

AUGUST 2018

EDITOR

CHRIS DAY

# RUN-UP NEWS

NEWSLETTER

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2018**

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## National Citizens Service - The Challenge 2018

The Challenge is a project in the National Citizen Service which offers 15 to 17 year olds the opportunity in their summer or autumn holidays to try new things, learn new skills, and meet new people whilst boosting their CV experience, personal statements, and University application forms.

The programme is a government-funded initiative that brings together schools, community organisations, businesses and individuals to build a stronger and more cohesive society. It's a three week programme. In week 1 they stay in group accommodation taking on their own Personal Challenge to build their confidence and face their fears like abseiling, rafting, hiking or rock climbing. In week 2, they experience independent living whilst learning new skills in communication and enterprise within a local organisation. During week 3, they use their new skills to design a local social action project and make their mark in the local community.

This is the third year we have supported this project and we worked with more than thirty young people during the summer helping them to achieve their individual and collective goals. Their aim was to learn about mental health and mental ill health, stigma and discrimination, the services One Place East provide in the borough and to organise a Social Action Project.

They visited our premises and met service users and staff. We held workshops for them to learn more about One Place East. We described in particular the role of RUN-UP and Next Steps projects and how we support people with lived experience of mental ill health and promote mental health awareness in local schools and colleges. They met service users to hear about their lived experience of mental ill health and their recovery journey.

They then planned their Social Action Project to promote mental health awareness in the community and the role of One Place East. This is agreed with us and they bid for money from The Challenge to fund their project. The final part for them, is to organise a campaign day in the community to raise funds for the charity. The young people gain knowledge, experience and the opportunity to promote the service they work with in the borough. Individually, they gain new skills, coordinating a project, learning about themselves and delivering the project to the public. Three teams were involved over an eight week period so three campaigns were held in Wanstead High Street.

# “KEEPING YOU UPDATED”

## **SUN Meeting** Feedback by Kate

Unfortunately the guest speaker was unable to attend. Instead we held a Focus Group and discussed the Clinical Commissioning Groups (CCG) consultation of the Community Urgent Care Services – Same Day Urgent Care.

Community urgent care services provide same day care and advice for people with urgent, but not life threatening, physical and mental health issues. These include the GP out of hours service, seven GP access hubs and four local walk-in services. The CCG say that local people find services confusing and this often means they go to A&E when they could be seen elsewhere. They've asked for it to be easier to get advice and get an urgent appointment when they need to be seen.

To help make it easier for people to choose the right service when they have an urgent health need, the CCG are seeking feedback on their proposals to make more urgent appointments bookable in advance by calling NHS 111, as well as the two options below:

Option 1: Patients can walk in or book urgent appointments at four Urgent Treatment Centres, at King George Hospital, Queen's Hospital, Harold Wood Polyclinic and Barking Community Hospital. Bookable appointments available at eight community urgent care service locations, and no walk-in service at Loxford Polyclinic or South Hornchurch Health Centre.

Option 2: Patients can walk in or book urgent appointments at two Urgent Treatment Centres - King George Hospital and Queen's Hospital. Bookable appointments available at ten community urgent care service locations, and no walk-in service at Harold Wood Polyclinic, Barking Community Hospital, Loxford Polyclinic or South Hornchurch Health Centre.

The consultation is not proposing any changes to emergency care services or changes to the A&E services at any of the local hospitals.

We discussed these proposals and agreed that people are still going to A&E as they're unaware of the Urgent Care services. Also, except one person at the meeting, people did not know they can ring 111 and get an appointment to go to Urgent Care the same day.

There was a democratic vote of hands and:

Option 1 – 9 votes

Option 2 – 0 votes

1 abstention.

The main reason option 1 was chosen was to keep Barking Community Hospital as a walk-in centre.

## **Smoke Free Meeting** Feedback by Chris

A document by Smoking Cessation and Tobacco Control Baseline Assessment Overview was shared. This has reviewed practices at Goodmayes and Mellmead House.

# “KEEPING YOU UPDATED” Cont....

Some of the comments were:

- Signage could be better
- Champions needed at all levels
- When vaping commences, all smoking paraphernalia will be destroyed...currently held by staff for patients allowed leave
- Staff are smoking in their cars
- NRT goal to be 60 minutes
- Refresher campaign

We were asked what the focus should be in the future and said it should be Focus on wards not all the grounds as this is impossible to patrol and can be seen as such in other trusts such as BHRT and Barts.

## News about our other work

Recruitment of new staff members for Next Steps project; Project Assistant and three Peer Educators.

Training for new Peer Support project for evening meetings for people in crisis.

Meeting with Assistant Director for Mental Health and HASS Lead Hainault area.

Meeting with FFPG re Abundance Day Event on 14th October.

## Service User Network Meeting

Please remember we also hold a service user network meeting on the last Wednesday of each month at the Gloucester Room, Central Library, Clements Road, Ilford from 5.30pm to 7pm. Often we have guest speakers relevant to mental health, give out information and provide updates on services.

Everyone is welcome to join us.

## Peer Support Group

One Place East holds weekly Peer Support Groups.

Share experiences, find hope, support, understanding and inspiration for the recovery from mental health distress.

To find out more about the groups call Charmaine on 020 8925 2435.

