

THE CAMDEN BUGLE

MONTHLY NEWSLETTER OF CAMDEN MENTAL HEALTH CONSORTIUM

NOT ANOTHER ACCOUNTANT!

Camden & Islington Mental Health and Social Care Trust is seeking a new Chief Executive because Erville Millar is leaving to take up a new post in Kent (see Bugle 97).

There is an increasing tendency in the NHS to appoint financial people to these posts because of the need to manage large budgets. The fact that since its creation the care Trust has had so many problems with its budget may lead people to this view. It would be wrong.

Whatever his strengths and/or weaknesses, Erville Millar knows about mental health. He has spent all of his adult life working in this field. He has delivered many good things to the service users of Camden and Islington. It would not be a good memorial to Erville or do justice to the further development of services in this District to bring in someone whose only interest is 'balancing the books'. To do these things needs a CEO who knows and cares about mental health.

MONEY PROBLEMS

When user involvement was recreated in its present form, there were three clear points which service users could rely upon – reward, training and support. CMHC has always been in the forefront of trying to ensure that these have been met and has embedded them in the Camden Borough User Group. They also form a part of the Care Trust's Service User Involvement Strategy.

The latest developments indicate that the Care Trust seems to have got its 'reward system' wrong. This means that it sees itself as needing to cut down on the payments it is making to service users and in some ways reduce the levels of involvement.

Service-user involvement needs to be relevant and meaningful. Anything else is simply tokenistic. So reducing the level of involvement may not be a bad thing if in so doing it maintains that level where service users can make a real contribution and feel that it is valued. Part of this valuing process is the reward that service users receive. It has long been recognised that this will often not be at the same rate as others around the table because of the arcane regulations of the Department of Work and Pensions. It is written into the Service User Involvement Strategy that these will be taken on board and advice given and payments made accordingly.

The situation seems to have developed where the Care Trust believes that it has made payments above the levels that people should have received and seems to be trying to transfer the responsibility for this to the service users. This is high-handed, patently false and guaranteed to disrupt the whole process of user involvement. It is causing great concern among service users and a fear that they may find their benefits affected by mistakes made by the Care Trust.

This is a mess and a mess that needs to be sorted out quickly and in a way that everyone can understand. It is no good having guidance which can only be interpreted by people who have a clear understanding of the multitude of DWP Regulations and employment law. It needs to be clear to service users. The fault lies with the Care Trust and it should be the one apologising. It is the body that has caused this mess and it should sort it out in a way that is clear and with a protocol of payment on which all the agencies involved, including CBUG, IBUG, SMUG and now Peter Bedford can agree and stick to.

CMHC NEWS

FAREWELL

Maggie Wakelin-Saint is to give up her post as Chair of The Tavistock and Portman NHS Trust at the end of October. During her tenure, CMHC has had many meetings with Maggie and colleagues in attempts to increase user involvement at The Tavy. We will miss her input and look forward to working with her successor.

CARE TRUST BOARD MEETING

The November meeting of the Camden & Islington Mental Health and Social Care Trust Board will take place from 5.30 pm on Thursday, 3rd November at The Conference Centre, St Pancras Hospital.

Board papers may be obtained from the Board Secretary, Kate Wilkins, on 020 7445 8427 or by e-mail kate.wilkins@candi.nhs.uk Notified questions for the Board should reach Kate by 5.00 pm on Tuesday, 1st November. There is no right for the public to ask questions at the Board meeting but the Board will deal with notified questions.

There have been few notified questions in the past and it would be helpful if service users began to use this as a method of bringing issues to the notice of the Board or raising matters which are of importance to service users. Another method open to service users is by approaching one of the Patient and Public Involvement Forum (PPIF) representatives who attend the Board meetings as observers. The Islington representative is Peter Jones who also Chairs IBUG and the Camden representative is Shirley Scott Norton who is also the Co-ordinator of SMUG.

