



Cornwall Mental Health Project



Cornwall Mental Health Project

# *Speaking Up*

Winter 2011



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## CMHP - Project Update



*"We cannot direct the wind but we can adjust the sails" Anon*



Hi to everyone! My name is Marita Ward and I would like to introduce myself as the new (interim) Mental Health Project Manager. I have been a manager with CRCC for 10 years so I know the Mental Health Project fairly well.

I have personal experience of mental health as a carer and also losing my father to suicide. Like many of you, I have been 'fighting the system' to access treatment.

I have been in post since July and have never been so busy! I feel very lucky to work with such a great team and have met some wonderful people, particularly all the CMHP volunteers working across all of our projects - the work that is being done is quite incredible and truly inspiring. I have sat in on EBE, IVS and CIVS meetings and listened to concerns raised both on the wards and out in the community. I really do hope in

the New Year to carry out visits on the wards and visit more day resource centres.

I have also observed the process of volunteers awarding the Individual Empowerment Grant and Self Help Resource Grant. These grants really do improve people's lives and we receive a number of lovely letters from beneficiaries of the grant each year (see p15). It is great to see so many new self help groups setting up or expanding, as they often provide a lifeline to those that attend them.

I hope that many of you are receiving the new monthly e-newsletter. It gives regular updates on the work that we're doing and I hope you find the information both useful and informative.

I recognise that there have been some changes over recent months but things seem to be going forward now in a positive way and we are in a much better position to influence decision makers and work with others to fill gaps in the provision of services

I hope to see you all at our Christmas Party!  
Marita

*To receive our monthly e-newsletter contact Jane on 01872 243432*

## EBE Update



*The Experts by Experience Panel, co-ordinated by Dawn Harris, is a service user-led initiative responsible for assessing service user and carer involvement in the planning and delivery of voluntary sector mental health services which are commissioned by the Primary Care Trust.*

### Update

The Experts by Experience Panel has now developed a questionnaire, completed training and are currently rolling out the audit process. Over the next few months, they will be interviewing staff from 13 different voluntary sector organisations - CRCC's Mental Health Project were the guinea pigs, and were the first interviewed!!!

Two EBE members were elected to attend the Joint Commissioning Board, responsible for updating the Board with how the assessments are going in terms of good practice and/or where improvements need to be made regarding mental health service provision from the voluntary sector.

Further assessor training has taken place and we have 3 more additional EBE volunteers set to carry out assessments in the New Year.

Furthermore we have received

confirmation from the PCT that the EBE project will be funded for another year. A big thank you to Dawn and all EBE volunteers for all their hard work, dedication and commitment for making this a success.

The EBE volunteers attended a 1 day training course held by Jacky Clift of Zebra training in August. This was to in preparation for the Cornwall Experts by Experience audit commencing in September. The Zebra Collective is a social enterprise which works to promote its core values of equality, participation and positive communication. Zebra worked with our organisation to help develop the training course by providing training that met our needs. They helped the volunteers to develop a code of conduct and terms of reference and included role play. The training was very well received with the volunteers giving a good deal of thought to the auditing process which in turn, helped bring about some practical changes. The EBE Panel have since completed a trial audit with CRCC - the guinea pig (not sure if I can say this) !! And on behalf of the 2 volunteers who carried out the audit, I would like to say how professional CRCC thought they were; specifically in the way they conducted the audit process and themselves. Well

done team EBE !

### CMHP's EBE audit - results!

CMHP's assessment has been carried out, the report is complete and we are delighted to tell our readers that we have met the standards required!

The report states, "having carried out the Assessment in accordance with the guidelines provided, the Community Mental Health Project has demonstrated it meets the Experts by Experience quality standard for service user and carer involvement in the planning, delivery and design of mental health service provision. Accreditation to the EBE Standard is granted for involving service users and their carers in the planning and delivery of its service."

A comment from an EBE volunteer...

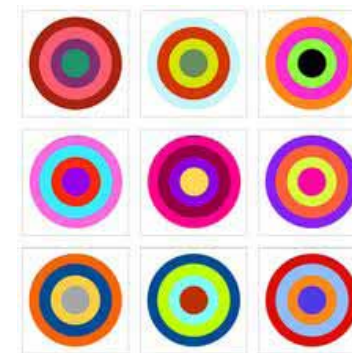
"I have enjoyed being a member of The EBE group, it is good to meet and discuss together what service users need and expect to receive from the organisations which support us..... "The interview with CRCC was our first attempt and we were very pleased that our questions had been understood in most cases and that Marita and Nicki had spent so long on writing

down their answers for us and bringing the evidence to the meeting for us to look at on the day.

"They received us in a friendly manner which put us at our ease and, due to their preparation, the audit went smoothly and to time. I found it a worthwhile experience which showed how seriously CRCC take the views of their service users and are constantly working towards improving their service and the support it gives throughout Cornwall.....

"Thank you for welcoming me so warmly to the EBE and for making it such an enjoyable and stimulating experience.

Best wishes always Irene Hardie"



## Mental Health Forums - update



Following the forums in Camborne and Liskeard earlier this year, we let you know in the Summer Speaking Up what issues were raised by people who attended the forums.

We met with Phil Confue (Cornwall Foundation Trust Chief Exec) and Julie Wilson (CFT's Community Services Manager) to discuss these issues on 2nd August. The meeting was attended by 3 Service User Representatives and Nicki Sweeney. These are the questions we asked and the responses we received. (CFT refers to Cornwall Foundation Trust).

- *Can we have a definitive time frame for the day centres' transition?*

The new CFT report, based on Paul Reeve's consultation document, will be out in August. CFT will give staff and members time to absorb the information. They will then have a consultation event in the Autumn to look at how each centre will take forward the changes.

No definite time frame was given and no deadline offered. Discussion amongst the attendant Service User Reps after the meeting, though, highlighted that Social Care are only going to continue funding the maintenance of the buildings for another three years so presumably CFT

must have this deadline in mind.

- *Why were service user reps/ organisations not consulted about how to best roll-out the changes to minimise the potential negative effects on centre members?*

Apparently, the meetings and training days that have already taken place are the consultation process. The Service User Reps expressed their disapproval of the way in which this has been done, particularly the Whole Life days. Criticism from members (who apparently must fall into the substantial or critical needs categories) about these has been:

1. The day was too long for many people to cope with.
  2. People were confused about what Whole Life had to do with what they perceived was a threat to the availability of day centre.
  3. The service user guest speaker, Ron Coleman, allegedly made sweeping statements about how people didn't need day services but should go out to work, causing a great deal of anxiety amongst those who do not feel well enough to consider employment at this stage.
  4. Not everyone knew about the training days with sufficient notice to be able to attend.
- Phil Confue accepted that there were

## Mental Health Forums - update



mixed messages about the Day Services Review and what CFT intended. He agreed that communication from CFT had been poor and agreed to write a letter of apology to day centre members.

- *To qualify for a Personal Budget (PB) a person must be on an Enhanced Care Plan. If PBs are expected to be used to pay for people's use of future day services, what happens to people who are unable to access PBs because they are not on an Enhanced Care Plan? How many people have an Enhanced Care Plan (and so potentially could access PBs and use day services)?*
- *When people are discharged from hospital, if they're not on an Enhanced Care Plan (and so can't pay for day services) then what support will there be to stop them deteriorating again?*

Decisions about who is eligible for Personal Budgets and whether these will be used to pay for people's use of day services in the future have not been made yet. Phil Confue agreed that if they just relied on people who got PBs not many people would probably be eligible and they might not wish to use the PB for day services. There is a need to look at who would be eligible for day services in the future and how this will be funded, and the consultation event will look at this. Phil Confue said that if they make decisions now before

PBs for mental health come in, then they have more chance of being able to provide social support. Once PBs come in, they may be forced to apply the FACS (Fair Access to Care Services) criteria more rigorously, which could exclude more people.

- *What happened to the Day Services Review Group that Julie Dawson used to facilitate? These stopped after Julie changed roles about 6 months ago.*
- Phil Confue said that like many review groups, this one died a death when the Julie changed roles.

- *What exactly will happen to centre staff?*

Centre staff will not be made redundant, although they may choose to take voluntary redundancy if they wish. Those who wish to stay will be redeployed in other community team roles, e.g. supported housing: support will no longer be on-site but will be available 24 hours via an on-call system operating from CMHT bases.

Additional comments:

The Council's Adult Care & Support (Social Services) have a degree of say in how the money it gives CFT for social support is used, including applying the FACS criteria to each person to determine if they are eligible

## Mental Health Forums - update



for support from CFT (for more info on FACS, go to the Council's website: <http://www.cornwall.gov.uk/index.aspx?page=4824>). Central government are pushing mental health Trusts and social services to move away from ongoing support in social care settings towards more recovery-based services. CFT are looking to fill the gap between the two approaches now before they are forced to remove social support from people in the future by government policy. CFT should already be applying the FACS criteria to determine who they can help but have taken a more relaxed attitude so far to enable a gradual change rather than a sudden one. The changes to day services being discussed now is to allow service users time to say what they want and how it should happen before government policy forces people's hands.

Carrick Mind and Pentreath are apparently examples of voluntary services who have already expressed an interest in using day centre buildings to provide services in line with their current remit.

