

JANUARY 2017

EDITOR

CHRIS DAY

RUN-UP NEWS

NEWSLETTER

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Thank You

We want to say a big Thank You to all of you who have supported our project over past year. The commissioners at London Borough of Redbridge and the Clinical Commissioning Group, and NELFT who give us facilities at Goodmayes and our other funders at the Big Lottery. We must also mention our stakeholders and partners in other local organisations who support our campaign to represent service user's issues on mental health at local meetings and give us a platform to deliver our programme on awareness of stigma and discrimination in mental health.

Most importantly are our superb team of service user representatives who help deliver our campaign and the programme on stigma and discrimination. All have lived experience of their own mental health issues and all are passionate about the project RUN-UP (Next Steps). Here are some of them enjoying their Christmas 'Bring and Share' party.



Pictured left to right: Nicole, Richard, Isra, Jai, A N, Kate, Maria, Chhayal and Jacqui

“KEEPING YOU UPDATED”

SUN Meeting Feedback by Kate

The guest speaker was Awele Odeh who is an Independent Occupational Therapist, Trainer and Mental Health Specialist. She has a background of working in mental health at Goodmayes on Hunter Ward and Chapter's House.

The subject was exploring the topic of the “revolving door” patient which explores a service users experience around what leads to a cycle of repeated admissions to hospital or community services and to get our feedback on their or relatives experiences. The purpose of the research is to learn from service users which will hopefully lead to an improved quality of care, reduced admissions and reduced length of stay.

We were asked to get into 2 groups. One group discussed “What made the difference?” People with past multiple admissions & now in sustained recovery. The second group discussed “What keeps people here?” People in the cycle of repeated admissions. Our feedback will be used in a report.

Awele also introduced her idea of having a Service User Conference focussed on mental health in 2017. The purpose of the Conference would be to learn from service users' experience. It would be led by service users and co-ordinated with service users. There will be case studies, interventions & treatment, approaches/manner.

We were asked what we all thought of having a conference and had we attended something like this before. In general service users at the SUN meeting thought it was a good idea. But some of them stressed that they would prefer if staff were not present. Also the service users wanted to be arranged in small groups at the conference.

Awele Odeh has been meeting with people individually to discuss their experience of the 'revolving door syndrome'. A number of RUN-UP and Next Steps team members have taken part in this research. If you are interested in taking part in a service user conference, please contact Awele Odeh on 07985 440014 or awele@theworkstressbuster.co.uk .

EET Meeting Feedback by Jai

DWP Disability Confident Event at The Salvation Army had received a very good attendance for the event between 130 - 150 people within 3 hrs.

Work Redbridge talked about their project to help people find a job or training and reduce the number of ESA Claimants. A job club offers a drop in service for attendees to discuss and enhance their skills towards employment/ getting back to work. Contact them on: 020 8708 2298.

There was positive news about the funding around the Recovery based focus courses and workshops with sessional peer trainers to provide peer input. This is being jointly supported by Redbridge Concern, Redbridge Institute and NELFT.

“KEEPING YOU UPDATED” Cont....

Jami has produced a new prospectus (Head Room) published for courses relating to Mental Health some at Sinclair House-Jewish Centre.

Occupational Therapy for NELFT is working on a new project regarding publishing a newsletter on the Trip project on recovery and lived experience and to use a theme topic each month. This would only be an electronic newsletter for the users to get familiar using their PC skills.

RCVS Meeting Feedback by Kate

The main presentation was given by Gladys Xavier Deputy Director of Public Health – Redbridge Council.

Last year's priorities were prevention of still births, cancer survival, communicable diseases, excess winter deaths and physical activity.

This year Public Health will be focusing on:

- Changing population: Demographics and age of population. The Borough's population in 2011 was 278,970: the projected 2021 population is 346,785.
- Life expectancy: There are still discrepancies in the profile in the south of the borough
- Cardiovascular disease: This refers to heart attacks and strokes – CVD is responsible for 500 preventable deaths in the borough each year.
- End of life care: Promoting help for a “good death”

Public health are responsible for commissioning the NHS health checks programme which aims to prevent long term conditions and identify certain types of dementia. National targets are being met in Redbridge. Gladys then went on to talk about the 0-25 life course approach, which starts with the importance of pre-birth maternal health, through the different stages of childhood, adolescence and young adulthood. This included things such as the good early start to life between the ages of 0-5, and issues around obesity and mental wellbeing. She completed her presentation by looking at the challenge Public Health faces: To ensure that in Redbridge we work with the whole system to plan for and meet the changing and sometimes complex needs of our children and young people.

In response to a question Gladys confirmed that there have been central government cuts to public health budgets. The budget in Redbridge has always been low because of the historical perception of Redbridge as a leafy, outer suburban borough. In the future it should be based on the real data.

NELFT Board Meeting Feedback by Chris

This was the first Board meeting to be held at the CEME Centre Rainham Essex.

