

APRIL 2016

EDITOR

CHRIS DAY

RUN-UP NEWS

NEWSLETTER

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CQC visit to SUN Meeting

We were pleased to welcome two members of the CQC Inspection team who were due to take part in the inspection of NELFT services commencing on 4th April. Scott Huckle and Linda Burke explained their background in health services and their interest in finding out from our service users what is good about NELFT services and what can be improved upon?

They made it clear that they do not deal with individual complaints.

The various comments and issues raised by service users include:

An outstanding complaint from over 2 years ago which has now gone to the Ombudsman. As the complaint came under the Mental Health Act the team were able to give the person a name of somebody that could help them from the CQC.

There was positive feedback about the service that one person had just received from the Home Treatment Team (HTT). They had been discharged that day and had been seeing the HTT (Redbridge) for 5-6 weeks. They were very impressed with the fact that a psychiatrist had been seeing them on home visits and also that they had been referred to HTT by a locum psychiatrist. So good feedback for a change about psychiatrists' work with service users.

When someone's son was unwell they thought that the HTT staff that came to visit her son should be senior members of staff and experienced. Unfortunately she thought the HTT were not really helping her son but overmedicating.

It was brought to the attention of the group that feedback forms were not being handed out to service users after being discharged by the HTT.

Care Planning was not seen as being consistent and the quality of some of them may not be very good.

A service user reminisced that 16 years ago they were patients and now they are treated as customers. This view is formed because it seems they see a different psychiatrist on each appointment.

Service users generally feel that when they have been discharged back to their GP, they had problems when they had become unwell again. GPs aren't specialists in mental health treatment. Also it was confirmed that CPA stops when referred back to a GP, so continuity of care stops.

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RCVS Meeting Feedback by Kate

The main speaker today was Andy Donald the new Chief Executive of Redbridge Council. He had only been in post for 7 weeks that day. He has spent his career in local government in Basildon, Harrow and Brent.

His initial impressions of the borough are very positive: the local authority is in a relatively good financial position, there are considerable opportunities to make savings and make improvements to services. There is also a lot of innovative work happening with great dialogue between the council and other partners, such as the NHS and the voluntary sector. However, the borough has no clear strategic plan and no Local Strategic Partnership. He expects the Council to embrace and incorporate the work of the Fairness Commission. He said there should be a better alignment between how the Council spends money and local political priorities. Andy recognises the difficult state of public sector funding and said that central government funding for local government was likely to be reduced to zero in the near future. The culture of the Council, which is currently very traditional, needs to change to better reflect the relationship between the Council and citizens.

Questions for Andy included:

The subject of VISION came up. Andy agreed that there seems to be some confusion whether Vision is a part of the Council or not and he is planning to address the issue.

Asked about brown field sites he said they will deliver 15% at most of Redbridge's housing requirements. The reality in the borough is that Redbridge will have to build on both brown and green field sites. It is a difficult debate, but the housing challenges need to be addressed. He undertook to find out about the Playing Fields Strategy.

There will be a wide ranging review of the services that constitute Civic Pride which includes the Blue Badge service, environmental services including flytipping etc. He does accept that those services need improving and that issues should be properly dealt with.

A question was asked “If you live in Redbridge and you are disabled life is unfair?” and that disabled people are being disproportionately affected by welfare changes, transport, increasing costs of meals on wheels, changes in care packages, etc. Andy Donald replied that he is committed to a Full Impact Assessment.

Tracy Cleverly and Gulcan Ocak gave a short presentation on new Domestic Abuse Services provided by Refuge to residents of Redbridge. The service is supporting women at any level of risk, and males at high risk. They described how the process works and what support they can provide. They also work with children and teenagers between 14-17. They find refuge spaces and offer counselling. They also support women at Magistrates Court. They offer help with benefits. Also they can find solicitors if there is an immigration issue.

The last presentation was from Mark Bembow of Community Safety, Transformation and Enforcement Team on the Redbridge Enforcement Team. The main purpose of the job is tackling anti-social behaviour, noise nuisance, enviro-crime fly tipping and abandoned vehicles.

These are some of the Acts officers use:

Anti-Social Act 2014 * Environmental Act 1990 * Control of Pollution Act 1974

The enforcement officers have no powers of arrest but can issue fines. Their phone number is 0208 554 5000.

