

Forum Newsletter

Spring/Summer 2008



Offering you a voice. Call us for signposting, listening, information on self help groups and all issues around mental health services in Cornwall.





Inside This Issue

Forum Update	3
<i>NEW!</i> Mental Health Project Manager	4
<i>NEW!</i> Forum Administrator	5
SURG Update	6 & 7
Self Help Groups	8 & 9
Crossword	10
Individual Empowerment Grant	11
Penwith Inter-agency Meeting	13
We Can Get Active	14 & 15
Rural Community Link Project	16 & 17
Poetry Corner	18, 19 & 20
Mental Health Self Help Group Resource	21
Independent Visitor Feedback	22 & 23
Community Cares Services Forum Feedback	24—27
Cornwall Local Involvement Network	28 & 29
Crossword solution	30
Recipe	31
Useful Telephone Numbers	32



Cornwall Mental Health Forum

UPDATE

Hi Everyone

Well there have been lots of changes here at the Forum since the last newsletter.

Bev Aitcheson, who joined us as Mental Health Projects Manager in October, has decided that the job wasn't for her and departed in February. Fortunately, we have the pleasure of welcoming **Jenny Pheby**, as the new manager and you can hear more from her later in this newsletter.

Also, Lisa Underwood, our Administrator, is hoping to begin studying part-time in September and so has jumped sideways to the Carers Project to enable her to do this. Consequently, we have a lovely new Administrator, **Caroline Walsh**, who has also written a piece about herself in this edition. We hope you will get the opportunity to either speak to or meet both of these ladies at some time – we've included photos of them both so that you'll be able to recognize them next time they're shopping in Tesco!

We have also moved premises. We have taken up residence in what was Coodes Solicitors offices, along with all the other Cornwall Rural Community Council Truro-based projects. We are now situated at:

**2 Princes Street
Truro
TR1 2ES**

Our new telephone numbers are:

Caroline/Jenny - 01872 243532 Nicki – 01872 243542 Lesley – 01872 243557

Our old telephone numbers are still active at the moment but will be closed down eventually.

***Don't forget to complete the enclosed User Focussed
Questionnaire and return as soon as possible!!!!***

Well they say a change is as good as a rest but, quite frankly, I think we're quite worn out from all the "rest" we've had lately! Still, we're a hardy bunch and we're now looking forward to continuing our work with and on behalf of service users across the county. Please let us know if there's anything we can help with.

Jenny, Caroline, Nicki & Lesley



Jenny Pheby - Mental Health Project Manager

Has it really been a month?!

Without a doubt, life with the Mental Health Project will never be boring! With so much happening my role is going to be exciting and absorbing.

My background is very varied. I have been a teacher, worked for two charities (Prospect Foundation Hospice in Swindon and Newbury Crossroads for Carers). More recently I worked for four years with West Berkshire Council as User/Carer Development Manager, supporting Carers and all Service Users, but particularly those with mental health problems and people who are elderly and frail.

Having come from another area, I have been really struck by the level of involvement Mental Health Service Users have in the development of services in Cornwall and how the Statutory Authorities seek their input.

Also the Mental Health Projects, namely the Forums, Self Help Groups, Oakleigh House and Nightlink, provide an excellent network of support and reflect the tremendous commitment of all those involved in the work over the last few years.



Jenny Pheby
Mental Health Project
Manager

It has been a privilege to meet the Service Users who are involved in the SURG and on other committees/panels, and who give so much of their time and energy ensuring that the views of others are heard. The MH Project Team (namely Nicki, Lesley and Caroline) have been a terrific support over the past few weeks and I am looking forward to meeting more challenges with them over the next few months.

We hope to strengthen the Forums and expand the number of self-help groups supporting more isolated individuals and those struggling with their condition or illness with no support at the moment.

We want to find new ways to make contact with people out in the community who want to influence the care they receive.

Above all, we hope to raise awareness of mental health issues and to remove the stigma which is still very prevalent.

I am looking forward to meeting many of you over the next few months. If you have anything you would like to discuss with me, my e-mail address is jenny.pheby@cornwallrcc.co.uk.



Caroline Walsh—New Forum Administrator

For those of you I have not yet had the pleasure of meeting, may I introduce myself.

My name is Caroline Walsh and I have been working as the mental health forum administrator since March.

I joined just as we moved into the wonderful old building at 2 Princes Street, Truro – the week after everyone else had to heave desks and computers through the streets. Brilliant timing!

I worked on The West Briton newspaper as a sub-editor for many years then decided I wanted a change.

I took a temporary contract with a local housing association where I quickly gained a reputation for taking up the cause of tenants with mental health problems and their specific needs. Through this I realised how entrenched some attitudes to mental health can be and how the needs of service users can be overlooked.



