

FEEDBACK

October 2008

written and edited by **Carer and Service User Representative members**
to the **Lancashire Mental Health & Social Care Partnership Board**

Issue 6

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The Partnership Board was established in 2005 to lead and support a programme of change within mental health services across Lancashire

Definitions of a SERVICE USER and CARER

Service User

A service user is someone diagnosed as having experienced mental health problems to such a degree that they require the involvement of specialist services and support. ([University of Liverpool, found from an internet search](#)).

We define the 'public' and 'service users' as patients; users of health services; members of the public who are the potential recipients of health promotion/public health programmes. ([NHS National Institute for Health Research - found from an internet search](#)).

The term 'service user' can describe anyone who is assessed as in need and therefore eligible for a service, or legally obliged to receive a service to protect themselves or others. In many instances, however, the term is used more widely to encompass a broader range of disabled people with learning difficulties and users and survivors of mental health services who, while not necessarily actually using services, do have a common experience of discrimination and a need or support for assistance. ('Partnership Working', [Susan Balloch, Marilyn Taylor - found from an internet search](#)).

Carer

A carer is someone who provides regular, substantial and unpaid support to a friend, relative, partner or other person who cannot manage without help because of illness, frailty or disability. A carer does not have to live in the same house, or be related to the person they look after. A carer often provides a range of support which may include helping with medication and emotional support such as providing company. Carers have a valuable role in helping people to manage at home, and carers also need help and support themselves. ('Preparing for my Carer's Assessment' leaflet, [Princess Royal Trust for Carers - provided by Marjorie, Central & West Lancs Carer Rep](#)).

A carer is someone who takes on the responsibility of providing unpaid care on a regular, recurring or fluctuating basis for another individual who needs help. Carers can be part of the family, partners in a hetero-sexual or same-sex relationship, a neighbour, friend, or simply an acquaintance. They can be of any age, of any religious learning, of any social, cultural or ethnic group. There is no such thing as a typical carer. (extract from [LCFT draft Carer Strategy - provided by Valerie, East Lancs Carer Rep](#)).

Welcome to **Angela** - new Fylde Coast Carer Representative

Hi to everyone!

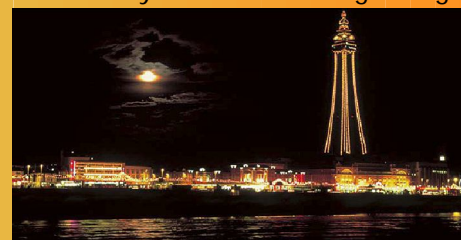
From the 25th September 2008, I became the Partnership Board's Carer Representative for the Fylde Coast. I am a carer for my son John, who is 23 years old and suffers from Obsessive Compulsive Disorder (OCD), Epilepsy and has learning disabilities.

I have been involved with Lancashire Peer Support for two years and I also provide advice and guidance at Wyre Resource Centre, where people can drop in and ask about Direct Payments. John has been receiving Direct Payments for some time and this has given him the ability to employ his own PA.

In the past I have worked as a personal assistant myself, for a young gentleman who suffered with similar difficulties as my son, and I have worked in the care profession for most of my life whilst being a single Mum. I feel I have had a constant battle with every aspect of my son's care for more input from professionals, because in my opinion, their knowledge and understanding is a vital part of a carer's life.

With the challenges I have come up against and my knowledge and experience of 'Direct Payments', I feel that I may be able to help others in a similar situation, which is why I applied for this position on the Partnership Board.

Angela



Lancashire Mental Health and Social Care Partnership Board

Made up of representation from Local Authorities, NHS Trusts, the Third Sector, and Service Users and Carers



"working together to improve mental health"



LANCASHIRE

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The new Lancashire Local Involvement Network (LINK) will give you a voice in the way health and social care services work for the people of Lancashire

Welcome to the Lancashire LINK

The Lancashire Local Involvement Network (LINK) is currently in its development stage, and Black Health Agency is working with Lancashire County Council to raise awareness of the new Lancashire LINK. So what is it and what does it offer?

The Lancashire LINK aims to give local people a stronger voice in how their health and social care services are delivered. It will be run by local individuals and groups and is independently supported.

The Lancashire LINK will be open to everyone and should represent the whole community. Groups, individuals and organisations all have a part to play in giving their views on local services. The LINK will be set up in a way that will enable everyone in the community to decide for themselves how they are involved and how much time they give to it.

What will the Lancashire LINK do?

The Lancashire LINK will provide a way of letting the people who purchase, provide and manage your local health and social care services know what you think is working and what isn't, as well as suggesting ideas for improving existing services. The LINK won't take over from the groups already working in and for our community, but will be a way of combining and strengthening the public's voice.

The Lancashire LINK will:

- support people to help them get involved
 - bring groups and individuals together to look at issues
 - let people know how to raise issues effectively.
- The Lancashire LINK will be involved with a wide range of issues and will carry out a variety of tasks and activities. The LINK's main job will be to:
- find out what people want
 - investigate issues that people raise
 - use their powers to hold services to account.

To get involved, for more information or if you want us to come and talk to your group, please get in touch.

FROM INVOLVEMENT TO PARTNERSHIP

The Lancashire Mental Health and Social Care Partnership Team have received many enquiries from staff working in health and social care asking for information on how the Partnership Team involve and engage with stakeholders e.g. (service users, carers, staff and the general public) in carrying out the Partnership Board's work.

In October, the Partnership Team will be producing a practical guide to help other staff wanting to involve and engage with stakeholders, called 'Building Stakeholder Partnerships' to share the Team's learning and experience on their engagement work to date.

Producing this guide would not have been possible if not for the involvement and valuable contribution made by service users, carers and staff, in completing and returning questionnaires, and attending meetings and events. By taking the time to contribute your views, you have helped to build a working partnership, the aim of which, is to develop and improve mental health services across Lancashire.

The Partnership Team would sincerely like to say **THANK YOU** to everyone for their contribution, no matter how big or small, your continued interest and support is very much appreciated.

'Refreshing the Vision'

At the Partnership Board's next meeting in October 2008, members will be looking to make a decision on what areas of work need to be focused on for the next 12 months.

One of the issues service user and carer members hope to be included is raising awareness of the use of 'Direct Payments' for mental health service users. Also to highlight work currently being undertaken on developing a new 'Carer's Strategy'.

We hope to bring you further information, and to report on some of the issues discussed in our next newsletter

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December 2008

WORKING IN PARTNERSHIP

All nine volunteer positions for Partnership Board Service User and Carer representative members have now been filled.

This means representatives now make up an equal 50% membership to the Partnership Board working together alongside Executive members from Local Authorities, NHS Trusts and the third sector.

If you would like to make contact with your area representative member please contact the Partnership Team (as below).

Representative members

Angela

Carer Rep for the Fylde Coast

Brian

Service User Rep for Central Lancashire

Ian

Carer Rep for North Lancashire

Marjorie

Carer Rep for Central & West Lancashire

Maureen

Service User Rep for East Lancashire

Phil

Service User Rep for the Fylde Coast

Rod

Service User Rep for North Lancashire

Valerie

Carer Rep for East Lancashire

Waheda

Carer Rep for Lancashire BME communities