



**April  
2009**

## **April Catch Up**

A few meetings ago we decided to have one meeting with a topic and the next as a general catch up. The catch up is about finding out what is happening to mental health services and catching up on EUF projects.

At our April meeting we will be talking about changes that are happening to the Community Mental Health Teams (CMHTs). There will be development groups set up across the city to make sure there is service user involvement in the CMHTs (see page 3). There is a discussion paper about this included in this mailing.

We will also be talking about the Day Services Review. The working group that EUF has representatives on is now turning into an implementation group. The group will be responsible for making sure that the recommendations for day services happen.

We will hear from the North West Edinburgh Service User Group about what they have been working on. One bit of work is about getting better information for the people who use mental health services (see page 6).

We will also let people know about events and consultations coming up. Members can also tell us about any events they have been to.

These are just some of the things that will be on the agenda. If you have a topic that you would like to bring up phone CAPS on 0131 538 7177 so we can look at putting it on the agenda. We hope you can make it.

### **In with this mailing**

- EUF Meeting Flyer
- Development Groups discussion paper (see page 3)

### **Our Next Meeting:**

**Saturday 4 April 2009**

1.30pm - doors open

2.00 - 4.00pm - meeting

McDonald Road Library,  
Edinburgh

For more information contact  
CAPS on  
0131 538 7177.

# Hot Topics

## Royal Edinburgh Hospital

### New Executive Sponsor

Jackie Sansbury is the new “Executive Sponsor for Re-provisioning” at NHS Lothian. She will be looking at improving the buildings and services at the Royal Edinburgh Hospital (REH).

Jackie has experience in developing new hospitals and has been involved in the rebuilding of the Sick Kids Hospital, the Old Victoria Hospital, the Neuroscience department at the Western General and Herdmanflat Hospital in Haddington.

She has looked back at what happened in the last year with the plans for a new Royal Edinburgh Hospital. She thinks that not everybody was happy about the process and the results of all the meetings and workshops. She has therefore decided to start the whole process from the beginning. This is not just for the location of a new hospital but also for the model of care patients would receive. She prefers not to rush and to meet as many stakeholders as possible before starting.

Jackie will be coming to the EUF meeting on 4 May 2009. She will be able to tell us what is happening with the REH and answer any questions. It will also be a chance to tell her our views about the REH and the workshops around re-provisioning. More details will be in the May newsletter. Watch this space.

### New names of Wards

The names of the wards at the Royal Edinburgh Hospital are going to change very soon and the new names will be:

- Ward 2 will be Meadows
- Ward 3 will be Craiglockhart
- Ward 4 will be Merchiston
- Ward 5 will be Hermitage
- Ward 6 will be Balcarres

This is to avoid staff and patients getting confused with the numbers now that the wards have been reorganised. New signs will be up soon.

### New Patient Information Worker

Emma Doyle is a new patient information worker at the REH. She started in February 2009 and will be in post until February 2010. She is interested in hearing about what service users think about the information they are given. Does it tell you what you want to know? Is it easy to understand? Is it easy to find information yourself? She also wants to know what would make information better and easier to access.

A report will be written with service user's views included. There will also be recommendations on how to make information more available and accessible for people. If you would like to give her your views email [emma.doyle@nhslothian.scot.nhs.uk](mailto:emma.doyle@nhslothian.scot.nhs.uk) or phone Donna at CAPS on 0131 538 7177.

## Community Mental Health Teams (CMHTs)

The CMHTs see people who have severe and long term mental health problems. They are based in the community and can see people in their own homes or at the centre they are based in. There are five teams across Edinburgh all working in different localities. Last summer there was a review of the CMHTs because all the teams worked in different ways. They wanted to get them working in the same way and to make improvements to them. There was a three day workshop about this and there will be some changes.

One of the changes will be to set up Development Groups across the City. The group will be made up of professionals and service users. It should be an opportunity for service users to influence how the CMHTs work. We have included a discussion paper about the Development Groups in this mailing. The people responsible for setting them up would like to hear what we think. Share your views at the April meeting or talk to Donna at CAPS by calling 0131 538 7177.

Service users said they wanted more information about services. This has been taken forward and there will be new information packs explained and given to service users when they come into a service. There will be information about the CMHTs, inpatient services at the Royal Edinburgh Hospital, Intensive Home Treatment Teams and the Mental Health Assessment Service. One thing that the North West Service User Group is trying to put together is 'Patient to Patient' tips.

They want to gather views about what people wish they had known before they used one of these services. If you have any tips let us know at the April forum or contact Donna at CAPS on 0131 538 7177.

## Oor Mad History Update

Things at Oor Mad History have been busy as usual. In February Jim McGill, a service user from Midlothian and Kirsten Maclean, the Community History Worker at CAPS, spoke at the Scottish Recovery Network conference in Perth.