NEW DIRECTIONS CAMDEN AGM

New Directions Camden (NDC) will be holding its Annual General Meeting to consider the 2004/05 Report and Accounts and the election of Board Members from 6.00 pm on Thursday, 3rd November at The Crossfield Centre, 8 Fairhazel Gardens, NW6

THE CAMDEN BUGLE - 100th EDITION

Perhaps the way that most people know about Camden Mental Health Consortium and the work that it does is through its monthly newsletter, The Camden Bugle. The first edition of The Camden Bugle came out in September 1997 and was a one-sheet publication.

The December edition of The Camden Bugle will be the 100th. That means that it has been produced and distributed every month for more than eight years. Anyone wishing to see the complete set of Bugles will find them on our website at www.cmhc.org.uk

CMHC is seeking to make the 100th Bugle a special edition and has been soliciting contributions from a number of people. Anyone who thinks that they have a contribution which would enhance the 100th Edition should send it to CMHC by Monday, 7th November.

Clearly, CMHC would like to celebrate this event and will be giving over its Christmas Meeting on Friday, 16th December to both the season and this anniversary. If anyone has any ideas about how we should mark the event or wants to make a contribution to the 100th Edition then they should contact CMHC on 020 7419 4196 or by e-mail: administrator@cmhc.org.uk



CAMDEN BOROUGH USER GROUP (CBUG)

CBUG is the operational arm of CMHC. It was set up to increase the levels of service user involvement in the commissioning, development and evaluation of mental health services in Camden. Although CBUG has been conducting its work since 2002 and some of the projects are reported on the CMHC website, during the last year there has been little capacity to develop the group further.

CMHC now has a Co-ordinator, Katrina Anderson, and it is part of her role to take forward CBUG so that there is a recruitment of new members, a return to the open meetings that used to be held monthly and a new work programme that will see CBUG more obviously involved in the tasks that it was designed to undertake and to add to its current work in monitoring The Mind In Camden Advocacy Service at The Grove Unit and setting up a Patients' Council within The Huntley Centre.

IBUG is the sister organisation of CBUG in Islington and there is a wish for the two organisations to develop a closer working relationship and undertake joint pieces of work across the District or complementary pieces of work in their respective Boroughs.

SOUTH CAMDEN USER FORUM (SCUF)

The September meeting of the South Camden User Forum held at Mind in Camden was almost guaranteed not to be an easy event. The issues arising from Camden's Best Value Review and in particular the closure of Day Centres was high on the agenda of the service users attending and became an explosive topic when Penny Abraham, a Camden Councillor, was there in her CMHC role. This was unfortunate since it is Penny who has been most influential in taking this exercise in democracy forward.

In October, SCUF was hoping to go to the far South of the Borough to the Holy Cross Centre. Unfortunately, a space could not be found and so the October meeting has been cancelled.

As is usual with the SCUF, the November meeting on Tuesday, 29th November will be the last one for the year. This is because these meetings are held on the last Tuesday of the month and in December that would be the Christmas period. The November meeting will provide an opportunity to look at the new format that has been adopted during 2005 and how it works and whether it should be continued. It will also look at how some of the issues that have been raised have been dealt with and resolved. The meeting will be held from 5.00 – 6.30 pm in The Conference Centre at St Pancras Hospital and refreshments will be available.

What ever the meeting decides, it is certainly the intention that SCUF should continue. It is an integral part of what CMHC does and how it relates to its Members and other service users. It has been difficult to find a South Camden format which will engage people and the one of taking the meeting around to venues seems to have worked quite well but this may not be the only way and people may have other ideas. The November meeting will provide an opportunity to put them forward.

NORTH CAMDEN USER FORUM (NCUF)

Any meeting which had a psychiatrist talking about giving up medication was likely to attract a good audience and so it was with the October meeting of the North Camden User Forum when Dr Phil Harrison-Reed, a Camden consultant psychiatrist, came along to talk to people on this topic. So engrossing was the meeting that it went on after the set time. This whole topic of medication is one that comes up again and again and there is no doubt that the meetings will return to it.

