

NOVEMBER 2016

EDITOR

CHRIS DAY

# RUN-UP NEWS

NEWSLETTER

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## RUN-UP (Next Steps) Review of 2016

The project continued to develop its work in the community on Stigma and Discrimination through its presentations and workshops to local organisations, colleges and schools. We developed a significant partnership with one local school and their Personal, Health, Social and Economic Team (PHSE). We had already given workshops to Year 9 & 10 students, but its success has led to an invitation to give workshops to all year groups from Year 7 to Year 13. Currently we have given over 30 workshops to more than 900 students, with more planned in 2017. In addition we delivered 5 workshops to local colleges in Mental Health Awareness Week to over 60 students.

We worked with other young people from the borough on the National Citizens Service 'The Challenge'. We have given presentations to local organisations including: Stroke Survivors Association, LBR Action on Hearing Loss Team, Redbridge Respite Care and Redbridge CVS. We continued our Partnership working with Redbridge Faith Forum with two workshops at the Ilford Buddhist Centre and Ilford Islamic Centre.

We held a joint event for 'Time to Talk' day with Forest Farm Peace Garden at Fullwell Cross Library. This included a short slide show on their service, advice on Welfare and Benefits and refreshments with volunteers, guests and stakeholders sharing their lived experiences of mental illness. We also worked with FFPG giving a workshop at their Buddying Training Day.

We are working in partnership with Redbridge Institute for Adult Education promoting their Living in mind education and training project for people living with mild to moderate mental health illness, anxiety, depression and sleep disorder.

We have run two recruitment campaigns and offered training on Developing the Service User Voice through partnership working with RCVS. Five were recruited from the first and have completed their induction and are beginning to shadow experienced SUR's on presentations, workshops and meetings. We have six new recruits on the current training programme.

This is what one of our new service user reps Chhayal had to say about her experience with RUN-UP (Next Steps) this year:-

*"I started working as a service user representative since April 2016 for Redbridge Concern for Mental Health (RCMH). Since joining I have been involved in various tasks and projects.*

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# “KEEPING YOU UPDATED”

## **SUN Meeting** Feedback by Chris

We were honoured to have Councillor Muhammed Javed, the former Mayor and Leader of the Council, as our guest speaker at our October meeting. He spoke about his personal experiences that propelled him to get involved in both the voluntary sector and local politics.

Councillor Javed is a local man, having lived in Ilford for nearly fifty years. He is married and has three grandchildren who also live locally and attend local schools.

He said it was heart aching, as a sixteen year to see parents struggling to find suitable accommodation to rent or buy. It was difficult for his parents to look after them and save to buy a house but through their hard work and determination, they succeeded - witnessing their experience was enough for him to get involved in the voluntary sector to help others in need. He said his parents experience was repeated in the late 1970's when he was trying to find a place for his own family - renting or buying a house was difficult with just a single income. Many young couples are experiencing the same problems now as then - they have to make a difficult choice between having a family or buying a house. This experience propelled him to become involved in local politics.

In May 1982, Councillor Javed was first elected to the Redbridge Council. He has served on virtually all the Council committees including being Chairman of the Housing committee and the Social Services committee. In the mid-90's he served on the London wide Housing and Social Services committees. Councillor Javid said that he served the Redbridge Council as the Council leader (equivalent to being Prime Minister of the Redbridge) and as the Mayor in the Queen's Diamond Jubilee year.

He said being the Mayor was a unique experience, meeting people and seeing lots of work being done by many un-sung heroes who give time for others.

Councillor Javed also informed the meeting of the Council's Governance systems. There are Council officers, headed by Chief Executive who implements the Policies agreed by the Councillors and carry out day to day functions. There is a Council leader and Cabinet members who hold different Portfolios and are responsible for making the Council Policies in the different areas of service - such as education, social services etc.

We all thanked Councillor Javed for a very informative presentation.

## **EET Meeting** Feedback by Jai

There is no funding for the Recovery College training. A Steering group is to be put in place to discuss strategies to combine with partners e.g. Learning in Mind with Redbridge Adult Institute whose courses are due to start in November 2016.

