



HEAR US



**Croydon User Council
Meeting at: Orchard House
1 – 4 pm 5th February 2008**

Names of the CUC members have been removed

ITEM	ACTION	WHO
1.	WELCOME INTRODUCTIONS, APOLOGIES & HOUSE RULES:	
	Chair welcomed everyone and led introductions. Copies of ground rules were distributed and explained.	
2.	MINUTES FROM DECEMBER MEETING	
	Typo on page 2 was corrected. DANDA rep. asked about charging of Lantern Hall users, which was not included last time. Charges should not happen for anyone using mental health services. HUC - this would have to be brought up at next meeting as no Lantern Hall reps were present, and the situation was not clear about this. Minutes agreed and signed off by Chair.	
3.	LINKWORKING @ BETHLEM LINKWORKING @ PURLEY, TAMWORTH (NORTH) AND THE CRESCENT CMHT	
	<u>MHF meeting about Bethlem</u> MHF rep. At previous MHF meeting a presentation was made by Gresham 2 manager and an OT. Steve Davidson attended to explain previous concerns which had been brought up about wards (discharges and carers' concerns), crisis care (ambulances not turning up if phoned by carer), and community mental health teams. <u>Medication</u> DANDA rep brought up a problem with pharmacists not having patients' medication ready. Chair showed a pack which organises medication into weekly sealed boxes, available for repeat prescriptions. MHF rep. stated that a previous MHF meeting was held about medication. No information is given about medication to patients by pharmacists. Asked if it could be organised for a future CUC open meeting for a speaker to give information about medication and its side effects. HUC to investigate this further.	



HEAR US



Bethlem Linkworking

HUC - Linkworking at Bethlem involves listening to patients' issues about wards. Issues being raised were not being undertaken by staff at Bethlem. Each issue must now be actionable and the person responsible noted. Linkworkers have been asked to monitor certain aspects of life on ward in a questionnaire.

Linkworkers must now speak to staff each session for half an hour about the issues raised.

MHF rep. raised safety on the wards as a priority.

HUC explained how feedback on wards will work.

Quarterly review meetings of staff and Linkworkers also occur.

It was asked what the mobile phone policy is at Bethlem and nationally.. The public phone on one ward doesn't work. Some patients don't have mobile phones, so more public phones should be available. Some wards have a payphone and incoming call phone as well. This is to be checked in future Linkworking sessions.

HUC is to investigate national policy on using mobile phones.

Chair suggested that he would like to visit Bethlem to see what is going on. HUC suggested he attend a Linkworker meeting as an observer.

Linkworking in other areas

HUC - Linkworking is shortly to be moving into Foxley Lane.

A session has been booked at Purley Resource Centre for 28th March.

At Tamworth Road Linkworking is hoped to begin in March for the North, Central and West Croydon teams. Talks with staff about this are ongoing.

HUC – Linkworking will eventually cover all Croydon mental health services, and eventually the services provided by the Priory. But please give us time

4. DAYCARE ASSESSMENTS - MONITORING

Clients of Lantern Hall, Social Development Team, Fairfield Club, and Enterprise House are going to have a needs assessment done with an independent assessor, which should focus on recovery and social inclusion.

Clients who don't attend will be assessed in their absence.

HU are going to monitor the first 50 assessments and HUC asked for suggestions of questions to be asked at monitoring.

HUC asked if there are any questions that should be asked at the monitoring.



HEAR US



Chair wanted to know if clients were being pressurised into attending any particular service, or looking for employment.

MHF rep: - "do people understand the process of the assessment?"

Linkworker rep: – Will people get a copy of their assessment?

5. CPA = Care Plan Approach

A patient survey by SLAM found that most patients were unaware of/had never had a CPA. New folder designed to make it more visible.

HUC gave out new appointment cards for discussion. Phone numbers were wrong for some of the contacts.

HUC – new crisis cards are being produced. These are credit card sized with details of person and their condition and can be used at hospital. No details available as yet, but DANDA rep. reported that a similar system is being piloted for autism.

**6. NEWSLETTER – YOUR SUGGESTIONS
WEBSITE - YOUR SUGGESTIONS**

More information was requested about IMCA (Independent Mental Capacity Advisors), at Mayday.

7. 2008 STRATEGY PLAN THAT THE CUC WANTS HEAR US TO DO

Healing Waters rep. is concerned about patients being sectioned via Mental Capacity Act and not the Mental Health Act.

HUC and MHF rep. agreed to find out about this and to possibly find a speaker about these Acts.

DANDA rep. brought up the fact that organisations in Croydon are not aware of all of the Parliamentary Acts etc around Disabilities, especially the Disability Discrimination Act.

HUC – to look into staff training into this, and the Mental Health and Mental Capacities Acts.

**8. NEXT MEETING OPEN @ FRIENDS MEETING HOUSE = TOPIC =
AND WHO**

It was suggested that John Haseler attend to speak about progress in commissioning new drop-in centres.

HUC asked for topic suggestions for future CUC meetings. It was suggested that some light-hearted topics may attract more people. The next open meeting is to be held on 6th May at Friends Meeting House.

9. ANY OTHER BUSINESS

HUC explained that all Linkworkers are covered by SLAM insurance as they are part of the user-involvement register.

CVA are running a training and facilitating group at the end of February



HEAR US



MEETING TYPE	DATE	TIME	VENUE
Open To All	Tuesday 4 th March	1 – 4 pm	Friends Meeting House
Medication	Tuesday 6 th May	1 – 4 pm	Fairfield Club
EGM	Tuesday 1st July	1 – 4 pm	Fairfield Club
Open: AGM*	Tuesday 2 nd September	1 – 4 pm	TBC
Open To All	Tuesday 4 th November	1 – 4 pm	TBC

Hear Us User Group
Orchard House
15a Purley Road
South Croydon
CR2 6EZ

Tel: 020 8681 6888
Email: hear.us@hear-us.org
Website: www.hear-us.org



HEAR US



CROYDON USER COUNCIL