

JUNE 2016

EDITOR

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# RUN-UP NEWS

NEWSLETTER

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## Mental Health Awareness Week

This year for Mental Health Awareness week in May, RUN-UP (Next Steps) worked in partnership with Redbridge College, local schools and NELFT Mental Health Services. We gave a number of presentations and workshops on Mental Health awareness, stigma and discrimination and engaged with over 100 young people during the week.

At Redbridge College we were invited back for a third year and gave five workshops over both campuses as well as table-top displays with information on other local Mental Health services.

We had excellent feedback from the Co-ordinator, Medical and Physical Disabilities, who said: "I just wanted to say a big 'thank you' for coming to Redbridge College last week to deliver tutorial sessions. We had very positive feedback from the groups you worked with. It was great to have you with us again and a positive experience for all involved". They also want to work with us to explore other ways of promoting positive mental health and career pathways with their student group.

We also gave our first workshop in partnership with Oak Park High School, Newbury Park. It's part of their programme for students in Personal, Social, Health and Economic (PSHE) education. Chris and Charmaine met with their PSHE Coordinator and were asked to give workshops on stigma and discrimination and include other issues that affect students including self-harm, self-esteem and anxiety. Using our 'When Sam met Hope' stress body exercise, young students have given good feedback about their knowledge of themselves and their school friends' issues around Mental Health. We've now completed seven workshops and the feedback is: "Excellent, the Year 9 lessons are going so well, I am thrilled with the work you are all doing". The work is ongoing with Year 9 and 10 in June and July and a programme is being developed for Year 12 to be delivered in September.

In the week prior to this, we gave a workshop to teachers as part of their Continuous Professional Development (CPD) programme, giving them an insight into the forthcoming programme for students.

This year we collaborated with NELFT in providing tutorials for a group of Medical Science and Health & Social Care students. Katie Francis – NELFT Occupational Therapist and Social Inclusion Lead (Redbridge) and Charmaine involved the group in some useful discussions about career pathways and opportunities in the Mental Health field. They also explored various scenarios around Mental Health diagnosis, treatment and outcomes and promoted an understanding of recovery in Mental Health, including barriers of stigma and discrimination.

# “KEEPING YOU UPDATED”

## **CCTV Meeting** Feedback by Chris

NELFT are proposing to extend their CCTV network of cameras. This was the second meeting of this Steering Group. What has been discovered so far is that there are a range of systems in NELFT and on sites shared with BHRUT.

In researching such a big project within different trusts and different patient groups, it is inevitable that many anomalies are being found. Different specifications and monitoring systems, different contractors, large gaps in areas of coverage. For example in Sunflowers Court one ward has cameras, as do the Section 136 suites, but they may be on different systems. Other wards have cameras in reception, but not on the actual wards or communal areas. Some cameras face the wrong way so do not identify a person's face.

Some of the parameters being used in early discussions include: cameras on corridors and wards, but not in patients rooms, cameras in staff locker rooms but not changing rooms, identifying flash points where staff and patients are at risk to harm, such as tribunal rooms in the Mental Health Act office, dining rooms, Section 136 rooms, meeting rooms (no voice recording to maintain confidentiality) and gardens and courtyards.

We will keep you updated with the developments on this project.

## **RCVS Meeting** Feedback by Jai

The first speaker was Jocelyn Davis who manages the Foodbank, this falls under the Trussell Trust, which includes Christians and other faiths. The first Foodbank was established in 2000 in a garden shed in Salisbury. The Foodbank is not funded by Redbridge council, but relies on applications for grants. In Redbridge in 2015 – 2016, 3138 food parcels were given out to 1738 adults and 1400 children. There were 43.3 tonnes in donations of food and toiletries. It is important that the food etc. has not reached their sell by date, as these cannot be distributed. Redbridge Foodbank is based in the Jubilee Church, Granville Road, Ilford. Two new venues are to open in Netley Road, Newbury Park, and Uphall Road, Ilford.