The Grove Centre will have been open for 3 months. This is the second brand new building within the Care Trust's portfolio alongside The

Highgate Mental Health Centre and there should be pride in this provision satisfying all the requirements of dignity and privacy (with perhaps a little too much security!) The November meeting of NCUF from 5.00 – 6.30 pm in The Grove Centre will consider the First Three Months. One of the things that service users were keen to ensure was that the move from the old wards on Level 2 at The Royal Free Hospital would also ensure a change in practice so that the unit would be concerned with ‘wellness’. NCUF has prided itself on holding meetings near the in-patient unit so that people on the wards can attend and this has been continued in the new unit. However, the space is small and the access is quite difficult. NCUF needs to consider whether it wants to continue its meetings as at present or whether another venue would be preferable.

The tradition of the December meetings of NCUF has been to consider ‘Surviving Christmas’. This can be a very difficult period for people with mental-health difficulties and this meeting provides an opportunity to explore some of the issues and how people manage them. The meeting will be held from 5.00 – 6.30 pm on Tuesday, 6th December in The Grove Centre on The Royal Free Hospital site.

Wherever it is decided to hold the meetings, NCUF will continue into 2006 and the first meeting of the New Year will be on Tuesday, 10th January. The topic for the meeting has not yet been arranged.

ANNUAL SERVICE USERS’ CONFERENCE

Each year in November, CMHC hosts an Annual Conference which takes as its topic an issue or issues which are of interest or concern to service users. Past topics have included User Involvement, Responding to a Crisis, Advocacy.

This year the Conference from 1.00pm on Wednesday, 23rd November at Hampstead Town Hall will look at the topic of ‘Benefits’. This is of great interest and importance to service users since for so many of them benefits provide the only money that they have to live on. The whole benefits network and regulations tend to be very complicated and this afternoon will hope to provide an opportunity to gain a greater understanding of what service users are entitled to – including things like the Freedom Pass and Taxi Cards – and how they are accessed. It will also try and explain some of the difficulties around payments to service users for involvement. Lastly there will be a presentation on the new Direct Payments system which attempts to give service users more control over the money in their care packages.

NEWS FROM THE VOLUNTARY SECTOR

Aidan Moloney is the Co-ordinator of Camden & Islington Providers' Forum (CIPF). We include regular monthly contributions from Aidan telling people what is happening in the voluntary sector. Aidan can be contacted by post at Camden & Islington Providers' Forum, St. James's House, 15 – 20 Bruges Place, Baynes Street, London, NW1 0TF; by 'phone on 020 7428 5999, and by e-mail at cipf.office@virgin.net

I just received a copy of 'Health Priorities for the Voluntary and Community Sector', which is a report published by Camden's Voluntary Sector Health Forum. This network is facilitated by Voluntary Action Camden. The issue of concern mentioned by the most was mental health including preventing social isolation and access to mental health services, closely followed by access to services and information.

In all 45 voluntary and community groups participated in a survey by completing a questionnaire. Mental health, in some form, was mentioned as a health priority for 23 groups. Interestingly, of these, only two groups specifically worked with people diagnosed with mental health problems. 6 groups mentioned isolation leading to mental illness, such as depression and / or anxiety. 3 groups mentioned access to mental health services being a problem, specifically for refugees and asylum seekers, African and Caribbean communities and people with learning disabilities. Other issues raised were:

- The need to support people with mental health problems and to challenge stigma and educate the public about mental illness so that people with mental health problems can become more socially integrated
- The difficulty of accessing counselling services
- The effects of domestic violence on mental health
- The need for post traumatic stress clinics for refugees and asylum seekers
- The high suicide rate amongst the Ethiopian community
- The need for stress management for carers
- The need for lesbian, gay, bisexual and transgender counselling and mental health services with a priority being put on suicide prevention
- Suicide and depression amongst homeless people
- The need to link in substance misuse with mental health issues
- The fact that migrant workers often experience stress, particularly because they are separated from their children and families

- The need to reduce stress and anxiety and increase self regard particularly amongst the older Black and minority ethnic population.

