

MARCH 2016

EDITOR

CHRIS DAY

RUN-UP NEWS

NEWSLETTER

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Time to Talk Event

Time to Change is England's biggest programme to challenge mental health stigma and discrimination. Time to Change is a social movement made up of hundreds of thousands of individuals and organisations across England.

RUN-UP teamed up with Forest Farm Peace Garden to showcase the Time to Talk event which took place on Thursday 4th Feb 2016. Mental Health problems affect at least a quarter of people in the UK yet people are still afraid to talk about it. Not being able to talk about it can be one of the worst parts of the illness for people who are affected.

Our event took place in Fullwell Cross Library Barkingside; light refreshments were provided. The event was a huge success. Forest Farm had a short slide show on their project and provided information on recipes and healthy eating and people were able to sample some home grown lettuce. Chris from Run-Up and Indi from RCMH provided information on Welfare and Benefits and 1 to 1 support to individuals. Charmaine and Kate provided the refreshments and kept people talking. Here are just some of the positive feedback comments we received about the event.

"The people were really friendly and understanding plus the cakes were great"

"very positive event be good to have more within the year"

"very positive be lovely to see more parents with babies"

The aim for getting people talking about mental health problems is to break down stigma and discrimination, improve relationships, and people's understanding of recovery. The reality is that we need to educate people about the reality of living with an illness anyone of us can become mentally ill at any point within our lives.

Nationally, 68,199 conversations were logged by Time to Change by midnight on an interactive map divided by county. West Midlands won with 12,876 conversations. The map was kept open for one week beyond Time to Talk Day; the final total reached 86,747 conversations.

We're supporting

time to change

let's end mental health discrimination

“KEEPING YOU UPDATED”

SUN Meeting Feedback by Chris

The guest speaker was Gordon Muvuti, Acting Director of Operations, Mental Health Inpatient and Acute Directorate (IPAD) which includes all the wards at Sunflower Court, Brookside (Child and Adolescent Inpatient Unit CAMHS), Woodbury Older Persons Unit and Home Treatment Team (HTT), Emergency Duty Team (EDT), Street Triage Team and Social Team.

We'd invited him along to talk about the various issues some of our service users had experienced at Sunflower Court and to tell us of the good work being done around improving the quality of care and the overall patient experience there.

Gordon gave us a brief history of his work in the NHS. Training as a Mental Health Nurse, he worked in various services including Inpatient, Community Mental Health, Children and Adolescent (CAMHS) and Governance. He also worked in Acute Care services (non-Mental Health) before joining NELFT in 2015.

A service user's experience on Hepworth Ward from being an inpatient 2 years ago and as a visitor last year was told to Gordon. There is a formal complaint about the inpatient experience, but the experience as a visitor was detailed. It included the attitude of a member of staff, in particular one who had nursed the service user very well as an inpatient, but with a degree of rudeness as a visitor. They were refused entrance due to patient protected time, a lack of visitor facilities when allowed to see the patient, no seating in a visitors room and a complaint about lack of activities on the ward.

Gordon explained the way he has been managing his remit and dealing with difficult issues on wards and complaints from inpatients and families. It's about setting standards, accountability, reviewing outcomes and his personal involvement in dealing with problems. He gave an example of a complaint against a member of staff. There was no name, only a description. But by identifying the time/shift/day of the complaint he was able to identify the member of staff. He added that when he sets a plan to make changes, he reviews the outcomes and plans again if the expected outcomes have not been met.

The lack of activities on wards is an ongoing problem we've mentioned before when Kieran Mahoney Senior OT Lead came to the August meeting last year. Gordon has recognised the problem and got funding for new posts to provide activities on two wards, Oguru and Hepworth. Each has additional Assistant Psychologists dedicated to providing activities on these wards. It's a pilot scheme, but we were told they would not be taken off their roles to deal with a crisis as has happened when staff were needed at King George A&E. He said he would ask the Psychological Lead to come to our SUN meeting to update us on this later this year.

Gordon also said that the use of Agency staff which is costly and does not lend itself to continuous good staff/patient relationship had been reversed in some cases from 80/20 agency to 80/20 bank staff.

We thanked him for the valuable insight into the improvement plans in the quality of care and the overall patient experience at Sunflower Court and his personal involvement and commitment to the future.

