



**July
2009**

Better Information

Last year there was a review of the Community Mental Health and Primary Care Liaison Teams in Edinburgh. NHS Lothian wanted to know what service users thought needed to be improved. One thing that EUF members and other service users said was that they wanted better information about the services they used. It was decided that an information pack would be made. It would be given to service users and then explained to them when they came into a service. A EUF member and CAPS went to meetings to develop this. At long last we now have a draft information pack.

The information pack will be an overview of the different mental health teams in Edinburgh. It includes information about the Intensive Home Treatment Teams, The Mental Health Assessment Service, Acute Services, and the Community Mental Health Teams. It has information about different roles within the teams and how your information is shared. It also has information about carers, advocacy, the mental health act and useful organisations and contacts.

We want to know what you think about this pack. Is it the right kind of information? Is it clear? Is there anything missing? It is really important that we get your views so we can suggest changes before it is printed and given to service users.

You can get a copy sent to you by contacting Donna at CAPS on 0131 538 7177 or email donna@capsadvocacy.org. It would be good if you could read it and bring your comments to the next meeting. We can pass on these comments to the group responsible for producing it.

In with this mailing

- EUF Meeting Flyer
- EUF Day Services Review Report (see page 2)
- Infusion Questionnaire (see page 6)

Our Next Meeting:

Saturday 4 July 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

EUF Annual General Meeting

On Friday 29 May 2009 we had our Annual General Meeting (AGM). Twelve EUF members and fourteen non members came along.

We let people know about what we have been doing over the last year and elected the EUF Executive and CAPS management committee representatives. The EUF Executive posts that have been filled are the Treasurer and the Convenor. We still don't have anyone for the Secretary, Vice Convenor or Membership Secretary. This means that there are not enough people on the Executive to make decisions. We need at least three of the posts filled to have an Executive. If you are interested in finding out more about what's involved get in touch with Keith at CAPS on 0131 538 7177.

After the business of the AGM we launched the EUF Day Services Review Report. In the report are seven main themes and recommendations. We asked people in small groups to tell us what they thought the three most important themes were. We also asked them for suggestions about how to campaign for this and what people would like to see achieved over the next twelve months.

The most important themes for people on the day were resources and funding, service user involvement, better information, better relationships between staff and service users, and services being available on weekends and in the evenings.

Some suggestions about how to achieve these things were to make mental health training compulsory for staff, have more service users employed by NHS Lothian, ask questions in the Scottish Parliament, lobby MSPs and councillors about the cuts in independent advocacy, and get a petition together on specific topics.

Some of the things that people wanted to see achieved over the next twelve months were: to have more awareness days and workshops about mental health; to find out what services will do about the relationship between service users and staff; to be able to at least keep the resources we have; and to finish the information pack for service users (see page 1). We will talk about this in more detail at the next EUF meeting and decide what we will do.

Day Services Review

In this mailing is the final copy of the EUF Day Services Review Report. EUF talked to over thirty-nine service users about their views on day services. What was said was written in up in this report. There were seven main themes and recommendations for day services. These main themes and recommendations helped to inform the City of Edinburgh Council's (CEC) recommendations for day services. EUF and CAPS sit on a group that is responsible for making sure the recommendations happen. There will be a two-year plan out soon about how to do this. We will keep the forum updated through the newsletter and meetings.

Tendering Care at Home Services

In the last Newsletter we reported that a delegation from CAPS/EUF was going to go back to speak at a meeting of City of Edinburgh Council, on Thursday 28 May 2009. They were there to support a motion from Councillor Ewan Aiken raising concerns service users have about the re-tendering of care at home services.

The Council decided that re-tendering services and 'rationalising administration', was in fact the best way to achieve 'best outcomes for service users', 'improve the overall quality of service provision' and to make the amount of money it currently spends, go further. This means having fewer organisations providing services. All along, the Council has repeated that it wants more people to receive a service, a principle we support. However, we don't believe the Council has made much of an effort to involve service users in deciding what outcomes benefit them the most. We aren't sure what these 'best outcomes' are, or how they will measure 'quality'. What's the point of more people getting a service if they don't get much benefit from it?

The Council has said that if you are unhappy with the service they offer, you can apply for Direct Payments to pay for the service you want yourself. They have also said that they will ask service users what they think, once services have been reorganised.

We will include more information about Direct Payments in the next Newsletter. CAPS would like to hear from as many people as possible about their experiences, if their support at home provider changes.

They are also interested in finding out about people's experience of Direct Payments. We need to let the Council know how things are working out for people who use mental health services.

Older People and EUF

Once you are 65 you are transferred from adult mental health services to older people's mental health services. Some people feel that is unfair and discriminatory towards older people.

At the last meeting we decided that we would like to talk about people's views on mental health services when they reach the age of 65. EUF wants to hear from service users who are approaching the age of 65 and what information and support they have been offered.

We would also like to hear from people over 65, about their experience of moving to older people's services. We will talk some more about how we can do this piece of work, at our next meeting. Watch this space! If you would like to get involved please contact CAPS on 0131 538 7177.

Royal Edinburgh Hospital

The next Lothian-wide service user meeting about the Royal Edinburgh Hospital is on **Monday 13 July 2009, 10:30am - 4:00pm at Royal Edinburgh Hospital (REH)**. It is organised by the Patients Council and CAPS and is open to members collective advocacy groups. It will be about where to build the REH and what we want from a hospital. If you would like to book a place contact Laetitia from CAPS on 0131 538 7177.