Caroline Walsh
Forum Administrator

So when the job with the forum came up I was absolutely delighted as it gave me the opportunity to do more work within the field of mental health and learn so much along the way – and meet such a great bunch of people.

Cornish-born and bred, I was born in Camborne where I lived for many years (for my sins) and went to school in Penzance - but I have lived in Truro for the last 15 years.

I have two grown-up children, three grandchildren and four step-children – every single one a boy apart from my daughter.

That's enough about me. As I said at the beginning of this piece my greatest pleasure in this job has been meeting so many of you. I feel I have made many new friends.

I would love to meet more of you or just chat to you on the phone or by e-mail. You can always contact me on 01872 243532 or at caroline.walsh@cornwallrcc.co.uk

Any problems, queries or just to introduce yourselves – I look forward to hearing from you.



UPDATE FROM SURG
(Service User Representative Group)

The aims of SURG are:

- To act as a focal point for Service User representatives
- To act as a focal point for Service User involvement
- To act as a clearing house for all requests for User involvement from Health & Social Care communities
- To provide a User perspective on policy and strategic issues for Health & Social Care communities as needed.
- To monitor 'the spend' on commissioned work of the group.
- To develop ways of addressing stigma.

SURG feedback

- Service User Reps take part in regular Cornwall Partnership Trust staff inductions. These take place approximately every 2 months and CPT have asked if a Service User Reps could talk to new staff about their experiences as service users, what it's like to receive services, etc. Anonymous feedback about the service user experience slot from staff attending the inductions has been very positive.
- SURG have suggested that the group have their own website to give more info about what Service User Reps do, what they're involved in and to allow info to be publicised about current issues around mental health services. A working party will be set up shortly to look into this and it is hoped that a website will be set up some time this year.
- SURG members attended LINKS (Local Involvement Networks) events in Exeter recently. The LINKS will be a public health involvement body, to replace the current Public & Patient Involvement Forum, and all aspects of health should have representation in order to have their say about health service provision. It is hoped that there will be plenty of members of the public wanting to represent mental health, as this area is often low on government health agendas.
- A Service User Rep has done a two-day workshop as part of a project for the Healthcare Commission and the PCT (Primary Care Trust). The project is around young people and mental health in the 14 –20 years group, particularly looking at social inclusion. When completed, the findings will be publicly available.



- A Service User Rep was involved in a project with Arts For Health and Cornwall Rural Community Council to employ two people to look at what artistic and creative activities are available to people in Cornwall with mental health problems. The project will run over nine months and will try to identify any gaps in this area.
- A Service User Rep has been involved in a suicide prevention strategy group with the PCT. The group have been going through government standards and the Service User Rep has been challenging these, asking what are the government and its local agencies actually doing to prevent suicide.
- Longreach and Bodmin Hospitals requested Service User Reps for interviews in January 2008 staff posts on Bay Unit (Longreach) and Bowman Ward (the low secure unit in Bodmin).
- A Service User Rep took part in the interviews for the post of Service User Co-Chair for the LIT/MHAIG (Local Implementation Team / Mental Health Advisory and Implementation Group). In fact, two Service User Co-Chairs were appointed.
- SURG feedback was sought by a Lecturer in Social Work from Cornwall College Camborne about how to make courses in Social Work more accessible to people with mental health problems. Since this meeting, the Lecturer reports,
“further to our meeting in March I have forwarded some of the ideas presented by the SURG group. I am pleased to say that the idea of changing the time students are in college from one day to two days has been taken up... I am continuing to look at ways to help tutors recognize and work with students with mental health issues... I am also putting your case for a part-time courses.”
- A Service User Rep has met with Richard Laugharne Consultant Psychiatrist, who is involved in research to look at how doctor and patient relationships work and at patient involvement in their treatment.

If you would like to become a Service User Representative, please call Jenny, Nicki or Lesley for an informal chat and/or an application form. We are particularly interested in applications from young people aged 18-25 and people from black and minority ethnic groups.



Local Self-Help Support Groups

Redruth Friendship Club

Social Club
Wednesdays 12.00-3.00 pm
Redruth YMCA, Station Rd, Redruth

Pink Umbrella LGB Group

Gay, lesbian and bi-sexual support
Every 3rd Friday of the month,
1-3 pm, 2 Princes Street, Truro



Camel Club

Social group
Tuesdays & Fridays 10.00-1.30 pm
Delabole Church, Delabole



St Agnes Self Help Group

Social Support Group
Mondays 10.00-1.00 pm
Coffee lounge, At Agnes Methodist Church, British Rd, St Agnes

Breakaway

Support for people who want to reduce or come off Benzodiazepines
Thursdays, twice a month, 2-4 pm
2 Princes Street, Truro

