



HEAR US



CROYDON USER COUNCIL

Croydon User Council

Meeting at: Orchard House

1.00 – 4 pm 2nd June 2009

ITEM	ACTION	WHO
1.	MINUTES, WELCOMES, INTRODUCTIONS, APOLOGIES & HOUSE RULES:	
	Everyone was welcomed.	
2.	MINUTES: 5TH MAY 2009	
	<p>MINUTES: 7th May 2009</p> <ul style="list-style-type: none"> • Feedback from CUC open meeting: There was a general consensus that the representatives from Welfare were a little unsure and unable to answer many of our questions concerning the new ESA Benefit. People were left feeling confused and worried about the future changes to their benefits. • IT fed back that having read the minutes from the open CUC meeting, the new ESA benefit, sounds very complicated and confusing. Hear Us will arrange to meet up with an advisor from Welfare and Benefits (Sian Evans) in the near future, and clarify some of these issues and then try to put together a clearer and more user-friendly report for the next Newsletter. • It was also felt that the meeting was quite disrupted by people walking in and out and chatting at the back of the room etc. We have since found out that the manager of Fairfield Club Jackie Dice has been away, and things should be better for future meetings now that she is back. • RG raised the fact that there were no representatives from several of the Centres at the last few CUC meetings. We need to keep making contact with these groups. Imagine have taken over Purley User Group and will be meeting at the Friends Meeting House. Parchmore is likely to move to the Healthy Living Centre, Thornton Heath. Are there any other groups we should be contacting and asking for representatives? <ul style="list-style-type: none"> ○ Linkworkers are representing what is happening at the Bethlem. ○ Hear Us are not doing any work with CMHT's at the moment. ○ Foxley Lane – FA & CDV to represent ○ Selhurst - Carmen and Andy will be starting the 	



HEAR US



CROYDON USER COUNCIL

	<p>Linkworking project here soon and will be able to represent for Selhurst.</p> <ul style="list-style-type: none"> o Hear Us need to visit Ashburton, APCMH and MDF Croydon (RG to report from MDF) o Depression Alliance (FA to represent or a representative from Croydon Depression Alliance?) (TO to contact local Group) o Imagine will also be running befriending/volunteering services at Parchmore– we could get a rep from these as well. 		
<p>Minutes agreed and signed off (IT)</p> <p>3. HEAR US CHARITY UPDATE Hear Us Limited Company by Guarantee No. 6891337 Membership Renewal</p>			
<p>RG: Originally we printed off the Charity Status application documents, but they were difficult to write on so we have asked for the real documents to be sent to us.</p> <p>Membership renewal – TO has drafted a letter to all Hear Us members inviting them to renew their membership. The letter will go out together with a stamped address envelope in the latest issue of the Newsletter (next week hopefully!). All members will be issued with a new membership number when they re-join.</p> <p>We have formed a Subgroup (of the Steering Group Committee) which will concentrate solely on Hear Us becoming a Charity, looking at the charity commission documents and policies etc. This will allow the Steering Group Committee meetings to focus on other issues such as the Hear Us projects. The minutes from these subgroup meetings will go out to all members of the Steering Group Committee so that everyone is kept informed of what is going on with the Charity Status and will have a chance to comment/make suggestions.</p>			
<p>4. WHAT'S HAPPENING AT YOUR CENTRE</p>			
	KINGFISHERS	No representative. TO made contact – no reply as yet	
	VOICES	JMB reported that the group meets every 2 weeks, 7pm in evening	
	D.A.N.D.A	D.A.N.D.A have attended parliamentary groups. They have also been doing work on supporting people with autism in adulthood.	

Working Together for Change and Better Understanding in Mental Health

D.A.N.D.A rep had meeting with Autism London (not through D.A.N.D.A) last week, and reported that they are very concerned about what is going on in



HEAR US



		Croydon.	
	LANTERN HALL	To be taken off agenda	
	FAIRFIELD CLUB	Reps not present (Linda and Jenny)	
	OASIS	Rep not present	
	HEALING WATERS	Rep to be supplied – a couple of planning meetings have already happened. To be ran from Fairfield club. Initial meeting will be on 12 th June (MR)	
	PURLEY USER GROUP	Rep not present	
	PARCHMORE	Rep: IT: See any other business	
5.	LINKWORKING		
	BETHLEM LINKWORKING		
	<p>CG: Linkworking going very well. The Staff have become more accepting and welcoming. Linkworkers have built up good relationships with the patients.</p> <p>TO explained the ‘categories’, ‘level of issue’ and ‘who it concerns’ lists that Linkworkers have been using on the wards; which should make capturing and inputting data easier. The data for ‘level of issues’ and ‘who it concerns’ (collected since Christmas) from Gresham 1 and 2 and Alex ground floor), has been collated and represented graphically. After each session the Linkworkers meet with staff to feed back and the ward managers are then supposed to send their responses to the issues raised, back to Hear-Us.</p> <p>Q. What should happen to their responses?</p> <p>Tim showed everyone the managers responses from data collected over the last couple of months. It was suggested that the results could be sent to the ward managers and discussed at the ward Community meetings, staff management rounds and/or during hand-over. It was also suggested that the results could be shared with advocates going onto the wards.</p> <p>FOXLEY LANE WOMEN’S SERVICE: Linkworking will be starting on 8th June. FA and Cathy to attend, supported by Carmen.</p> <p>PRIORY</p> <p>TO visited the Town Hall last week to attend a Group session. Feedback from users was fairly negative, Some people felt they didn't get the opportunity to talk because certain members of the group dominated, others felt the facilitators of the group sessions were not experienced enough/too young.</p> <p>SELHURST ROAD Carmen and Andy to start the Linkworking project here soon.</p>		
	WANTED NEW LINKWORKERS & VOLUNTEERS!!!		