The groups that mentioned mental health as a priority included those that work with the African and Caribbean community, people with mental health problems, those that work with the homeless, women, refugees and asylum seekers, the Somali community, people with HIV / AIDS, carers, people with a disability, lesbian, gay, bisexual or transgender people, young people, people with learning disabilities, older BME groups and the Filipino community.

Copies of the report are available from Alison Blackwood, Voluntary Action Camden. Tel: 020 7284 6575.

CAMDEN COUNCIL'S MENTAL HEALTH LIAISON GROUP

The final meeting for 2005 of the Mental Health Liaison Group will take place from 6.00 – 8.00 pm on Thursday, 10th November at Mind in Camden, Barnes House, 9 – 15 Camden Road (near Sainsburys).

These popular meetings which provide an opportunity for people to raise issues with Councillors and Council Officers are always well attended and during this year have provided a forum for much discussion about the Best Value Review of Mental Health Day Services and the closure of Day Centres. Whilst it is hard to believe that this subject will not come up again with all the passion that the Jamestown users have put into defending that centre, the main topic for discussion is entitled 'Putting Users in Charge' and will be centred around Direct Payments from care packages and how these might be used by service users to provide more of what they would like. It is interesting that this too has been a theme of the Best Value Review which has been somewhat buried in all the controversy, but which should provide more choice for service users.

The other standing issue on the MHLG's Agenda is the Camden Crisis House and with the identification of a property and the establishment of a Steering Group, it may be that there will be good news about this project becoming a reality. It is certainly something which service users have been seeking for along time and in 2001, CMHC worked with five service users to produce the Camden Crisis House Report which is available on our website (www.cmhc.org.uk). The realisation of this project will be one of the real proofs of the effectiveness of service-user engagement in the Borough.

CARE TRUST NEWS

Robert Jones, the Social Care & Inclusion Development Manager, provides a review of the month's events within Camden & Islington Mental Health & Social Care Trust. Robert can be contacted at Care Trust Headquarters, 2nd floor, East Wing, St Pancras Hospital, London NW1 0PE, by telephone on 020 7445 8554 or by e-mail robert.jones@candi.nhs.uk

Care Trust's Annual Health Check

The Annual Health Check is the Healthcare Commission's new system of assessment for all NHS trusts in England. It replaces star ratings and is designed to provide a fuller picture of the performance of a Trust, including an assessment of its performance against the Department of Health's 24 Core standards, which were introduced in July 2004.

The Care Trust has been working hard with service users to improve the treatment and care that is provided for people who need to use mental health services in Camden and Islington. Although we are not complacent, recognising that improving services is a continual process, we are pleased to be able to submit a declaration that the Care Trust is compliant in 23 of the core standard areas. These areas include:

Patient protection: Patient's rights: Child protection: Complaint procedures: Infection control: Food provision: Clinical and cost effectiveness: Information on treatment and care: Governance: Service user & carer involvement: Staff support: Records management: Equal access to services: Care environment and amenities: Employment checks: Public health and Workforce planning:

Details of the Care Trusts 'Core standards declaration' is available on the Care Trust website at www.candi.nhs.uk or can be sent to you on request. For more information contact Kirsty Jarvie on 020 7530-3274

Welfare Rights & Benefits Seminar

The Care Trust is presenting an afternoon seminar for service users on Tuesday, 22nd November, 2005 2pm to 4pm. The seminar will be held at the Education and Employment Project, 75 Hanley Road and provides an important and timely opportunity for service users to find out about: benefit rules, employment rights and the implications of considering paid or voluntary opportunities. For details contact Bruce Buckmaster on 020 7530 3077

Now You Have Counted Me, What Now?