Cornwall Survivors Group

Mutual support for male survivors of rape or sexual abuse, Tuesdays, 7.00 pm, St Austell



Time Out

Social Support Group
Thursdays 4-6 pm
Liskerrett Centre, Varley Lane, Liskeard

Experts Through Dialogue

Support for people with Personality Disorder
1st Monday of the month,
1-3 pm, 2 Princes Street, Truro

Hearing Voices Network

West Cornwall
Tuesdays, 1.30-3.00 pm
Healing Star, Causewayhead, Penzance



Mid Cornwall

Thursdays, 4-5 pm
Newquay Mind, 40c East St, Newquay
East Cornwall
Wednesdays, 2-3.30 pm
Bodmin (please call 07807 813996 for details)

Manic Depression Fellowship

West Cornwall
Every 3rd Weds of the month, 2-4 pm
Healing Star, Causewayhead, Penzance



Mid Cornwall

Once a month, Mondays (please phone for dates)
Newquay Centre, 17a St Michael's Rd, Newquay
East Cornwall
Every 4th Tues of the month, 10-12 pm
Liskerrett Centre, Varley Lane, Liskeard



Do you or someone you care for have

Asperger's Syndrome?

**Would you be interested in helping to set up
or attending a self-help, peer support group?**

Self help groups are an opportunity for people to come together to discuss their experiences. Members can explore matters of interest and importance to them in a safe and supportive space. The meetings can be interesting and enlightening, and can help people to cope better with their experiences.

If you are interested, please call Nicki
on 01872 243542

HEARING VOICES GROUP FOR BUDE?

Do you live in the Bude/North Cornwall Area?
Are you over 18?

**Do you hear voices, have visions or other sensory
experiences that you feel are extraordinary?**

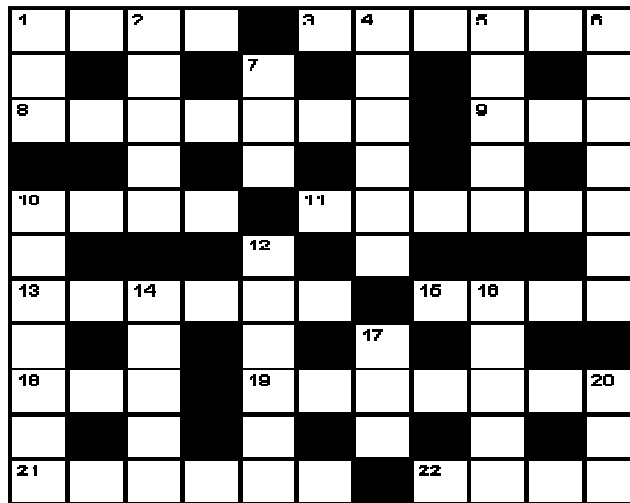
Would you be interested in setting up or attending a regular group where you could meet other people with similar experiences for support and to explore matters of interest and importance to you?

Cornwall Hearing Voices Network is considering starting a group in Bude.

If you are interested and would like to know more, please contact Nicki at the Mental Health Forum 01872 243542



Quick Crossword



Across	Down
1. Nil (4)	1. Fastener (3)
3. Cask (6)	2. Detection instrument (5)
8. Security device (7)	4. Japanese martial art (6)
9. Water barrier (3)	5. Arm bones (5)
10. Terse (4)	6. Restricted (7)
11. Rudderless (6)	7. Adult male swan (3)
13. Technical terminology (6)	10. Coaxed (7)
15. Zealous (4)	12. Part of the eye (6)
18. Written record of events (3)	14. Majestic (5)
19. Countries (7)	16. Stringed instrument (5)
21. Currency unit (6)	17. Consumed (3)
22. Labyrinth (4)	20. Litigate

Taken from www.puzzlechoice.com, June 08

Answers on p.26



Individual Empowerment Grant 2008

What is it for?

- To empower individuals to undertake activities which help to promote a sense of well-being and positive mental health in order to reduce the stigma and impact of mental distress.
- To enable individuals to develop effective coping skills as a way of reducing and preventing mental distress.

Who can apply?

- Residents of Cornwall and the Isles of Scilly
- Individuals over the age of 16 who are experiencing mental health problems and receiving support.

A grants committee meets every six to eight weeks to consider applications. The committee is made up of mental health service users and will meet on the following dates in 2008...

Wednesday 9th July	2008
Wednesday 27th August	2008
Wednesday 15th October	2008
Wednesday 10th December	2008

For an application form please call Cornwall Mental Health Forum on 01872 243532 or write to us at: Individual Empowerment Grants, 2 Princes Street, Truro TR1 2ES. Alternatively you can email us: nicki.sweeney@cornwallrcc.co.uk or lesley.ayers@cornwallrcc.co.uk



WE NEED YOU!