HEAR US



6.	NEXT OPEN MEETING Tuesday 7th July: Disability Croydon & The SNAP Team	
	<p>The Guest Speakers at the next CUC open meeting will be representatives from Disability Croydon: Croydon Centre for Independent Living and Learning (Croydon CILL) They will also be coming in October to run Discrimination workshops. Hear Us joined CroyCILL recently. CroyCILL aims to bring people with all sorts of disabilities together, but until now they had no mental health representatives; therefore we jumped at chance to join!</p> <p>SNAP: Are coming to talk about their service.</p>	
7.	ANOTHER OPEN MEETING Friday 10th July: Personality Disorder Service @ Orchard House	
	<p>Representatives will be coming to discuss the new Personality Disorder Service opening on Alex Ground Floor. They are asking for service users to help come up with a name for the service.</p>	
8.	ANY OTHER BUSINESS	
	<ul style="list-style-type: none"> IT gave a personal overview of the new day care 'Review of needs' which looks at a person's whole life balance. IT kindly shared his own experience of attending such an assessment with the rest of the CUC group. The review is divided into several sections intended to include all aspects of a 'balanced lifestyle', e.g. Education and Employment, Leisure, Arts and Culture, Friends and Family, Personal Goals etc. It looks at what the person is currently doing, what they might be missing in their life and any obstacles that might be preventing them from undertaking certain activities etc. The assessment begins with an initial meeting which the service user attends with their key worker (friend etc). They will then receive a report outlining the outcome of that meeting which should highlight what activities etc the person is currently involved in, day centres they attend, and any areas where they may need more support. For example, if a person is not currently doing any physical activity but expresses an interest in swimming, but is unsure/anxious about attending a public swimming pool on their own, they may be signposted to an organisation who could help them achieve this goal. The report is signed by the service user and possibly by their keyworker etc. A copy is then sent to all who attended the meeting. A second meeting is then arranged to discuss and agree a support program based on the discussions from the initial assessment. Tim explained that Hear us were involved in putting together the original template document which includes a series of 	



questions about an individual's needs and the services they attend, friends and other contacts in community, family, Sports and Leisure, Arts, Crafts and Creativity, Cultural events, music, personal goals etc.... and questions about ‘what stops you from doing any of these things that you would like to do?’ The document also includes a section on education – Adult education classes (are individuals aware of what is available? Qualifications they might be interested in? Is computer availability an issue etc ? and any other obstacles to the above? (e.g. lack of confidence....).

Some concerns were raised by members of the CUC meeting:

Q. What happens if the meeting recommends you attend a Drop-in centre different to the one you have currently been going to, and therefore are now separated from the people you have bonded with?

A. Tim – the Drop ins are self-referral. No-one will be forced to attend centres, activities etc against their will. Neither will they be forced to take up employment etc, unless this is what they themselves want to do.

GH. Asked why the Service User Information Pack is not available. And why are Service Users being asked to go through another Review when they have already have been subjected to one. TO, to ask the PCT

- Tim to visit Southwark Mind 3rd August
- FA: Could we have representatives from the Depression Alliance to be guest speakers at a future CUC? FA to contact (for September CUC?)
- FA raised the ongoing issue of opaque bags still being used to hand out medication at Tamworth – Do service users get a choice whether to have their medication in see-through bags or not? **TO to chase this up.**

Minutes Signed off by Chair.

Name:	Signature:	Date:



HEAR US



MEETING TYPE	DATE	TIME	VENUE	Guest
Closed	Tuesday 6 th January	1 – 4 pm	Hear Us Office	None
Closed	Tuesday 3 rd February	1 – 4 pm	Hear Us Office	CANCELLED
Open To All	Tuesday 3 rd March	1 – 4 pm	Fairfield Club*	John Clarke, from the Home Treatment Team & Psychiatric Liaison Service
Closed	Tuesday 7 th April	1 – 4 pm	Hear Us Office	None
Open To All	Tuesday 5 th May	1 – 4 pm	Fairfield Club*	Welfare Benefits here to discuss the New Benefit; Employment and Support Allowance (ESA) & Permitted Work & A researcher from the IOP (Institute of Psychiatry)
Closed	Tuesday 2 nd June	1 – 4 pm	Hear Us Office	None
Open To All	Tuesday 7 th July	1.30 – 4.30 pm	Fairfield Club*	SNAP Team & CroyCILL
Open To All	Friday 10 th July	1.30 – 3.30 pm	Hear Us Office	Personality Disorder Service
Closed	Tuesday 4 th August	1.30 – 4.30 pm	Hear Us Office	None
Open: AGM*	Tuesday 1 st September	1.30 – 4.30 pm	Fairfield Club*	TBC
Closed	Tuesday 6 th October	1.30 – 4.30 pm	Hear Us Office	None
Open To All	Tuesday 3 rd November	1.30 – 4.30 pm	Fairfield Club*	TBC
Closed	Tuesday 1 st Decen	1.30 – 4.30 pm	Hear Us Office	None

Please send apologies to Tim Oldham or Jane White on 020 8681 6888

Email: tim@hear-us.org or <mailto:jane@hear-us.org>

Hear Us User Group

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