

SEPTEMBER 2016

EDITOR

CHRIS DAY

# RUN-UP NEWS

NEWSLETTER

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## National Citizens Service – THE CHALLENGE

We write many articles about services in Redbridge, how to engage with local groups, campaigns, consultations and keeping you up to date with meetings we attend. Underneath all this, we have engaged more and more with young people in the borough, when we work in schools and colleges where we have developed and presented workshops on discrimination and stigma in mental health, tailored to particular year groups from year 7 to year 13 and young college students.

We also worked with young people on The Challenge last year and were pleased to have been invited to work with a new group this year to help young people take responsibility for running their own project around mental health, stigma and discrimination. This included writing, producing and editing a short video, engaging in a Focus Group and a campaign in Ilford Town Centre.

'National Citizens Service – The Challenge' is for young people aged 15 – 17 years old and helps build skills for work and life whilst taking on new challenges and meeting new friends during the summer and autumn holidays. It's a government-funded initiative that brings together schools, community organisations, businesses and individuals to build a stronger and more cohesive society. It gives young people a chance to stay at an outdoor activity centre, the opportunity to gain new skills, a way to meet new people and the chance to plan and run a project.

Initially we met with the Programme Associate who had led for The Challenge in 2015 to review what had worked well and what had not worked so well. Thereafter, we developed the theme and the project detail that the group wanted to pursue along with their Partner Lead. We would work with young people from The Challenge on five occasions in July, facilitating them at Concern's offices, Goodmayes hospital, Fullwell Cross library and finally a campaign in Ilford High Road.

The first two occasions were at Concern's offices, where the young people brought with them ideas, preliminary scripts and their recording equipment. With little rehearsal, four of us were plunged into live recordings of questions and answers about our lived experience of mental health and our feelings and reflections. These were four individual accounts for four separate teams, filmed in different offices at Concern. There was no cross-referring for us!

On day three, we were at Goodmayes hospital, where the group met some of our RUN-UP service user reps who each gave a brief account of their role in the project and answered questions on their personal experience of living and coping with their mental illness. This also gave them the experience of being in the

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## **SUN Meeting** Feedback by Kate

At the SUN Meeting Chris Lambert from Talking Therapies gave a presentation on what was previously known as IAPT Services. He told us about Professor David Clarke, a psychologist and leading expert on Cognitive Behavioural Therapy (CBT) who realised there was not anything else available apart from Secondary Services.

The service offers psychological based therapies – anger and low esteem issues such as: panic attacks, anxiety, excessive worry, phobias, post-traumatic stress disorder, agoraphobia, obsessive compulsive disorder, and stress or relationship difficulties.

There are 4 types of therapy:

- CBT
- IPT Interpersonal Therapy – personal
- Behavioural couples – evidence based
- High or low impact therapy.

Therapy can be done either face-to-face, over the phone or you can use a computer software package in your own home. Low intensity therapies usually last up to 6 weeks and are 25 minutes long. High intensity therapies can last up to 20 weeks and are 1 hour long.

- Talking therapies offers
- Group therapy – Mindfulness courses.
- Long Term Conditions Group
- Class of Stress Management
- Anger Management
- Applied Relaxation therapy.

You can self-refer by simply completing the online patient referral form or telephone them. An initial telephone assessment will take place normally within two weeks followed up by a face-to-face interview if appropriate. Not all referrals need one-to-one work. Although the main office is at Goodmayes, you can request treatment in a local GP surgery or Children’s service. Talking therapy is available to individuals and couples, who live in Redbridge, are over 18, have a local GP and are not already being treated for a mental health illness. After the initial assessment if you are given a treatment package requiring Secondary psychological treatment there are support groups you can attend while waiting for your treatment to start. A psychological panel of all Heads of Department decide which team is suitable for the service users treatment.

Talking therapies has links with the local community, ethnic and cultural and bereavement specialists who they can signpost you to.

Chris was asked about the success rate for service users using Talking Therapies and from the feedback they received he replied that there was a 50-60% improved recovery for service users..

Talking Therapies are run by NELFT on behalf of the Commissioners. All 4 Boroughs are up for renewal in 2017.

