



Crisis Services



At this month's meeting the tide of concern about crisis support continued to grow. Whilst visiting a day centre recently we received more service user concerns about crisis services. Several of them explained how they had struggled to get helpful support and didn't feel confident that help would be there when they needed it. One lady in particular explained that she had been referred to the Crisis Resolution Team by her GP but never got a call from them. A couple of weeks later her son phoned on her behalf and was told that they'd never

heard of his mum so couldn't help! It is obviously difficult to know where the communication breaks down but in the end this lady ended up in hospital!

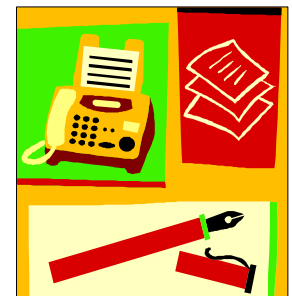
We have received an acknowledgement of our letter to the Trust highlighting the negative experiences of many of our members. The letter is being treated as a formal complaint and has been passed to the Manager of Community Services, Phil Taylor, who will presumably send us a full reply in due course. Since the meeting we have also spoken to the Manager of the Crisis Resolution Team (South), Sam Kelly, who is relatively new in post and she has offered to bring the reply to a future meeting and discuss where things are going wrong. This will hopefully be arranged for April 14th.

The suggestion was made at this month's meeting that we propose a survey to be done by UFM (User Focussed Monitoring) of the Crisis Resolution & Home Treatment Service. UFM did do a survey back in 2007 but this had a limited scope for various reasons so it would be good to do a wider and more comprehensive survey to help highlight any problems or gaps in service. A letter will be written to David Gardner (Mental Health Commissioner) at the Primary Care Trust making this proposal and also asking that UFM be fully supported in the absence of its Lead Officer.

A chance to get your views heard

Since our meeting we have heard that the Mental Health Commissioning Team have already agreed to review crisis services and that they are welcoming peoples views.

We have enclosed with this newsletter a sheet you can fill in and send us about your experiences of crisis services and what you think needs to be done to improve them. We will be happy to forward your comments on to the Commissioners so that they receive a broad collective view. Alternatively you could write direct yourself to: Mr Raj King, Derbyshire PCT, Park Hill, Hilton Road, Eggington, Derbyshire. DE65 6GU.



Derby City Day Services



The latest news about the Day Services now being provided by Rethink was hot on the agenda. Our Derby City reps and members are helping to keep the group as up to date as possible on developments. We understand that service user groups will start moving into the new premises at 29 Charnwood Street from mid February and that the phone line and computer equipment will be installed hopefully before the end of the month.

There are still concerns from our members about the lack of drop in facilities and the fact that members cannot get phone support from the workers. We understand that the new service will be called **Steps Together** and will provide various groups and activities which support members to move on in their confidence and aspirations. This is obviously based on the recovery model and will aim to help people retain and rebuild as much of their skills and lifestyle as they can.

As regards referral to the service we understand from the Manager that people can phone to refer themselves and will be assessed for their needs/wishes. However they will not be able to start attending groups until a risk assessment has been provided by a suitable reference eg Support Worker, CPN, GP, etc. So any drop in that does happen in the future will not be literally someone walking in off the street (as at Rosehill Club). They will need to be known and assessed by the service and can then come along within the stated drop in times. A lot of members said they would be going along to the **Time for Change** event at the Assembly Rooms on Tuesday 9th February to find out more about the new service.

At next month's meeting (see back page for details) Liz Limbert (Head of Patient & Public Engagement) from Derby City PCT will be responding to the concerns we have raised about the whole commissioning process for these day services. She will also hopefully be there to learn how things can be done better in the future!! Come and have your say.



Direct Payments Conference

Information was made available at the meeting about the **Direct Payments Conference** due to take place on **15th March**. There are 180 delegate places available. The places are free of charge to everyone but it is expected that organisations will bring service users with them if they are attending.

The conference will provide a great opportunity for people to learn more about how direct payments can enhance peoples' lives and choices. There will be workshops about what is available now in Derbyshire in relation to direct payments and the national picture. Also a number of speakers who will help to raise the profile of direct payments in Derbyshire by explaining the difference it can make.

The only concern that did arise at our meeting was the fact that the **Conference is not open to people from Derby City** because the conference organisers did not receive any funding from Derby City Council. Therefore places have to be reserved for residents of the County. The Group were very concerned about this omission and decided to contact Derby City Council to find out what their plans are for taking direct payments forward in the City.