We want your:

Stories (fun/serious, fiction/non-fiction)

Drawings/paintings/photos

Jokes

Recipes

Puzzles

Poems

Articles...

... to inform or entertain in our newsletter!

We want your input so please send stuff to us at:

2 Princes Street, Truro TR1 2ES

Or email to either:

nicki.sweeney@cornwallrcc.co.uk or

lesley.ayers@cornwallrcc.co.uk

NB: We reserve the right to not include anything that we feel may
offend our readers



PENWITH INTER-AGENCY MEETING

The Penwith Inter-Agency Meeting is a meeting point for organisations working in health, education, work, housing, social care and the voluntary sector who support people with mental health needs.

Together we share information about what's on offer locally, and identify gaps in services.

We welcome people who use mental health services and their carers to come and have their say.

The next meeting is

Wednesday 16 July

We meet at Manna's Café (formerly Chough's) at the Wharfside Centre in Penzance for coffee at 9.30am. The meeting starts in the Wharfside Centre Conference Room at 10am.

Do come along and join us. Your input to these meetings would be greatly appreciated!

For more information please call Adrian Sellers on 01209-888260



WE CAN Get Active

7th to 11th July 2008

WE CAN Get Active to Beat Mental Health Problems

WECAN Get Active Week is an annual event offering free sports and fitness taster sessions in West Cornwall for people with mental health problems. The aim is to help people get involved with sports groups, clubs and classes on a regular basis.

Last Summer over 80 people attended 20 taster sessions across West Cornwall. This year from Monday 7th to Friday 11th July there is a wide range of activities including Aquafit, Salsa Dancing, Badminton, Swimming, Cycling, Walking, Running, Trampolining, Yoga, Tai Chi and tasters at local gyms. A volunteer mentor will provide support at each session. All of the activities are free, with the exception of a £5 charge for Horse Riding, Canoeing and Sailing. To help with transport difficulties, a minibus will be provided to some of the activities.



Getting Active with our equine friends



Getting Active on the river

Adrian Sellers, Occupational Therapist with the West Cornwall Community Mental Health Team said "This event has run successfully the last two summers, and given well over a hundred people a taster in sports and fitness activities they might otherwise never had tried. We offer lots of support to help people carry on doing the activities they enjoy."



"After the taster sessions last year, a lot of people carried on doing the groups or classes each week at the same time, date and place. People tell me how going regularly has increased their confidence and self-esteem. They feel more relaxed and less anxious, and many have noticed a boost in their mood".

WECAN Get Active are running a Health and Fitness Roadshow in towns across West Cornwall on Wednesday 23rd July 2008. They'll give advice on keeping healthy and active, and the chance to apply for financial help to carry on activities. People who need support to join sports clubs or classes can sign up for a volunteer mentor to help build their confidence.

WE CAN Get Active event has been designed to help break down the barriers that deter people suffering from mental health problems from joining a sports club or taking up a fitness programme.

The taster sessions are open to all people living in the Kerrier or Penwith areas of Cornwall who are recovering or suffering from mental health problems, whether you are registered with a mental health team, seeing your doctor or dealing with the problem on your own.

WECAN Get Active Week is a partnership between West Cornwall Healthy Living Centre, Cornwall Partnership Trust's Mental Health Teams across West Cornwall, Pentreath Fit for Life, the Health Promotion Service, Cornwall Centre for Volunteers, and the Hub Club at Carn Brea. This year's event is funded by LEAP Active, Kerrier Healthy Communities Fund, Hub Club and Cornwall Mental Health Promotion.

For more information or to book a place, call 01209 313419. The Booking Line opens Tuesday 27th May 2008 and closes on Friday 27th June. You can get more information on the activities from the West Cornwall Healthy Living Centre website at: www.wchlc.org.uk



RCLP WELCOME GROUPS

are open to anyone over the age of 16, whether or not attendees have a mental health problem.

Various activities take place such as art & craft; board games; keep fit, quizzes; short college courses; chats; etc.

Groups run from 10am -12.30pm as follows:

Monday—St Blazey;

Tuesday—Indian Queens;

Wednesday— St Dennis;

Friday—Penwithick and Lostwithiel.

RCLP MEN'S ACTIVITY GROUP

runs one Sunday afternoon each month.

Activities have included: Fishing, Games, Painting, Beach Cleaning, Kite Flying & visits to Theme Parks.

Members must live in Restormel

RURAL COMMUNITY LINK WEBSITE

can be found on www.rclproject.com

A useful site for mental health service users, carers and professionals.

A mine of information, well worth a look.

