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CROYDON USER COUNCIL

Croydon User Council

Meeting at: Fairfield Club

1.00 – 4 pm 7th July 2009

ITEM	ACTION	WHO
1.	MINUTES, WELCOMES, INTRODUCTIONS, APOLOGIES & HOUSE RULES	
	<p>Everyone was welcomed and the Guest Speakers from SNAP and IMAGINE were introduced.</p> <p>There was a quick recap of the House Rules and everyone was reminded that only one person should speak at a time and that each others opinions should be respected.</p> <p>We were expecting a representative from CroyCILL as one of our guest speakers, but unfortunately they were not able to join us today, due to problems with parking facilities. We hope they will be able to come to a future CUC meeting. In brief CroyCILL is a new partnership group formed with the purpose of bringing all the disabilities together to act as one voice. The CroyCILL partnership was launched on 2nd of July and the project is being funded by the Department of Health.</p>	
2.	MINUTES: 2nd June 2009 (Wait till End)	
	<p>MINUTES: 2nd June</p> <p>Minutes held over. There was not enough time to go over the minutes from the previous CUC meeting.</p>	
3.	CHARITY UPDATE	
	<p>We will be filling out the application form very shortly after a bit of a delay. All trustees had to have CRB checks, which have been completed now.</p> <p>Because we are currently a <i>limited company</i> and are becoming a <i>charity</i> all members must renew their membership. We have sent out membership renewal forms with stamped address envelopes to all our members and hope to receive everyone's replies very soon. TO has also sent out e-mail reminders and those with computer access can fill out their renewal details this way. We are relying on everyone's support with this. New members are very welcome.</p>	
4.	GUESTS The SNAP Team	
	<p>SNAP – Support Needs Assessment and Placement service for people in Croydon. The team comprises a Team Leader and 4 coordinators and is based at Taberner House in the Department for adult services and housing.</p> <p>The SNAP team has 2 main roles:</p> <ul style="list-style-type: none"> Assessing vulnerable people to see if they have housing-related support needs 	



HEAR US



CROYDON USER COUNCIL

- Finding a placement for people with support needs in a supported housing project or arranging visiting support for them.

The aim of supported housing is to develop and sustain a person's ability to live as independently as possible either in their own home or in accommodation with staff on site.

Who do SNAP help with finding supported housing?

A variety of people including those with:

- A mental health problem
- A physical disability
- A learning disability
- The homeless
- People with a history of offending

Which groups of people do the SNAP team not cover?

- People with drug and alcohol problems
- Young people leaving local authority care
- Older people applying for sheltered accommodation

(These groups of people are provided with support by other teams in the borough and SNAP can signpost to the appropriate support).

All supported accommodation is shared, including hostels, group homes, YMCA's etc, with varying degrees of staff support from 24 hour support to 'floating/visiting support' in peoples own homes.

Q. Can people refer themselves to the SNAP team?

A. Yes. All statutory and voluntary agencies can make a referral to the team but people can also approach the team directly by coming to the housing reception at Taberner House.

Q. What kind of services/support do the SNAP team provide?

A. We provide a wide range of services as well as signposting people to other organisations where appropriate. The support we provide includes:

- Advice, advocacy and liaison with statutory agencies (e.g. help to an application for housing)
- Help in gaining access to other services e.g. training, education
- Peer support and befriending
- Help in finding other accommodation e.g. assessing ability of service user to live independently
- Help with finding other accommodation to move on to when less support is needed



HEAR US



CROYDON USER COUNCIL

- Help in managing budgets, finances and dealing with benefit claims
- Supporting people to sustain tenancy and help with rent problems.

Q. Do you have to be assessed before you get help from the SNAP team?

A. Yes. The SNAP team will use a universal assessment and referral form to assess the needs of a vulnerable person, as well as carrying out an interview to find out the most appropriate kind of support to offer.

Q. Do you help people who are coming straight from hospital e.g. leaving the Bethlem?

A. Not in regards to finding **independent accommodation**, this is the job of the support team at Tamworth Road (who we work /liaise with). **We would help people who need supported accommodation** or floating help.

Q. What problems are you as a team up against?

A. Our greatest problem is a shortage of accommodation and SNAP cannot resolve all the homelessness issues for vulnerable people in Croydon. Not everyone who needs supported accommodation will be able to be placed straightaway, but we aim to **prioritise those in greatest need and those who would most benefit from this support**, e.g. a person leaving hospital who would otherwise be homeless would take priority over a person who has a home to return to even if it is not ideal accommodation with enough support. If someone needs a supported home and there is none available, we would work with other agencies to put a package in place for that person in the interim. We will still provide these people with support. We are currently looking to open two new 24 hour hostels.

