

JULY 2017

EDITOR

CHRIS DAY

RUN-UP NEWS

NEWSLETTER

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Next Steps Focus Group Day

We held a lively day for our sessional staff and volunteers, with the aim of getting feedback on their experiences of the project and their vision for the future. The day was facilitated by Jo Parker, our elective placement from South Bank University and seen to be independent from staff at RCMH. Eleven people attended and there were three main topics.

First there was a Think Tank activity to highlight their top priorities to improve the service user experience. These were: Peer groups at other venues, Peer training, mental health awareness events, Peer support 'out of hours', Peer groups for young people, more recovery courses on 'Taking back control' and more schools work.

The second topic of the meeting was about activities at Next Steps and signposting pathways. There were four questions for the groups to answer. These were about their experiences, expectations, involvement opportunities and services available at RCMH.

Group 1 looked at their experiences of RCMH. Feedback included: informal and a relaxed setting for peer support, opportunity to share their experience and to model recovery and wellness. Improvements could be separate women's and men groups, one-to-one sessions and more support for people in the community.

Group 2 looked at their expectations of working as role models in RCMH. These included meeting like-minded people, moving on from mental health stigma – trying to be treated on parity with physical illness, being sensitive to their own needs and the needs of others and the realisation that they are not alone.

Group 3 looked at involvement opportunities at RCMH. Feedback said there were plenty of involvement opportunities that can be accessed via RCMH meetings and there is good communication and flexibility to be involved. This helps build their confidence levels, attend the excellent training and feel treated as equals.

Group 4 looked at the services at RCMH and signposting to other community services. They said RCMH has good links in the community and that their role as service user representatives carried their lived experience into many services including: schools, colleges, local authority

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“KEEPING YOU UPDATED”

SUN Meeting Feedback by Kate

This was a Focus Group given by Susan Smyth – NELFT Director of Nursing - Clinical Excellence. It was about the Smoke Free policy at NELFT. NELFT has been smoke-free for 2 years. This is throughout all NELFT sites including Goodmayes Hospital and the grounds of the hospital. Susan Smyth has reported that smoking on the wards has stopped due to Health and Safety issues and lighters and any smoking paraphernalia are banned from the hospital. But both staff and patients continue to smoke outside the hospital grounds and in some cases, patients have been found smoking on the wards.

NELFT are looking at E-cigarettes and one in particular – E-burn Ltd. These could be bought from a vending machine from the hospital. This brand is being used in NHS Mental Health Secure Units, Private Hospitals, Prisons and Nursing Homes. It has been advertised as the No 1 Vaping Solution for secure environments. As many at the meeting were non-smokers, there wasn't an overall disagreement that the policy being followed is unfair in principle, just that it must be seen to fair across all wards, patients and staff. It was mentioned that RUN-UP have had focus groups on two wards and will be going on two more wards soon.

RCVS Meeting Feedback by Jai

There were three presentations at this meeting.

Redbridge Voluntary Care was initiated in 1971 by a group of churches. It relies entirely on donations from clients and supporters to finance their work and does not receive funding from the local authority or any other statutory body. It has about 130 volunteers all DBS checked who offer neighbourly help in emergencies and difficulties that arise in daily living. The service is free and confidential and can offer help in a number of ways.

Some examples include visiting lonely people, sitting with the sick or elderly when their carers go out or providing transport for people to hospital, doctors, clinics, dentists etc. This can be a one-off visit or a regular commitment. In an emergency, they can get shopping or collect prescriptions and sometimes filling out certain forms for individuals with sensory problems.

They also have volunteers who are willing to act as escorts during a visit to the doctor or hospital. This can be of benefit to patients who are hard of hearing, visually impaired or just nervous. It has a small band of volunteers who are able to change light bulbs, check batteries, carry out small repairs or move furniture. RVC cannot usually do gardening, decorating, regular shopping or housework or transport people who cannot get into an ordinary car. More information available at [http:// redbridgevoluntarycare.co.uk](http://redbridgevoluntarycare.co.uk)

Uniting Friends has been around for 21 years. The charity mainly deals with people with learning difficulties and on the autistic spectrum who need help and support in life skills etc. and to empower them.

