



**HEAR US**



# Croydon User Council

Meeting at: Orchard House

Friday 10<sup>th</sup> July 2009

1.00 – 3 pm

ITEM	ACTION	WHO
1.	<b>MINUTES, WELCOMES, INTRODUCTIONS, APOLOGIES &amp; HOUSE RULES:</b>	
	Chair welcomed everyone to the meeting and went over the house rules.	
2.	<b>GUESTS</b> <b>The New Croydon Personality Disorder Service</b> <b>Georgia Mitchell &amp; Barry Jones</b>	
	<p>The guest speakers introduced themselves as Georgia Mitchell, clinical psychologist and Barry Jones, lead consultant for the new Personality Disorder Service (PDS). They explained that they had come to talk about 2 projects</p> <ul style="list-style-type: none"> <li>• <b>The new PDS:</b> A day program for patients with a diagnosis of Personality Disorder which will be based at the Bethlem Hospital, in what used to be Alex Ground Floor</li> <li>• <b>A Service User Network:</b> Based in the community in Croydon.</li> <li>•</li> </ul> <p>They were hoping that today's meeting would generate service user involvement by:</p> <ul style="list-style-type: none"> <li>○ Getting people's thoughts and ideas to help come up with a name for the day program service at the Bethlem</li> <li>○ looking for people who think they may benefit from the Service User Network, or might like to be involved in planning and launching the new service.</li> </ul> <p><b>The new Personality Disorder Day Unit</b></p> <p>Barry gave a brief overview of how the new service will operate. The unit will be based at the Bethlem hospital. Clients will need to be referred by their CMHT. There will be two different programs running, each lasting for a total of 18 months:</p> <ul style="list-style-type: none"> <li>▪ a <b>2 day</b> a week program, and</li> <li>▪ a <b>3 day</b> a week program,</li> </ul> <p>Clients will be assessed and if it is thought that the unit is suitable for them, they will be referred to either one of these two programs. Both programs will include individual and group therapy, as well as other therapies such as drama therapy and occupational therapy (optional). The range of therapies on offer will depend on which program (2 or 3</p>	



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day) you attend.

The group and individual therapies will be based around a talking therapy called **MBT** (Mentalisation Based Therapy). Barry explained that there has been a lot of work/research undertaken in London on this type of therapy and that it draws on a psychodynamic background. The thinking behind it is:

***"Helping people to begin to understand that how they relate to others is dependant on their state of mind which in turn influences how they may behave towards other people."***

Q. Can someone refer themselves to the unit?

A. No. Clients will be referred by their psychiatrist/CMHT

Q. When will the unit be opening?

A. The building should be ready on the 14<sup>th</sup> September. All but one member of the clinical/staff team have been appointed and we are hoping to start running the actual program from the end of September/October.

Q. How many clients will be attending the program?

A. In total, about 48, split into groups for the 2 day or 3 day program. Large therapy groups will involve about 16 clients, smaller groups about 8, and then individual sessions. Eventually there will also be clients in the 'discharge planning' group.

Q. My CPN is in New Addington, would I be able to attend the unit?

A. Yes. We will be taking referrals from all 5 CMHT's, North, West and Central (Tamworth), Purley Resource Centre and New Addington.

Q. If someone is referred to the unit, do you take over our care from our CMHT?

A. If you are referred for the 3 day program, for the first 6 weeks your current CPN will remain your CPN, then, after you have had a review meeting, you would be allocated a care coordinator from within the personality disorder day service.

For the 2 day program, your current care coordinator, i.e. the person who referred you to the unit initially, will remain your care coordinator. However, we would aim to have someone from our team attend your CPA's while you are on our program.

Q. What about medication? Will your team take charge while a client is attending the day program?

A. Again, this would depend which program you were attending. For the 3 day program our psychiatrist would most likely take charge of



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medication for the duration of the program. For the 2 day program, clients will continue to get their medication from their GP/psychiatrist.

