

FEEDBACK

August 2008

Issue 5

Written and edited by **Carer and Service User representative members** to the Lancashire Mental Health and Social Care Partnership Board

Included in this issue:-

- ❖ **New East Lancs Service User Representative**
- ❖ **'Open Up' Anti-Discrimination Project**
- ❖ **Mental Health Wellbeing Update**
- ❖ **Involvement Charter Update**

The Lancashire Mental Health and Social Care Partnership Board was established in 2005 to lead and support a programme of change within mental health services across Lancashire and is made up of representation from Local Authorities, NHS Trusts, the Third Sector and **Service Users and Carers** (supported by the Partnership Team).

Welcome to **Maureen** newly appointed **Service User Representative for East Lancashire**

I was first diagnosed with Bi-polar Affective Disorder in August 2007 after encountering bouts of mental ill health for two years.

During this time, I was hospitalised on three separate occasions at different locations throughout Lancashire. Up until October 2007 (when I finished work), I had enjoyed a successful career in social care services for 27 years. This included working as a social worker, the manager of residential services, a staff trainer, and an inspector attached to the Commission for Social Care Inspection.

Throughout my career, I was well known for ensuring that staff were fully aware that without service users they would not have a job. By the same token, service users were made aware that without staff there would not be a service. In other words, mutual respect and

the need to afford one another with dignity was a must. As an inspector of services and more recently as a service user, I have found that the main need of any person is to be treated in a proper manner.

I rarely dealt with complaints about lack of facilities or services, they were mainly associated with poor staff attitudes, and if comments are raised by friends today, it saddens me to say that pockets of such poor attitudes are still around.

I hope that my involvement on the Partnership Board will focus on helping to ensure that views of people vulnerable to mental ill health are heard as well as listened to, and that this is demonstrated to us through the development of holistic positive services, delivered by staff who understand and embrace our need, to be always left by them with a feeling of wellbeing.



Mental Health Media's Anti-discrimination Project



Mental Health Media

moving
people

'Open up' is a project of Mental Health Media and part of the Moving People campaign (funded in England by the Big Lottery Fund, and in Wales by Comic Relief), offering a variety of different resources to support people with experience of mental distress who want to challenge discrimination.

Brian - Service User Representative for Central Lancashire (supported

by the Partnership Team), has submitted an application to 'Open Up' to request the funding for a local Lancashire project he is proposing, being a mental health awareness media campaign. The project would include arranging music entertainment events to be held in social venues across Lancashire.

The involvement of service users will be key to the project's success, utilising people's skills, knowledge and own personal experience to help raise awareness around stigma and discrimination.

A meeting to provide information on how to become a volunteer has been arranged for **SERVICE USERS** interested in becoming involved. This will take place on Thursday, 21st August 2008 at 11am-1.30pm at The Bridge, Unit 5, 7 & 8, Fylde Road Industrial Service, Fylde Road, Preston PR1 2TY. For more information or to register your interest to attend please contact Pat Rolph at the Partnership Team on 01282 607047.



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'Working together to improve mental health'

SERVICE USER AND CARER INVOLVEMENT CHARTER UPDATE

In June a series of Lancashire wide meetings for service users and carers were held with Lancashire Care NHS Foundation Trust's (LCT) Patient and Public Involvement Lead, Jo Blofeld, and Paul Hopley, Mental Health Programme Manager to the Partnership Team.

Discussion groups took place to discuss the general principals of a new involvement charter and how this should be implemented and monitored.

LCT is currently reviewing all the information taken from the meetings before moving on to the next phase. Carers views will be fed back into LCT's Carers Strategy Group to avoid any risk of duplication in their work in developing a new Carers Strategy.

Further information to follow, when available.



The marina on Preston Docks
Picture by Johnny English - www.picturesofengland.com

'BACK TO WORK'

On the 8th July 2008, the Partnership Team's new part time Assistant Secretary began in their new post.

The position was advertised via NHS Careers website and through Jobcentre Plus for a service user to join the team on a 'back to work' initiative, offering a 6 month fixed term contract for 7½ flexible working hours per week.

"It's a great pleasure to be given this opportunity to work in an environment where everyone contributes to the wellbeing of all concerned regardless of status, culture and creed.

I am looking forward to a role where I can contribute in a small way towards the development and progress already being made within the Partnership Board."

"Working together to improve mental health"

MENTAL HEALTH WELLBEING

Following the series of mental health wellbeing events held in the Autumn of 2007 and the Spring of 2008 with service users and carers, the Partnership Team will be holding five staff events across Lancashire during July and August, with staff who work in mental health and social care services (including front line services).

The aim is to involve staff in helping to develop and produce new 'mental health outcome indicators' (a way of monitoring if/how services are meeting the needs of service users) to help maintain people's mental health wellbeing.

The three key issues to be covered as highlighted and discussed at the recent service user and carer events are:-

- 1) Family and Friends
- 2) Work and Activity
- 3) Stigma and Discrimination

Involving staff working in services, is as crucial as involving service users and carers, to ensure people are receiving the right kind of support for their needs.

From the information taken from all the events, Paul Hopley (the Partnership Team's Mental Health Programme Manager) and Dr Christina Lyons (Senior Research Fellow for University of Central Lancashire) will produce and present a final report to the Partnership Board with the key recommendations for developing and implementing 'mental health outcome indicators' across Lancashire.



Venus & Cupid Sculpture - Scalestone Point - Bare - Morecambe
Picture by C. Butterworth - www.picturesofengland.com

For further information and/or to register your details to be kept informed of our current work, please contact

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