Phil Confue mentioned that central government are introducing a commissioning system for mental health services entitled Payment By Results. This will mean that, in the

future, all mental health services commissioned will have to evidence their effectiveness and efficiency in order to receive funds (although this is an over-simplification). The Centre for Mental Health (formerly Sainsbury Centre for Mental Health) has produced an Executive Summary about this policy, which is available from the Mental Health Project upon request.

Phil Confue and Julie Wilson would also like to meet with the Mental Health Project and its Service User Reps on a regular basis to ensure better communication between us.

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We have since held forums in Bude, Bodmin, Falmouth and Penzance. Please see subsequent pages for summaries of these meetings.

## Penzance Forum - 7 July



Chair: Ray Hancock  
Venue: Richmond House Day Resource Centre

Discussions were mostly around the Out Of Hours (OOH) service provided by CFT. Guest speakers were Liz Datson and Phil Belcher, Home Treatment Team Managers, who are responsible for the east and west OOH service. Liz gave a background to OOH and said that it started as a support service but has grown into a much wider service with statutory obligations, e.g. assisting the out of hours GP service, A&E, the Police, etc, with mental health emergencies. Priority is also given to service users currently on the Home Treatment Team caseload. They have 24 staff at present, some of whom are part-time.

In response to queries about who answers OOH calls, Liz confirmed that from 5.00 - 8.30pm calls are answered by a Support Time and Recovery Worker. After 8.30pm, Approved Mental Health Professionals (the former Approved Social Workers) and CPNs pick up calls.

Criticisms from service users and carers present at the forum were as follows:

- People ringing OOH and not receiving a helpful reply;

- Care plans not being written and not being maintained;
- Users being told they could not receive treatment or support because of their particular diagnosis;
- In times of crisis, some users reported feeling more unwell after having called OOH than before the call.

Liz pointed out that with the introduction of RiO (electronic care plans) there should now be access to people's notes in 99% of cases. As long as each service user's Care Co-ordinator has updated these notes regularly, then responses should be appropriate and helpful.

Users and carers at the forum suggested that perhaps they could help with staff training; perhaps staff should do ASIST (Applied Suicide Intervention Skills Training); there should be greater awareness of other support, e.g. Saneline, Nightlink, etc, plus practical advice on how to access help from the Police or GPs - perhaps information packs could be made available?

It was raised that anyone with a psychiatric diagnosis is eligible for a physical health check once a year which could eliminate other illnesses that might affect their mental state.

## Bude Forum - 19 July



Chair: Graham Hancock  
Venue: The Parkhouse Centre

Nicky Cope discussed the issues raised at the west forum around the OOH service.

However, the main topic of discussion in Bude was about the day centre changes. Paul Reeve has been visiting day resource centres, collecting information and ideas which he will then put into a report for CFT.

LINK (Local Involvement Network Kernow) are also involved with concerns about day services after a request to them was put forward by a service user and SEAP Advocacy Service. They have sent a letter to CFT asking for clarification on the changes.

It was felt that day services moving away from the NHS might be a positive move as it would give greater freedom. However, support from the voluntary sector is vital as people felt that user-run services could fail if people running them became unwell. People felt concerned about what would happen to anyone who would no longer be eligible for day services. It was felt that numbers at centres were dwindling because of reduced opening hours; it is believed the idea of restricted

access to resource centres because of 'structured groups' basically equates to a withdrawal of staff by CFT.

As a further point, people said that confidentiality in resource centres is wrongly interpreted and over-used. It is difficult to send 'get well' cards and enquire as to someone's wellbeing if another member falls ill.

People felt there was little in the way of support in Bude. There is a craft group run by users with support from Rethink and there is a day centre but little else.

Thanks to Rob Graham for sharing with us his role as Social Inclusion Worker on Fettle Ward, Bodmin Hospital. Much appreciated. The main points he clarified were:

- Weekly screening with clients/patients focussing on 5 main points: finance, housing, education, employment/ and leisure. Focus on whichever area is required.
- In-reach into Fletcher and Outreach from there.
- No fixed timescale with people.
- Launch of the 4th 'Storybook' due on 4th August 2011 in Lemon Quay, Truro. These are stories from service users.

Other issues raised were:

- Care planning spoken about.



Not everyone is being reviewed on a 6-monthly basis in some resource centres.

- Generally people are a little concerned that their personal information is on a computer system that could potentially be hacked into.
- Praise given to CFT for professionalism shown during a client's illness. A copy of notes was requested and when read was said to show a high degree of professionalism.

## Bodmin Forum - 6 October

Chair: Graham Hancock  
Venue: Trelil Court Day Resource

Thank you to everyone at Trelil Court Day Resource Centre, Bodmin, for hosting the Forum and preparing a lovely buffet. Even this description doesn't do it justice!

The event was well attended with around 17 people.

The website [www.cornwallmentalhealth.com](http://www.cornwallmentalhealth.com) was discussed by Paul Reeve of Pentreath. Paul is looking for feedback to help in the development of the site, and ensure that the launch of the new database is successful. If anyone wishes to take part in the consultation process, there is a

link to an expression of interest form that will let the web designer contact people as the beta test moves forward:

<http://devel.cornwallmentalhealth.com/en/register-interest>

The future of resource centres was again a main concern for many people who see them as a 'lifeline'. The Mental Health Project are still consulting with Phil Confue (CFT) in regard to this.

There is also concern and frustration over the wasted resources within centres i.e. woodworking equipment.



## Falmouth Forum - 13 October



Chair: Marita Ward  
Venue: Falmouth Methodist Church

As with the Bodmin Forum, the guest speakers were Paul Reeve & Ben Whorlwood on the new mental health website.

Paul also spoke briefly on the day centre review results. He is still collating information but the consultation period has finished. Paul and Angus Fruin (Launceston Centre Manager) are making up a paper for individual day centre plans. They are happy for anyone to get in touch. Paul is in post until April.

Other concerns:

- A concern was raised about someone discharged from Longreach to what was felt to be inappropriate accommodation. This person was signposted to SEAP Advocacy.
- Someone has experienced difficulties getting information or getting through to Cornwall Council re: accommodation. No Housing Officers were apparently available and the caller received vague answers. People are not always aware of where to get help with accommodation. Info on housing support should be more freely available. The meeting came up with the following agencies that can help with accommodation issues:

St Petroc's, CAB, CFT, Shelter and Stonham (see opposite).

- Some people felt that the choice of support offered to them by GPs is either Outlook South West or day resource centres. People felt the choices seemed pretty limited and there were felt to be gaps in referrals. Quotes from people at the forum:  
"Discharged without finishing the job".  
Would like, "one good strong positive experience".

One user, "the consultant left and I was left over a year to see the replacement".

The meeting discussed the use of advocates and carers support services.

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Issues raised at these forums will be taken to a meeting with Phil Confue and others at the end of November.

**The next East Forum will take place in St Austell on 19th January 2012.**

**The next West Forum will be 26 January in Truro. The venues have yet to be confirmed.**

## Accommodation Support



### Shelter Cornwall - 0344 515 2300

Advice and information for anyone who is eligible for free legal advice (under LSC rules) and is homeless, badly housed or has a housing related problem. Advice on homelessness, mortgage or rent problems, disrepair, security of tenure, landlord/tenant disputes, illegal evictions, housing benefit, tenancy problems.

### St Petroc's - 01872 264153

Provides accommodation and housing related support services to meet the needs of the single homeless.

- Resettlement: to assist service users to access accommodation, employment and training which is appropriate for their needs.

- Reach Out: to engage rough sleepers and those vulnerably housed in order to link them in with the most appropriate services and support networks with a view to finding them secure and sustainable accommodation

- Smartmove: The aims of the scheme are to assist landlords in finding suitable tenants for their accommodation.

- Supported Accommodation: The Society currently operates six supported housing projects in Cornwall. There are two in Truro, two in Bodmin, one in Newquay and one in Falmouth.

### Stonham Byan, Transitional Support - 01209 719182 or 0771 070 9527

A low-level support service.

Drop-in support available for anyone requiring housing related advice or support.

Telephone or email advice for anyone requiring housing related support or information (known as 'The Gateway'). The possibility of low level support being provided for up to 6 weeks to new clients at critical risk as identified / agreed by and between Stonham Byan and referring agencies and dependant upon capacity of the service at that point in time.

### Citizens Advice Bureaux - 08444 994188

A CAB office is situated in most major towns in Cornwall. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

### Cornwall Council Housing Services - 0300 1234 161

Housing Options provide a high quality, customer focussed service to people who are homeless or at risk of becoming homeless and to empower them to make informed choices about their housing solutions. Also, information for tenants of Council property or private landlords.

## Talking Therapies



The Talking Therapies Involvement Group at Peninsula Medical School is looking at how service users can help to improve access to services. The Cornwall rep also happens to be an EBE panel member and forum rep and has a particular special interest in 'post treatment', or maintaining good mental health (non-recurrence).

Dr Cath Weyer-Brown is leading on this work along with service user volunteers and they are hoping to interview service users in Cornwall for their input as part of the research. If you would like to be involved in this research please let us know and we can assist in setting up these interviews. High street shopping vouchers are available to all those who take part (as a one-off gift).