Q. Do some people fall through the net then?

A. This is always a possibility

Q. What sort of follow-up support do you offer people once they are in supported accommodation?

Our aim is generally to take a step back once someone has been placed in supported accommodation, but we can always be contacted again if the support proves inadequate or breaks down – we are always at the end of the phone and we don't just close someone's case file once accommodation has been found.

Q. What kind of support do you offer people struggling in their own homes?

A. We don't actually offer this kind of support but we will signpost to



HEAR US



other services/organisations who do e.g. CASA support, based in Grosvenor House, who can help with rent arrears, form filling etc. We work closely with these people. We work with a contract and reviews team, to find out short falls in the area of accommodation, and we are trying to look at expanding our services and making improvements.

Q. Can people refer other people in?

A. Yes. Family for example can refer other members of the family to our service, but of course the person themselves has to want the support. Our aim is for the vulnerable person concerned to have the ultimate say in their accommodation and we would always need the client to give permission before we make a referral. Clients are also free to refuse accommodation that they don't feel is appropriate for them.

Q. Can homeowners be referred?

A. Yes

Q. What other obstacles do you come across?

A. We have a shortage of appropriate supported accommodation for people with mental health needs. We have other services that are not mental health specific, but are trying to expand in this area. We need more accommodation staffed with support workers who are specialised in the field of mental health.

Q. I applied for Council accommodation years ago, but was told that there is a very long waiting list...?

A. We are nothing to do with the council (and independent accommodation) we work to find supported accommodation for vulnerable adults. Our waiting criteria differs from the Council waiting list. We don't have one generic waiting list. We work on a priority needs basis.

Q. How much contact do you have with your clients?

A. Once clients have been found suitable accommodation, our support fades (see above), but while we are seeking to find someone accommodation, and depending on the individual needs of clients, we have contact at least once a week, to keep clients updated.

Q. Will being in supported accommodation affect clients attending Day Centres/Drop-ins?

A. Absolutely NOT. What a client does during the day will not be affected by being involved with the services we offer.

Service user comment: SNAP is another organisation of a long list of organisations and support teams and it is often so confusing to know who to contact with what problem.



HEAR US



	<p>This is an important issue that has been raised at CUC meetings in the past. It has been suggested that service users would benefit from one list of phone numbers/addresses etc, to signpost people to the appropriate organisation/person according to what help or support they require at that time.</p>	
<p>5.</p>	<p>GUESTS IMAGINE</p>	
	<p>Imagine are the mental health organisation who have been commissioned to re-organise and support the new Daycare services in Croydon. Four representatives from Imagine were introduced to the meeting. Kato, Steve, Maria and Willem.</p> <p>Kato: As inclusion workers (Kato, Maria and Willem) we will be working with service users to develop daycentres and drop in facilities with the aim that they will be service user lead, ran the way services users want them to be run and with the kind of organisational structure that service users want.</p> <p>Current services will be closing from Sep/Oct and Imagine will be taking over the projects. They have been commissioned to open four new centres in Purley, Addiscombe, Addington (Kingfishers, which will still be Kingfishers!), and Thornton health, i.e. 3 brand new centres and the existing Kingfishers). The aim of Imagine is to help get the centres up and functioning then it will be over to service users to run them. This will involve managing the groups' budgets, exploring training opportunities, organising day trips, shopping for food/meal preparation etc. We are interested in meeting service users to find out their views.</p> <p>Steve: As well as drops-ins/day care services, we want to get people involved in volunteering opportunities and my role is running user friendly services in volunteering and Befriending.</p> <p><u>Q. I know nothing about Imagine?</u> A. Imagine started up in Liverpool and have recently been moving down towards London. Different councils have different contracts around the country but all are based around social inclusion for service users in mental health.</p> <p><u>Q. What is your aim for individuals?</u> A. To help people access more mainstream activities. Individuals who do not find it easy to access the same opportunities as others, jobs, libraries etc.</p> <p><u>Q. What experiences do you have of mental health?</u> A. I am a registered mental health nurse (Katy O) and have worked for 1 and a half years around different projects in Croydon involved in</p>	



HEAR US



mental health.

(Willem) I have an academic background only, but I am hoping to learn from service users. (Steve) I have a broad post university experience – e.g. I have worked with age concern (dementia, depression) with the crisis organisation for homeless people and have been involved in several other volunteering roles for charities.