COMMUNITY ENABLEMENT PROJECT

is a countywide service worked in partnership with Pentreath, West Cornwall Mind & RCLP.

RCLP workers cover Restormel & Carrick. This service is offered to those with mild to moderate mental health needs and aims to enable people to create a structured and fulfilled life, using social activities, education, voluntary work, training, etc.

RURAL COMMUNITY LINK COUNSELLING

offers free, holistic, humanistic counselling for people who receive little or no support from other mental health related agencies.

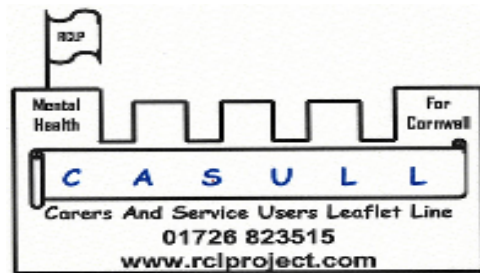
Counselling is one to one, in depth and works through long-term issues and life hindering problems.

The service is aimed at those living in and around the Restormel area—but if there is an unfilled need and the client has own transport, then we will try to help if we have capacity.

For more details about any of our services please contact:

RCLP,
UNIT 2, 22 FORE ST,
ST STEPHEN,
ST AUSTELL, PL26 7NN
01726 821858

E-MAIL rclp@freenet.co.uk



CARERS AND SERVICE USERS LEAFLET LINE

is part of

Rural Community Link Project

and is a telephone line dedicated to the free provision of information for Mental Health Service Users and their Carers. We can also supply to workers, students, professionals, etc.

A huge range of leaflets, booklets, help lines and literature is available. RCLP is the main distributor of the Cornwall Mental Health Directory and the two popular Self Help books: *Managing Anxiety & Defeating Depression*. CASULL caters for the whole of Cornwall and the Isles of Scilly.

www.rclproject.com

casull@hotmail.co.uk

01726 823515

MENTAL HEALTH

CARERS ENABLEMENT GRANT

is managed by RCLP. Up to £200 a year can be granted and the applicant must be caring for someone with a mental health problem.

All grants are heard by a Carers Panel.

Call 01726 823515

for criteria and application form.

ARE YOUR STAFF & VOLUNTEERS VETTED?

CRB PROCESSING

is for organisations employing staff and/or volunteers to work with children or vulnerable adults. RCLP processes the forms at standard CRB charges plus £15 for administration.

RURAL COMMUNITY ADVOCACY

assists service users to make themselves heard & understood.

People who suffer with mental health problems can feel disempowered or ignored. It can also be difficult to understand what has been said when feeling unwell, vulnerable or in a strange environment. The Community Advocate works with clients in Restormel to help overcome these issues, this could be helping to write letters, accompanying to appointments, working on self management techniques, etc. **Tel: 01726 823137**





Poetry Corner

Spider on the Bath

The spider on the bath, the only witness to my crime

The window is open

The door is locked

The spider, the only witness to my crime

I'm perched

My pants down

The spider on the bath the only witness to my crime

8 eyes have witnessed me straining

Spider on the bath the only witness to my crime

Spider on the bath the only witness to my crime

Spider on the bath the only witness to my crime

Ashley Isaac

“Spider on the bath was inspired by a spider that wouldn't stop staring at me so I thought of the poem” - Ashley



A Song in November

Ploughed fields rest under a distant sun,
Like near-cold embers blackened in a family grate
From a long-gone fire,
When all laughter ceases and only joy increases
Remembering what might have been could freshly be next year.

Their might waning,
Still-powerful lanes reflect the times of Spring and Summer
Now in fallen shades,
As a glittering ditch slowly trickling
Ebbs away before your eyes.

Cawing rooks circle the clear hue
Up high where endless lovers long to be,
Where airy freedoms blow
Into another world all blunted ecstasy,
And Earth in this wintry sweetness
Seems to know.

Richard Honeysett, Helston



Returning to Myself

Sunshine, quiet streets,
rattling boats in the early morn-
ing –
a sense of freedom and possibil-
ity.

The heart my daughter bought
me for Easter,
a purr from my Choccie Cocoa ...
laying ghosts, returning to my-
self,
not alone, this time.

Gifts

The clouds, the unexpected rain,
the openness of a stranger at a
bus stop,
a smile, inspired by someone
else's words,
new life, lambs, flowers and sun-
shine.
A beautiful hyacinth basket from
my husband
is like the gift of life.

Beauty of Cornwall

Cornwall gives us natural light
and scenic sea beauty –
nice area to live in, beaches,
parks,
flowers, light and fresh starts.

Imagine the world without trees
and the pleasure they give –
a booklet of poems my daughter
wrote,
with pictures, aged eight.