Meanwhile if you wish to book a place at the conference you can do so by phoning 01629 531140 or emailing to: makingcarepersonal@derbyshire.gov.uk

Spiritual Care Dept

'Changing Minds'

The main discussion around this service was about the levels of staffing which appear to be extremely low.

We are aware, of course, that the Chaplaincy Manager's post is now vacant and will presumably be advertised in the near future but we have no date for that.

There was also another part time post vacated in the autumn which leaves just 1 part time chaplain covering the South and 1 very part time chaplain attached to the Hartington Unit. Services are obviously very stretched and only covering essentials.

The Group agreed to write to Paul Lumsden who is the Director responsible for Spiritual Care to ask when the dept will be brought back to its full staffing compliment.

The Group were given a brief update about the progress of the Southern Derbyshire Mental Health Awareness Forum which several of our members attend. The first bit of good news is that it now has the new and somewhat more catchy name of **'Changing Minds'**.

The next essential bit of progress is for the funding for the part time Co-ordinator post to come through from the PCT. This was expected over a year ago but has yet to materialise! Latest estimation is that the money will come through at the beginning of the new financial year (April 1st).

The first priority for 'Changing Minds' will then be the organisation of World Mental Health Day in October this year. It is also intended that a newsletter will be produced in the run up to WMHD to keep organisations & individuals updated.



Mental Health Research

We have recently been contact by a lady called Rosie Dobel-Ober at the Mental Health Trust concerning service user participation in research studies. She has written the following piece for our members about how you can get involved if you wish to:-

"The Mental Health Research Network (MHRN) is funded by the National Institute of Health Research. It helps organise large research studies that focus on mental health and is divided into 8 centres around the country called hubs.

The MHRN would like to encourage service users and carers to get involved in mental health research and has produced a DVD to raise awareness of mental health research. The East Midlands Hub is keen to find ways of widening the involvement of service users and carer in the running of the Hub.

Levels of involvement can range from receiving our newsletter and information about studies right up to working full time as one of our Clinical Studies Officers. There are a whole range of activities from helping out at and attending conferences to assisting researchers on studies and sitting on committees. It all depends on what you want to do!"

If you would like to receive a copy of the DVD please contact Rosie Dobel-Ober (Clinical Studies Officer) at the Trust on 01332 623579 or email rosie.dobel-ober@derbysmhservices.nhs.uk

To find out more about how you can get involved with the MHRN contact Debbie Butler, Patient and Public Involvement Officer on 90115 8231292 or email Debbie.butler@nottshc.nhs.uk

Next Mhag Meeting...

We look forward to seeing as many of you as possible at our next meeting in Newhall on **Wednesday 10th March** at **The Old Post Centre**, High Street, Newhall DE11 0HX . The meeting will run from 1.30pm – 4.00pm



We will be providing a **minibus service** from Derby to this meeting which will be calling at the following pick up points:-

- Blue Peter Pub, Alvaston - 12.20pm**
- Assembly Rooms - 12.30pm**
- Ashbourne Centre, Kingsway - 12.45pm**

(Liz Limbert, Patient & Public Engagement Officer for Derby City PCT, will be attending to address our concerns about the commissioning process of Derby City day Services).

If you have any topics you would like put on the agenda please do contact us in advance of the meeting. We look forward to seeing you on the 10th March!

Other News

Some of you may be interested to know about the themed walks being run by Derbyshire Mind's *Enjoying Derby Project* over the next month or so. Some of our members are already finding these walks very enjoyable and therapeutic. They take place mainly on Tuesday and Thursday afternoons although there is the occasional evening or weekend activity as well.

MARCH

Tuesdays	Thursdays	Weekend
2 nd Church Quiz	4 th Alvaston River Path	6 th The Silk Walk
9 th Derby Race Course	11 th Baptist Church	
16 th Bird Walk (Elvaston castle)	18 th 'A Night out in Derby'	Active Sunday
23 rd Viking Derby	25 th Littleover Clemson Park	28 th 10 Pin Bowling

All walks are free and open to everyone. They all begin and end on Derby Market Place and start at 12.45pm. For more information please contact Caron Kirkham on 01332 345966 or email her at caron.kirkham@derbyshiremind.org.uk

MHAG Co-ordinators, 3rd Floor, Kelvin House, RTC Business Park, London Road, Derby.

01332 345966 x5
mhactiongroup@yahoo.co.uk