Q. I have lived in Croydon all my life. I have been told (by MIND) that I don't qualify to attend somewhere like the Fairfield Club, and want to know if you will be setting up a new centre for people such as myself with learning disabilities.

A. Not specifically for learning difficulties. We have been given a budget for the four new centres, which are aimed at people with all sorts of mental health problems.

Q. Are you looking for befrienders who are both service users and non-service users?

A. Absolutely.

Q. Thinking of the safety of service users, how will potential befrienders be checked?

A. All the volunteers will be subject to CRB checks.

Q. Do you have venues for the new services yet?

A. We are currently visiting different projects, Lantern Hall, Fairfield Club, Boston Road etc.

NB: Fairfield club is not closing down – IT IS GOING TO CHANGE, but not close down.

Q. Are you measured on specific outcomes, e.g. do you aim to get people back into full time work?

A. No

Q. What exactly will your roles be in these centres?

A. (From the Chair) I met up with Kato and discussed exactly this. Imagine will be in the background to make sure everything runs smoothly – not to take over. They will be there in the role of facilitation. Their job will be to encourage people, to develop the skills that they already have to run their own group and build on individual service user strengths and skills.

Q. What about service users who just want to be looked after, want to come and have a good time, don't want their horizons stretched etc, i.e. low key socialising? What is your approach to this kind of service user?

A. We want to focus on individuals. For people who don't want to be pushed, we won't be pushing them.



HEAR US



CROYDON USER COUNCIL

Q. Is there a budget and how does it get set?

A. Yes. Each group will be given a certain pot of money for their centre. Any extra money will have to be raised by fundraising or grant applications.

Q. How will you be publicising the venues for the drop ins?

A. A service user has offered to get a group of fellow service users together to go and view possible venues? It is not definite that there is actually such a group in operation though.

Q. Who can use the drop – in centres?

A. The centres will be advertised as mental health drop in centres, and therefore it is assumed that people joining will be people with mental health issues. However, anyone can self refer to these groups. There seemed to be a fair amount of confusion over this. Imagine want to make it clear that the wants/needs of service users are of paramount importance to them and they will take their lead from service users

Kate O highlighted that she senses there is a lot of anxiety over the up coming changes to day care services. She suggested to the CUC the idea of a support group being set up, with a representative from Imagine, along with service users, to voice the anxieties that might potentially arise from the changes to daycare services and to share ideas.

NB: The speakers reminded us that they have only been in post for 3 weeks. They do not have all the information at this stage. (Area manager Navroop Kullar (nkullar@imaginementalhealth.org.uk)).

TO offered everyone a draft copy of Adult Mental Health Social Inclusion “Day Services” in Croydon information pack.

(BREAK 3PM)

After break: Chair – wanted to express to Imagine that we are aware they may have been put on the spot with all the questions before the break. There is no reason why this can't work if we all work at it together. There HAS been a lot of anxiety surrounding day-care recently and we want to thank IMAGINE very much for coming today and trying to answer our anxieties and questions.

6. WHAT'S HAPPENING AT YOUR CENTRE

KINGFISHERS

No rep was present

VOICES

Voices meet every 2nd wed (7-9pm) at the Old Town Hall Catherine Street. The



HEAR US



CROYDON USER COUNCIL

		group is for people with psychotic illnesses. All are welcome for coffee and chat and to support one another.	
	D.A.N.D.A	No rep present	
	LANTERN HALL	No rep present	
	FAIRFIELD CLUB	Apologies sent from rep. Fairfield club runs 7 days a week and provides lunch each day as well as various groups: computer group, documentary group, arts and crafts group, woman's group, men's group etc. A program of activities is produced monthly. They also organise holidays and have just come back Cyprus.	
	OASIS	Rep-Chris: Group meets every Monday (11am-1pm). Oasis is a service user lead group for anyone with mental health issues, that meets for coffee and a chat and once a month they go out for a meal. Based at Town Hall in Katherine Street. Ran by Caroline Vaughn. No referral needed.	
	HEALING WATERS	No rep present	
	PURLEY USER GROUP	No rep present.	
	PARCHMORE	Rep IT: The group meets each week, 9.30am-3pm and is staff directed at the moment. Members shop together for meals. Currently the staff do the cooking but that may change in the future. The group play games etc along with whatever activities the members want to do.	
<p>LINKWORKING</p> <p>Linkworking is going really well</p> <p>We still need more Linkworkers</p> <p>TO explained how Linkworking works. Hear Us volunteers go onto the wards at the Bethlem, as well as Selhurst, Westways and Foxley lane, and talk to the patients about any difficulties they may be experiencing during their stay etc, and then raise any issues and concerns with the staff. Linkworkers used to take a questionnaire with them to the sessions, but it was decided to use the time to talk about whatever the patients want to talk about, and this seems to be working very well.</p> <p>It was mentioned that the initial reluctance from staff about the project has improved hugely. Linkworkers explained how rewarding it can be and how the whole atmosphere on the ward can change after a Linkworking session.</p>			