Jon from Redbridge Concern reported that RCMH have submitted a funding application to train three Peer trainers in partnership with Redbridge Adult Institute and NELFT. Courses could include financial based courses such as dealing with debt which can have an effect on recovery. They could also help support with the enrolment of courses and social inclusion.

# “KEEPING YOU UPDATED” Cont....

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

The Chief Executive reported that Brookside had re-opened, but there were serious challenges. It is moving to a community based model that will be monitored by CQC. There will be a new Single Oversight Framework to help NHS providers maintain a 'Good' or 'Outstanding' CQC rating. Trusts are rated according to the level of support each needs. NELFT is rated a 2 which means that targeted support can be offered to or requested from the Trust.

Each year there is a community survey of service users. This is conducted independently by Quality Health on behalf of CQC who gave a presentation. There was an overall response rate of only 27% from 827 questionnaires sent out. Strangely there is no weighting done for ethnicity, but there is for age/gender. As we all know, Redbridge is a very diverse borough. Some of the responses from service users include:

98% knew who to contact the person in charge of their care

76% feel they are involved in their care

64% feel they are seen often enough. This is a low figure and needs to improve

Changes in staff has a negative impact on service users, but staff retention is a real problem

Changes in peoples care has a negative impact on service users health

Service users do not feel they get help when in a crisis

Everyone is entitled to a twelve month review of their care plan

Remember. If you feel you are not getting proper care, complain to the Independent Complaints Advocacy (Voiceability) on 0300 330 5454

## **CRT Business Meeting** Feedback by Kate

Samira from the Safe-Guarding team did a presentation on the procedures on reporting safe guarding issues. The local authority has overall responsibility of a safe-guarding issue/complaint. If a service user has mental capacity and a family member/friend is exploiting them and they don't want you to do anything about it then unfortunately nothing can be done.

If there is an out of Borough service user then Redbridge will act as a host authority and must liaise with the funding authority.

If a service user does not have mental capacity and significant difficulties and no family they need to be referred to an advocate.

## **Redbridge Equalities and Communities Council** Feedback by Jai

The main part of the meeting was a talk on Special Needs and Disabilities by Austin Hughes who is the Senior Inclusion Officer with the Sporting Activities Foundation of West Ham United Football Club at their new site near the Olympic Park in Stratford.

# “KEEPING YOU UPDATED” Cont....

He spoke about their work with children with special needs and the improvements in sporting activities and the development of ramps, lifts and sensory rooms in schools.

## **Mental Health Crisis Workshop** Feedback by Chris

Chris (Project Manager) and Kate (SUR) were invited to the Improving Mental Health Crisis Services Workshop held by the Barking Havering and Redbridge Clinical Commissioning Group (BHR CCG). The workshop focussed on two crisis pilot schemes, managed by NELFT in partnership with the police and ambulance services. These are Street Triage and Mental Health Direct, the emergency crisis telephone line. Both are part of the crisis service aimed at reducing people being taken to a place of safety on a section 136 or to A&E.

Many of you are familiar with the Mental Health Direct Line (MHD) number that you can call when you feel in a crisis or in danger and the Street Triage pilot we have been reporting on for over a year. This is when the police are called to assist when a service user is in crisis in a public place and they can call the Street Triage team who are available to come directly to the place and offer treatment and advice so the person is not taken to a place of safety. We have given examples of how this works in previous Newsletters.

What we learned was that there are many crisis services in the referral and treatment pathway and they have mostly been working to their own remit and very little joined up working. As an example, if you call Mental Health Direct, there is one number with one call receiver. So if that person is busy with a caller who needs to talk about their crisis, then the next caller cannot get through to talk to someone. Yet there will be other call receivers say from another crisis service such as Street Triage or Emergency Duty Team (EDT) who have their phone line free, but the calls to MHD are not automatically redirected to the other available staff.