Other RUN-UP information at the meeting included: CQC Inspection and your opportunity to feedback about your experience of NELFT services, Next Steps Volunteering opportunities, RUN-UP Service User Reps opportunities and Make your voice heard in Hainault.

“KEEPING YOU UPDATED” Cont....

From the January Focus Group meeting we said we would update you on some of work plan for 2016 that service users said they wanted to see RUN-UP involved. For SUN meetings this includes: Director of IPAD, Home Treatment Team manager, Mindfulness & Meditation, Physical healthcare, LBR Welfare & Benefits. CQC and a nutritionist. For information it includes Integrated Health and Adult Social Services (HASS), Benefits changes, Freedom Pass changes and local council news updates.

Redbridge Advice Forum Feedback by Appellonia

Redbridge Emergency Support Scheme (RESS) will continue until 2017. They are looking at other ways to provide support to the local community and one is to spend more on furnishing accommodation for people being re-housed outside of the borough.

The Council reports the number of single persons in Redbridge borough is on the rise.

Credit Union. The Council will now support people to open a Credit Union account by providing an opening £2 balance. Apply direct to Redbridge Credit Union.

Redbridge Advice Network (RAN) will continue to get funding from council and continue services. There are still no legal advisers at CAB.

Mary Ward Legal Centre will no longer have a surgery at CAB as not many clients have attended. Surgeries held at RAMFEL by Mary Ward have been fully booked up and bookings are now made up to two weeks in advance. The advice given to clients is detailed and support is offered to deal with a range of financial matters including debt, arrears and bankruptcy.

Universal Credit toolkit is available online on www.Gov.uk. The toolkit has been set out to help people plan finances and describe the applying conditions for Universal Credit which went live in Redbridge in February. Digital based, easily accessed online, other access points, libraries, local authority front line offices and job centre. Only applies to new claims from single people for the moment. It merges benefits and tax credits, (JSA, ESA, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit) and is paid monthly directly to claimants. The rent element can be paid direct to a landlord in certain circumstances, but this is dealt with on a case to case basis as requested by claimant or landlord. Otherwise it is paid directly to the claimant who must manage their whole financial situation.

Job Centre Partnership working. A work coach at the job centre will identify those who need help with budgeting and provide low level budgeting advice. Those needing higher level of support will be referred to the local authority for appointments. All appointments will include an initial and follow up interview.

RCVS Network Meeting Feedback by Kate

The new Chief Executive of Redbridge Council Andy Donald will be at the next meeting.

There is a review of Council grants. John Turkson did a presentation on this subject. There were 30 applications made but of the 300k given to the Council there was an underspend of £50k. The Council will need to decide how to use the remaining money.

There is to be a Corporate Grant Review. Is the grant system fit for purpose? The Council is reviewing all its activities as it has to make £58 million savings over the next 3 years. John said

“KEEPING YOU UPDATED” Cont....

that the grants budget this year was £590,000 and it was likely that this would be cut by 15% in 2016/17. He also said that the current programme is based on the Sustainable Communities Strategy, a document no longer used by the Council, and any new funding programme should address the Council's new corporate priorities. John said that the review would also consider whether the Council should continue with a grants programme or move to solely commissioning services from the voluntary sector

Ola Kanu the Community Fund Raiser at RVCS gave a presentation of the dynamics of diversity of the Borough of Redbridge. London's poverty profile of 2015 was displayed and an overview of London's voluntary and community sector.

CRT Meeting Feedback by Kate

There was a presentation by Mark Simons of the London Fire Brigade on Fire Safety in the Home.

There is to be a Carers Forum at 5pm once a month. The Carers Forum is run by Jane Basher at Mellmead House.

W.I. Group Mellmead House Feedback by Charmaine

There was a lively discussion about 2016 being a leap year, what this means and how it could inspire us to do something new or outside our comfort zone – 'Take a Leap!' There was also a discussion about Valentine's Day and how this can be celebrated and what it means to different people. We talked about loving ourselves and shared the poem 'As I Began to Love Myself', by Charlie Chaplin.

Group members brought pancakes and toppings to share as it was Shrove Tuesday. Everyone enjoyed having these together. We again browsed copies of W.I. Life magazines

We talked about having a name for our group. Various ideas were put forward. Everyone agreed to give it some thought and discuss suggestions next time.