This links in extremely well with the information arising out of the forums (particularly discussed at the West Forum recently) and also to the recent consultation 'Increasing patient choice for community and mental health service provision in Cornwall and Isles of Scilly'

Increasing patients' choice of provider can empower patients and carers, help drive up quality, encourage service innovation, improve access and address gaps. NHS Cornwall and Isles of Scilly stated that they want to ensure the community health services we

commission meet your needs by better understanding what is important to you and where increasing choice would be most beneficial.

Changes are being introduced by the government to give patients more choice about the services they receive and more choice about who provides those services. NHS Cornwall and Isles of Scilly will start by identifying three community and mental health services for extending choice of provider by September 2012. In order to help us identify the most appropriate community-based services, they asked the local population, and users of these services, to identify which they feel would most benefit from an increased choice of provider.

The CMHP sent out the consultation via its database and were able to heavily influence the decision. Furthermore Marita Ward, the CMHP Manager, attended the stakeholder event to assist in selection of the three choices. Overwhelmingly, the research showed that access to more psychological therapies and a wider remit of providers was a top priority.

We will continue to update you on this area of work, so watch this space!



Cornwall Mental Health Project  
01872 243532

## Individual Empowerment Grant



So far this year, our Individual Empowerment Grant Panel has awarded over £12,805 to 204 applicants, which is fantastic.

Grants have been given for a wide range of uses, from Beekeeping to Zumba classes, acupuncture to singing lessons. All of these activities have helped people to improve their wellbeing, confidence and self-esteem. One of our recent beneficiaries writes below to tell us how a grant has helped her.

Our panel of volunteers meet approximately every 6-8 weeks to look

at applications. Each one is carefully considered and grants are awarded according to strict criteria.

If you would like to apply for a grant, you must be resident in Cornwall, be aged 16 or over, be currently experiencing mental health problems and have not received a grant from us in the last 18 months.

For an application form, please call Jane on 01872 243532 or download a form at: [www.cornwallrcc.org.uk/services/mental-health/individual-empowerment-grants/](http://www.cornwallrcc.org.uk/services/mental-health/individual-empowerment-grants/)

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Jane Morgan  
Individual Empowerment Grants Committee  
Cornwall Mental Health Project  
2 Princes Street  
Truro  
TR1 2ES

16<sup>th</sup> November 2011

Dear Ms Morgan

I did it!  
I was very grateful to be awarded a grant, as this helped to motivate me to get on and try some healing treatments, which I had been thinking for some time might be of benefit to my well-being. However, not only was the cost of treatments a significant barrier, but also that I would feel guilty as I did not feel worthy of spending money on myself. To have the money given to me enabled me to benefit from three massage-related treatments. This gave me a sense of satisfaction and achievement that would not have been possible without the grant. I also experienced a comforting and calming effect from the massage treatments, and this gave me a sense of a glimpse that my mental health *could* improve. I felt a lift in my mood after each treatment, which was surprising and refreshing, as I didn't think anything could change my mental health. I did also feel physical benefits from the treatments, although these were short-lived and limited as the treatments were only 'tasters' rather than a course of treatments.

Thank you for awarding me this grant and enabling me to benefit in this way.

Yours sincerely

(Name withheld)

## Inpatient Visiting Scheme (IVS)



**Our team of volunteer Inpatient Independent Visitors, assisted by our Co-ordinators, talk to service users on all the psychiatric wards in Cornwall to find out how they feel about inpatient services and whether they have any concerns or queries they need help with.**

**These are the key issues picked up by our Visitors, plus other interesting bits of information.**

### GENERAL ISSUES

- Concerning the no smoking policy, it is still an on-going issue as to how this is implemented and whether any changes to how the policy is applied are forthcoming. The official word from Cornwall Foundation Trust (CFT) is that smoking has to be incorporated into a patient's care plan.
- PAT (Pets As Therapy) dogs are allowed on wards but staff cannot bring in their own dogs to the wards anymore due to a recent incident involving a dog belonging to a member of the public on the Bodmin Hospital site.

- Bay Ward has a list of banned or restricted electrical items displayed, as do other wards. However, the problem at present is with parity across sites when patients are transferred across. We are trying to establish with the hospitals a list that applies to both Fletcher and Bay acute wards for consistency.
- Last winter the county was hit by unexpectedly low temperatures and patients on all wards at Bodmin complained they were cold. We raised this matter with senior managers and were told that the heating controls for the whole hospital were set to cope with a specific temperature range that hadn't anticipated the extreme cold actually experienced. Apparently, though, wards are unable to control thermostats individually. Although patients were issued with extra blankets last year, CFT are keen that this problem is not repeated this year. We are monitoring any news about the matter.
- We have been monitoring the visibility of staff name badges and the issue of staff uniforms. Harvest and Garner have staff uniforms and this seems to be popular.

### BODMIN HOSPITAL

#### Fletcher

- The issue was raised about phone

## IVS



- access for private and confidential calls on Fletcher Ward. At the moment, there is a patient-use phone in a quiet corridor but some patients feel that this is not private enough. We have asked if a hood could be put over the phone to help prevent others from overhearing conversations but apparently these present a ligature risk. We have asked whether the ward could have a trolley phone like Bay has. Fletcher have said they are unable to add extra phone points due to cost. They have said that people are free to use the office portable phone or use their own mobile. However, sometimes the reception for mobile phones is poor and there is little privacy. It seems there is little we can do about this but if a patient wishes to make a complaint about it, however, they can go to ICAS – we can assure people that it is a confidential service.
- Patients have expressed overall satisfaction with care and treatment on the ward and they felt supported by the staff.
- Some patients were concerned with the noise levels within the ward and were feeling a little vulnerable at times.
- Patients have complained at the lack of fresh air on the ward. This was taken up at the next ward meeting and feedback afterwards was that the situation had improved.
- There had been positive comments

- from patients about the OT on the ward and this was fed back to the Ward Manager.
- There has been some concern from patients that their allocated Section 17 leave cannot always be taken due to a shortage of staff. It is understood that there are sometimes difficulties with staffing levels and that sometimes Psychiatrists promise leave during ward rounds which staff are not able to support. The matter will be raised at the Bodmin and Longreach Business Meeting.
- There is to be a non-fiction library for the ward. A few patients thought it was wonderful to have access to books.
- There is an ongoing feeling of boredom, there are few weekend and evening activities and the TV is often restricted.
- Cornwall College (art/gardening) has restarted after the summer break.
- The idea of OT 'activity boxes' to choose from rather than there just being a lot of craft materials appears to be more constructive for craft activities. It is hoped that it will be less overwhelming to those who are unwell and unable to make decisions easily.
- There is now a lighter outside in the courtyard but not for the garden. The Ward Manager is working on this.
- The ward are looking for a jigsaw mat, books and games.



### Harvest

The staff on the ward are wearing new uniforms and this seems to have been well received.

- Ward meetings are being held weekly and these are proving to very productive.
- Male patients asked about a men's lounge. There is a women's lounge on Harvest but there is no where for men to sit in private. This is being looked into by an Independent Visitor.
- Harvest are producing a monthly newsletter.
- The Independent Visitor reports there are a lot of activities on the ward at the weekends such as a breakfast club, a popcorn night, a DVD night and these are going down well. They are now looking at having a burger /DVD evening.
- The patients are praising the wet room and thanked IVS for their support and help in this matter.
- Complaints have been received re: cleaning the seclusion room and the length of time available between a patient leaving and another entering the seclusion room. The Independent Visitor has brought this to the attention of the Ward Manager who will follow it up.
- The patients are also growing vegetables in the garden. The garden has been planted up with an Autumn

theme.

- Patients are complaining about the heating and this is being investigated. A discussion was had with the Ward Manager about giving blankets to anyone on the seclusion unit because of ligature issues. We asked what alternatives were acceptable and were advised that Garner Ward has extra strength blankets that can't be torn up and these are also used for patients on Harvest's seclusion unit.
- An Art Therapist has been on the ward and this has been well received by the patients.
- A pharmacist has been visiting weekly to answer any questions or concerns that patients may have concerning their medication.
- Patients would like a lighter in the courtyard as the one that was there is broken. The Ward Manager is dealing with this issue.
- The Harvest Visitor has attended the ward meetings and has been thanked by the Manager for the work that the IVS are doing and have undertaken.
- The courtyard is still not open on a regular basis. The reason for this is that there is a shortage of staff. Two staff are required and it should be open at least once a day.

### Bowman

- Patients are pleased with the



increase in activities on offer, though boredom was still expressed. Patients asked if there could be more evening activities.

- The Visitor has said there is good staff/patient liaison.
- Generally there was overall satisfaction with the ward and staff.
- A fire broke out in a patient room in September. Despite the fire, the ward was really fresh. A good team spirit by all. The completion date for the fire damage was the 6th November. In the meantime, IVS visitors were issued with personal alarms until the main alarm system had been repaired.
- There is disappointment about the food being undercooked at times and a lack of choice. Portion sizes at lunch were considered sufficient but the portion size at teatime could be bigger. One patient asked if he could have a leftover yoghurt from an earlier meal, and he was refused on the grounds that it could cause unrest amongst the other men. The Independent Visitor spoke to the Ward Manager and was advised that cold food can be re-distributed, such as yoghurts, but not hot food due to Food Hygiene regulations. With regard to dietary requirements and portion sizes this is an on going issue.
- Great to see the produce being grown outdoors and to learn it is then consumed by the patients.