The workshop was full with staff from CCG, NELFT other services and service users. The session broke into smaller groups to give feedback on current issues and experiences about the services and give feedback on possible solutions. Kate shared her experiences of MHD and section 136 and Chris as a member of the Street Triage Team that meets bi-monthly.

It may seem a little obvious as we report, but a big outcome from the workshop is for the crisis services to be more integrated and not so separate. This means more people from different teams, taking calls from other teams and dealing with the crisis. So a member of EDT will in future be able to take a call that may have been originally for MHD. Also the person taking the call would be a 'named' person, so in the case where a service user needs to go to the crisis team at Goodmayes, the person who would meet them would be the person who took the call, so would know the reason for the referral and it links a face to a name.

It will be interesting to see how this initiative progresses and we will be monitoring this through meetings we attend and our links with the Deputy Director of Acute and Rehabilitation Directorate.

# RUN-UP (Next Steps) Review of 2016 Cont...

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*Coming from a minor ethnic background as an Asian, there is strong stigma and discrimination from the Asian community. Hence doing these presentations where there is a high population of BME (Black Minor Ethnicity) will mean that the children will engage and realise that they are not alone when it comes to their mental health issues.*

*To summarise, since joining RCMH, I have developed my skills such as gaining confidence during presentations and engaging with children and students. I have also developed further skills such as communicating with professionals at all levels when promoting mental health awareness with the community”.*

## News about our other work....

We had a stall with our partners Redbridge Institute for Adult Education at their Learning in mind event. Our service user reps Kate and Maria did an excellent job in promoting Concern's services and networking with other services. A number of people with lived experience were interested in our training.

On one day alone, we had three simultaneous events we were attending. Our service user reps Ian and Chhayal attended the Open Day at Loxford Polyclinic. Our Project Coordinator Charmaine and service user rep Kerry, ran a stall at the Redbridge Children's and Young People 'Celebrating Volunteering in Redbridge' event at the new City Gates Church, before returning to the Concern office to give a workshop on stigma and discrimination to a group of students from the Jo Richardson Community School Dagenham.

We started our new volunteer training 'Developing the User and Representative Voice' with ten new recruits. The training is provided by RCVS to a tailor made package for the RUN-UP (Next Steps) project.

We gave presentations to the staff and strategic team at Haven House the Children's Hospice and to carers at the Hainault Carers Support Group.

## 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.

**Please note that the Peer Support Group will not meet on 22 or 29 December 2016.**

## Service User Network Meeting

Please remember that there is no Service User Network Meeting in December, we will be back on the last Wednesday in January at the Gloucester Room, Central Library, Clements Road, Ilford from 5.30pm to 7pm.

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## Morris Ward Open Evening

RUN-UP (Next Steps) was invited by Morris Ward to attend their Open evening on Friday 28<sup>th</sup> October 2016. The event consisted of staff members and carers, which focused on maintaining wellbeing and recovery. Ex-service users came back onto the ward to discuss with us their recovery journeys after discharge. One other guest speaker was the father of an ex service user who had spoken on behalf of his sons experience within the ward and also shared his experience as a carer while his son was a mental health patient.

Charmaine Harris (Project Coordinator) and Kate Harrison Service User Rep went as guest speakers. Kate spoke of her own lived experience as an ex service user and told members that she hoped to participate in making a difference for service users by helping the ward to develop peer services. The ward is a long stay ward for men aged 18 and over with severe and enduring mental illness that are detained and require care and treatment under low security conditions due to the risk posed to themselves and others.

The team members hosting the event spoke about the daily work which takes place on the ward, provided us all with a tour of the ward, and spoke openly about the complexities and challenges of recovery and wellbeing for service users who cannot be treated in an open and acute facility but do not require the level of security available in medium or high secure setting.

Service users had made some cakes for the guests.

The ward was also celebrating the success of the rating received from the most recent CQC Inspection. Morris Ward was the only ward to receive 'Outstanding' from the recent inspection. This is a fantastic team that is extremely recovery focused and is regarded very highly by both carers and service users.

This was a very informative event. On behalf of all at RUN-UP I would like to congratulate Morris ward for their CQC success.

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.