Redbridge Foodbank provides emergency food and support to local people in crisis. It receives non-perishable food from donations by the public, through supermarket collection days, churches and festivals. The Foodbank also works with Waitrose in South Woodford and Tesco in Barkingside and food is collected once a week by volunteers. Volunteers then sort the food ready for distribution. Foodbank vouchers are given to people in crisis, through frontline care professionals in services signed up to the scheme. Vouchers are exchanged for three days supply of food. Other support and signposting is offered at the foodbank.

The second presentation was by Natalie Szarek for Audacious Veg. Their purpose is to create work and training for young adults through growing local produce. The vision is to create employment opportunities, gain skills and increase confidence. Audacious Veg work in partnership with Forest Farm Peace Garden and Redbridge Institute of Adult Education. The involvement is four months training part-time which leads to a paid work placement. The project grows flowers, gourmet salads and unconventional greens; this generates income through trade for restaurants interested in delicious produce, as London is a more favourable place to buy.

# “KEEPING YOU UPDATED” Cont....

Website is [Facebook.com/Audacious Veg](https://www.facebook.com/AudaciousVeg) and [Natalie@audaciousveg.org](mailto:Natalie@audaciousveg.org)

## **Redbridge Advice Forum Meeting** Feedback by Appellonia

Redbridge Emergency Support Scheme is still going. Funding remains the same. They accept cross referrals from Redbridge Credit Union.

The Benefits Cap is to be introduced this autumn. The cap applies to the total income that everyone living in your household gets from these main benefits: Carer's Allowance, Child Benefit, Child Tax Credit, ESA (unless in the Support Group), Housing Benefit, Income Support, Incapacity Benefit, JSA, Maternity Benefit and Universal Credit. For more information go to: [www.gov.uk/benefit-cap](http://www.gov.uk/benefit-cap)

DHP – a Discretionary Housing Payment application can be made if you are in arrears for council tax.

Salvation Army has recently stopped the free legal advice clinic.

Mary Ward provides free legal advice by appointment at RAMFEL every Wednesday morning. Appointments must be booked beforehand, not on the day. Referrals and self referrals are accepted.

## **EET Meeting** Feedback by Jai

The main item on the agenda was a presentation on Universal Credit by Rehana Akram from the DWP. The aim of the presentation was to make people aware what changes are to happen within the benefits system when Universal Credit is introduced. It will replace the following: Working Tax Credits, Child Tax Credits, JSA (Job Seekers Allowance), ESA (Employment Support Allowance), Income Support and Housing Benefit, but does not include the old DLA and New PIP benefit.

The claim would need to be filled out on-line which takes approximately 20 minutes, but there is a help line number for support by a service centre. After submitting the claim, the payments would normally start within 7 working days. The claimant is required to work with a work coach at the Jobcentre during the contract and make a 'Claimant Commitment'. This is a signed document and will set out what you have agreed to do to prepare for and look for work, or to increase your earnings if you are already working. It can be for 35 hours a week, but allows for other necessary activities such as: applying for on line jobs, interviews, visiting potential employers and training, coaching and mentoring, caring for adults and/or children i.e. picking up from school. The discussion would also include any barriers to looking for work such as mental health, drugs, training, etc.

Universal Credit is paid differently from current benefits. It will be paid once a month, into a Bank or Building Society account and will include the Housing Benefit element, which currently is paid directly to a landlord. There are exceptions to this if a tenant is two months in arrears or feels they will have difficulty managing their rent, then they should talk to their land lord or work coach.

## “KEEPING YOU UPDATED” Cont....

The full Universal Credit service remains on track to be delivered nationally for all types of claimants from May 2016, completing in June 2018. Roll out in Redbridge started in February this year for new claimants or those whose circumstances have changed e.g. if you move in with someone on Universal Credit, it will end your benefits claims and your partner's Universal Credit will become a joint claim and you'll both have to sign new Claimant Commitments.

There was little time for other agenda items, but Anne Berlyn talked about the Women's Institute Group which is based at Mellmead House. They meet once a month and invite more women to attend.