- There is some confusion over what DVDs are allowed on the ward and why one rated 18 was ok but one rated 15 was not. Advice from the Ward Manager states that, given that Bowman is a Low Secure Unit, all DVDs have to be screened according to content before they are handed out for a number of reasons around their suitability for people on certain Home Office Sections.

### Fettle

- We've received good feedback about the support given by staff to patients. Most are happy with their environment, general care and efforts towards adapting people for discharge and social inclusion.
- The only issue is that the hoist used in the bathroom, which had been recently repaired, was not working again. This has now been fixed.
- There is concern about female patients having to walk through the courtyard to access the mixed dining room/lounge. Female patients are not happy with going outside to the communal area.
- Patients enjoy the Newspaper Group; they read through the issues of the day.
- Clients enjoyed a pasty-making session and a good walking group.
- The ward is always welcoming.



- Boredom is still an issue despite activities being organised. It is felt that there is a lack of stimulation.
- A quote from one patient, “they treat you as an individual, don't tell you what to do and want to work with you”.

#### Garner

- There are new patients on the ward; that sometimes changes the balance, but the feeling on the ward is generally good.
- Volunteer helpers are coming in at weekends to cook breakfast.
- Carers are now using the Enhancing the Healing Environment Room and it is much appreciated. Hopefully there will be a monthly event for carers.
- The ward is planting up day-fruit trees, outside agencies came in and helped. Looking good!
- The Independent Visitor is helping with the Productive Ward initiative – a set of standards all wards must comply with.
- The OT is doing baking, and our Visitor is cooking a sponge for Halloween.

#### Bay

- The ward seems to have a continual change of staff and there is little continuity, which is not good for patients.

- The named nurse issue is still on-going. Although the whiteboard works sometimes it is not always consistent. The Ward Manager has agreed to monitor this.
- Name badges and new uniforms are arriving soon.
- Patients thought the food was great and also appreciated the night staff who were able to spend more time with them.
- There was some concern with regard to benefits and whether these are affected whilst staying in hospital. Independent Visitors were advised that Peter Carey is Cornwall Council's Welfare Rights Officer. The Bay Visitor is to ensure the Discharge Liaison Nurse has this info too.
- There was a general feeling that clients were very appreciative of the ward meetings, that they were being listened to and issues dealt with quickly and their concerns were being treated seriously.
- Haven Unit is now offering more and the gym is open with sessions running into the evenings which people appreciated.
- One point that came up was on admission, little info was given on the ward such as meal times, policies on dealing with benefits while in hospital. Patient information leaflets were produced by CFT in conjunction



with IVS 18 months ago and should be available to everyone. The Visitor has notified the Ward Manager.

- Following some of these points, the Ward Manager has responded and these are her comments:
- Admission information: “There is a pack in circulation which advises on all these matters. I couldn't vouch for how robust the system is in its delivery to patients but it is part of the current admission pathway. I will start to look at how this is delivered. My immediate thoughts are that I will nominate one or two individuals to be responsible for this as leaving it to the admitting nurse seems to be hit and miss and leaves room for error. I will feedback to you when I action this.
- “My second thought is that to ensure that patients who are very poorly on admission or that may mislay it, I will laminate each page of the welcome pack and put it on one of the notice boards in the communal areas. This would be in addition to point one not instead of.” (November update: the admission pack has now been laminated and on walls for easy access).
- Named Nurse process: “This seems to be a more difficult issue to tackle and not one that would be quickly rectified. The basis of this lies in rationalising the roles and responsibilities of a nurse. I have met with the band 6 nurses and

reviewed their practices to involve more close monitoring of the system and that of the staff nurse role.

- “I have amended the audit paperwork they use to capture this and other areas and developed a system of bringing findings to line management supervision with band 5. Both nurses will be supervised regarding role modelling the system (ongoing).
- “We are commencing the productive ward toolkit on the unit to reduce inefficiencies and allow more direct care time. (ongoing)
- “We are focusing currently on improving the communication between band 5s and new team members e.g. discharge team and bed management coordinator to promote more trust and ‘letting go’ of roles and duties which prevent named nurse duties to be carried out. (ongoing)
- “We will look at how the ‘named nurse’ system is communicated and received by patients and work on implementing and sustaining said system (to be actioned).”
- More recently, our Visitor noticed staff sitting and chatting in the communal area; this worked well and is good to see as there have been many requests from patients over the past year for staff to be more available.
- There was disappointment recently that Haven's hours were reduced due



- to OT staff annual leave but clients understood.
- It is hoped that some plants will be donated for the garden and the garden fence has now been painted blue.
  - Suggestion came that maybe large versions of garden games could be incorporated in the garden and could also be played inside too.
  - The quiet room no longer has a television. Some patients really want another area to watch TV but appreciate that some people liked to use it as a quiet room as well.
  - The deep cleaning programme being carried out has been quite disruptive, rooms left unlocked and things have gone missing but is now finished.
  - The ward is looking to increase the library of books, puzzles and DVDs.

**Cove**

- Garner and Cove Ward Visitors recently undertook some training on the various aspects of dementia by Sue McDermott who manages the Memory Cafe Network in Cornwall.
- The Cove Visitor visited and shadowed a Band 3 member of staff who was very helpful. He has been filling out ‘life stories’ with patients and this has been very rewarding. He was invited by the ward to attend a day conference at the Greenbank Hotel in Falmouth on dementia care, which he

- enjoyed.
- The ward is still very quiet.
  - They are decorating the conservatory.
  - The food is great!
  - Hoping to develop a woodwork shop.
  - Cove has money put by for a sensory garden.
  - All positive feedback.
  - There has been a warm atmosphere on the ward and that the Visitor was very impressed with the nursing staff.

**OTHER**

The Royal College of Psychiatrists has produced a paper “Do the right thing: how to judge a good ward”. If anyone would like a copy please ring Nicki on 01872 243532.

We have recently met with Heather Pritchard, CFT Quality Lead, to look at how to ensure that CFT have good quality, honest feedback from patients who are currently in hospital. Heather is responsible for the Productive Ward initiative, Meridian questionnaires (patient feedback questionnaires) and ensuring patients have access to key information on matters such as medication. The Independent Visiting Scheme is keen to help with these areas to ensure that patients are able to express their views on ward life to an



independent person, who will ensure that this feedback is heard by those who can make changes, to ensure that the patient experience of hospital life is improved. We will keep you updated on how this is going in future newsletters and our Speaking Up magazine.

Rose Wickett and Nicki Sweeney attend CFT’s Inpatient Clinical Cabinet which looks at governance issues around inpatient care. As part of their role at this meeting, Rose and Nicki would like to be able to feed back to the meeting about patients’ experiences of their care whilst in hospital. In particular, they would like to get a picture of how well people feel involved in decisions about their care and treatment whilst on a ward, whether their privacy and dignity were respected and whether they feel staff were friendly, supportive and helpful. If you have current or recent experience of a stay in either Bodmin or Longreach Hospitals and would like to comment about these issues, please call Nicki on 01872 243532 or email [nicki.sweeney@cornwallrcc.org.uk](mailto:nicki.sweeney@cornwallrcc.org.uk) . We will not need your name so you cannot be identified – we hope this helps you to respond more freely.

**Younger Volunteers**


In addition to our regular Independent Visitors, we would love to have younger people visit wards at Bodmin so that some of the young patients have someone of their own age to talk to.

The Independent Visiting Scheme is not a befriending service, instead we hear what people have to say about their care and treatment whilst in hospital and let CFT know what people think.

The role requires a good listening ear, lots of empathy and it helps if you’ve been there yourself, although this is not essential.

If you’re aged between 18 and 25 years and think you’ve got what it takes to help change mental health services for the better, then please get in touch.

Contact Jane:

 01872 243532

 [mentalhealth@cornwallrcc.org.uk](mailto:mentalhealth@cornwallrcc.org.uk)

 2 Princes Street, Truro, TR1 2ES

## Local Self Help Support Groups



### Breakaway

Support for people wanting to reduce or come off Benzodiazepines  
Call 07788 572908

### Camel Club

Social group  
Tuesdays & Fridays  
10 am - 1.30pm  
Delabole Church

### Cornwall Survivors

Mutual support for male survivors of rape or sexual abuse  
Tuesdays 7pm, St Austell

### Creative Words

Creative writing group  
Monday mornings  
10.30am to 12.30pm  
Falmouth Health Centre  
Call Victoria on  
01326 319030 to reserve a place

### Freedom OCD Group

Every last Thursday of the month,  
10.30am - 12.30pm, Truro

### Perranporth Coffee Corner

Social group  
Wednesdays 10.30am - 1pm  
Upstairs in the Conservative Club, St Piran's Road  
Call Brenda 01872 572453 or Betty  
01872 572546

### Hearing Voices Groups

Penzance  
Every other Tuesday 1.30-3.30pm  
Call Lesley on 07570 510359

### Newquay

Thursdays 4-5pm (currently suspended)  
Call 01637 871063

### Bodmin

Wednesdays 2.30-4.00pm  
Call 07807 813996

### Manic Depression/ Bipolar Groups

Penzance  
Every 3rd Wednesday of the month,  
2-4pm  
Healing Star, Causewayhead  
Call Nicky on 07791 322096

### Newquay

Once a month, Mondays, 4-6 pm  
Newquay Centre, St Michael's Road  
Call Lesley on 07570 510359 for dates

