

MAY 2017

EDITOR

CHRIS DAY

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RUN-UP Satisfaction Survey

Thank you to everyone who responded to our 2017 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 in order to improve the service.

A large proportion of you (95%) are happy with the work RUN-UP does and find the Newsletter helpful. More than 80% of you feel that RUN-UP makes a difference to commissioning, development and delivery of services and that we represent and respect your views.

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

- More people need to be made aware of RUN-UP and the work it does – keep up the good work
- The speakers at the monthly meetings at the library are very informative and interesting
- The newsletter provides information about mental health issues locally.
- On many occasions it seems like a lifeline. A very big thank you
- I am not sure anything makes a difference to commission and delivery of services. Feel decisions made and consultation is a tick box. This is not RUN-UP's fault. Services and Commissioners are budget driven not care driven
- The RUN-UP network is rather more vital in current circumstances
- The newsletter needs to be more comprehensive please. It needs to challenge LBR more about benefits cuts e.g. Freedom Pass
- It is educational and informative, giving advice on future developments in Mental Health
- RUN-UP is lacking in pressure and is not dealing with services that are not helping 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 concerns about 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.

“KEEPING YOU UPDATED”

SUN Meeting Feedback by Kate

There was a presentation on how to go about getting the best deal from your energy supplier. The presenters were Sharon Pinagli and Tammi Wilson from London Borough of Redbridge Revenue and Benefits – Transactions Team.

Paying for gas and electricity can be expensive. But there are ways to cut the cost of bills.

- Make sure you're getting the best energy deal for you
- Make your home more energy efficient.

To make sure you are on the best energy deal, ask yourself.

- Would switching supplier(s) save me money?
- Am I on the best energy tariff, most suitable for my needs?
- Am I on the best payment option?
- Could I get a grant to improve the insulation and energy efficiency of my home?
- Could I get welfare benefits and could I get the Warm Home Discount?

To make an informed choice – find your most recent annual summary or bill. It will show you:

- The name of the tariff you are currently on and the tariff that is cheapest for you.
- How much energy you used in the last 12 months or how much your energy cost you.
- Your personal projection – how much energy your supplier estimates you'll use over the next 12 months.

There was then a discussion about Smart Meters, which are a new type of meter for gas and electricity which will be offered to all British households by 2020. A smart meter can automatically send meter readings to your energy supplier, meaning they can bill you more accurately for the energy you've used. They can also tell you more about your personal usage per piece of equipment. It is not compulsory to have one and it won't automatically save you money.

There is help available for customers who are struggling to pay their energy bills. If you owe your supplier money, they must offer a payment scheme that take into account your financial circumstances and your ability to pay. Talk to them about your options. There is a Warm Home Discount which is deducted from your Electricity Bill ONLY. This is a discount of £140.00 .You will automatically qualify for the discount if on 10 July 2016 all of the following apply:

- Your electricity supplier was part of the scheme
- Your name (or your partner's) was on the bill.
- You were getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)
- You may also qualify if you are on a low income or on certain benefits.

There is also the Winter Fuel Payment which is an annual payment to help people of pensionable age. Cold weather payments are for those eligible where the temperature is below freezing point (0 degrees centigrade) for seven consecutive days between 1st November and 31st March. The Energy Saving Trust can offer advice on energy efficiency on 0300 123 1234.

RCVS Meeting Feedback by Kate

Liz Pearce (RCVS) is attending a meeting of a new group set up by the council concerning Human Trafficking in the Borough. Liz also gave a presentation on Domestic Abuse Awareness. She went through the myths and facts of Domestic Abuse.

“KEEPING YOU UPDATED” Cont....

Domestic Abuse happens to lots of women. More than 1 in 4 women experience domestic abuse in their lifetime. 1 in 12 women experience abuse in any given year. In Greater London, an incident is reported to the police on average every 3 and a half minutes – and many more incidents go unreported.

Abuse can involve violence – but it happens in other ways too. Domestic abuse charity Refuge say that: “Anyone forced to alter their behaviour because they are frightened of their partner’s reaction is being abused.”

Abuse can be: Physical, Sexual, Emotional, Psychological or Financial.

During May RCVS will be offering free training to anyone from community organisations who would like to know more and thereafter be willing to talk openly with others about it. Contact Lynette at RCVS.

There were two presentations on Hate Crime. Perryn Jasper of LBR Hate Crime department said that a hate crime is something that is motivated by prejudice, about a person’s race, religion or gender. The borough has set up a Victim Panel to ensure that people who are subjected to low level hate crime, such as name calling, can report it somewhere. At present there are 2-3 referrals per month to the Victim Panel.

The other presentation was by David Landau from Redbridge Equalities and Community Council (RECC). The key points were they offer advice and advocacy to victims; ensure that they know their rights and that authorities understand their duties. They engage with the community about hate crime –reverse the situation so the victim is supported and the perpetrator is isolated. They challenge prejudice and myths which are put about by the media and politicians. They produce literature that gives a more accurate understanding of things. Leaflet hotspot areas known for hate crime, encourage victims and other members of the community to come forward to say what is happening.

There were concerns raised regarding harassment orders and whether a perpetrator was legally obliged to sign to say they had been issued with one. The meeting was told that it doesn’t matter whether they are signed or not they still have the same legal importance.

Every day people are bullied or picked on because they are seen as being “different” in some way – perhaps of their race, colour, religion, gender or sexuality, or because they have a disability or illness.

Don’t suffer in silence, report it!

HATE CRIME HOTLINE.

0208 551 8178. This number is open during office hours and 6pm till midnight 7 days a week.

CRT Business Meeting Feedback by Kate

This was the first meeting at the new time of 09.30.