# “KEEPING YOU UPDATED” Cont....

There is a new number to contact Talking Therapies call: 0300 300 1554 or for online referral: [www.iaptportal.co.uk/nelred.html](http://www.iaptportal.co.uk/nelred.html)

Other RUN-UP update news included: Have your say on Ilford Town Centre development. There are major improvements planned for Ilford Town Centre between 2017 and 2019, which coincide with the completion of Crossrail and its re-naming The Elizabeth Line. For more information and to have your say, just Google 'Ilford station and town centre development'.

Join Fit for Fun, a community exercise project, part of Redbridge CVS. You need to get a minimum of 15 participants who can attend one hour a week for 20 weeks. Email [Miranda@healthwatchredbridge.co.uk](mailto:Miranda@healthwatchredbridge.co.uk) for more information.

## **Smoke Free Meeting** Feedback by Chris

The minutes from the previous meeting in July were discussed. It was agreed that 11 months since 'Going Smoke Free' on NELFT sites, it has not been as successful as had been hoped. Smoking in the grounds at Goodmayes is still seen as it is in the courtyard in Sunflowers Court. The Nicotine Replacement Therapies (NRT) being used are mainly lozenges and patches, with inhalators third. E-cigarettes are not allowed. Staff feel the criteria around issuing inhalators i.e. the need to be referred to the Smoking Cessation service first, and the availability of this service on only one day a week and the feeling of patients that this is a coercion to stop smoking, rather than get advice, are all blocks to increasing the use of this NRT. It's felt this product could be more successful as it replicates the habits of smoking tobacco cigarettes but without the harmful effect they have. They should also be allowed on the wards as are lozenges and patches, but it's not clear whether they are. This will be checked out.

People arriving on a Section 136 (s136) are not getting timely assessments, let alone for NRT. It's recommended NRT is prescribed within 30 minutes of arrival, but the average wait for a s136 assessment is 5 hours and then medication is only accessible through another ward.

A guest at the meeting was a representative from e-Burn who manufactures a tamper evident e-cigarette used in some other Trusts. E-cigarettes have been discussed at many meetings, but the issues remain around tamper proof, re-charging which is a health and safety hazard and their licensing as a prescribed product. Samples of the e-Burn product were seen and issues around them discussed. It is not tamper proof (no e-cigarettes are), but tamper evident. It lasts for 30-35 vapes and is cheaper than a packet of normal cigarettes. It's evident when smoked due to a green glow it produces. There's no smoke when used. It's disposable and the company collects the disposed product. Vending machines are available. The Deputy Chief Pharmacist remains sceptical because they have not been long term tested, but others are keen to add them to the NRT list to reduce the problems of stopping smoking. The debate on their suitability remains.

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

One of the Doctors – Mohammed Lone did a presentation on Lithium, Sodium Valporate and other mood stabilising drugs generally used in the treatment of bipolar. He was comparing when

## “KEEPING YOU UPDATED” Cont....

GPs and psychiatrists do blood tests to check the levels of lithium and other mood stabilisers. The records and pie charts showed that the figures had improved over the years. I asked Mohammed if blood pressure was a problem when taking Sodium Valporate and whether it causes side effects. He replied that it should not be a problem.

There will be a few changes at the end of August with East and West CRT's losing a Social Worker each. Two social workers are to be appointed in 4 weeks time and there are 4 vacancies for social workers.

There is now a new phone number for CRT: 0300 300 1706.

### **EET Meeting** Feedback by Jai

Ruth Mintah a Research Assistant for the new Empower Project gave a presentation. There will be a three year feasibility study for service users whose diagnosis is personality disorder or who have traits of the condition or a long term sickness. This will be a sixteen week group study.

The project would concentrate on intense emotions anxiety, phobias, and building relationships such as looking for work, interviews and also practical skills and how to manage work. It will include some motivation techniques. There can be a lot of anxiety around looking for work: the effects of illness, medication and other anxieties around work, communication, confidence with colleagues. The aim is to equip the user/patients to have sufficient tools to enable them to build their confidence and self-esteem around their condition to help them into work.