### Liskeard

Every 4th Tuesday of the month, 10am  
to 12pm  
Liskerrett Centre, Liskeard

**Where telephone numbers are not given, call Cornwall Mental Health Project for details on 01872 243532**

## Local Self Help Support Groups cntd.

### Redruth Friendship Club

Social Club  
Wednesdays 12-3pm  
Redruth YMCA, Station Road

### Pink Umbrella LGBT Group

Gay, lesbian, bisexual, trans support  
Every 3rd Friday of the month, 1-3pm,  
2 Princes St, Truro

### Rural Community Link Project

Welcome groups - all run 10am - 12.30pm  
Monday - St Blazey  
Tuesday - Indian Queens  
Wednesday - St Stephen  
Friday - Penwithick & Lostwithiel

### Men's Group

One Sunday a month for Restormel residents

*For info on any group call RCLP on 01726 821858 or go to [www.rclproject.com](http://www.rclproject.com)*

### SOBS

Suicide Bereavement Support Group  
Last Wednesday of the month  
7-9pm in Carrick  
Call 07952 410637

***If you would like your self help group listed here, call Nicki on 01872 243532***

### St Agnes Self Help Group

Social Support Group  
Mondays 11am-12.30pm  
Coffe Lounge, St Agnes Methodist Church, British Road  
Call 01872 553305



### Penwith/Kerrier

Camborne  
Mondays 1.30-3.30pm  
Camborne Parish Church Hall, Church St (opp Aldi's)

### Helston

Tuesdays 10am-12pm  
St Mary's RC Church Hall, Clodgery Lane (near Tesco's roundabout)

### Penzance

Wednesdays 10am-12pm  
St Mary's Church, Chapel Street

*People can attend a group once for a taster session. After this, a referral is required from a GP, mental health worker, housing support or other support organisations. For info on any of these Mind groups call 01209 714550*



## Local Self Help Support Groups cntd.

### Mind groups cntd.

#### Carrick

Falmouth Coffee Corner  
Thursdays 10.30am-12.30pm  
WI Hall, Webber Street

#### Supper Clubs

Meet once a month in Truro & Falmouth

Truro Coffee Corner  
Tuesdays 10am-12pm  
Carrick Sports & Recreation Hall

NEW!! Roseland Coffee Corner  
Every Wednesday 10.30am-12.30pm  
Tregony Village Hall

Referral required from a GP or other health professional. For more information about the Carrick Mind groups, please call Brenda or Ruth on 01872 222469

#### Restormel

Patchwork Group  
Mondays 9.30am-12pm  
The Pavilion Workshop, Mount Wise Car Park, Newquay

Newquay S.H.E. Group  
(women's social group)  
Mondays 10am-1pm  
Newquay Centre, St Michael's Road

Newquay Coffee Corner  
Wednesdays 10am-12.30pm  
The Newquay Centre Out 'n' About Group  
(activity group)  
Thursdays 10am-12pm  
Various community centres

St Stephen Coffee Corner  
Fridays 10am-12.30pm  
St Stephen Community Centre, Fore Street

St Austell Coffee Corner  
Fridays 10am-1pm  
St John's Methodist Church, Bodmin Road

St Columb Minor Coffee Corner  
Thursdays 10am-12.30pm  
The Memorial Hall

*For more information call Lynn Newman on 01637 851155*



#### Rethink

Wadebridge  
Cornwall College courses  
Friday morning group

Bodmin, Wadebridge,  
Liskeard & St Austell  
Cafe chat groups

## Local Self Help Support Groups cntd.

Liskeard  
OCD group

Bude  
Womens' Group  
Carers' Group

Wadebridge & Camel Trail  
Nature/Photography Group

Bodmin  
Fishing Group

WRAP (Wellness Recovery & Action Plan) Groups  
various locations

*For more information call Rethink on 01208 815676*

### Memory Cafés

**East Cornwall Memory Cafés**  
Bodmin Memory Café,  
Berdekesa Court, Robartes Road,  
Bodmin.  
Alternate Mondays, 10-12pm  
Contact - Kerry Banbury  
Tel: 07771980181

Bude Memory Café  
Parkhouse Centre, Bude  
Every 1st & 3rd Friday from 2pm-4pm  
Contact Kim Tressider on 01288 356060

Camelford Memory Café  
Anvil Court, Anvil Court Road,  
Camelford, PL32 9SD.  
Every 2nd & 4th Monday from 2pm-4pm  
Contact - Margaret Lovell on 07867783728

Launceston Memory Café  
Launceston Methodist Church,  
Dingley Hall, Launceston  
Every other Saturday from 2pm-4pm  
Contact - Cym Downing Tel: 01566 774425

Liskeard Memory Café  
Liskeard Methodist Church, Wesley House, Bay Tree Hill, Liskeard  
First Friday of every month, 2pm-4pm  
Contact Katy Mort on 01579 344 671 or Pat Baldacchino on 01503 272424

Saltash Memory Cafe  
Burraton Methodist Church, Liskeard Road, Saltash PL12 4RH  
Every 2nd Wednesday 2- 4pm  
Contact Theresa Parsons - 07540920302

Wadebridge Memory Café  
St. Breock School, Wadebridge  
Every 2nd & 4th Saturday from 2 - 4pm  
Contact Margaret on 07867 783728 or Wendy on 07891 840219

Cornwall Memory Café Network

Mid Cornwall Memory Cafés

Falmouth Memory Café  
Emmanuel Baptist Church, Western Terrace, Falmouth  
Every 2nd and 4th Tuesday, 2pm- 4pm  
Contact Bob/Toops on 0845 475 3319, or visit  
www.falmouthmemorycafe.org.uk

Lostwithiel Memory Café  
Lostwithiel Community Centre, Liddicoat Road, Lostwithiel PL22 0HE  
Every alternate Thursday, 2.00-4.00.  
Contact Jo Hague on 01208 871196

Newquay Memory Cafe  
St. Columb Minor Church Hall  
St. Columb Minor.  
Every 2nd and 4th Thursday, 2-4pm  
Contact Keith Dynan on 07968 960 694

Perranporth Memory Café  
St Michael's Church Hall,  
St Michael's Road, Perranporth  
Every 2nd Monday, from 2 - 4pm  
Contact Pauline Nixon on 01872 571697

Polperro Memory Café  
The Methodist Church, Fore Street, Polperro  
Every 3rd Friday from 2 - 4pm  
Contact Katy on 01579 344 671 or Pat on 01503 272 424

St Austell Memory Café  
Cuddra WI Hall, Bucklers Lane, off Holmbush, Road, St Austell.  
Every 1st and 3rd Monday, 2-4pm.  
Contact Sue McDermott on 01872273952

Truro Memory Café  
Tremorvah Industries, Threemilestone Industrial Estate, Truro  
Every 1st & 3rd Thursday, from 1.45 -3.45pm  
Contact - Wendy Grose on 01872 324 333

St Day Memory Café  
Little Beside House, St Day, TR16 PX  
Every Wednesday, from 6.30-8.30pm  
Contact Angela Downing on 01209 822300

West Cornwall Memory Cafés

Camborne Memory Café  
All Saints Church Community Centre  
Church View Road, Tuckingmill, Camborne  
Every 1st & 3rd Wednesday 1.30-3.30  
Contact Anne Ludwig on 01872 277963

Helston Memory Café  
Hens Horn Court, Station Road, Helston  
1st & 3rd Tuesday, 2 - 4pm  
Contact - Margaret on 07974 728435

Cornwall Memory Café Network

Isles of Scilly Memory Café  
Garden Pavillion, Chaplaincy Gardens Church Street, St. Mary's.  
Every Friday 2.00-4.30pm  
Contact Rowan on 422148/Jane on 422002.

Mullion Memory Café  
Mullion Methodist Chapel, Mullion  
Every 1st and 3rd Friday from 2 - 4pm  
Contact Lillian Watson on 01326 240709

Penzance Memory Café  
Committee Rm 1, Penzance One Stop Shop, Penzance  
Every 2nd & 4th Thursday from 2 - 4pm  
Contact Margaret on 07974 728435 / Chris on 07867 783728

St Ives Memory Café  
Memorial Hall, Tren crom Lane, Carbis Bay  
Every 1st and 3rd Thursday from 2 - 4pm  
Contact - Chris or Margaret (as above)



NEW GROUP!



**Do you have a Bipolar disorder?**

**Would you be interested in coming to a self help group in the Camborne area?**

We are hoping to set up a Manic Depression/ Bipolar self help group in Camborne in the New Year.

We aim to meet once a month in a friendly supportive environment.

If you are interested and would like more information, do get in touch.

Nicky: 07791322096  
Nicky.cope@cornwallrcc.org.uk  
or  
Jane 01872 243532

*Image taken from www.manicsquirrel.com*

Lorazepam Diazepam Chlordiazepoxide Librium Clonazepam Rivotril



# BREAKAWAY

Cornwall's only

# BENZODIAZEPINES TRANQUILIZER

support group

Phone line support

Please call 07788 572908

leave a message and your call will  
be returned as soon as possible

Diazepam Valium Loprazolam Dormonoc Lorazepam Ativan Lormetazepam Nitrazepam Mogadon Oxazepam

Dormonoc Loprazolam Valium Diazepam Rivotril Clonazepam Librium Chlordiazepoxide Sonata Zolpidem Temazepam Serenid-d/forte Zopiclone Zimovane Zaleplon

## S.H.I.S.H Self-Harm/Injury, Self-Help For 18 years and older

**"It's more an emotional issue than a mental health issue"**

Quote from a self-harmer

SHISH is a social support group for anybody who has or is struggling with self harm. Self harm can effect anybody at any time of their lives, from negative thought patterns to the physical, both can be very damaging and hinder our functioning towards our full potential and well being. Being part of this group is not just about speaking, it is okay to just to be there.