On the 31st March 2005, the Healthcare Commission ran the very first census count of all in-patients in mental health services in England and Wales. The aim was to understand the extent to which patients from Black and minority ethnic communities are treated differently from white patients. For the next stage of this process a number of service users have received specialised training and will be carrying out selected interviews of patients at various sites. The interviews for patients within the Care Trust will be on the 8th & 10th November, 2005.

A Course for Life-

A Personal Development Course at Hanley Road

Starting Tuesday 1 November 2005 at the Education and Employment Project, 75 Hanley Road. 2pm- 4pm. The course includes: Positive Visualisation – what is your dream? Thinking about a strategy and having a plan if things go wrong! Intrigued and want to know more? Then contact Reshad on 0207 281 6221.

Care Trust's Service User Consultation Forum

Service User Consultation Forum's are open meetings, where service users can come and meet and discuss concerns with senior managers and a Care Trust director. The next Consultative Forum will be held on Friday, 25th November 2005, in the Groves Lounge at St Pancras Hospital. The Consultative Forum starts at 12.30 with a buffet lunch and where people have the opportunity to network and get to know one another, the meeting starts at 1pm and runs until 4pm.

The Care Trust Needs You!

If you have used mental health services or supported someone who has used services and would like to make a difference to the way services are run, then the Care Trust would like you to hear from you. We now have a number of vacancies for service user and carers to be involved on a voluntary basis (expenses will be paid) on various committees, on helping to train staff and in monitoring the quality of services. For further information contact: Ros Lettman, the Service User Involvement Co-ordinator on 0207 530 3340.

Drayton Park Project

Will be celebrating its 10th Anniversary on the 9th December 2005 from 12.30 to 6.30pm. Special guests include: Angela Greatly, the Chief Executive of Sainsbury Centre for Mental Health. For details contact; Ros Lettman on 020 7530 3340

MISSION STATEMENT

The Consortium is a voluntary organisation, which operates in the London Borough of Camden.

It is run by its members who are users, former users and survivors of mental health services in Camden, its purpose is to enhance the quality of life of its members by promoting social contact and support, enabling them to take control of their own lives.

We promote equal opportunities and positively value individual differences and choice.

We combat negative prejudice and stereotypes of users of mental health services.

We seek to influence professionals and public opinion, to challenge poor practice, and to improve the quality and variety of mental health and related services.



To achieve our goals we work with other voluntary bodies, statutory agencies and individual allies.

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Events & Diary

DATE/TIME	VENUE	EVENT
TUESDAY 01 NOVEMBER 5.00 – 6.30pm	Grove Centre New Mental Health Unit The Royal Free Hospital Pond Street, NW3	CMHC NORTH CAMDEN USER FORUM THE GROVE UNIT THE FIRST THREE MONTHS
THURSDAY 10 NOVEMBER 5.00 – 6.30pm	Mind in Camden Barnes House 9-15 Camden Road LONDON NW1	 Camden Council's Mental Health Liaison Group
WEDNESDAY 23 NOVEMBER 1.00 – 4.00pm	COUNCIL CHAMBER Hampstead Town Hall 213 Haverstock Hill LONDON NW3	CMHC CAMDEN ANNUAL SERVICE USERS' CONFERENCE 'BENEFITS'
FRIDAY 25 NOVEMBER 1.00 – 4.00pm	Groves Lounge South Wing St Pancras Hospital 4 St Pancras Way LONDON NW1	Camden and Islington  Mental Health and Social Care Trust USER CONSULATIVE FORUM
TUESDAY 29 NOVEMBER 5.00 – 6.30pm	The Conference Centre St. Pancras Hospital 4 St. Pancras Way LONDON NW1	CMHC SOUTH CAMDEN USER FORUM REVIEW OF SOUTH CAMDEN USER FORUM
TUESDAY 06 DECEMBER 5.00 – 6.30pm	Grove Centre New Mental Health Unit The Royal Free Hospital Pond Street, NW3	CMHC NORTH CAMDEN USER FORUM SURVIVING CHRISTMAS