The DWP is hosting the Disability Confident Event at the Salvation Army Hall on October 5<sup>th</sup> 10.00am- 12.00 pm with emphasis to attract local employers /clients in the community. This will be e mailed to various groups and leaflets distributed and would be a 'drop in'

The Recovery College workshops have no funding to continue but there are ongoing talks with other organisations such as Redbridge Institute of Adult Education and its Learning In Mind Project to see if there are possibilities of some partnership working.

### **Street Triage Meeting** Feedback by Chris

It's become the norm to report the success of the Street Triage pilot in Redbridge and the other NELFT boroughs. This continues with the excellent work of the team based at Goodmayes and the police. RUN-UP have been attending the bi-monthly meetings for over a year and are impressed by the dedication of the Street Triage team, their flexibility and attitude towards service users' welfare and of course the fact that they are qualified Community Psychiatric Nurses (CPN), thereby offering an appropriate service for service users in crisis outside of normal working hours. It's also important to recognise the role of the police liaison officers attending the meeting, in increasing the awareness of the service and the referrals from colleagues and reducing the number of section 136's.

As an example of the Partnership working, we recently reported that due to the evidence collected about referral patterns and times on weekdays, permission had been given to extend

the hours of the team to start from 11am through to midnight. This has been monitored for three months, but surprisingly the referral rate has not increased. Instead of doing nothing, the team recognised the gap in the service at weekends i.e. no service and have got permission to introduce weekend shift patterns. So the weekly day shift return to 5pm – midnight and a new weekend shift pattern 9am – 12 midnight Saturday and Sunday is being introduced. We congratulate everyone on this excellent example of pro-active working.

Not all goes this well as it seems the London Ambulance Service (LAS) are not referring to the team and not responding to requests for help by the police. This is being followed up. British Transport Police (BTP) are setting up their own pilot scheme which is understandable as many of their incidents relate to people on railway tracks.

Some examples of recent referrals to the Street triage Team:

A 50 year old man attempted to hang himself in a park. A member of the public saw this and called the police. He was taken to hospital but absconded and returned home. The police brought him to Sunflowers Court where he was assessed by the team. It was evident that he was experiencing auditory hallucinations and severe depression. He was informally admitted to an acute ward at Sunflowers Court.

LAS called the Street Triage team after they responded to a call regarding a man sitting in a shop doorway looking confused and agitated. After reviewing his notes LAS were advised to take the man to his home and speak to the staff there. This prevented an unnecessary presentation to A&E and time saved for the paramedics.

A 40 year old lady has a previous diagnosis of Adjustment disorder and severe depression with psychotic symptoms. The police were called after she started screaming, shouting and throwing things around the house. There is a young baby in the house seeing this behaviour. The team were called to do a home assessment. The lady was referred to the Home Treatment Team and Street Triage raised a safeguarding alert for the young child.

## 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



## National Citizens Service – THE CHALLENGE cont....

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corridors of the old hospital, some photos of the old wards and a brief history of Goodmayes as well as the RUN-UP office and the famous Tea Bar, where we held our meeting. We ended the day on the steps of Sunflowers Court and the contrast between old and new hospitals.

Lastly, the final session of the project together was the Focus Group Day held at Fullwell Cross library. The topic was 'How can we make LBR more co-productive and mental health friendly?' First, two of our service user reps gave a presentation on surviving stigma and living with mental illness with a Q&A session.

It was then the turn of members from The Challenge to present their edited video which was the final version of their Media Project, featuring the four individual stories filmed on the first weekend of the project.

Then our service user reps and members of The Challenge along with invited stakeholders mixed to form three teams that answered questions on three themes: Personal Development, Future Project Development and Beneficial Impact of the Project. Specific for the young people of The Challenge, we asked what they had gained from working with us, what further training they may benefit from if further funding was available, and how can we increase better awareness and understanding on the impacts of stigma and discrimination. They also joined with our service user reps and stakeholders to give feedback on the other themes.

The next day the young people of The Challenge held their campaign in Ilford Town Centre promoting mental health awareness and the services provided by RCMH.

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.