SHISH is held in Penzance, on the first Tuesday of every month in the evening from 5:30-7:30pm.

The following dates for 2011 & 2012 are as follows:-

6th December, 10th January, 7th February, 6th March, 3rd April, 1st May, 5th June.

Unfortunately, this would not be an appropriate forum if in crisis or to share in-depth details, methods or tools, though support would be offered to explore other avenues that would be appropriate.

If you are interested in participating in such a group, please call or e-mail first before attending this group and we will get back to you for a chat.

Mobile: 07530 881894 Email: shishgrp@yahoo.co.uk

unfortunately this is not a crisis line but will be checked for messages every week





**These are some of the issues that have been picked up by our Community Visitors.**

- Concerns around the quality of care plans, the extent to which service users are involved in writing care plans and how the new RiO system might improve care planning. Andy Jago, who works for CFT and has been leading on the roll-out of RiO (electronic care plans), attended a CIVS meeting in August to demonstrate the process of care planning to our Community Visitors. We felt this would give us a useful insight that should prove beneficial when discussing issues around care planning with service users. We asked Andy about training for staff on RiO and whether this is regularly provided to ensure the quality of care planning is maintained. Andy advised that there are trainers around the county helping nursing staff with RiO and electronic care planning.

*“It will take time to migrate all existing users onto the system, this was always highlighted from day one. That to get a fully functional system we have two strands of work. 1) all new referrals and assessments to be managed direct into*

*RiO; 2) ensuring all migrated clients have information inputted onto the system ensuing that there are current care plans and risk assessments... We provide a quality manual that covers all the functions of RiO.*

Regarding the quality of care plans completed by individual Care Coordinators, *“we have undertaken two large audits for all teams and issued each service line a series of recommendations for them to review and develop action plans for their teams. This work highlights... that the work done benefits the clients and carers.*

*“Loads of work across all service lines have and is taking place. We are offering RiO master classes for teams where we undertake a review of a staff members caseload and from this education and mentorship to update and use RiO to its best benefits... All session delivered promote the system and the importance of capturing the patients view point and placing the patient at the centre of the assessment process.*

*“The best way the CIVS can help is promote to all service users to ask for a copy of their care plan and to ensure (if able) they are involved in planning interventions and contingences to their needs.”*

- Out of Hours Questionnaire



We heard at a Community Services Forum earlier in the year that the Out of Hours service were drafting a questionnaire to be sent out to a sample of callers. The questionnaire was intended to get direct feedback from people using the OOH service about their experience of the call. CIVS asked if we could see the draft questionnaire for comment and suggestions, which we fed back to the OOH Team Managers. We also suggested that perhaps calls to the service could be recorded and monitored (confidentially) so that any complaints or concerns could be verified. We have recently contacted the OOH Team Managers and asked for an update on the questionnaire process. Their reply: *“We’ve just sent out the last of these. There has been a good response rate and overall mostly very positive responses. The questions seem to have worked well with a spread of responses and some useful and thoughtful comments. I am hoping to put a report together next week so will let you have it shortly after.”*

We hope to give you an overview of this report once we have it.

- Day Centre Changes  
Paul Reeve’s visits to day resource centres to consult with members have now been completed. Richmond House has said they are happy with the visits

made by Paul Reeve, so, too, centres in Bude, Bodmin and Newquay. These centres have been positive in outlook and involved fully with the visits by Paul Reeve and looking at ways forward.

Following this consultation period, Paul compiled a report for CFT giving his findings.

CFT then held a Stakeholder Event on Tuesday 20 September. Invited to this were members and staff from day centre across the county, plus other stakeholders from the voluntary sector. Paul Reeve was the first guest speaker and he gave a presentation on his ‘Blue Skies’ report. He was then followed by Angus Fruin, Manager of Elfordleigh day centre in Launceston, talking about how Elfordleigh run their centre with lots of input from CPNs, Early Intervention Team, Assertive Outreach, Psychologists, a Community Liaison Nurse, etc.

Concerns raised by the audience were:

- The difficulty in comparing centres as there are differences in geography, local resources, individual members.
  - Why are certain centres considered to be ‘star’ centres? Other models also work.
- Phil Confue, CFT Chief Exec, then spoke about the financial and political reasons for the need to change the way day services are delivered. He said



that Cornwall Council are putting pressure on CFT to implement FACS assessments to those that receive a service from CFT. CFT are trying to establish how they can still give people what they want without having to implement FACS. The Primary Care Trust also commissions CFT to provide a service to a specific group of people and expects the rest to access support via the voluntary sector. From next year, the PCT will commission services based on Payment By Results and this will dictate what CFT can provide. The emphasis from both health and social care is on recovery-based services and social inclusion. Personal Budgets are being rolled out in other health and social care areas as we speak and should be available to mental health service users from April 2012. These will mean that money is taken from CFT and given to individuals following a FACS assessment. The idea is that each individual will choose where and how to receive support, including paying to attend day services. CFT are looking at how they can change services so that people will not need to be means-tested or need to undergo a FACS assessment. Concerns from the audience were:

3. Some people feel CFT don't deliver what they say they do
4. People feel the government cuts discriminate

5. Is a Personal Budget enough money for someone who needs a support worker and who wants to attend a day centre?
6. People felt that there needed to be some acknowledgement by CFT of the distress that these cuts have had on service users (CFT emphasised their acknowledgement of this at this event).
7. People feel that CFT are not doing enough to challenge central government, that the government will reward Trusts that make cuts (Phil Confue denied this was the case – he said that CFT don't want cuts in services and stated that Cornwall is the lowest funded mental health Trust in the South West)

Implementation of changes to services will need to take place in February or March next year.

- Integrated Care Pathways

Following the success of the North Cornwall Integrated Care Pilot, regular meetings will be taking place at GP practices all over Cornwall and with a representative of a range of mental health service providers attending patient consultation meetings to ensure that all referrals are dealt with promptly and individuals are signposted to the most appropriate services for their particular needs.

- CFT's Personality Disorder Service



is up and running and the Lead is now Paul Bellingham, who is Manager of the Forensic Team

- Supported housing – Cornwall Foundation Trust (CFT) provide temporary supported housing to individuals following discharge from hospital. Support Workers have staffed these 7 houses from 9am to 5pm seven days a week. However, by the end of October, Support Workers are no longer going to be based within each house but will be based at Community Mental Health Team offices or Day Resource Centres. Each individual service user will have a flexible support plan that will state how often they need to be visited by Support Workers. The Mental Health Project has contacted CFT and offered to visit residents to find out if they have any queries or concerns about the changes that they would prefer to discuss with someone independent. We have visited a few houses in the east and west and emailed some of the concerns to CFT. The responses quoted are from Ian Cleary, CFT's Housing Support and Development Officer.

**What are the dates for the transition for each house? Where will staff base now be based?**

*"The dates for the operational change are:*

Carwinion -Trevillis	24/10/2011
Hillyar -Banham / EIT	10/10/2011
Parcside - Banham	24/10/2011
Brookside - Alex House	03/10/2011
Pentire -Trengeath	18/10/2011
Tall Trees -Anchor	24/10/2011
Porthminster –Bolitho	31/10/11

*"We will phase out the office phone and there will be a recorded message for 3 months following termination providing an alternative number which is the local CMHT base."*

**If residents want to contact Support Workers, at the moment they can ring their mobiles. However, I understand that when they move to their new base, residents are asked to contact Bodmin Hospital switchboard. Whilst this is a free phone number, residents feel uncomfortable with ringing Bodmin. Their concerns are around whether urgent calls would be dealt with quickly, whether messages would be passed to the relevant person, whether calls would be answered, etc. Residents also pointed out that calls to the switchboard are only free if calling from a landline but not from a mobile.**

*"Tenants can always call the supported housing staff on their mobile phones. There is a risk element to this and a cost for the tenant. The risk is that the member of staff may not be at work."*



*Support staff have been asked to ensure they leave a voice message saying whether they are at work or not. There is also a free phone number that tenants can call from their telephone line which will put them through to the Bodmin switchboard. We do have a sheet that states who to call if they are concerned about theirs or a neighbour's mental health - we will ensure this is reviewed and updated if needed"*

**The landline telephone for residents to use, as you're aware, is for emergency or 0800 numbers only (incoming calls are fine). I believe residents can purchase a phone card to use with this phone or can use their own mobile to make calls. However, if a person doesn't have any credit for their mobile and needs to call a doctor, call Home Treatment or their CPN, they may not be able to make that call. Actually, what happens now at night if a person needs to call Out of Hours (CFT & GP), for instance? Is there anything that could be put into place that might enable residents to still call certain important numbers, e.g. pre-programmed numbers to key services?**

*"We have looked into this. The residents' landlines are restricted by BT to make any paid for calls and that is the way the service charged is calculated by Advance*