Everyday

The man sweeps the church
steps every day –
a sense of purpose
Something's in the air – prom-
ises, mystery.
I love the spring flowers,
the way the world survives.

*Group Poems by the Creative
Words Group, 28th March 2008*



**MENTAL HEALTH SELF
HELP RESOURCE**

The Mental Health Self Help Resource is a pool of money available to groups of people throughout Cornwall and the Isles of Scilly who wish to set up self-help initiatives. The resource is managed and administered by Cornwall Mental Health Forum.

OUR AIMS

It is the aim of the MSHSR to support groups setting up activities that positively promote mental health and reduce the effects of emotional distress, stigma and discrimination.

Grants are available to any groups, statutory or non-statutory, where they are likely to benefit people who currently experience, or are at risk of, mental health problems.

Your application must be of direct benefit to people with mental health issues.
Your application should tell us how your activity will reduce stigma and discrimination.
Your application should tell us clearly about how the grant will be spent.
Your application should tell us that you agree to send us a progress report after 6 months.
You will need a separate bank account.

The grants panel may require additional information before making a final decision.

All applications are treated confidentially.

The grants panel meets on the following dates in 2008:

9th July

15th October

27th August

10th December

For an application form, please write to:

Mental Health Administration, Cornwall Mental Health Forum, 2 Princes Street, Truro TR1 2ES

Or call: 01872 243532



Independent Visitor feedback

Longreach

Independent Visitors have been involved in the Accreditation of Inpatient Mental Health Services (AIMS) process happening at Longreach to ensure there is service user representation and involvement. The process began around December of last year and should be complete by September this year. The process is about looking at all aspects of inpatient services, from practical needs to record-keeping procedures, and a group was set up to discuss improvements that need to be made.

Some service users have reported to Independent Visitors in the fortnightly User Forum Meeting on the ward that they are not getting regular one-to-one time with their Named Nurse. Staff say it is happening in most cases. Independent Visitors have been working with staff and service users to ensure that users are aware that they are entitled to this time with their Named Nurse and that a better system is put in place to let users know who their Named Nurse is.

Some people have said that the Patient Information Packs (or Welcome Packs) don't contain the information they need on first admission (e.g. meal times, laundry use rules, Named Nurse info, fire safety info, use of Haven Unit) and some people felt that there was also too much information in the packs, particularly if someone is still really unwell. Visitors are to set up a working party of service users and staff to look at reviewing the packs and how to make information accessible and timely.

Visitors involved in consultation with service users on the ward on how to make the ward look more homely. A "soft furnishings" group was set up to look at this.

Comments to Visitors from service users around the availability of phones was taken to a management meeting. Currently there is only one phone between two wards. It is intended that there will be two phones and it is under discussion about how to make these phones easier to use/move around for people.

Service users asked if it was possible for the ward to have Freeview Digital TV. Under the AIMS improvements, it was agreed that this should be possible and the current group room will hopefully have a large TV screen installed to allow for a home cinema set-up.

A Carers Forum for inpatient carers has now been set up and takes place on the ward on the 3rd Wednesday of every month. It is being run by Annie Shannon.



Bodmin

Fletcher Ward – Visitors have asked for the patients' phone to be relocated as patients have reported that personal phone calls can be overheard and that there is little privacy.

Drinks provision on Fletcher Ward is an ongoing issue, as service users obtain drinks from a machine. The plastic cups that are available for use with this machine are quite flimsy and Visitors are working with the ward to come up with a more suitable alternative. Patient Information Packs are currently being updated.

Garner Ward – this ward is for elder care, for people with organic illnesses like Alzheimer's and Dementia. A mock wedding ceremony took place in February (with Cascade Theatre taking the active roles!) to stimulate memories for patients. Relatives were invited to bring in their wedding albums to help patients remember things from the past.

Harvest Ward - League of Friends have given money to Harvest Ward to help with a 'gardening club', using the greenhouse. Visitors have requested that a mural, or some other kind of decoration, be painted on the wall in the room at the end of the main corridor as it is very bare and uninviting. The new gym is now fully operational and several staff have undergone training in order to provide induction courses for service users on the ward.

Bowman Ward – Ward was opened on January '08. It is a 12 bedded, male, low secure unit providing long term care and encouraging independence. An IVS volunteer visits fortnightly and holds an informal meeting with residents. There has been very positive feedback from residents and the IVS volunteer about the environment and activities provided on the ward.

Selwood House – Visitors have been concerned about quality of food provided but this has been improved recently with the introduction of advance menus.



Longreach House



Community Cares Services

Forum – feedback

Cornwall Partnership Trust (CPT) have set a Community Care Services Forum (CCSF) where issues raised around community mental health services can be discussed to try and improve services for people. Attending the CCSF are a number of service user representatives, most of whom are part of Cornwall Mental Health Forum.

