

NOVEMBER 09

EDITOR

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RUN-UP NEWS

NEWSLETTER

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THE COMMUNITY MENTAL HEALTH TEAM CHANGES

As you may already be aware (& those who attended our September's Network Meeting will know) there have been massive changes within what was called the CMHT'S, that will or have already impacted on the service user. Both CMHT'S East & West have been reconfigured into one "Intake" & Brief Intervention Team & Two New "Recovery" Teams. This apparently follow the Trust's Organisational Change policy & the "Consultation Paper" which we received states and I quote "The Trust has set out, & formally Consulted on, a new vision which describes the way it intends to deliver mental health services in the future". It is my understanding that this follows a consultation undertaken by NELFT in 2007, 'Helping you live the life you want'.

In the past initial assessments & brief intervention functions of

the proposed "Intake" team were offered by a range of services including 'Duty Service' within the East & West CMHT'S, Occupational Therapists, Psychological therapists, The Progress team, Outpatients & Psychiatric Liaison at A&E. The complexities of that system meant despite every effort, they were not able to provide a consistently high standard of service. So now any new referrals to mental health will be done by the "intake team", which should have been up & running by the 19th October 2009. they are based at Outpatients, Goodmayes. The recovery teams (for now, still in the locations they were) will focus on Recovery, wellness & social inclusion. Referrals will only be accepted from the Intake & Brief Intervention Teams, Acute services, Assertive Outreach & Early Intervention Teams.

All this change of course comes with NO extra funding & means that staff working in the old CMHT'S had to choose (or not) which team they were going to work in. so that means your psychiatrist, key worker's, O.T etc. So now I guess as many of you are discovering that those mentioned above are no longer part of your care. A letter did go out to all service users of the CMHT'S (after I had some input as to how the letter was worded), informing you of these changes. As Maria Lomas said at our Network meeting NELFT will be looking for some feedback. Let's hope then they consult us because we would be more than happy to give views on your behalf. My thanks to Maria for agreeing to come back to our network meeting in the new year about this very topic.

“KEEPING YOU UPDATED”

Here is where I'll give you a brief update on the meetings/workshops we have attended, including our Network Meetings.

I'll start with August's Network meeting, that I unfortunately was not present at – due to annual leave, but Anne Argent & Chris Day (2 of our User Consultants whom I'm grateful to) agreed to facilitate this meeting on my behalf & did an excellent job. The feedback I received confirmed that it was a very positive and interesting meeting. We invited Lesley Harrison from RCMH and who came along and spoke about the new Deprivation of Liberty (Safeguarding) Support Project (DoLs for short). This project is working with people with dementia, who are living in long term care and aims to ensure that people considered 'at risk' under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards have access to additional social support and befriending. The project was set up by Redbridge Social Services.

Lots of questions were asked by those who attended around volunteering for the project, if training was needed, are volunteer posts available for service users, support for that role, validity of the project and of course the on going question about how will volunteering effect benefits. Outcomes of those questions are; training would be needed and given over a short period of time. You would be

supported. Those worried about benefits being affected would be given a letter detailing that volunteering is part of their recovery. As for is there a need for this kind of service - through feedback, it is believed there is. Despite the people in the care homes, those with dementia having poor memories & limited communication skills they have found positive feedback from other means like body language etc.

Anyone wanting to know more should contact Lesley Harrison. My thanks to Simon Harris (User Consultant) for his feedback at this meeting.

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Early September I met with Staffan Dawkins, Manager of the Advocacy Service 'Speaking Up'. You may remember that in our July issue, I reported we had met with Staffan and a discussion took place about Run-Up & Speaking Up working in partnership. i.e. regular feedback on themes and trends to be shared between both services that then could be taken to the appropriate forums like Integrated Governance & the Redbridge Business Meetings to flag them up before they become wider issues. Well it is with some regret and disappointment; I now have to report that Staffan has taken the decision NOT to co-work with Run-Up in this way. He felt he would be compromising Speaking Up but suggested we attend the community meetings that take place on the acute wards for any emerging themes. In principal this would be a good

idea, but practically at the moment impossible for us to do.

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Early September both Chris Day (U.C) and I attended the Redbridge Integrated Governance Group Meeting. It's a meeting where the governance or policies & rules of the Trust are discussed. Many items were on the agenda but most of which I wont bore you with because of there lack of relevance. A few of important things that might be of interest are; the Trust is developing a more professional & responsive understanding between two key working groups, Social Workers & Nurses around "sectioning of patients". Redbridge NHS monitors the 'Dashboard' system that measures performance targets. NICE guidelines are good for all clinicians & NELFT needs to check that ALL are trained & aware of these important guidelines. The Trust has emergency procedures in place in case of a flu pandemic. These procedures relate mainly to senior executives & their role in an emergency that needs to be given priority in the allocation of medication. "Safeguarding adults and children", means all medical staff should have a CRB check every 3 years. A question whether PALS still exists was raised, as there seems no numbers for this service are publicised, and finally SUI (serious untoward incidents) guidelines need to be reviewed, as NELFT uses

KEEPING YOU UPDATED CONTINUED

needed for the next meeting and which we will of course report.