Q. A lot of service users don't have freedom passes. Would you be helping with expenses for travel to and from the Bethlem?

A. This is something we need to look into, along with helping clients with other social needs, housing difficulties, benefit enquiries etc. We don't have an in-house social worker at the moment, but will be looking into getting more funding.

Q. Is the service ran by SLAM?

A. Yes.

**Georgia and Barry asked the meeting if they could come up with any suggestions for names for the new day service:**

Croydon Pioneers  
Croydon You and Us  
The Sunshine Group  
Mountaineers  
The Rainbow Service  
Footprints  
Columbus House  
Touchstone/Touchbase  
Solace  
Discovery/Journey to Discovery  
? Bridge  
Mayflower

Any further suggestions to be e-mailed to TO/JW at Hear Us and they will be passed on.

### **The Service User Network (Community based project)**

Barry gave an overview about this project. It will be based in the community (like the drop in centres) in Croydon and operate an open access policy. *Clients do not necessarily need to have a formal diagnosis of Personality Disorder to attend.* Barry handed out some leaflets about a similar project, based at the Springfield Hospital that has been successfully in operation for some years already. The leaflet states:

- The project is for people who have longstanding emotional and behavioural problems and may feel they do not get adequate support from mainstream services
- Has been designed for service users and in consultation



with them

- Aims to reduce common experiences of isolation, being overwhelmed by feelings and problems or feeling stuck in a pattern of behaviour
- Co-run by professionals and Support Facilitators, i.e. former members who have lived experience of personality disorder, employed by the Trust and given ongoing support and training within the staff team

(We will be writing an article for the next Newsletter, giving more details about the service currently operating at Springfield, which hopefully will help service users decide if they might benefit from such a service in Croydon)

Barry explained that it is intended that when the project starts up in Croydon, it will operate in a similar way, in that service users themselves will come up with the rules and criteria for the group and offer each other peer support. It is intended very much to be an *inclusive* therapeutic service. The group will meet three times a week (most probably on Monday, Wednesday and Friday) for 2 and a half hours, with a member of the Personality Disorder Service, supported by another colleague.

Q. Will the group be for people with Personality Disorder *and* others?

A. Yes. Anyone who thinks that the group could be beneficial to them can attend. The service is being advertised for anyone with a mental health problem.

Q. Will I have to attend all the sessions if I get involved?

A. No. There is no commitment to attend a certain number of meetings in succession. Clients can attend as many or as few meetings as they like. They may attend all 3 sessions a week or come when they feel they need some support.

Q. Do I have to be referred?

A. No. It is open to anyone with mental health problems, who feels that they may benefit.

Q. What about confidentiality?

I am concerned that people will talk to their friends outside the group about things discussed in the group.

A. It will be emphasised from the start that this is NOT a confidential service and if issues arise that cause alarm/concern, we will decide as a group the next step. However the group will put ground rules in place at the start about confidentiality etc, so that everyone is clear about the boundaries.



	<p><u>Q. Do you have venues yet for the service?</u> A. This has not been finalised yet and we welcome suggestions. We hope to operate from 3 sites and are looking at church halls etc, i.e. non-hospital settings.</p> <p><u>Q. What measures will you use to ensure that the groups are running successfully?</u> A. We would aim to compare how people feel at the beginning and end of the project (satisfaction questionnaires) , therefore we will be looking to implement a range of measures, taking a holistic view of all the different needs/aspects of a persons life, emotions, work, relationships etc.</p> <p><u>Q. There are a lot of service user groups that are already established. Are you not just duplicating existing services?</u> A. We have a particular feeling/model behind the project which is different to other services. We will be liaising with other services (such as IMAGINE). We aim to make our groups very structured, but it is a fair point and yes, there may be some overlap.</p> <p><u>Q. So who should I contact if I am interested in getting involved with the planning process of the service? And how can I find out more about the service?</u> A. If you are interested contact Hear us. We will then liaise with TO and set up some dates for further discussions.</p> <p>(Suggestion: Could we invite someone from the project at Springfield to come and speak at a future CUC meeting?)</p>	
<p><b>3.</b></p>	<p><b>GUESTS</b> <b>IMAGINE</b> <b>Steve, Kato, Villem</b></p>	
	<p>Guest speakers from Imagine gave a brief overview of the new Daycare services: Imagine is a charity (voluntary sector) and have been commissioned to set up <b>3 new services</b> in Croydon:</p> <ul style="list-style-type: none"> <li>• 4 user-led drop-in centres</li> <li>• A volunteering service</li> <li>• A befriending service</li> </ul> <p>We are hoping that the new services will be up and running by September. We are currently in the process of exploring what is already in existence in the Croydon area. Our key objective is Service User Involvement and empowerment, with ideas coming from the services users themselves and not dictated by staff. We want to offer a 'person-centred approach'. We want to emphasise that we are not part of the medical establishment and we want to support service</p>	