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Healthwatch Meeting Feedback by Jai

A presentation on changes to the Stroke Pathways was the main topic of the meeting. There are two inpatient rehabilitation units, Beech Ward at King George run by Barking Havering and Redbridge (BHR) Trust and Grays Court in Dagenham run by NELFT. The changes in the stroke rehabilitation services are to ensure that people recover and live the fullest life possible.

BHR clinical commissioning groups have said that the capacity and demand for stroke rehabilitation are not aligned. Quality of community strokes rehabilitation is not consistently meeting national standards. The demand for stroke services in the three boroughs will increase over the next 20 years. The preferred option was Early Support Discharge and Community Rehabilitation Services which would cover the three boroughs and be offered by one provider with one inpatient unit based at Kings George hospital.

The other main agenda item was Urgent and Emergency Care Project This Project is for two weeks. They will be asking patients and their children, carers and rough sleepers how and where they would access medical treatment in Redbridge.

WI meeting Feedback by Charmaine

March has been an important month for women. Mother's Day, International Women's Day and Women's history month mark women's achievements whilst highlighting the continued struggle for equal rights and equality.

The WI group meets monthly at Mellmead House and celebrated both International Women's Day and women's history month, by attending a presentation on "amazing local women" by Library Historian, Sue Page at Redbridge Vision, Redbridge Central Library.

This year our theme for International Women's Day was Women's Voices - We wanted to celebrate the differences in women that have existed and remain in our Borough. The presentation explored how local women have played an enormous role in the success of our community and paid tribute to iconic women who have left Redbridge with a remarkable legacy. One such woman was Eva Hart who was a survivor from the sinking of the Titanic in April 1912. She survived with her mother, but her father perished in the sea. Eva campaigned against the White Star Line, owners of the Titanic about the lack of life boats and the attitude of another ship close by that didn't attempt to save passengers. She died on 14 February 1996 at her home in Chadwell Heath, two weeks after her 91st birthday.

In the last 100 years, much has changed and improved for women but the figures still show that inequality remains.

The next meeting will explore these issues further with Redbridge Concern for Mental Health's RUN-UP project providing a mental health wellbeing workshop on women's wellness. The workshop will be presented by women with lived experience of mental illness who share their testimonies of surviving stigma and discrimination battling illness and modelling wellness.

Smoke Free Meeting Feedback by Chris

This meeting was part of the review of NELFT going 'Smoke Free' and its effects on patients since it was started in October 2015.

The ban on smoking is across all NELFT sites on the grounds and in the wards. A lot of training was given to staff and information given to patients before the ban started. It involved the

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introduction of Nicotine Replacement Therapies (NRT) and rules about e-cigarettes which are not permitted. It was not expected to be an easy ban to introduce.

Patients being admitted to wards are asked if they are smokers and advised on NRT alternatives (patches, lozenges, sprays and inhalators). This is a very sudden change to a person's habits and would normally meet resistance. It's not surprising then that there have been incidents of patients caught smoking, as well as staff being caught smoking e-cigarettes. Appropriate action has been taken in these cases.

The current issues include: 1. Clozapine treatment is affected when smoking, so different levels are needed when in the community and smoking against non-smoking when on the wards. 2. Patients binge smoking when on leave. 3. The ban on e-cigarettes. 4. The policy discriminates against patients who only have hospital ground leave. 4. The lack of referrals for inhalators.

The meeting discussed the lack of information being given to patients and their involvement in the process, the attitudes of staff who feel a lack of support from management, the ban on e-cigarettes and the lack of smoking cessation support in the community.

A presentation had been planned on a 'single-use' e-cigarette being used in one trust and one prison. Although this was cancelled there was an opportunity to discuss this product with the supplier. This could be the way forward for NELFT. If this product is licensed in the near future, there could be a pilot on one of the wards. The advantage of these products is single use with the value of about 30 normal cigarettes and no need for a charger. They are also tamper proof. Current versions of e-cigarettes are not licensed, so NELFT will not accept their use. Also it has been found they are not tamper proof and have been used to refill with illegal substances.

RUN-UP suggested the use of the Community Group meetings on the wards to engage patients about NRT, especially the inhalator which has not been taken up as much as was thought would happen, as it involves the behaviour associated with normal smoking. We currently work with one ward and have got feedback about the ban on cigarettes and the change in behaviour of patients. This would be an ideal forum to involve patients with up to date news.