The first CCSF took place in March and it has been agreed that the Mental Health Forum newsletter will be one of the ways in which the CCSF will feed back to service users and their carers about issues raised.

Some of the issues raised so far and some responses...

What you say...The Out of Hours service is not always responding to calls from service users in a timely and appropriate manner.

What they say...*This is now part of the CCSF's Work Plan and a group of CPT staff and service users are to meet to look at these issues.*

What you say...Copies of letters are not always being sent to service users.

What they say...*CPT staff to be reminded that service users have the right to see correspondence relating to their treatment. Leaflets to be made available to service users to let them know about this.*

What you say...Patients' Charter – does this exist?

What they say...*This Charter does exist and it's been agreed that it needs to be reviewed and updated with service user involvement in this process.*



What you say...Care Co-ordination at day resource centres – feed back from service users suggested that they would like there to be an alternative Care Co-ordinator if necessary other than the staff at the day centre that they attend.

***What they say...**This is being carefully considered. Issues around the feasibility of people having another day centre's staff member as their Care Co-ordinator are being discussed to ensure that there is no loss in quality of service and that this route of Care Co-ordination is effective.*

What you say...Cover when Care Co-ordinators/Community Psychiatric Nurses are on leave – sometimes in the case of sick leave people have reported that there has been no cover and so people have no-one to contact in times of crisis.

***What they say...**Community Mental Health Teams (CMHTs) must ensure that service users/carers are contacted in advance to prepare for holiday leave where possible. People advised to contact their CMHT Team Leader if they have any concerns around this issue.*

What you say...Carers feel that they do not always get the information they need about their person when calling CMHTs and inpatient units.

***What they say...**The CPT policy states that information can only be given to a carer about a service user with the service user's consent. However, it was acknowledged that more could be done to include carers as they often provide the bulk of a person's care. Further discussions to take place about this.*

What you say...Carers Assessments are not always being offered by both CMHTs and inpatient units.

***What they say...**It was agreed that standards are not being met. A carers' representative is to be invited to the June CCSF and the issue to be put on the agenda.*

Cntd.



What you say...7-day follow-ups after discharge from hospital not always happening.

What they say...*Discharge Liaison Nurses in hospitals are saying that the information about a person's discharge is handed to the CMHTs for follow-up. It was agreed that, if this is not happening with someone, they should call the Team Leader of their CMHT to report this.*

What you say...Lack of respite places – people feel their should be more availability of respite.

What they say...*The CCSF advised that Direct Payments* can be used to buy respite anywhere – it does not have to be tied to one particular place. Also, CMHTs have a Sanctuary Budget which can also be used for this at a Car Co-ordinator's discretion. Carers can apply for the Carers Enablement Grant** which may be used for respite for carers.*

What you say...Service users felt that there should be more education aimed at both children and adults, via schools, community groups, etc. about mental health to reduce stigma and social exclusion.

What they say...*The Early Intervention Team are working hard on this issue but more should be done. It is thought that it is optional for schools to have mental health education as part of their curriculum.*

What you say...People who have mental ill-health are often treated differently by GPs if they sought advice regarding physical health problems

What they say...*This is to be taken to CPT's East Network Board Meeting to their GP representative. Also to go to CMHT Team Managers.*

What you say...Cut backs in budgets at day resource centres have had a detrimental effect on social activities and slows down the "healing process" that people feel is so valuable.



What they say...*Within the constraints of the Centres' limited budgets, social activities should be available to meet the needs of the majority of centre members. Social activities are often agreed upon at Centre meetings with members so that the process of choosing what activities are offered is democratic. Members need to attend these meetings in order to have a say.*

What you say...CPN services appear to be reduced, seemingly only responding in crisis situations, leaving friends, family and neighbours, who don't feel equipped to deal with complex problems, to care for people.

What they say...*The development of functional teams focusing on specific areas of assessment and treatment has resulted in changes to the skill mix within CMHTs. CPNs are more focused now on treatment whilst day services continue to focus on and provide the ongoing support. It is acknowledged that there is a need to ensure that services are available to support carers, etc. and to improve timely access to services.*

What you say...People feel they are being discharged too early from hospital and feel ill-equipped to get back to their usual routines.

What they say...*The focus of the Home Treatment Team is early discharge with intensive support as research shows that the longer an individual is away from their home and social network the harder it becomes to integrate back. However, we acknowledge that this is not always the case and individual cases can be looked at.*

If you would like to speak to someone about any of these issues or if you have any comments on how to improve mental health services please call one of our Forum Co-ordinators:

West (Carrick, Kerrier & Penwith): Nicki Sweeney – 01872 243542 e:nicki.sweeney@cornwallrcc.co.uk

East (Caradon, North Cornwall & Restormel): Lesley Ayers – 01872 243557 e:lesley.ayers@cornwallrcc.co.uk



A Local Involvement Network for Cornwall!