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September is also the month I met with the CDW (Community Development Worker) Nisema Patel. I asked for help and support regarding what seemed to be a small piece of work. We here at Run-Up wanted a small sentence incorporated in our leaflet in the most common community languages. We want to reach the wider community. The sentence would inform people wanting our leaflet in their own language how to contact us. After a lot of searching and running around, I am please to say this was eventually achieved & our leaflet incorporating this was launched on World Mental Health Day. So my thanks to Nisema for all her help and patience that was needed.

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In September I attended the Employment Vocational Opportunities meeting. This forum previously ran over a year ago but due to major restructuring and funding issues for different organisations the meeting became less of a priority. It was felt that in its prime it was beneficial, informative and created good working links and was an ideal forum to share information, ideas, network etc. Attendee's of this meeting so far have been developed from links and contact developed in regards to supporting people with Mental

Into employment, volunteering and education/training. Idea's of who else to invite included the Princes Trust, Ellingham Project, Osbourne Partnerships, Tomorrow's People and the Barnabas Workshops. I shall keep you update with the progress of this meeting.

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September was also the month for the Redbridge Business Meeting. Very informative meeting. On the agenda was service redesign, phase 1 update (needs to be complete by Nov 2010), reduction of acute beds & the issue of the Freedom Passes that is due for reissue next April. this issue I have reported on, on page four.

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At the end of September two of our User Consultants attended at workshop around Developing a Model for Service User & Carer Involvement in the Transforming the Adult Social Care Programme. Those invited included older people, people with disabilities and/or mental health problems & people with learning disabilities. The workshop was about consultation. Staff in Adult Social Services wanted the views of peoplew on what they thought about plans for change, & to put in place a way of finding out from people how they can make change better for them & their families. Topics of interest

included; help with safeguarding adults on direct payment/individual budgets, staff & service user traing, the carers strategy & the role of the User Led Organisation—which is being formed & what I shall report on next time.

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Lastley in September we held our Network Meeting. The speaker invited was Maria Lomas (Assistant Operational Director Long Term Conditions & Recovery in Redbridge. I did invite Pete Williams to explain the mapping of all the service user involvement groups in Redbridge (see I hadn't forgotten), but he was on annual leave. Maria came to talk to us about the two Community Mental Health Teams's being re-designed into two Recovery Teams & one Intake/Brief Intervention Team. This issue I have reported on on the front page. Also mentioned in this meeting was how people living in residential care (like Abury House & Atholl Court) complain when things aren't right. We hear at Run-Up have been hearing quite a few complaints about this and as we go to print I am trying to find out more information on what you can do about this & how to approach it.

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The month of October has been taken up with my involvement with the projects our User Consultants are involved in.

FREEDOM PASSES

I am sure many of you know that next April sees the reissue of the Freedom Passes. After all the stress and kafuffle of two years ago, I'm sure many of you are hoping for a simpler process. Well this is the proposal set out by Peter Spellman which has been accepted in principle by NELFT and Payments and Benefits:

Around 1200 MH service users currently have Freedom Passes. 619 people have mandatory passes and 597 have discretionary ones. The main problem he would like to avoid is that of users with discretionary passes having to obtain additional information from NELFT staff to justify their obtaining a renewal. Peter

suggested that Payments and Benefits attempt to gain applicants' consent to access NELFT's records and that where possible a member of NELFT's staff use RIO to obtain the necessary information.

Peter proposed that for this renewal (which will last for 5 years rather than 2) that a small number of overtime opportunities could be made available to mental health professional staff already familiar with the RIO system between October 2009 and January 2010. This would have two major advantages;

1. Less stressful for Service Users who complain that the renewal process has caused them unnecessary anxiety and expense because some medical staff have

charged to give them necessary letters.

2. Mental health professionals due to their expertise are in a better position to advise Payments and Benefits as to whether people meet the criteria or not.

Although further work needs to be done on implementation, there is going to be a meeting at Ley Street early in the New Year for further explanation.

Of course we will keep you posted.

USER CONSULTANT'S PROGRESS

In previous newsletters I have been giving information about our team of user consultants. This time I thought it to be a good idea to give you more of an insight as to what they do and what they have or are becoming involved in.

Over a period of a few months the team and I have been working hard on putting together a power-point presentation, which we are happy to say is now finished. The purpose of this is to engage more services and service users. We figure the

more people hear about us & what we do, the louder the service user voice becomes.

Also over the past couple of months I have been working behind the scenes with different services within NELFT to encourage user consultant involvement. I have to say that I have really been encouraged by the response we have had from the different teams I approached. To date the Redbridge Progress team, CMHT'S West & East (what have become the Recovery Teams now) and Ley Street have all been very supportive in this

new initiative. Our purpose in doing this is to not only to learn more about the services & gather information that we can share with other service users but also to be included in influencing and shaping the services.

My thanks to Kathy Blackburn, Hycinth Taylor, Rhian Farnham and Leila Hussain for making this possible and agreeing to work in partnership with us.