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users to expand their opportunities, find their strengths and to feel valued and included. Our first step is to decide on venues for the centres and we will get back to Hear us with more information on this in the next couple of weeks. Kingfishers will be remaining in their current venue and we hope to spread the other centres around the borough, for example to cover North, West and Central regions if possible.

Q. Will there be a gap between the current drop in centres closing and the new ones opening?

A. No. IT explained that he had been told with regards to Parchmore, that there would be a couple of weeks overlap between the staff at Parchmore leaving and the new organisers taking over, like a kind of 'hand-over' period.

Q. Again, I am concerned that you will be duplicating many of the services currently already in operation, for example, the befriending service and volunteering project. (Service users gave examples of the befriending work they do with APCMH, and someone asked Imagine if their volunteering project would be very similar to the work already carried out by the CVA (Croydon Voluntary Action))

A. Steve: Imagine are aiming to run a slightly different kind of befriending service, more like a one-to-one type project, where service users (and non-service users) will offer support to people with mental health problems, the aim being to form trusting relationships between the volunteer and the client, to improve the clients social life for example, or to attend interviews with the client etc. Also, with the volunteer Bridge Builders service, we will be working exclusively for people with mental health problems.

Q. Will you be helping people who are looking for paid work?

A. No.

(Someone else at the meeting explained about the work that organisations such as Status Employment do to help people get back into paid work)

COMMENT: Are all these user lead groups just another example of SLAM 'passing the buck'? Sometimes it feels like they have just woken up to the idea that medication is not the whole answer to treating people with mental health problems, but are homing in on one alternative (user led groups) and ignoring all the other things that other groups such as the priory do, e.g. music therapy, relaxation, walking, talking therapies etc. Many people at the meeting felt the same and the comment evoked some interesting discussion.



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<p><b>4.</b></p>	<p><b>ANY OTHER BUSINESS</b> <b>Questions/Concerns (RE: ESA or Permitted Work) for Welfare and Benefits Advisors</b> <b>Freedom passes/HC1 forms/DLA etc.....</b></p>
	<p>In order to put together a comprehensive, user-friendly article for the next Hear Us Newsletter, JW asked if anyone had any particular worries, anxieties, queries etc about benefits, especially in regards to the new ESA benefit.</p> <ul style="list-style-type: none"><li>• Will the new ESA mean we will get less money?</li><li>• Will we need to reapply for benefit?</li><li>• Many people are very anxious about all the forms they may have to fill in.</li><li>• Will I have to go for a medical assessment?</li><li>• Where can we go for help filling out forms etc?</li></ul> <p>Further to the CUC meeting in May it was suggested that we again invite someone to explain to service users how the new benefit will affect us (? someone from DWP (Department of Work and Pensions), Bethlem Welfare and Benefits Department) as a future CUC guest speaker.</p> <p>JG: Reminder to people that if they tick the relevant box on the membership forms Hear Us are hoping to set up a <i>Texting Service</i> to remind people about future CUC meetings a day or so in advance.</p>



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

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