The patient journey was from a service user who had anxiety and depression and obsessive compulsive disorder (OCD) and had struggled at school. They also had dyslexia and dyspraxia. Dyslexia we know as a learning difficulty which causes problems with certain abilities such as

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reading and writing, dyspraxia is developmental co-ordination disorder (DCD), a condition affecting physical co-ordination that causes a child to perform less well than expected for their age in daily activities and appear to move clumsily.

But this person's passion for singing and the arts led them to achieving a degree at Warwick University in Performing Arts. Their GP referred them to IAPT (Talking Therapies) where their enthusiasm and interest was noticed and they currently have a placement with IAPT. They are very much hoping this will be extended into paid work within NELFT.

The Integrated Quality and Performance Governance Report, which gives us the details of major issues within the NELFT services, confirm that staff recruitment and retention is still a gloomy picture. We know in 2016 Brookside was temporarily closed, there was also a suspension of admittances to Sunflowers Court, a Strategic CQC Quality Improvement group needs to meet monthly with each domain allocated a project lead.

In Redbridge there are ongoing problems with the Child and Adolescent Mental Health Services (CAMHS). This has led to significant increase in waiting times for 'low risk' cases such as Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD). We know this is causing stress for parents and carers of young people in Redbridge. There is also a problem with waiting times for Early Intervention in Psychosis (EIP). Brookside re-opened at the end of September with a re-modelled care pathway putting more emphasis on community support as well as inpatient treatment. Following treatment options learnt during the closure of Brookside there is now a Young Persons Home Treatment Team (YPHTT) working with NHS England (NHSE) to agree performance targets. Staff recruitment seems to be matching the needs of patients in terms of numbers but feedback from service users is yet to be assessed.

There is an opening ceremony of the new NELFT Trust Head Quarters at the CEME Centre Rainham Essex RM13 8EU on Tuesday 28th February 2017 from 13.00 – 15.00pm. If you'd like to see their new Head Quarters please contact communications@nelft.nhs.uk or call 0300 555 1299.

Smoke Free Meeting Feedback by Chris

We've reported this before, but it seems there is still a lack of progress in implementing the ban on smoking in the grounds and on the wards at the Goodmayes site. The Smoke Free meetings we attend report the implementation of Nicotine Replacement Therapies (NRT) has not gone as well as expected. It seems generally there is a lack of awareness amongst senior staff (Consultants) about the Site Smoking ban and Smoke Free campaign. It's not just at the top, but also at the clinical level where the protocols for staff assessing patients for admittance to Sunflowers Court and day to day care on the wards are not being applied fairly, so there is a big discrepancy between patients experience of the no smoking rules.

In simple terms a patient who is already on a ward should have been assessed for their smoking history and prescribed an appropriate NRT. Equally a patient, who is having a planned admission, should have been assessed prior to their hospital stay so their NRT prescription would

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be ready along with their other medication when they arrive at the hospital. A person arriving on a section 136 should have a timely assessment so NRT would be available within 30 minutes of assessment. So what's happening?

The evidence is not good. There is a limited choice of NRT and inhalators have mostly not been available. The debate on e-cigarettes continues but there is some progress to having a pilot on one ward as there is now a general agreement about the product and how it can be sold. Incident reports and anecdotal feedback from ward staff show there is a serious use of tobacco and lighters. Smoking in the grounds has visibly lessened but is not the priority.

The fair treatment of service users, the safety on the wards and the health of everyone is now of concern and needs some support. RUN-UP has been asked to make a proposal for carrying out a survey of inpatients with a questionnaire. We shall report on this after the next meeting.

News about our other work....

We gave 14 workshops to year 7 and 12 students at Oaks Park School. This has been a very successful partnership working with over 40 workshops since we started the work in May.

We gave a presentation to The Melting Pot who are an African Caribbean Support Group

We attended the Redbridge Healthwatch AGM. They presented the work they have done in the past year i.e. Entry and View to GP practices, hospitals, and patient participation concerning complaint system in GP practices particularly if the procedure is visible for patients and reasonably easy to understand. Our SUR also asked about the Project Development Group meetings which have not been taking place and which we attend. This group and its Terms of Reference will be reviewed in 2017.

Peer Support Group

Redbridge Concern for Mental Health holds a weekly Peer Support Group.

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

To find out more about the group call: 020 8925 2435.

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



Mental Health Survey

Healthwatch Redbridge are carrying out some work around mental health to find out people's views and experiences.

They are initially collecting views from members of the public to help them decide on what aspects of mental health to focus on.

The survey can be found on their website at www.healthwatchredbridge.co.uk. Or you can contact them to ask for a copy to be sent to you. The office is open Monday to Friday 9am to 5pm.

By telephone: Call 020 8553 1236

By Email: info@healthwatchredbridge.co.uk

Some useful numbers for 2017

The new number for Health and Adult Social Services (HASS) to call is: 0208 708 7333

If you want to self-refer for Talking Therapies (IAPT) the number to call is: 0300 300 1554

If you want to self-refer for a mental health assessment the number to call is: 0300 555 1088

Mental Health Crisis Line (Mental Health Direct) : 0300 555 1000

NHS Complaints Advocacy - independent & free: 0300 330 5454

LBR Customer Contact Centre: 020 8554 5000

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.