They have an organic allotment called “Sprout There,” an award-winning “food to fork” programme where they grow herbs and which makes its own range of cosmetics, which enables them to be sustainable. Everything that is done is designed by the service users, and support is provided for them. United Friends also run activities in support of NHS England’s “Change for Life” programme.

“KEEPING YOU UPDATED” Cont....

Their services cover Essex, Newham, Hackney, Redbridge, Waltham Forest and Barking & Dagenham. The group works with over 200 people each month, and has 28 paid staff covering management, administration and support roles, 6 fulltime paid staff with learning disabilities and 10 volunteers covering a wide range of services.

MS_Society—The Marjorie Collins Centre has been open for about 25 years and is based in Grove Road, Chadwell Health. It opens three days a week and provides support for people with Multiple Sclerosis (MS), their carers, volunteers and supporters. The centre offers a range of activities during normal opening times such as bingo, quizzes, board games and much more. Laptops are available for visitors to use as well. They also have facilities for physiotherapy and complementary therapies delivered by therapists experienced in dealing with people with MS.

The centre is looking to attract more service users and to encourage more to take part and to enjoy the centre and be in a safe setting. For more information contact the Centre Coordinator on Lorna.lawrence@mssociety.org.uk

CRT Business Meeting Feedback by Kate

At the team meeting there was a discussion surrounding the CQC Assurance visit and their planned return in September.

Important areas to note were Risk Assessment and training, informal complaints and how they are recorded and dealt with. Also the quality of Care plans and service user involvement in them and being up to date and signed off.

A panic alarm system for staff has now been set up.

NELFT Board Meeting Feedback by Chris

Partnership working is increasing across all NHS areas. This is to share costs across a wider area of treatments as well as get more ‘joined up thinking’ as is being done with HASS in LBR. The big project in East London is called the East London Health & Care Partnership (ELHCP) where 20 organisations in 8 boroughs are working together to deliver the East London Sustainability and Transformation Plan (STP). One of the key objectives is to support better working between commissioners, providers, people and carers to deliver improved health and care outcomes and reduce health inequalities across the EL system. STPs represent a shift in the way that the NHS in England plans its services. While the Health and Social Care Act 2012 sought to strengthen the role of competition within the health system, NHS organisations are now being told to collaborate rather than compete to respond to the challenges facing their local services. This new approach is being called ‘place-based planning’. For more information on STP’s go to www.kingsfund/stp

In NELFT the Chief Executive said that they believe many of their block contracts seem to over perform. To date this increased activity has been absorbed by their staff. This is generating real pressure in the system and they need to work with commissioners to manage this and avoid continued demand growth and pressure on their staff.

“KEEPING YOU UPDATED” Cont....

The CQC Project Team came into post in January 2017 to provide additional support to complete and sustain the recommendations in the Improvement Plan following the CQC inspection in April 2016. Of the 137 recommendations, 48 Must Dos are completed and 57 Should Do's are completed. 32 partially completed recommendations are reported in June as exceptions. They report a completion rate of 77% as at 31st May 2017. The dates for the re-inspection and End of Life Care inspection is thought to be in Autumn 2017.

As part of Mental Health Services working more closely with Primary Care, GP's will now have the contact details and mobile phone numbers of Consultant Psychiatrists. GP's say that quite often they simply need advice around case management or some direction regarding altering a person's medication to ensure they maintain recovery.

Spending NHS Money Wisely

In our June Newsletter we told you of a Clinical Commissioning Group (CCG) presentation at a recent RCVS Network meeting. It was about plans by Barking Havering and Redbridge (BHR) CCGs to make £55 million of local savings in the 2017/18 financial year. Following a public consultation, BHR CCGs have decided to no longer fund some treatments and procedures.

The local NHS will no longer fund: Gluten-free products, Medicines for dental conditions, Head lice and scabies medicines, Rubefacient creams and gels, such as 'Deep Heat' and 'Tiger Balm', Omega-3 and other fish oil supplements, Multivitamin supplements, Eye vitamin supplements, Colic remedies for babies, Cough and cold remedies, Painkillers, such as paracetamol and ibuprofen, Soya-based formula milk, Some travel vaccinations, Face lift and brow lift surgery, Breast enlargement, Revising breast enlargement, Surgery to reduce excessive sweating, Trigger finger surgery, Scrotum swellings surgery, Labiaplasty, and Varicose vein surgery .