In the April meeting, RUN-UP will be providing a talk by women who have overcome the stigma and challenge of mental health to work and support others in the mental health sector.

NELFT Board Meeting Feedback by Chris

The patient journey involved a service user who had 30 years of treatment in mental health services suffering severe depression, mania and suicidal thoughts. She had been on medication, received various treatment therapies including Cognitive Behavioral Therapy (CBT) and Electroconvulsive Therapy (ECT), which passes an electric current through the brain. She had lost her job, her friends and her ill health was seriously affecting her family life.

Then 18 months ago she was referred for Open Dialogue therapy. This, she says, has transformed her life. At the beginning this involved three meetings a week between herself, family members and a therapist. Over time this has reduced to fortnightly meetings. The meetings often include the service user as a passive participant. The service user expressed immense gratitude to NELFT for being one of the pioneers in this area of treatment.

“KEEPING YOU UPDATED” Cont....

NELFT is leading on a national multi-centre Open Dialogue pilot that seeks to transform the model of health care provided to patients with major mental health problems in the UK. It involves working with the whole family or network, rather than just the individual and equipping staff of all disciplines with the key skills to do this, and thus effect change at deeper levels. Open Dialogue is a different approach to much of mental health care in the UK, but it has been discussed for several years with interest by several NHS Trusts around the country.

NELFT is one of the partners in a new pilot called The Care City Innovation Test Bed. By bringing together 11 partners in health and care services in North East London, Care City marks a step-change away from the traditional approach of isolated technology pilots to a shared, system-wide approach to developing new ideas. There are seven initiatives like this across the UK, each with a different emphasis of care. The focus in this pilot is on technological innovations which can help support older people with long term conditions, older people with dementia, and carers to help meet the challenge of building a sustainable health and social care system.

Health and social care organisations will collaborate with researchers and the technology sector to pioneer and evaluate the use of novel combinations of interconnected devices such as wearable monitors, data analysis and ways of working which will help patients stay well and be able to monitor their conditions themselves at home. The investment amounts to approximately £1.7m.

The day after the Board meeting the sad news was announced that the Chair of NELFT, Jane Atkinson had passed away. Jane had been ill for a very long time and despite having some aggressive treatments for Leukaemia, she was not given a positive prognosis.

Jane joined in 2004, and made many friends within NELFT. This included staff, service users, patients, partners and stakeholders where many developed a great fondness for her. RUN-UP enjoyed a good relationship with Jane and she was always willing to listen to us and give us some of her precious time. She seemed different from the ‘men in grey suits’.

We offer our most sincere condolences and heartfelt sympathy to her husband and other members of her family.

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



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[www.rcmh.org.uk/
runup.htm](http://www.rcmh.org.uk/runup.htm)**

Mental Health Awareness Campaign

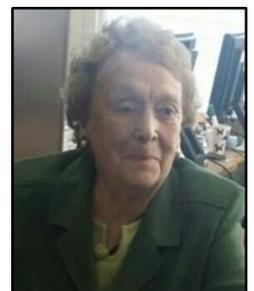
We were invited to a mental health awareness event held at the Houses of Parliament. The Mind Your Mental Health campaign aims to break down the stigma around mental health issues, and share advice for analysing and improving the wellbeing of the local community.

It's a project between Havering Mind and Romford Recorder. We of course fully support another local initiative to promote and improve a borough's mental health awareness and reduce stigma and discrimination, as we do in our presentations on stigma and discrimination in Redbridge.

Kate our service user rep and I went to the event and enjoyed networking with others from local boroughs Havering and Barking and Dagenham. We appeared to be the only representatives from Redbridge who had been invited, although we met a good friend of RUN-UP, Wellington Makala, Assistant Director Adults Mental Health and Learning Disability. The main speakers were: Romford MP Andrew Rosindell, the Chair of Havering Mind, Bob Antell, CEO of Mind, Paul Farmer. Afterwards the group enjoyed a tour of the House of Commons and the House of Lords.

Sad news

It is with much sadness that we report that Barbara Withington has passed away. Barbara was involved with Redbridge Concern for over twenty years. She championed the cause of carers caring for a relative or friend with mental health issues. Barbara also offered support to a number of people recovering from/or living with mental ill health and was well respected within a number of service user groups. Barbara will be missed by many.



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.