A new CPN in CRT East starts on 18th April 2017. There are still vacancies for an Occupational Therapist and a Social Worker.

“KEEPING YOU UPDATED” Cont....

There is to be a monthly TRIP (Team Recovery Implementation Plan) meeting. Service users will be invited to attend and will be given a Welcome Pack.

NELFT Board Meeting Feedback by Chris

NELFT officially re-opened the Brookside adolescent unit at the end of March although it was opened for patients in September. The event was opened by the NELFT Chair and supported by service users providing their perspective on the positive changes made at the unit. Improvements were made following the unit closure in 2016 with a transformed service Model and both patients and staff benefiting from the improved environment. Feedback from service users has been positive and the recent endorsement from the CQC provides NELFT with assurance that the decision they took to make the changes was the right one.

NELFT hosted the fourth peer-supported Open Dialogue conference in London at the end of March. The conference was attended by around 400 delegates from across the world and speakers highlighted how Open Dialogue has become a global phenomenon and progress that is being made in other countries. As well as presentations from clinicians, service users were given the opportunity to discuss their experience of Open Dialogue and how it has benefited both themselves and their families. Open Dialogue is a model of mental health care which involves a consistent family and social network approach with meetings, which always include the patient. All healthcare staff involved in Open Dialogue are trained in family therapy and related psychological skills. For more information about the Dialogue First service visit <http://www.nelft.nhs.uk/dialoguefirst>.

As of 1 April 2017, NELFT is the new provider of the Child Information Service (CHIS) for North East London. The service is responsible for recording collating and analysing every aspect of a child's health. It will be the first in the UK and help to track children and families as they move across London and parents will soon be able to access their children's results through the e-Redbook. The service is based at the CEME Trust HQ.

Redbridge CAMHS is facing a reduction in funding for 2016/17. The reduction is c. £633K and will result in the closure of the Hear & Now Counselling service at the end of March 2017. The Integrated Care Directorate is attempting to negotiate some additional funding for the service to complete the therapy that Children and Young Persons have commenced prior to the service closure. A plan is in place and even if the funding is not secured we will proceed at financial risk with treating the young people as part of our plan to safely run down the service. The service closure is being completed as part of the CAMHS Transformation process within Redbridge which will see new services come on stream (not all provided by NELFT) over the coming months, although these services will not be a like for like replacement.

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.

CAMHS 2017

In this article, we are trying to explain the current changes to CAMHS services in Redbridge.

The Redbridge CAMHS team is based in a local clinic at Loxford Hall and offers various support such as assessment of development problems, autism, hyperactivity, depression, and early onset psychosis and brief interventions. The team also offers support to families and carers. It works on a four-tiered system which is not hierarchical. Tier 1 – Professionals who are not necessarily employed directly in mental health, but who work with them, for example health visitors, school teachers, school nurses. Tier 2 – Services are provided for children and young people who are at increased risk of developing mental health problems and for young people with moderate mental health needs. Tier 3 – Specialist services who deal with complex problems. Tier 4 – Acute. This tier provides for highly specific and complex problems such as secure provision and very specialised services.

Problems associated with the current tiered CAMHS model are that it creates barriers between services which can be compounded by complex commissioning arrangements. Care can become fragmented, and the barriers and varying thresholds for treatment can result in children moving in and out of different services with no overall responsibility for ensuring that the child receives the care they need. Children can start a referral to one service where they may not meet the criteria and then have to start again with a new referral to another service. There is also uncertainty among many professionals, including teachers and GPs, about how to refer for support and to which service.

The proposal is to remove tiers and create a single system that operates across the spectrum of need and services: a whole-system approach. This will be based on a new structure of four quadrants, so that rather than ranking mental health issues and their interventions by severity and slotting young people into a tier, the needs of each individual can be addressed across as many or as few of the four quadrants as are appropriate, tailoring treatment to their specific needs. There will be a single point of access to the CAMHS system – a wellbeing hub – which will consolidate expertise, and ensure GPs and other professionals know precisely where to refer their young patients, so they can get the help they need, at the right time.

Quadrant 1: Building resilience and promoting prevention. This plan proposes a whole system solution which will include activities and training to educate and empower children and young people and those who know and work with them, to start early resilience building work. This will include support to parents.

Quadrant 2: Extra help and early help. This quadrant refers to needs that are identified as requiring early or extra help beyond that offered in universal services. Support will be accessed via the wellbeing hub.

Quadrant 3: Accessible, timely and evidence based treatments. At present demand outstrips capacity across the system, however by working both to build resilience and reduce demand over time, and invest in specialist services, it intends to improve the availability of accessible, timely and evidence based mental health support.

Quadrant 4: Crisis support and crisis outreach. Crisis care in this model should refer to a crisis 'in the experience of the person', therefore if the individual or their family feels they need crisis support then the service should respond to that need. This may include intensive community support or access to an inpatient service.

We have submitted a number of questions to NELFT and are waiting their response.

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Redbridge



News about our other work....

At the end of May we held a very successful Trending to Talk event in partnership with Redbridge Vision at the central library. We'd like to thank our collaborative partners who had table-top stands at the event. A full article and picture will be in June's Newsletter.

Kerry and Ian gave a presentation on stigma and discrimination to Redbridge Carers.

The NELFT Open Dialogue programme of work is a model of mental health care which involves a consistent family and social network approach which always include the patient. Charmaine and Kerry have been involved in this pilot since its start-up in Redbridge and have recently been appointed Peer Support Open Dialogue Practitioners

Unfortunately, the Mental Health Service-User led Recovery Conference planned for Thursday 15th June at Leyton Orient Football Club has had to be cancelled, so please remove that from your diary

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.