for other sessions throughout the week. Sessions have been booked out for the Bridge, Acute day hospital and the 2 wards (please ask relevant teams for details on times). The role includes assisting new users to register, keeping an attendance record, assisting users if they have any problems accessing the internet. If you are interested please contact the Redbridge Progress Team for an

application form on 0844 600 1223.

Please note: to use the internet whether service user or staff you must register before hand.

Talking of volunteers vacancies, gardeners are also needed. The Redbridge Progress Team needs volunteer gardeners/allotment workers for the Allotment on Barley Lane. The project is hoping to start end March but is dependant on volunteer support. They need reliable, committed and hard working gardeners. Please contact 0844 600 1223 if you are interested.



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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”

RECRUITMENT OF USER CONSULTANTS



We here at Run-up are on a recruitment drive. We are on the look-out for new dynamic User Consultants to join our team. An application pack along with the job description is now available from the Run-Up office. Contact me (Nikki Sharp) if you feel you would be able to use your experience of Mental Health whether that be as a Carer or a User. We are

looking for more than one applicant and would welcome anyone who feels they have the necessary skills for these posts and they are leaders for change. The recruitment drive will be open to mid March.

We look forward to hearing from you.