*Housing (the landlord for each house) - these phone lines are now out of our direct control as Advance Housing collect a service charge and pay the bills. There is however, as mentioned above, a free phone number for Bodmin switchboard which our tenants have access to for emergency out of hours calls"*

**Last year we were contacted by a Fire Officer regarding an alleged arson incident at a supported house. The Fire Officer was not aware that the house was not staffed 24-hours and didn't know who to contact to advise that a fire was in progress and that residents had been immediately evacuated. Who is responsible for advising emergency services of supported housing arrangements?**

*"I have provided the Fire Brigade with an up to date list of our houses together with the way we were operating along with our intention to change the way we provide support. I will provide them with an updated list. The telephone number list in each house will provide tenants with direction about how to call. Advance Housing provide out-of-hours support to address emergencies relating to the building i.e. fires, burst pipes etc. We provide support with mental distress etc, which is provided by our Home Treatment Team Out of Hours service."*



**Finally, I understand that staff will, in addition to their current role of supporting residents, also be offering housing-related support to other CFT service users. We would like to help promote this to service users through our forums and through our Speaking Up magazine. Can we have a name as a point of contact? If so, what number should we advertise?**

*"This is a great offer. I would like to deal with this separately from the current change. We will be producing updated leaflets describing our revised service and I will contact you when they are available to help with promotion."*

**Fuel Poverty**

Do you attend a day centre, coffee morning, group, or club? If so you can book to receive a free workshop on how to save money on your fuel bills. The sessions need to have between 8 and 15 people and will last less than an hour. Free powerdowns, showersavers and energy advice booklets are available to ALL participants of the workshops. If you are interested give us a call or pass this information on to your organiser.



Cornwall Mental Health Project  
01872 243532



**Day Care Centres**

LINK has heard from lots of people in Cornwall that they are concerned about the changes to Day Care Centres.

LINK continue to work with Cornwall Rural Community Council's Mental Health Project Service User Representatives (who are looking at the issue and have regular meetings with CFT) to ensure LINK and Service User reps work together on the area without duplicating. CFT held a day centre review and feedback day in September which was attended by LINK and CMHP's service user reps. They looked at how to manage the suggested changes to day care centres.

LINK will follow this up at the next Cornwall Partnership Foundation Trust meeting in November. We will be keeping our eye on this and updating LINK members as developments happen.

The Department of Adult Care and Support will talk to the LINK Facilitation Group about the changes and reviews they are planning to make on 3rd November at the next Facilitation Group meeting. Look out for feedback in the bulletin in December.

## Accessing

### cornwallmentalhealth.com

Cornwall Mental Health Project recognises that some people do not have access to a computer or have private access to the internet.

Therefore, to help service users and carers access the information on the [cornwallmentalhealth.com](http://cornwallmentalhealth.com) website about services and organisations that might be beneficial to them, we have decided to hold a number of sessions at our offices in Truro where our staff will be available to assist people in accessing the site.

People can book a one-hour slot during which time staff can help them look through the site and, if needed, print off useful information to take away for a small charge.

Sessions are:

Thurs 12 Jan 2-5 pm

Weds 25 Jan 2-5 pm

Tues 14 Feb 10am -1pm

Tues 13 Mar 10am -1pm

Anyone wishing to book a one-hour slot, please contact Nicki Sweeney on 01872 243532 or email: [nicki.sweeney@cornwallrcc.org.uk](mailto:nicki.sweeney@cornwallrcc.org.uk)

## Truro & Cornwall

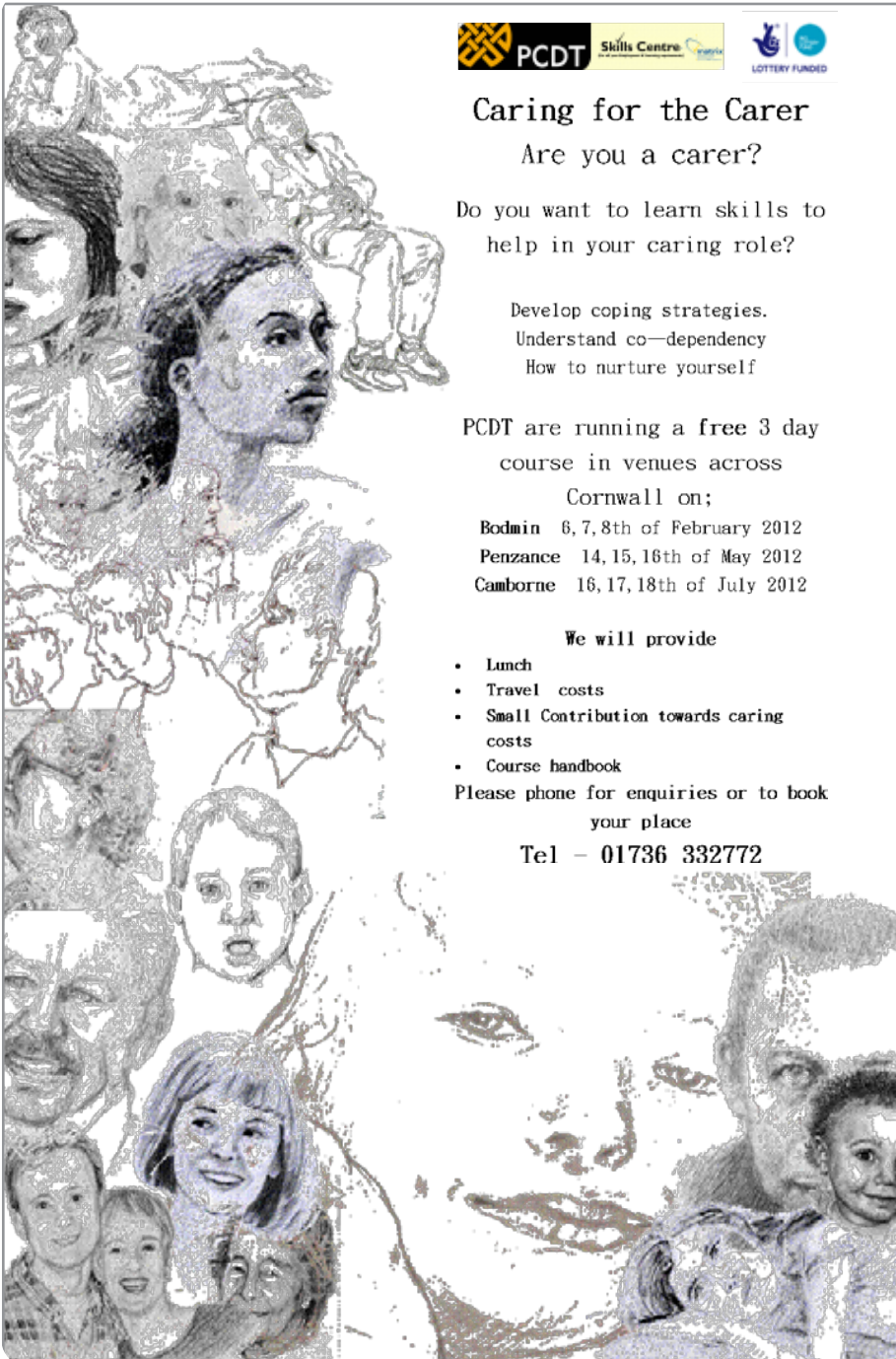
### Wellbeing Centre



Some of you will already know about the 'Truro Well Being Centre', but I thought I would share some information with you:

TWBC has been set up in the foyer of Truro City Council (where the Tourist Information office was, which has moved next door). It opened its doors on 25 July and is being coordinated by Volunteer Cornwall and developed by a large number of interested organisations and charities who support 'health and well being'.

The aim is to provide people with up to date information about health and well being services, local events, training and general guidance and support that can be found in Truro and the surrounding areas. I have taken lots of our leaflets over to be displayed, but please do pop in there to have a look at how it's shaping up and let me know of any new information/newsletters and leaflets that you think would be helpful. There is going to be a notice board, so in the future meetings/forums etc could be advertised on there.

On a day to day basis, the centre is run mainly by volunteers and there will be an opportunity for interested volunteers to receive training.



**PCDT** Skills Centre   LOTTERY FUNDED

### Caring for the Carer

Are you a carer?

Do you want to learn skills to help in your caring role?

Develop coping strategies.  
Understand co-dependency  
How to nurture yourself

PCDT are running a free 3 day course in venues across Cornwall on;

**Bodmin** 6, 7, 8th of February 2012  
**Penzance** 14, 15, 16th of May 2012  
**Camborne** 16, 17, 18th of July 2012

We will provide

- Lunch
- Travel costs
- Small Contribution towards caring costs
- Course handbook

Please phone for enquiries or to book your place

Tel - 01736 332772

Are  
you a  
carer?

If so, help  
is at hand...



cornwall  
carers  
service

Is your  
life affected  
by taking responsibility  
for the care of someone  
who is unable to  
manage alone?

The **Cornwall Carers Service** is a completely new comprehensive service, offering a wide range of information, support and services to carers, concerned family and friends, as well as those who are working to improve the quality of carer's lives.