# RUN-UP Survey Satisfaction Report 2018

Thank you to everyone who responded to our 2018 RUN-UP Satisfaction Survey.

The questions we asked for your opinion on included:

Are you happy with the work RUN-UP does?

Does RUN-UP make a difference in commissioning, development and delivery of services?

Does RUN-UP represent and respect your views?

Do you find the RUN-UP Newsletter helpful?

We also asked you for other comments that you would like us to consider improving the service.

A large proportion of you (90%) are happy with the work RUN-UP does and find the Newsletter helpful. More than 80% of you feel that RUN-UP makes a difference to commissioning, development and delivery of services and that we represent and respect your views.

You suggested other work you would like RUN-UP to be involved in?

- Develop social clubs
- Training in peer work (this has just taken place with 10 people participating)
- Helping people to do voluntary work (we have mental health and dementia befriending services)
- Patient advocacy
- Speaking more to agencies outside mental health e.g. local press
- Fight Redbridge Council about cuts to services

Other comments included:

- Let's service users know what's out there
- Informs on changes to PIP
- I believe RUN-UP covers most issues
- Continue to support users on awkward issues
- Presentations to schools and elsewhere is a brilliant initiative
- Without the Newsletter, nobody would know what's going on in mental health
- The information I receive is always and it keeps me well informed
- RUN-UP is well organised.
- The guest speakers at the monthly meetings are fantastic
- It does not have the campaigning zeal it used to have

We continue to champion the value and role of service users in influencing how services are provided, by our attendance at NELFT and voluntary sector meetings. Our service user reps are trained to voice the concerns of the provision of treatment where it is poor and ask what improvements are being planned and following up at subsequent meetings. We are also involved in steering groups where we can influence projects.

# RUN-UP Service User Rep delivering courses on Morris Ward

Kate has been with One Place East (formerly Redbridge Concern for Mental Health) as a service user rep for RUN-UP for nearly 12 years. In 2017 she successfully applied for a role with NELFT as a Peer Trainer to deliver Recovery College courses on Morris ward at Sunflowers Court. This is her story of the work she delivers.

Morris Ward is a low-secure rehabilitation ward where patients can stay up to 3 years depending on what 'section' they are on. A 'section' is when someone is detained under the Mental Health Act which is the law that allows someone to be admitted, detained and treated in hospital against their wishes.

The Morris Ward Recovery College courses and workshops have been co-produced and co-delivered by Kate and Lisa Kirby the Occupation Therapist for the ward. They offer a range of interesting and inspiring work to promote recovery and wellbeing for all. It allows for the sharing of expertise and joint learning. It aims to provide people on the ward opportunities for recovery from their lived experience of mental illness. It offers me the same therapeutic opportunity for my own recovery.

There are six courses for this Recovery College.

## **Course 1 – Understanding Recovery.**

We talk about the principles of recovery for those who may be overcoming mental illness. Recovery is a framework for understanding mental ill-health and the experiences of those with lived experiences of mental illness. We look at different understandings of recovery and explore the recovery principles. It involves the existing experience of patients, their insights and knowledge and how to develop their understanding of the personal nature of the recovery journey.

## **Course 2 – Understanding Diagnosis and Treatments.**

Here we explore a wide range of treatment options available to people with a particular diagnosis. Recovery relies on individuals being able to take control of their circumstances, so having a thorough understanding of your own diagnosis, and what treatment options are available, supports you to make decisions about your treatment. We look at the guidelines of diagnosis and the existing evidence and advice surrounding treatment options. A ward pharmacist attended the part of the course where we discussed medication and side effects.

## **Course 3 – The Person Behind the Label.**

There are stereotypical attitudes and offending behaviours towards people with mental ill health. We need to find ways of addressing these and be aware of when to disclose our mental ill health and of relevant legislation. Stigma and discrimination are key issues in society and they can hold people back in terms of their work, relationships and opportunities. We explore stereotypical attitudes towards mental health and discuss these alongside personal experiences of stigma and discrimination.

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## RUN-UP Service User Rep delivering courses on Morris Ward (cont from page 5)

### Course 4 – Sleep Hygiene and Recovery.

Getting enough sleep is an important part of recovery as if we have not had enough rest it is difficult to feel hopeful about recovery. Getting enough sleep is a problem for some of the patients on the ward and they were interested in having a course on this topic. It aims to inform students about possible sleep techniques and helps them to understand their own sleep patterns.

### Course 5 – Assertiveness and Recovery

Being able to take control of your life and having hope for the future are important parts of recovery. For both of these you need to be able to communicate effectively and feel that you are being heard by others. Assertiveness is about being able to communicate to others in a fair way so that your needs are met without compromising others. This course is designed to develop students understanding of passive, aggressive and assertive communication styles. It aims to provide students with the skills to communicate effectively.

### Course 6 – Discharge and Moving On.

This course will provide students with information about the discharge process; what to expect and how to manage it successfully. We discuss different sections of the Mental Health Act and how the discharge process may vary for these. We also spend time discussing skills for discharge such as accommodation, budgeting, building support networks and community activities. There is a Recovery Charter and a Code of Conduct.

I really enjoy sharing my story with the patients and co-delivering the courses.

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"

The views expressed in this newsletter are not necessarily those of the editor, or staff or trustees of RUN-UP or One Place East.