### **NELFT Board** Feedback by Chris

The Patient Journey was from EH who described their treatment from their diagnosis of schizophrenia in 2000 and the associated stigma of this illness. When they started treatment in NELFT it seemed to them they had been labelled and were in a 'box'. Having been referred to a psychiatrist, they found people only wanted to continue treatment using prescribed guidelines. It seemed that medication was the only treatment they could receive. Complaining about this, they were eventually referred to a psychologist and this was when their recovery started. They felt listened to, and were given hope. They received cognitive behavioural therapy (CBT) and some open-mindedness from the psychologist. This was a fundamentally different approach than the psychiatrist. It was listening therapy, not medical therapy. Even an "I don't know" or an "I got that wrong", brought some human touch to their treatment. They haven't seen a psychiatrist since 2012, and having a good GP who understood the mental illness, was very helpful. Services need a personal touch. Also a way of registering complaints about a person's treatment.

Other matters at the Board meeting: It's hoped the main contracts still being negotiated will have successful outcomes soon. Focus on staffing issues remains a major priority. Staff turnover is higher than standard. Clinical vacancies rose. This leads to a risk to safe care as reported by all integrated care directors. In Redbridge this particularly affects palliative care patients who are at risk. (Palliative treatment is to alleviate pain and symptoms without eliminating the cause). District nursing teams are also under severe working pressures due to low numbers. Brookside remains closed due to CQC intervention. Re-structuring and re-development works are ongoing. It's reported that self-harm by Brookside patients has reduced since home treatment has been needed due to closure of the wards. The Lead Governor reported that issues at Brookside had been reported for several months before the closure. It was said that when the wards are re-opened, there will be fewer beds, but more patients being treated.

The Patient Experience Quarterly Report included results that say the percentage of people who would NOT recommend the NELFT Mental Health services is much higher than their figures for community health services. So where's the priority in NELFT treatment strategy?

### **SUN Meeting** Feedback by Kate

Our guest speaker was Andrea St. Croix, an advocate from the NHS Complaints Advocacy (East London) part of Voiceability. They are separate from the Voiceability service at Goodmayes.

It can help you make a complaint about any National Health Service (NHS) treatment received or not received. They are different from the Patient Advisory Liaison Service (PALS) who deal with informal complaints, whereas NHS Complaints deal with formal complaints.

# “KEEPING YOU UPDATED” Cont....

They have a wide range of information to support you to make an NHS complaint by yourself, including a self-help information pack available in Easy Read and large print versions or you can ask for an advocate to assist you at any point in your complaint. They would then work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

When you contact them, an Advocate will get back to you within 2 days. They will take down your story so try to have things in chronological order and have a hospital reference number.

There are 4 outcomes—1: apologies, 2: explanations, 3: process of change and procedures, 4: financial redress.

If there is clinical negligence – a lawyer from Action Against Medical Accidents (AvMA) could be appointed. They are a free independent advice service and give support to people affected by medical accidents (lapses in patient safety) through their specialist helpline, written casework and inquest support services.

A complaint needs to be at least a year old as issues about medical treatment often occur after a prolonged time, but the advocate will use their discretion. If the complaint is not resolved, the second stage is called the Parliamentary and Health Service Ombudsman, who will look at the complaint. There is not much involvement from the advocate after this.

Questions were asked about complaining about GP practices. These should be taken to their professional organisation, the General Medical Council (GMC). Like-wise, if you have a complaint about nursing or a Psychiatrist, you need to complain to the Nursing and Midwifery Council (NMC) or Royal College of Psychiatrists.

They are open Monday to Friday 9 – 5pm. Call 0300 330 5454 or email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org), also at [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

NHS Complaints Advocacy is Independent of the NHS, confidential and FREE

## 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.

## 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



## RUN-UP Survey Satisfaction Report 2016

Thank you to everyone who responded to our 2016 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 70% of you feel that RUN-UP makes a difference to commissioning, development and delivery of services and we represent and respect your views.

This is important for us to know as are the additional comments you gave which included:

- I read the Newsletter and find it very informative
- I look forward to receiving the Newsletter. It keeps me in the link of what's happening
- It is educational and informative, giving advice on future developments in Mental Health
- Would be nice if a service user has an opinion on something and this could be used usefully.
- RUN-UP is lacking in pressure and is not dealing with services that are not helping service users. Providers are still very bad to mental health service users

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.

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.