They will limit access to: IVF (fund one embryo transfer for 23-39 year olds) and Weight loss surgery (introduce eligibility criteria).

They will continue to fund: Male and female sterilisation, Surgery to the outside of the ear, Surgical removal of moles, scars, cysts and birthmarks, Surgical removal of vascular lesions, Hair removal, Breast reduction and Surgery for 'man boobs'. They couldn't agree on Tummy tuck surgery.

For more information go to: 'Spending NHS money wisely – summary of decisions reached'

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.

Next Steps Focus Group Day Cont...

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meetings, Job Centre Plus, Welfare and Benefits offices, Redbridge Institute and NELFT services. They said the Time to Talk and Trending to Talk events and working with young people from NCS were other examples of their involvement in the community.

Finally there was a recovery focussed activity. This looked at how they could use their experience of recovery to support others. Feedback included more dialogue with mental health workers to share their experience of recovery. More networking and outreach to promote peer support and participation, empowering others to feel more in control of their own treatment and life. There is a need to have social networking accessibility, especially to promote services to young people.



Other News

Redbridge CVS is moving from their current home at Forest House, Clements Road to newly refurbished premises on the 23rd August. They are relocating to the first floor at 103 Cranbrook Road, which is the same building as Age UK who are on the fourth floor. However the very popular monthly meetings of the Voluntary Sector Network will NOT be held there. These meetings will now take place at the York Room, Redbridge Central Library. The meetings will now be on the SECOND Wednesday of the month (not the FIRST as previous). There is no meeting in August, so the next meeting is on Wednesday 13th September.

Redbridge Healthwatch are also moving from their current home at Forest House to the first floor at 103 Cranbrook Road

Imagine Independence service at Barkingside are promoting a new service user led Young Women's Group. It is on Tuesdays at 11.00am – 12.00pm at Barkingside for women between 18 – 35 years. Speak to a member of staff on 020 8551 5315

NELFT have started a new Group called 'Being REAL' for service users experiencing disturbing or overwhelming beliefs or hearing voices. It's facilitated by people with lived experience and the multi-faith chaplaincy team. It's held on the first Tuesday of each month 2.30 – 4pm. Contact Mirabai Swingler on 0300 555 1077 or email mirabai.swingler@nelft.nhs.uk

Registered office:
Redbridge Concern for Mental Health
98-100 Ilford Lane, Ilford, Essex, IG1 2LD

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Company Limited by Guarantee No. 3115971

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EDITOR
Chris Day

RUN-UP
GOODMAYES HOSPITAL
BARLEY LANE
GOODMAYES
ESSEX IG3 8XJ
Phone: 0300 555 1201 ext 67890

Email: runupuk@hotmail.com

Mental Health Crisis Line: 0300 555 1000



Redbridge



News about our other work....

We gave 6 workshops over 2 days to more than 100 Caterham High School year 12 students. Following the workshops, more than 80% said they would be less likely to discriminate and stigmatise and they felt more confident to speak openly about mental health problems. Thanks to Charmaine, Kerry, Ian, Jacqui, and Chhayal who delivered the workshops.

We had a stall at the very successful Forest Farm Peace Garden annual World Music Day. There were many activities including live music from 3 bands, foraging and herbal walks, free bike maintenance, food and soft drinks, complimentary therapies and various children's activities. Look out for their Abundance Day Festival on the 8th October in the autumn.

We have again been working with young people from the National Citizen's Service (NCS) The Challenge. We had 4 sessions with them including making a video and having a Focus Group feedback session along with our volunteers. A full article will be in the August Newsletter.

A big thank you to Jo Parker who came to us for an elective placement from her studies as a year 3 student mental health nurse at South Bank University. She helped run our Focus Group Day and led on the first day of our work with National Citizens Service – The Challenge. She also worked on the Dementia Befriending service. She said she thoroughly enjoyed her experience at RCMH.

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.

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.