Kirsten and another service user also spoke about Oor Mad History at a VOX event in Stirling about service user research. Both these events were a great chance to talk about the project and find out what is going on around Scotland and beyond.

We held an event for people interested in becoming interviewers in February, run by the Living Memory Association. Ten service users from all over Lothian came along and everyone really enjoyed the day.

We're now recruiting a team of volunteers to be oral history interviewers for the project. This is really exciting as we can then start recording interviews for the archive, recording Oor Mad History.

If you want to find out more about the project or get involved, you can call Kirsten on 0131 538 7177 or email her at [kirsten@capsadvocacy.org](mailto:kirsten@capsadvocacy.org).

## NHS Lothian's Next Five Years Event

Service users and professionals from all over the Lothian region went to an event organised by NHS Lothian on 5 March 2009.

The purpose of the day was to begin to look at Lothian's mental health strategy for the next five years.

There were a lot of presentations including one from CAPS about Oor Mad History. Jim McGill spoke about his experience of being involved in the project and in the user movement.

Some people enjoyed the day and felt they learnt a lot. However some service users were disappointed and felt there were very few opportunities for people to have a say and ask questions to speakers. There was only a one hour workshop session in small groups. Some people also thought the day was very long and the presentations in the afternoon were difficult to follow.

We are hoping to get information from NHS Lothian about what was said in the workshops. We are not clear about how the day will help shape the new strategy.

### **EUF Annual General Meeting**

It's getting close to that time of year again. We usually have our Annual General Meeting (AGM) at the end of May. We will soon have to think about ideas, venues and dates. If you have any suggestions bring them to the April meeting or phone Donna at CAPS on 0131 538 7177.

## Before it's a crisis...

Here is a short list of phone numbers you can contact for support when most services are closed. It is a good idea to have these numbers and others where you can find them when you need support or help. Services such as Breathing Space and the Samaritans offer a listening service. Social Work and the NHS are more appropriate if you need more than this.

### **Breathing Space**

0800 83 85 87 (6.00pm-2.00am)

### **Samaritans**

08457 90 90 90 (24 hours)

### **NHS 24**

0845 24 24 24 (24 hours)

### **Emergency Social Work Service**

0800 731 6969 (out of hours only)

### **Crisis Centre**

Free phone 0808 801 0414 (24 hours)

Text phone 0808 801 0415 (24 hours)

If you get support at home, you may have an 'on-call' number to contact staff. If you have contact with a Community Mental Health Team, they may also have a number for you to contact staff.

If you require advocacy you may contact:

**Advocard** 0131 554 5307

(Monday to Friday 9-5pm)

**Circles Network** 0131 537 6004

## At our last meeting.....

At our last meeting we talked about the Intensive Home Treatment Teams (IHTTs). Anne Langley, a clinical nurse manager in the Community Health Partnership (CHP), was there to answer any questions and hear our views.

The IHTTs have been running since October 2008. There are two IHTTs, one for the North and one for the South of Edinburgh. They provide alternatives to hospital admission, 7 days a week, 24 hours a day. The teams provide treatment in people's own homes. They also go into wards and help people to leave hospital as soon as possible.

There was a concern that people might not feel that they can call at night and don't want to bother staff even though they really need support. If someone asked for a night visit, who would make the decision about whether they could get one? Anne said that she would be surprised and would want to know why a night visit would be refused. If someone using the IHTTs asked for a night visit they should get it. The IHTTs are quiet at night.

We wanted to know if people could have a choice between male and female workers. Anne said that the team try to give people the choice. In a crisis it might be difficult because staff work on shifts and there might not be the right staff available. People's gender preference should be available in follow up visits.

What happens if someone really wants to go to hospital instead of being treated at home? Who makes the decision about hospital admission? Anne said that there will always be people who need to go to hospital but the IHTT will make that decision.

We asked how busy the IHTTs have been. Anne said that they have been very busy. There have been changes to the wards at the Royal Edinburgh Hospital which has made things more difficult. Some teams are not fully staffed yet, there has been a delay in recruitment but this should be sorted out by March. Psychiatrists also need to be more flexible, for example if someone arrives in hospital on Friday they shouldn't have to wait until Monday to be seen.

This is a summary of what was discussed at the meeting. Full minutes of all EUF meetings are kept in the office and are available to any member on request.

Minutes are not automatically sent out any more because members said that they didn't want this. If you want the full minutes please contact the CAPS office - details on the back page.

You can also ask to have the EUF newsletter sent to you by e-mail as well as or instead of by post.

## **Tendering Services**

### **Action Research into the Effects of Competitive Tendering on Those That Use Services in Edinburgh**

The Learning Disability Alliance Scotland is co-ordinating a piece of action research looking to understand and record service users' experience of the tendering of care and support services from Edinburgh City Council.

