

Minutes of Ipswich VASP Monthly Meeting 13th February 2014

Attendees:- Chair – Louise Marks - SFC, Linda Brown – Julian Support, Richard Squirrell – Service-User, Cathy Walsh – Expert Network, Paul Maguire – Anxiety Support, Elaine Thomas – Stepping Stones East, Vron Deri – NSFT, Tracy Priestly – Together, Elizabeth Moad – SUF, Karen Jackson – Suffolk Mind, Sam Grindrod – NSFT, Tina Marsh – Link Worker, Angela Emmerson – PTSD Resolution, Brian Parrott – Trust Board Non-Executive Director

Minutes - Cathie Lee

All - Brief introductions and a review of last month's minutes. **ET clarifies Point 7 the Peer Support Group is specifically for those who hoard. (Earlier Addendums already circulated by email by CL 2/3/2014**

Agenda Items:-

Updates – Various

1) Sam Grindrod – Poppy Ward

SG advises group that the ward has made a “big step forward” by changing ways of working to be more responsive to patients' needs. This has included a change in shift patterns (to ensure the right staff are on at the most appropriate times), the introduction of a 3 way handover between morning, afternoon staff, and the patient; and also more activities for patients over the weekend.

SG also advises that they are working with Ed Barnes at CSV to provide training in using recording equipment and a weekly radio presenter slot. Group discussion on different offerings from CSV and Ipswich Community Radio – **SG** and **RS** to seek clarification

2) Karen Jackson – Suffolk Mind

KJ distributes leaflets advertising Workplace Wellbeing “Sleep Well, Work Well” course (£65/person) workplacewellbeing@suffolkmind.org.uk but there is some confusion of the date – **KJ** to clarify

KJ also advises that they are rolling out foundation wellbeing courses which are free of charge to those who meet their criteria.

RS queries ILAP (Ipswich Local Information Partnership?) information on Mind website. **RS** states that this service is advertised on the site for “vulnerable & marginalised adults in Ipswich” and gives Frank Clarke as contact. **RS** requests clarity on what is actually offered and how a service user would know if they were considered “vulnerable” or “marginalised”

3) Brian Parrott – Non-Exec Director of NSFT Trust Board

BP introduces himself to the group as a, relatively new, addition to the Board, working 4 days a week. **BP** commits to attend Ipswich Vasp meetings where is busy schedule permits; and looks to remain connected to service-users.

BP confirms that Michael Scott has now been appointed Chief Executive of NSFT, and advises the relevant press release is both on the Trust website and SUF's site. **BP** advises that the Trust have struggled to a certain degree in the absence of a CEO, but results will be forthcoming – actions to date include filling all vacancies for consultant psychiatrists and a review of Access & Assessment.

RS questions recent EDP reporting that there are apparently 400 Trust vacancies being advertised in Portugal & Ireland: whereas **RS** only find some 50 vacancies on the Trust site.

LM raises her disappointment that the Trust no longer sends out press releases to its members; whereas previously these were viewed positively and many events were attended as a result. **BP** reassures that this issue has already been raised at a recent Scrutiny meeting.

4) Cathy Walsh - IMROC

CW advises group that she is part of Mental Health reference group of Healthwatch, and asks for group to feed in any trends concerns to her so she can forward these on to Healthwatch. The Trust have a legal obligation to respond to Healthwatch within 20 days Cathy.walsh06@btinternet.com

CW is also member of E Suffolk IMROC Steering group which employs workers with MH experience: **CW** advises that E Suffolk have yet to appoint any Peer Workers, but W Suffolk have 3

CW questions CCG recent cuts to counselling support offered in Transgender Services; and their decision not to fund crisis housing along the lines of "The Haven". **CW**

requests that group members take every opportunity to seek answers from the CCG

CW talks of next Scrutiny meeting 21st March @St Clements (Rembrandt Room) 11 O'Clock. All Welcome.

CW advises group that service-users realised that there were some common themes (especially with those with PD) around the Crisis Team which have been taken forward by SUF. Areas under consideration as a result:- Response to Service-Users at 1st point of crisis (eg zero tolerance policy invoked after the use of just 1 swear word), empathy and practical support, and a plan of action in place before phone call ends. Again **CW** welcomes any feedback.

CW updates group on introduction of call-recording which has been put back to June this year to allow Norfolk to participate too.

LM asks **CW** to share her recent achievements regarding the formation of "Safety & Contingency" Plans for Service-Users to share with support services. **CW** explains that this would be along the lines of an Advance Directive – a personalised response to a standard list of questions. Examples include "If I call, I give you permission to contact "X" who will give me safe place to stay", People to be advised of the crisis, and those not to be contacted and preferred treatment.

5) Elizabeth Moad - SUF

EM advises that Dee Garrett no longer with SUF and **EM** will attend Vasp meetings in future. **EM** advises SUF website under review

Forthcoming Open Forums (every other month) 31/3 "Personal Budgets" but TBC

EM advises of forthcoming Healthwatch AGM 28/3

EM talks of “Sticks & Stones” recording project (available You-Tube) looking at the language used in MH and how it has changed very little over 200 years.

EM confirms WMHD event @Jimmy’s farm 4/10 – more information to follow

6) Tina Marsh – Link Worker

TM introduces herself to the group, and advises the Link service is a Mental Health signposting service with the restriction that they can only see a service-user a maximum of 3 times a year. **TM** advises that the service is fully supported (& appreciated) by GP’s with every surgery in Suffolk having a Link worker. Appointments can either be booked via GP’s or direct with the Link workers themselves; and referrals are received from Wellbeing or stepdown from secondary care. **TM** also advises that the service, technically speaking sits within Wellbeing, but Link worker contact information/details are not published there – **TM** has asked for leaflets so the service is better promoted among service-users / care providers.

TM clarifies that the Link service no-longer exists in Norfolk as they were graded a band above, with the ability to complete full LAT assessments.

TM also advises that there are monthly meetings between all 13 Link workers where they share information/best practice. A Link worker is also Chair of coastal Vasp too.

7) Jill Coleman – Voiceability Suffolk

JC updates group with news that the 1yr Total Voice project has been extended over the next 2 years; and, as of the 1st April, will be known as Total Voice Suffolk.

Total Voice Suffolk is an advocacy service (for those 18 & over) for people who have:- learning disabilities, Acquired brain injuries, Physical & sensory Impairments, Autistic Spectrum Disorders and Dementia. New leaflets distributed.

CW queries cost of name change as this can be as much as £20k

JC advises the waiting list for advocacy with Voiceability Suffolk has recently been significantly reduced to 12 & the aim is to extinguish this completely.

8) Angela Emmerson – PTSD Resolution

AE gives brief overview of service, and thanks group for recent referrals.

AE explains TATE (Trauma Awareness Training) which they also provide for employers and some professionals. ½ day training £150-£195 – group members considering collective approach to maximise reach and minimise cost.

AE also asks **ET** what support is available for children of hoarders – **ET** advises current referrals tend to be from the elderly, but she will take forward. **LM** will also raise with main Vasp

9) Louise Marks – Suffolk Family Carers

LM advises there have been recent corrections to forthcoming MH activities – **LM** sending email link today to allow people to rebook.

Next Meeting Thursday 10th April 10 – 12 @ <http://www.suffolkfamilycarers.org>
Large “Container” Temporary Office at front of site

