



HEAR US



**Croydon User Council
Meeting at: Orchard House
1 – 4 pm 4th December 2007**

ITEM	ACTION	WHO
1.	WELCOME, HOUSE RULES, INTRODUCTIONS AND APOLOGIES	
	All were welcomed to the meeting.	
2.	HOUSE RULES AND SEATING	
	House rules were explained as per previous meeting. The CUC is expected to grow in the next year with representatives from other groups joining, so going through rules mean that all participants will have a chance to express their views.	
3.	MINUTES FROM NOVEMBER MEETING	
	It was agreed that a previous Kingfishers rep will now be a representative of D.A.N.D.A	
	Minutes from the previous meeting were amended by HUC to remove all members' names, to be published on Hear Us website. It was agreed that the Chair and minute taker would be listed on the website for contact purposes.	
	No other amendments made to minutes and they were signed by the Chair.	
4.	STEVE DAVIDSON (SD) - IAMHS 3 YEAR BUSINESS PLAN	
	SD explained current thinking on the IAMHS spending over the next 3 years as follows:-	
	Each year IAMHS face an efficiency saving reduction in budgets of 2.5-3% set by Department of Health. This represents a cut of £1.5 million over the next three years. Any new money available which becomes available is expected to be earmarked solely for new services.	
	Initially talks have been about increasing staff efficiency to save money. All services were examined to see which are core ones, and which are governed by targets set by government.	
	5 major changes are currently being proposed but these are not yet definite.	
	1. In-patient wards: Some In-patients could benefit from Psychological therapies then the current in-patient treatment they are receiving. SD explained about	



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proposals for setting up a day-treatment service, to allow earlier intervention before hospitalisation becomes necessary. Over the summer an audit of patients being admitted to wards was carried out to examine their previous care, where they were admitted from, etc. Many hadn't been seen for long-time or were not getting appropriate treatment in the community, and would have benefited from earlier access to day-treatment.

Day-treatment service would probably be based in central Croydon as this is more accessible than Bethlem, and would be linked to the home-treatment team to provide 24-hour cover if necessary. (Location was initially to be on the Croydon General Site but this is now being redeveloped as a centre for all Croydon children's services). Money would be saved as the number of wards at Bethlem may be able to be reduced by one, making all wards single sex, and saving on (mainly night) staffing costs.

2. Westways inpatient unit.

Westways in-patients (rehab) and Selhurst Road are to be moved to Wickham Park House on the Bethlem site which is currently being redeveloped.

Currently many Westways patients have a long stay. It would be preferable to have shorter in-patient stays while providing more help to patients in getting back to their own accommodation/ supported accommodation. Wickham House is also to include some self-contained flats.

The Oaks at Thornton Heath will be demolished and rebuilt to be the new base of all community services which are currently at Westways, as well as an adult rehabilitation for physical disabilities.

3. Foxley Lane Women's Service

No immediate change to this service. However, it needs to be looked at in order to make cost efficient.

4. Assertive outreach v forensic – merging services.

This has been proposed but will not happen in the near future, as both services have already been through considerable change recently.

5. CMHT's

These will not alter immediately. 5 teams at present in Croydon, and it is envisaged that in the future they may offer differing services to some extent. For example, there is a higher demand for talking therapies in South Croydon than in other areas. There is to be a review of the management structure of CMHT's to find ways of saving money.

HUC thanked SD for coming along. Lots of rumours have been



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circulating about how the services might be changing, which is a worry to lots of people.

HUC – will there be a consultation with service users?

SD – no consultation but more of getting service users involved in making the new proposals work. There may be a legal requirement for some consultation if any major changes are going to take place. SD and HUC are to meet on a monthly basis to keep CUC up-to-date on what is happening.

5. STEVE DAVIDSON - Q AND A

SD discussed various questions put to him about Croydon mental health services:-

D.A.N.D.A Rep asked about freedom pass changes. SD stated that he regretted the problems with freedom pass renewals but advised to contact Brenda Scanlon in council about this as it is not a SLAM matter.

A service in Barnet was discussed which was similar to Ashburton Road but this is to be brought up at the next meeting SD – Ashburton Road – mixed.