Acute Care —The Response

As you may have remembered I published an article under the heading “Keeping you updated” about the concerns we had and brought to the attention of Pete Williams, about Acute Care (inpatients) at Goodmayes. Well what I wrote seemed to have cause a bit of a stir. Both Margaret Summers (Manager of Redbridge Concern for Mental Health) and whose umbrella Run-Up comes under, met with Pete about a different issue but this issue resurfaced. Pete expressed the reaction of staff who work on the wards and implied the staff felt the article was controversial and one-sided. Whilst we are totally independent from NELFT, we do always give the right to respond/reply to any article that we publish. Despite what some might say, it’s not a question of them and us but working in partnership so we took on board his comments and took him up on the idea to meet with the ward manager of Thomas Hardy ward, along with Kelly Beetles who is the Star wards initiative representative on the ward.

Having fully explained our reasons for publishing the article, and being the voice of the Service User, both

Sanjay (the ward manager and Kelly Beetles explained that many good things were happening on the ward and below is their response.

In response to the last article regarding activities on the acute wards in Redbridge I would like to give a response on behalf of Thomas Hardy ward. We have recently revised our group activity programme and we will be re-launching the new programme on the 2nd November 2009. Our group programme is reviewed every 3 months but we will also review regularly due to the shorter admission stays of service users on the ward therefore aiming to meet the diverse needs of service users.

We encourage service users to be involved in the changes of the programme on the ward as we aim to provide groups that will be beneficial and enjoyable during their admission stay on the ward.

Service users elected a service user representative on the ward who met with us after they had discussed with fellow service users suggestions and ideas about the different types of groups that they would like to participate in on the ward. We aim to provide activities on the ward that will assist the service users in their journey to recovery, they are not mandatory but service users are encouraged to attend.

One of the groups that service users

identified as extremely valuable and was a group that was ran daily has not been able to be provided due to the Recreational room which did have a pool and table tennis table (also damaged) in Chapters House was damaged a few months ago. All the wards in Chapters house have agreed to contribute towards buying a new pool table which is in the process of being ordered, and we have managed to source a new table tennis table from The League of Friends.

Staff and Service users on Thomas Hardy Ward had arranged for a Pool tournament to take place but due to the room being damaged it was unable to take place but now we have the new pool table on order we are planning to reschedule this when the room is up and running. Service users decided what prizes they would like and have chosen for the 1st Prize to be a Sports Voucher for £15, 2nd Prize a £10 sports voucher and 3rd Prize a box of chocolates. So hopefully by the next issue we hope the Recreational room is fully functioning and we will be able to feedback about the pool tournament.

I would like to thank Run Up for the opportunity to respond to the article and I hope that we will be able to work with Run up in the future to feedback news from the wards and up and coming events that are happening involving service users through the Star Wards initiative.

DAY TREATMENT SERVICES Acute Steering Group

Following on from the above subject in the last newsletter, I also expressed concerns about this steering group wanting service user involvement along with the obstacles put in our way. Well I am now happy (well nearly) to report that I met up with Jo Firmin (Advanced Practitioner O.T of Acute Day Treatment Services) to take this issue further. Both Jo & I

agreed that clarification was needed from the members of this meeting as to exactly it is they want and to work out a way forward. The feedback so far is that professionals from the group seem to be willing to come along to one of our network meetings not just to feedback to us what is happening with this service, (merging with the Home Treatment Team) but also to get service users

feedback. Also we are currently negotiating for one of our User Consultants to be involved in this meeting. My thanks to Jo who was so helpful in finding a way forward but who has now transferred to a different department of NELFT but has forwarded a name for her replacement who I am meeting shortly.

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SNAP SHOTS

I know many of you attended the events that took place during World Mental Health Week, and the feedback I've had back was that the events were very enjoyable. My thanks to our User Consultants who helped out on Redbridge Concern's stall on World Mental Health Day. Unfortunately I was unable to attend due to illness. Many photos from that day can be seen in Concern's Newsletter.

Many of you are aware that our Christine is still off work and has been for what seems a long time. I keep passing on all your wishes and our thoughts are with her, with this in mind though for now I have been made the Acting Manager until we know more about Christine.

Some of you asked if there were going to be prizes for the

Festive Card Design that NELFT put out recently. Well trying to get an answer from them is proving difficult

For those of you who asked me for a SURG (Service User Reference Group) update, well the Local Service User Reference Groups have been slow to establish and say it's time to do a mass advertising campaign. The Redbridge SURG is looking for more members and if you are interested in finding out more or would like an application form, please contact Val Leahy or Nicola Tysoe on 0844 600 1200 ext 4229/8"

We recently sent out flyers advertising the Recovery/ Assertiveness course which

was due to start on 22nd October 2009. However due to responses being so late we have decided to put this back to Mid January 2010. I would like to take this opportunity to inform you that when it is rolled out, it is a new re-vamped course focusing more on the recovery side of things. This is due to feedback we had from previous courses.

Because there won't be another newsletter now until January 2010, may I take this opportunity to wish you all festive greetings & a Happy New Year.



***** LATE NEWS *****

Just before going to print I was sent this article, that was published in the Ilford Recorder on the 1st October 2009. I thought you might be interested in reading it, so I have enclosed a copy for your attention.