

JANUARY 2018

EDITOR

CHRIS DAY

RUN-UP NEWS

NEWSLETTER

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IN
REDBRIDGE
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Outline of Adult NELFT and LBR services in Redbridge 2018

As we start another New Year, we thought it might be helpful to give you an overview of your local services.

NELFT is the statutory provider of mental health services in Redbridge. These include: Sunflowers Court, the inpatient unit at Goodmayes, community services including Home Treatment Team, Psychological services, Talking Therapies, Community Recovery Teams, Access, Assessment and Brief Intervention Team at Mellmead House, Early Intervention in Psychosis, Personality Disorder (IMPART), Mental Health Direct and Eating Disorders. Talking Therapies and Access, Assessment and Brief Intervention can be accessed without referral.

What is not always known is that only 30% of NELFT's work is in mental health. The remainder is in community services such as: Podiatry, District Nursing, home phlebotomy, a rehabilitation ward at King George, Walk-In Centre in Barking (open 7am – 10pm), Integrated Learning Disability service, Macmillan Palliative Care, memory clinics and Smoking Cessation.

Another main service is the Health and Social Care service (HASS) also known as Redbridge Community Health and Social Care Service (CHSCS)) which is the integrated service for health and adult social care, jointly provided by NELFT and the London Borough of Redbridge.

This service has a greater focus on early intervention and prevention to deliver high quality integrated care and support to people who are over the age of 18 and are: vulnerable older people, adults with a learning disability and/or on the autistic spectrum, adults with a physical and/or sensory disability and adults with a mental health issue. You should ring this service as your first point of contact for any needs such as social care, Occupational Therapist or Older Adult care.

You will be directed to one of the four multi-disciplinary community health teams set up across the Borough based on GP Clusters. Each team is made up of social workers, occupational therapists and nurses, as well as individual specialist teams e.g. physiotherapy, speech & language, rehabilitation etc. The four wards are based at: Fairlop, Cranbrook & Loxford, Wanstead & Woodford and Seven Kings.

Numbers for main NELFT self-referral services and LBR main services can be found on the back page of this Newsletter.

“KEEPING YOU UPDATED”

SUN Meeting Feedback by Kate

There was a presentation on hate crime by Boryana Smilenova who is a Victim's Advocate and Serious Violence Project Worker from Victim Support.

Hate crime is a crime or incident targeted at a person because of hostility or prejudice based on part of that person's actual or perceived identity. This can be their disability, race or ethnicity, religion, sexual orientation and gender identity. Hate crime can include name calling, assault, racism, bullying, physical attacks, verbal abuse, graffiti, threats, intimidation or harassment.

There has been an increase of 110% in reported hate crimes but hate crime is still massively under reported. This may be because some people can brush it off and some just cannot be bothered. Also people do not trust the police and think something worse might happen if they report it. People may think that the police and authorities may well be unsympathetic. However, if you report it, it could prevent this situation from happening to someone else. It could prevent small incidents becoming more serious. All hate crime is important. Nothing is too minor.

You can report a hate crime to:

- The Police
- Victim Support
- Redbridge Equalities and Community Council
- RAMFEL (Refugee and Migrant Forum of Essex and London).
- East London Out Project
- One Place East
- There are also phone apps and web sites available that you can make your report to.

Victim support can offer telephone support, face to face in the home and at a local outreach point. They can arrange for home security to be fitted, emergency accommodation, food vouchers, transport, interpreters and counselling. Victim Support can liaise with the housing department and the police, social services and mental health services. They can give out information and sign-post to different areas and make referrals for services such as legal advice, benefits advice, Immigration, counselling and support people in court.

Victim Support are not lawyers, counsellors, financial assistance, and do not have powers to re-house people.

Victim Support aims to empower victims to make their own choices. The phone number is 0808 168 9291. The line is open from 8am till 8pm on Monday to Friday and from 9am to 5pm on a Saturday. The National Support Line is on 0808 168 9111. The local office for Victim Support is in Barking.

“KEEPING YOU UPDATED” Cont....

Smoke Free Meeting Feedback by Chris

The practice of staff holding onto cigarettes and lighters for patients who have leave will stop. Staff will not have any involvement in the filling and emptying of the vending machines. This will be done by the company supplying the vending machines. It will be a non-profit making initiative. The independent audit of four wards by RUN-UP has been completed and it is hoped will be published as a report.

Street Triage Meeting Feedback by Chris

It was good to have for the first time two members of British Transport Police (BTP) Street Triage team, attend the meeting, a police officer and a community mental health nurse. They are based in Southwark and cover all the main railway hubs in London. It's a very large area for such a small team but we discovered there is already an overlap with the work they have started and the current NELFT set-up, so hopefully there will be more collaborative work to come.