HUC – daycare review. Proposed to set up 6 user-led services, but there is a need to have a CPA to access some of these – will patients not on CPA be given one eventually?

SD - From January only one level of CPA will be available – possibly for patients with most severe needs. Review of whether many patients on enhanced need to be on one.

HUC – John Haseler has stated before that everyone will be on a CPA.

It was stated that Croydon should be encouraging more people to get direct payments. Croydon should be getting more money for mental health generally.

SD – Croydon is getting roughly the correct amount of money at present for its profile. However, the number of mental health patients is rising, and Croydon is becoming more like an inner city profile, so the amount of money Croydon receives may increase in the future.

Previous problems with the SLAM 24-hr information line were brought up which SD promised to investigate.

Croydon staff salaries were discussed. SD agreed that the government's 'agenda for change' has increased staff costs without increasing efficiency.



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6. 2008 BUSINESS PLAN FOR THE CUC AND HEAR US

CUC needs to be expanded and to have more members.
Daycare review aims for 6 user-led groups across the Borough.
CUC already has a Kingfishers rep but will need reps from the other groups.
Linkworkers will also report from time to time when they have something to discuss.
HUC announced that in 2008 HU is to set up client representative groups from other services.

HUC would like input on what the CUC should become involved in:-

- John Haseler should be invited back to discuss how the changes to daycare services are proceeding.
- Relevant speakers should be invited when important issues need to be discussed.
- CUC should actively canvas opinion and concerns about the IAMHS 3-year plan.
- CPA review – Steve Davidson offered Dr Holloway speak about the CPA and how it works, and will work in future.
- Criteria for freedom pass renewal - Brenda Scanlon
- CUC should become more active in the community.

7. LINKWORKING @ BETHLEM

Carried forward to the next meeting due to time constraints.

8. ADVOCACY CONSULTATION UPDATE

No update as yet. Member of PCT staff responsible for consultation is currently on sick leave.

9. XMAS PARTY

Tuesday 11th December @ Lantern Hall from 1pm to 5pm. Everyone welcome

A volunteer from MIND staff is to DJ the event.

Donation letters for raffle prizes were sent to shops, PCT and SlaM staff, and several donations have been received.

It was asked if parking spaces could be made available for some CUC members at Lantern Hall.

HUC asked for helpers for party: 4 + HU staff volunteered

10. ANY OTHER BUSINESS

SUPPORTED HOUSING

Greg Davies (from previous CUC meeting) asked HU to provide a service user to help with user-monitoring service for supported housing.



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HEAR US CLOSURE OVER HOLIDAYS

HU office will be closed from Friday 21st Dec – Tuesday 2nd Jan
(HUC to be on holiday until 7th Jan)

HEAR US NEWSLETTER

HUA asked members for input into future newsletters:-
CUC future meetings to be included.

Disability Discrimination Act – what is happening? Service providers don't understand or know enough about this legislation, and are not complying with it.

THINGS FOR HEAR US TO FOCUS ON FOR THE NEXT MEETING

HU NEWSLETTER
BARNET HOSTEL/SERVICE

Minutes Signed off by Chair.		
Name:	Signature:	Date:



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MEETING TYPE	DATE	TIME	VENUE
Closed	Tuesday 5 th February	1 – 4 pm	Hear Us Office
Open To All	Tuesday 4th March	1 – 4 pm	TBC
Closed	Tuesday 1st April	1 – 4 pm	Hear Us Office
Open To All	Tuesday 6th May	1 – 4 pm	TBC
Closed	Tuesday 3 rd June	1 – 4 pm	Hear Us Office
Open To All	Tuesday 1st July	1 – 4 pm	TBC
Closed	Tuesday 5 th August	1 – 4 pm	Hear Us Office
Open: AGM*	Tuesday 2nd September	1 – 4 pm	TBC
Closed	Tuesday 7 th October	1 – 4 pm	Hear Us Office
Open To All	Tuesday 4th November	1 – 4 pm	TBC
Closed	Tuesday 2 nd December	1 – 4 pm	Hear Us Office

Please send apologies to Tim Oldham or Robert Yaxley 020 8681 6888
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