Street Triage Meeting Feedback by Chris

The meeting started with the good news that the Street Triage project has been funded for a further twelve months. Just to remind you, the Street Triage Team is a dedicated team of mental health Community Psychiatric Nurses (CPN) specifically available for call-out during weekday evenings and nights by the police, to intervene when a service user with mental health problems is in crisis in a public place and the police have been called.

The intention is to prevent the unnecessary arrest of a service user under section 136, which would normally mean arrest and transfer to a place of safety either A&E if there are associated physical health issues or Sunflowers Court for assessment. The team of three are ready to receive calls from the police, check the NELFT database to see the person's medical history and attend at the scene of the incident. They can diagnose at the scene, listening to their issues, reassuring them of appropriate help and referring them to other services and most importantly preventing an arrest under section 136.

Some recent examples include: 1. Suicidal and paranoid. Known to mental health services, they accepted and agreed referral to Home Treatment Team. 2. Drug and alcohol misuse. Mother is a drug addict known to mental health services, crisis number given; follow up by drug and alcohol

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services. 3. Suicidal and psychotic. History of self-harm, known to mental health services. Informal (Voluntary) admission to Sunflowers Court.

These recent examples are a sample of 6 weeks incidents across the four boroughs and without the Street Triage team they would normally have been arrested and taken to Sunflowers Court by the police who would have carried out their own form of assessment. As we know and the police know, they are not qualified to assess mental health illnesses.

All incidents involving the police and arrests or call outs are logged and reported. Both the Street Triage team and the local police mental health liaison officer review every report. There are still cases where the wrong action is deemed to have occurred and these are reported back so that there is a constant review of the effectiveness of the project. It is now reported that there is a fall in the number of section 136 cases across the boroughs, though there is still the need to promote the service to all officers.

It's been proposed that the London Ambulance service (LAS) have the contact number and they attended this meeting. There will also be a study into the working times/days of the project to see whether they should be changed to meet the pattern of referrals as there is currently no coverer after 2am or at weekends. In an ideal world there would be 24/7 availability.

CQC visit to SUN Meeting cont....

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There was some negative feedback about Mental Health Direct and the Crisis Line. We have been told that staff in this service, who are the first point of call when answering the phones, are now trained mental health staff. We asked the CQC to verify this during their inspection

We explained that we have raised the issue of a lack of activities on wards and one service user who had recently been on Hepworth ward confirmed this. The staff would pacify patients by letting them watch television all day.

The attitude of staff was discussed. A service user had been to visit a patient on Hepworth ward and although the staff recognised them, they felt that they were very rude to them. They also recalled that last Sunday week 2 service users were refused when they tried to visit on Kahlo ward. No reason was given for the refusal.

These are just a few of the points raised, the CQC took full details and this meeting will be included in their final report which will be published in the near future.

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.

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Redbridge

**Newsletter now on
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mental health—website
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runup.htm](http://www.rcmh.org.uk/runup.htm)**

Redbridge Faith Forum Presentation

This was our second time working in partnership with Redbridge Faith Forum (RFF). We enjoyed giving a lively and informative presentation on Health and Wellbeing at the Ilford Buddhist Cultural Centre on Tuesday 8th March. This also marked International women's day.

Jacque Grieve, Chair of RFF welcomed us and kick-started the event by thanking the Buddhist Centre members for their hospitality. We would like to say a huge thanks for the lovely refreshments provided, the food was delicious and plentiful.

We showed slides which provided our audience with surprising statistics; 1 in 4 people suffer a mental health illness, the UK has the highest incidence of self-harm in Europe and that men are less likely to seek help, often with tragic results. We also spoke about issues which exacerbate mental health problems, guests also learned about the effects of stigma and the misconceptions of people who are discriminated against because of having a mental health illness. The presentation concluded with a spirituality exercise, looking at the holistic management of keeping ourselves well. Lastly, we provided an information pamphlet regarding a wide range of support organisations based in Redbridge.

Peer Support Group

Redbridge Concern for Mental Health holds a Peer Support Group every Thursday at 98-100 Ilford Lane Ilford IG1 2LD (no appointment needed) 10.30am—12.30pm; receive hope, support and encouragement from others with lived experience of mental health issues.

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 Redbridge Concern for Mental Health.