**01872 266383**

[www.cornwallrcc.org.uk/cornwall-carers](http://www.cornwallrcc.org.uk/cornwall-carers)



cornwall  
carers  
service

With just a call to  
the helpline, we can  
offer you the support needed  
in your caring role. It is  
available to all, 8am to 6pm,  
Monday to Friday (excluding  
bank holidays). An out  
of hours answer phone is  
available for messages, with a  
guaranteed, timely response.



For better mental health

# Carrick Mind

## SEEKING VOLUNTEERS

Are you keen to make a difference  
in your community - supporting people  
experiencing emotional and  
mental health issues?

We are particularly seeking volunteers to:

- Assist at various Social Groups in Truro or Falmouth
- Offer support to individuals on a one to one basis

We offer a quality training programme,  
so please call or email us now for more details

[carrickmind.org.uk](http://carrickmind.org.uk)

1st Floor, 1 Frances Street  
Truro, Cornwall, TR1 3DN  
Telephone: (01872) 222469  
[enquiries@carrickmind.org.uk](mailto:enquiries@carrickmind.org.uk)

Carrick Mind: Registered Charity No. 1027838



For better mental health

## Q&A

Your name: Gemma Finnegan  
Your job title: Manager of Cornwall  
Mental Health Carers Support Worker  
Service  
Your work base: Cambourne

In 50 words or less, please explain the essence of your job role:  
Ensure that our service provides quality guidance and support for those caring for someone with a severe and enduring mental health problem.

What time does your typical day start & end? 9.30-5pm

Please describe a typical day (if you don't have a typical day, please pick one day in the last week) in 50 words or less.

On arriving in the office I usually check my emails, read my correspondence and then formulate my to-do list. My day can involve on-going work on projects, attending meetings and events, as well as giving clinical supervision to my support workers.

What aspect of your job gives you the greatest buzz and why?  
Seeing that the support we provide making a difference to a carer's life.

What aspect of your job presents the greatest challenge and why?

Lack of funding and the stigma attached to mental health.

What did/will you have for lunch today?  
Split pea roll. It was delicious.

If you could invite anyone (living/dead, real/fictional), who would be your ideal dinner party guests?  
Michel de Montaigne (16th Century essayist), Noel Coward and Doctor Who.

What would your super power be and why?  
Time Travel – would love to witness historical events in person – plus I could make a fortune placing bets!

What song would you like played at your funeral?  
Always Look On the Bright Side of Life – Monty Python- and Verdi's Requiem

What was your most embarrassing moment?  
I'm not telling!

Who would play you in a film of your life?  
Maureen O'Hara.

What would your motto be?  
Carpe Diem – Seize the day!

Stonham  
**home  
group**

## Christmas Fayre

No6 Eastbourne Road,  
St Austell

Thursday 8th  
December  
2pm - 4pm

Refreshments  
Novelties  
Christmas Gifts

Home Baking



Space For You -

## Creative Wednesdays



Feeling low ? Lacking confidence ?  
Come and join us ...for inspiring arts and movement sessions .

11 -1 pm Relaxation through movement - Val Stagg  
11-1 pm Painting and Pottery - Linda Craig  
2-4pm Painting and Pottery - Linda Craig  
2-4 pm Wood Sculpture - Clare Dyas  
12.30/2.00pm/3.00pm Body Psychotherapy - Ellena Fries

Drop in Sessions £2 each  
Accompanied Bus trip from Penzance Bus Station  
Bus 509 10.40am.  
Return 15.33pm or car lift  
Bring a packed lunch.

Sancreed House, Sancreed, Penzance  
Bring a packed lunch.  
01736 810409





Boundervean Day Resource Centre in Camborne have opened a Curiosity Shop at Treliske Hospital. The shop will sell all manner of goods, such as bric-a-brac, unwanted goods, etc, donated to them by members of the public. All proceeds from sales will go to the Phoenix Stroke Appeal. Opened on 11th August, the shop is run by Boundervean centre members, supported by staff, and is open from 10am to 3pm, Monday to Thursday.



## THE UNICORN

What is pale but gleams like a star  
 And is more beautiful from a distance  
 so far?  
 In an evergreen forest, in a grassy glade  
 The unicorn sleeps peacefully in the  
 shade.  
 Everything around her shines in her  
 awe  
 Displaying the mystical colours of  
 what's gone before.  
 Through the magic crystal her horn  
 does show  
 How wisdom has sowed its seeds to  
 grow.  
 When she sets loose her powerful rays  
 She shows the silent meaning of letting  
 the children play  
 Like she does in the forest when she  
 rolls in the grass  
 And seeks her magic owner as he does  
 pass.  
 So her horns will never crack on one  
 doomed and awful day  
 And the wings of her love will always  
 be on display  
 And one dark and lonely traveller  
 seeking the light  
 Will have his wilful wish and fly off in  
 the night.

## VOICES

By day and night the voices keep me  
 company. At first I was afraid and  
 fearful of what I might do – scold my  
 mother with coffee. It was only right  
 and wrong that was my guide. Life  
 made no sense but I was never alone  
 (the voices).

People around me seemed to have some  
 sort of secret code. I was sinking fast,  
 in and out of hospital I went, but even  
 in the hospital I was on the outside  
 looking in, as they knew the code.

I contemplated suicide but what if  
 I ended up paralysed jumping off a  
 bridge or worse?

They medicated me and I spend 14  
 years in numbness, not daring to break  
 out of my cage; stress levels at zero.

Then 5 years in a black hole (the voices  
 were saying) they were coming tonight  
 to skin me alive. Every click of a switch  
 or bump sent my senses screaming as I  
 waited for daylight and safety.

Then I discovered how to live. I broke  
 the code and exercised till I dropped.  
 Exercise, eat and sleep. Something  
 started to grow more valuable than  
 money – self respect.

The voices had gone. Life is good.

SW

## CHRISTMAS

Outside it is raining, stair rods. As they hit the pavement they bounce back up in an explosion spraying beads of water, diamonds catching the light, refracting prisms to enchant the eye.

As the sun eased the clouds towards the East the warm rays began to dry the pavements causing wisps of steam. The trees along the avenue shone with green and freshness. It seemed that the beauty and serenity of nature was all that was needed. However I have set myself a task and I should, however unwillingly, embrace it. It is to select Christmas presents, this year from the Internet and catalogues.

Opening the first catalogue, one of many having arrived through the post (at one time it was letters), I felt dismay and even depression.

Who would really want this rubbish? Where is the Christmas message? It seemed to me that an explosion of exploitation was there to benefit only those making money from it.

What has happened to Christmas? The goodwill between all mankind irrespective of race, colour, religion etc. To give to the needy to not question why and without compromise. To expect or want nothing in return except the love of mankind. To embrace our friends and relatives to show that we care.

Happy Christmas one and all.  
Leighton Peacock



## The Trees- the meaning of life

Trees are long and slender  
or are thick and tall

Trees are of many colours.....Tall

Brown  
Bulger.

They are strong.....Heavy, oh!  
Horses?

Pigs?  
Cattle?  
Fish?  
Who....  
No.

Actors? Would - be actors  
Singers Dancers  
Poets Masters  
Philosophers Nurses  
Builders

Trees are green..... We find children?  
"T"

The leaves are of many different colours  
Green"

When do they grow?

In winter ? In summer ? In Spring?

Are they many things?

Are we hidden, can we see, can we

look?

Can you?

Trees are of many hues

All the colours of winter

Summer. Spring. Many things.

It is sunny in summer,

And the trees are brighter, greener, orange.

And the flowers are white like pretty petals  
on an ocean

And ponds have many lilies on them. And  
Dragonflies doze and ladybirds sing and we

find peace in the summer. Don't we? said  
a tree

Today in winter....still....Why yes....In  
January

And in

February...No

and then is it still winter?

When is the spring? In April

And is it fun in Spring when the sun comes  
out?

and the children pick flowers?

No it is..... Its not?

Why not?

Cause its Spring. But don't children  
play in the park, or eat chocolate, or do  
babies get born?

### A poem by Tamil Lock



The Coloured Tree by Tamil Lock

## Useful Telephone Numbers

Mental Health Project - main office no - 01872 243532

E: [mentalhealth@cornwallrcc.org.uk](mailto:mentalhealth@cornwallrcc.org.uk)

W: [www.cornwallrcc.org.uk/services/mental-health/](http://www.cornwallrcc.org.uk/services/mental-health/)

Nightlink - 0808 8000 306

Nightlink Emotional Support Text service - 07717 989021

Samaritans - 01872 277277

Welfare Rights/Benefits Advice - 0800 882200

NHS Direct - 0845 4647

Shelter - 01209 314844

Legal Helpline - 08000 199 121

Cornwall Rape & Sexual abuse Centre - 01872 262100

SEAP Mental Health Advocacy - 0845 2799019

Rural Community Advocacy 01726 821445

Disability Cornwall - 01736 756655

### Community Mental Health Teams

East Cornwall (Trevillis House, Liskeard) - 01579 335226

North Cornwall (Banham House, Bodmin) - 01208 251408

Restormel (Alexandra House, St Austell) - 01726 291212

Carrick (Pydar Street, Truro) - 01872 356000

Kerrier (Trengeath, Redruth) - 01209 881888

Penwith (Bolitho House, Penzance) - 01736 575524

Out of Hours (Bodmin Hospital switchboard) - 01208 251300

**Disclaimer: The views expressed in this newsletter and the services described are not necessarily shared or endorsed by Cornwall Mental Health Project or CRCC**



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