We discussed some parts of the new Police and Crime Act 2017 (PCA) which makes some changes to police powers under the Mental Health Act 1983 (MHA). Some of the key changes are around section 136 and 135 where someone's home will be able to be used as a place of safety. There had been times when people were taken to their home as a place of safety by the police under their section 136 powers. This amendment formalises and regulates those situations, allowing for the home to be used as a place of safety provided that person consents. If they share the property, the police must also seek the consent of the other occupier. The Home Office is producing some guidance about when it might be suitable to use someone's home as a place of safety, since there will be some instances when this is highly inappropriate.

Police cells may no longer be used as places of safety for children, and the PCA seeks to limit the use of police cells as places of safety for adults. There will be regulations setting out more detailed information about when a police cell might be appropriate.

It was agreed by all that the relationship between police and mental health is improving, but as with many initiatives it needs to be reinforced particularly when new officers join the police. There are still cases reported when an officer was unaware of the street triage team.

NELFT Board Meeting Feedback by Chris

The Patient Journey was from Katie who explained that she was a patient from a young age, experiencing problems at school and being a troubled young person. Following diagnosis from IMPART the specialist Personality Disorder Service she received Dialectical Behavioural Therapy (DBT) a therapy for someone who experiences emotions very intensely. She had this treatment for 18 months and found herself fully equipped to manage her own mental health and discovered her own self-worth. Katie was eager to do more and felt she wanted to put something back to the service that helped her and commenced a voluntary role for 6 months as a

“KEEPING YOU UPDATED” Cont....

Participation Volunteer where there is an opportunity to develop services for children and young people.

The CEO commented on NELFT's financial position which is on plan. NELFT is amongst a diminishing number of Trusts who are achieving this which they say is a testament to their leadership teams. Minor contract issues have been resolved and contracts are being delivered across the board.

Work continues round the CQC process and NELFT are rated as requiring improvement in one report relating to Adult Inpatient area. Other reports are rated as 'good' and Brookside is reported as 'outstanding' which is a significant improvement.

There is a need to monitor the Conflict training for staff as it is believed this is key to reducing violence. Conflict training is not mandatory but is being picked up as 'essential to the role'. Demand on staff for other mandatory training is already significant.

It was noted that Romford station is the second highest location in the country for suicides, after Ealing Broadway. Reporting is being tightened up to show if a suicide relates specifically to the station in Romford and NELFT is working with Network Rail workers around people who attempt suicide and survive, to ensure staff are aware of the impact of their intervention in these situations.

Self-Harm incidents are increasing. Resources have been identified and a team will be funded.

In September an unprecedented amount of community beds were closed on Japonica ward due to infection. A deep clean followed and it has not been closed again. Availability of isolation beds was an issue during this. Staff practice was reviewed and confirmed as good. MHS occupancy remains consistently below 100%.

MH Act Sections show above 90% upheld by tribunal. Brookside has high vacancies for qualified staff and the issue is being addressed. There are difficulties with using Bank staff for these roles as adult nurses do not feel they can work with young people. There is a gap in children's mental health training and this is being addressed at national level.

Peer Support Group

One Place East 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.

News about our other work

We got a Certificate from NCS The Challenge praising us for our work with them in 2017. We have arranged a meeting with them to discuss plans for this summer 2018

We have arranged partnership working with Vision Redbridge for an event to be held in the Central Library during Mental Health Awareness week in May

We had a stall at the Redbridge Adult Institute Health and Wellbeing Fair. Thanks to Maria for helping us on the day.

We are talking to Forest Farm Peace Garden about giving a mental health awareness workshop to their buddy volunteers

A new mental health charity—Patient Art Life Skills are providing Drama and Creative Artwork Workshops in the borough. You can join them on Tuesdays at Fullwell Cross Library. Contact Tina on 07709 893637 or email: tinastewart31@gmail.com

New Project for One Place East

We are pleased to announce that we've been successful in our bid to the Reaching Communities Fund of The Big Lottery.

This work will be developed with young people in mind so we will be harnessing young people's enthusiasm to facilitate peer-to-peer education about mental health to effect change in the wider community. This will follow on from our successful work in our previous Big Lottery funding. We will continue to work with the successful partners we made in that project which includes local schools, colleges and the NCS 'The Challenge'.

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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**Newsletter now on
One Place East's
website
www.oneplaceeast.org**

Some useful numbers for 2018

Health and Adult Social Services (HASS): 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

LBR Customer Contact Centre: 020 8554 5000

LBR Housing Benefit enquiries: 020 8708 5690

LBR Council Tax enquiries: 020 8708 5670

Welfare & Benefits Advice: 020 8708 4180

Independent Complaints Advocacy POhWER Call them on 0203 553 5960

Samaritans: 020 8553 9900

Victim Support: 020 3910 9040

Advocacy in Redbridge (Voiceability): 020 3355 7133

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.