HEAR US



CROYDON USER COUNCIL

<p>There are 3 training sessions coming up for Linkworkers:</p> <ul style="list-style-type: none"> • Smoking cessation course • Mental health course – discussion about how the mental health act affects people in the Bethlem • Breakaway techniques – an all day course on 29th July 2009 	
BETHLEM	<p>July 14th Alex ground floor closes. We will only be Linkworking on Gresham and will be increasing from fortnightly to weekly</p>
SELHURST ROAD	<p>Have just completed 2 questionnaires. Hear Us will be starting Linkworking on a weekly basis soon. Linkworker gave feedback of how a service user had benefited from a Linkworking session, and while quite upset and negative at the start of the session was so much happier and more positive by the end.</p>
WESTWAYS REHAB	<p>Have just completed 2 questionnaires. About to resume Linkworking here having stopped for a while.</p>
FOXLEY LANE	<p>FA: We had our second Linkworking session here yesterday (6th July). Linkworking is fortnightly at the moment and so far is going extremely well. Staff reported that the clients were really disappointed when the Linkworkers couldn't come to the last session, they missed us!</p>
THE PRIORY	
<p>JG: Suggestion to formulate an information sheet for future meetings to explain briefly what each of the above groups does.</p>	
7.	<p><i>ANOTHER OPEN MEETING Friday 10th July: Personality Disorder Service @ Orchard House</i></p>
	<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.	<p>ANY OTHER BUSINESS</p>
	<p>The Chair pointed out an error on the agenda. The meeting on 10th July (this week) is on Friday <i>not</i> Tuesday as stated on the agenda and is to be held at Orchard House in Purley and is an open meeting.</p> <p>Service user informed everyone that 5 people from Fairfield club have put together a DVD about their experiences with</p>



HEAR US



CROYDON USER COUNCIL

mental illness. Anyone is welcome to view their work:

www.utube.com-mindincroydon

There was a discussion about CPA's and Advanced Directives and patient choice. One service user gave an example of how she has stipulated which service/hospital she would like to attend should she become unwell in the future. Do patients really have 'choice' about their own care at the moment? Is this something that will improve in the future? It was pointed out that often professionals and not the service users themselves write the CPA forms! One service user shared their experience of having had their CPA form changed/ updated because they were no longer happy with what had been written. They were successful in contesting their form on this occasion. It was pointed out that not all service users have the ability/support to fight for themselves in this way.

FA: Put forward the idea of a guest speaker coming to talk about CPA's in a future meeting.

NB: The last item on the agenda for today's meeting will be discussed at the Open meeting on Friday (10th July) at Orchard House, (questions/concerns (RE: ESA or Permitted Work) for Welfare and Benefits people & questions/concerns about Freedom passes/HC1 forms/DLA etc) due to running out of time today.

Minutes Signed off by Chair.

Name:	Signature:	Date:



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MEETING TYPE	DATE	TIME	VENUE	Guest
Closed	Tuesday 6th January	1–4 pm	Hear Us Office	None
Closed	Tuesday 3rd February	1–4 pm	Hear Us Office	CANCELLED
Open To All	Tuesday 3rd March	1–4 pm	Fairfield Club*	John Clarke, from the Home Treatment Team & Psychiatric Liaison Service
Closed	Tuesday 7th April	1–4 pm	Hear Us Office	None
Open To All	Tuesday 5th 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 2nd June	1–4 pm	Hear Us Office	None
Open To All	Tuesday 7th July	1.30–4.30 pm	Fairfield Club*	SNAP Team & CroyGILL
Open To All	Friday 10th July	1.30–3.30 pm	Hear Us Office	Personality Disorder Service
Closed	Tuesday 4th August	1.30 – 4.30 pm	Hear Us Office	None
Open: AGM*	Tuesday 1st September	1.30 – 4.30 pm	Fairfield Club*	TBC
Closed	Tuesday 6th October	1.30 – 4.30 pm	Hear Us Office	None
Open To All	Tuesday 3rd November	1.30 – 4.30 pm	Fairfield Club*	TBC
Closed	Tuesday 1st Decem	1.30 – 4.30 pm	Hear Us Office	None

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

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