All over the country, Voluntary Organisations, Community Groups and interested individuals are coming together to create Local Involvement Networks (or LINKs). Work has already started to set up a LINK for Cornwall.

The LINK will totally change the way residents in the County influence the development of their Social Care and Health services.

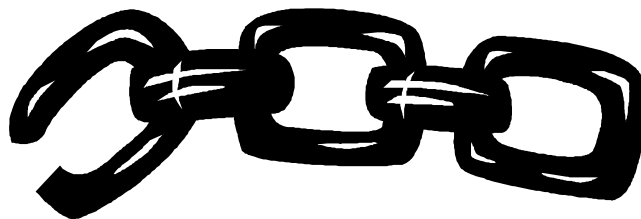
- ◆ The work of the LINK will provide flexible ways for communities and individuals to engage with Health and Social Care organizations.
- ◆ LINKs will enable a huge number of people to be involved in the development of their Health and Social Care Services, including the commissioning, monitoring and scrutinising of these services.
- ◆ A larger number of people will have the opportunity to express their needs and experiences of Health and Social Care services, good or bad, through the Local Involvement Network, **and** feedback from Health and Social Care must be received within a certain length of time



Providers of Health and Social Care services must:

- ◆ Respond to requests for information made by the LINK.
- ◆ Respond to reports and recommendations made by the LINK.
- ◆ Allow authorised representatives of the LINK to enter certain premises and view certain services if the LINK believes there may be a concern.

If you would like to know more about the Cornwall LINK, please contact Jenny Pheby, CRCC, on 01872 243532, or email jenny.pheby@cornwallrcc.co.uk.





Solution to crossword on page 10

Z	E	R	O		B	A	R	R	E	L
I		A		C		I		A		I
P	A	D	L	O	C	K		D	A	M
		A		B		I		I		I
C	U	R	T		A	D	R	I	F	T
A				C		O				E
J	A	R	G	O	N		A	V	I	D
O		E		R		A		I		
L	O	G		N	A	T	I	O	N	S
E		A		E		E		L		U
D	O	L	L	A	R		M	A	Z	E

I'm High!

'I'm high, light your ciggie on my cheek!

I'm high, be enthralled as I speak.

**Marvel at how I walk, talk, compliment, shock, sing, dance,
pose and prance;**

Shy as well – no second glance.

Colours sparkle like never before

Ain't I glad to be 'UP' off the floor-

Out the door

On that plane

Take care in case I don't come back again;

Why worry, fuss or fret?

We live

We die

No-one comes back yet!

By A J Darcy.



Star Gazy Pie

(Pastes hern lagesek)

- | | |
|------------------------------------|---------------------------------------|
| 8 herring or mackerel | 1 tablespoon butter |
| Flaky or short crust pastry | 2 tablespoons fine breadcrumbs |
| 3 eggs | Salt and pepper |
| 1 tablespoon tarragon | 8 sprigs parsley |
| or 2 oz (50gm) cream | |

Clean and bone the fish, leaving the heads on, and season with salt and pepper. Butter a pie dish, sprinkle with a thick layer of breadcrumbs and put in the fish so that the heads point upwards. Beat the eggs with the tarragon or cream and pour into the pie dish. Cover the dish with pastry, making slits for the fish heads to gaze out of the top. Put into a very hot oven then reduce, after 10 minutes, to moderate and bake until the crust is golden brown. Serve hot with a sprig of parsley in the mouth of each fish.





Useful Telephone Numbers

General office Tel: 01872 243532

Nicki Sweeney, Forum Co-ordinator (West) Tel: 01872 243542

Lesley Ayers, Forum Co-ordinator (North & East) Tel: 01872 243557

Nightlink: 0808 8000 306 (daily 5-midnight)

Samaritans: 01872 277277

Welfare Rights/Benefits advice: 0800 882200

NHS Direct: 0845 4647

Shelter: 01209 314844

Legal Helpline: 0845 650 3122

Cornwall Rape & Sexual Abuse Centre: 01872 262100

Community Mental Health Teams (CMHTs)

East Cornwall: 01579 335226

North Cornwall: 01208 251408

Restormel: 01726 291212

Carrick: 01872 356000

Kerrier: 01209 881888

Penwith: 01736 575524

Out Of Hours

Bodmin Hospital switchboard: 01208 251300

Cornwall Rural Community Council (CRCC), 2 Princes Street , Truro , Cornwall , TR1 2ES

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