They are looking for people to participate in two focus groups. One for people with learning disabilities and one for people who use mental health services.

The aim is to record people's experience and knowledge of the competitive tendering process. The work will contribute to a piece of research that shows the challenges for individuals going through the tendering process.

The first focus groups will be held on Friday 17 April 2009 in the Norton Park Centre, for individuals affected in the process. The first session will mostly be for people with learning disabilities and will run from 11:00am to 1:00pm. The second session is for people who use mental health services and will run from 2:00pm to 4:00pm. Other people affected by the tender will be able to go. There will be space for about 20 people in each session.

They would like participants to agree to take part in two further focus groups later in the year as the tendering process develops.

They would also like to speak to some of the people in the focus group in more detail about their experiences.

If you would like to be involved call Sue Tait at LinkLiving on 07717715852.

## **North West Edinburgh Service User Group**

The North West Edinburgh Service User Group is a group for people living in North West Edinburgh who use or have used mental health services. They meet once a month to find out what is happening to services and to try to find ways to improve them.

The group have decided to alternate meetings between PROP Stress Centre and the Rannoch Centre.

At the next meeting they will be talking about how to improve information for service users. One thing they have been working on is the information pack for service users (see page 3) .

The next meeting is on:

Friday 3 April 2009  
12:30 - 1:30pm  
The Rannoch Centre  
6 Rannoch Terrace  
Edinburgh

For more information contact Donna at CAPS on 0131 538 7177.

# Community Happenings

## Veterans First Point

NHS Lothian has set up a new community-based mental health service for veterans. The project is called 'Veterans First Point' and has been designed by veterans. It is a one-stop-shop whose staff are veterans themselves.

It is based in Edinburgh's city centre and provides ex- regular and reservist members of the armed forces with easy access to local clinical networks, as well as a range of social, educational and welfare organisations.

The service is there to help ex-military personnel make a smooth transition to civilian life and by enabling them to obtain the right support.

The centre is at Charlotte House (5<sup>th</sup> floor), 2 South Charlotte Street, at the West End of Princes Street in Edinburgh. For more information, phone 0131 220 9920.

## Stigma Survey

'see me' is Scotland's national campaign to end the stigma and discrimination of mental ill-health. It has just put out a new survey called 'Hear Me 2'.

The survey shows how stigma affects people with experience of mental health problems. There is no other survey like this one in Scotland and 'see me' want to get views from as many people as possible.

The survey will give 'see me' important information to help the campaign decide where it should concentrate its efforts in the future. It also wants to find out if people with mental health problems think its campaigns have made a difference to how other people behave towards them.

The closing date for completing the survey is the end of May 2009. You can fill it in on the Internet at: [www.seemescotland.org](http://www.seemescotland.org) or you can order a copy from 'see me' by phoning 0131 554 0218.

## Re-providing Psychiatric Hospitals

CAPS have organised an event with the Patients' Council and West Lothian service users on 14 April 2009. There will be members from EUF, Service Users Midlothian (SUM), and East Lothian Involvement Group (ELIG) going. Places are fully booked.

West Lothian Service Users will be talking about their involvement in moving the wards to St John's Hospital in Livingston. We will talk about what we want from a new hospital and have a discussion about what the hospital should provide to patients so that their stay is as comfortable as possible.

ArtLink will provide a video booth where service users will be able to record their thoughts on the meeting and their wishes for a new hospital. We will keep people updated through the newsletter and forum.

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## About Edinburgh Users Forum

The Edinburgh Users Forum (EUF) is an independent collective advocacy group. Our members are people who use, or have used mental health services. We were set up to give people who use mental health services a say in the services that are provided, and how services are run.

We have monthly meetings where we discuss issues and invite speakers along. We campaign on issues like services, benefits, housing, advocacy, crisis services and transport. If you would like any more information about EUF please contact us.

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### Contact us

Write to:  
Edinburgh Users Forum  
c/o CAPS  
5 Cadzow Place, Edinburgh  
EH7 5SN

Phone: (0131) 538 7177  
Fax: (0131) 538 7215

Email:  
[info@edinburghusersforum.org](mailto:info@edinburghusersforum.org)  
Or visit our website:  
[www.edinburghusersforum.org](http://www.edinburghusersforum.org)

### EUF Meetings 2009

Saturday 4 April 2009  
Saturday 2 May 2009  
Saturday 6 June 2009  
Saturday 4 July 2009  
Saturday 1 August 2009  
Saturday 5 September 2009  
Saturday 3 October 2009  
Saturday 1 November 2009  
Saturday 5 December 2009

### Monthly meetings

On the first Saturday of each month we meet at the McDonald Road Library, Edinburgh (on the corner of McDonald Road and Leith Walk). Come along from

**1.30pm** for a cuppa and a chat.

Meeting starts at **2.00pm**.