Development Groups

On Tuesday 16 June 2009, CAPS and EUF went to a meeting about the new development groups. CAPS have written a report about the meeting. These are some of the things that came up.

We talked about what the development groups will do. Their job will be to share information; look at how changes in services affect service users; develop the local Community Mental Health Teams (CMHTs); make and maintain links with other services and organisations; encourage recovery principles; look at city wide issues and work across social work and health.

Service users think the groups are very important to get their voices heard. It is important to have service user groups in each of the five areas of Edinburgh. This can be a service user only space to talk about issues and collect views that can then be taken to the development groups. Service users need to feel that the groups can make a difference. The new development groups need to be clear about who to report to and need to have clear responsibilities and proper resources.

Some thing that is stopping the development groups starting is not having an 'Inter Agency Group Work Coordinator' who will be responsible for leading the groups. Staff are also very busy and there is not always a drop-in space for people to meet. CAPS can make a start by getting the names and contacts of people who want to be involved from the CMHTs. They could also organise an event or consultation. If you are interested, would like more information or to get copy of the report contact Laetitia from 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.....

The last meeting was a catch up meeting. One thing that we spent a lot of time talking about was the City of Edinburgh Council's (CEC) review of advocacy services. The CEC said they want to widen advocacy services to older people and people with disabilities and also save £100 000 a year. The review should be complete by November this year. We need to think about how important advocacy is to us and how it helps us. We need to act, otherwise we will no longer have a strong voice and CAPS might disappear. It is important that the CEC talks to service users before taking any action.

It is not possible to lobby at the moment because we don't yet know how the CEC is going to organise the review. In the meantime, we need to be able to have service users volunteer at short notice, to be able to come and lobby when opportunities come up. A contact list was circulated for people to write their names and agree to be contacted. If you are interested in being on this list contact Laetitia at CAPS on 0131 538 7177. It was agreed that this item will stay on the agenda and CAPS will do their best to keep people informed of developments.

We heard reports back from the Lothian-wide service user event about re-provisioning. The event in April 2009 was held to talk about lessons learnt from the re-provisioning of St Johns Hospital. People want more meetings to take place. The next one will be on 13 July 2009.

CAPS and the Patients Council are kept up to date on what the next steps are so they can get prepared and consult with service users. The next meeting will be about the location of the hospital. We will also talk about what we want the hospital to look like (see page 3).

Some people are still very strongly in favour of staying in Morningside but feel that the decision to move to the Royal Infirmary site has already been taken. People feel that the Royal Edinburgh Hospital is cold and stark and has no places to relax in. A report has been written about the last meeting and it is available from CAPS.

Other topics we talked about are written about in other parts of this newsletter.

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.

Crisis Centre

EUF is part of the Edinburgh Crisis Centre Partnership Group. This group decides how the Centre runs. There were some things raised at the last meeting that we would like members views on. One thing is opening the Centre to people who are 18 and 17 years old. Another thing is allowing people who go to Queen Margaret University to use the Centre as some students may not live in Edinburgh. There has been a suggestion to allow someone who knows the person in crisis to pass on their details and the Crisis Centre would call them back. This would be with the person's consent. Questions came up such as; what happens if they can't get in touch with the person and how do you know the person gave permission for their detail to be given? If you would like to give your views contact Laetitia at CAPS on 0131 538 7177.

Garden Group

Staff at the Crisis Centre have been successful in raising £1000 to be spent on the garden. The gardening group will be responsible for designing the garden and are looking for EUF members to be involved. Contact Jacquie on 0131 561 0081 if you're interested.

Partnership Group Away Day

The Partnership Group is having an away day to look at how the group works. There will be an afternoon session with places for EUF members. The afternoon sessions will look at user and carer involvement in the Centre. If you would like to go to the afternoon session phone Laetitia at CAPS on 0131 538 7177.

Infusion Evaluation

Included in this mailing is a questionnaire for people who have used the Crisis Centre. An organisation called Infusion is doing a three year review of the Centre. You can fill out the questionnaire and send it back in the free post envelope included in this mailing. You can also fill in the questionnaire online at www.infusioncoop.org.uk. Infusion is also keen to talk to people on the phone or in person, you can phone Sally or Chris on 0131 228 8590 or 0131 667 2497 to arrange this. It is really important to get people's views, good or bad. This will help the Centre to continue to do what works well and to make improvements.

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 next meeting is on:

Thursday 9 July 2009
2:00pm - 3:00pm
PROP Stress Centre
5 West Pilton Park
Edinburgh

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

Community Happenings

Involving People in the NHS

The Scottish Health Council is working in partnership with Scottish Government and NHS Quality Improvement Scotland to develop a draft standard that will set out what NHS Boards need to do to demonstrate they are involving people in the planning and development of health services. Three consultation events will be taking place on:

Tuesday 23 June 2009

10.30am – 3:00pm

Crowne Plaza, Glasgow

Thursday 25 June 2009

10.30am – 3:00pm

Caledonian Hilton, Edinburgh

Tuesday 7 July 2009

10.30am – 3:00pm

Hilton Tree Tops, Aberdeen

To book a place please contact Linda Young on 0141 225 5557 or email linda.young@scottishhealthcouncil.org

'What Do They Know'

'What Do They Know' is a website to help you find out inside information about what the UK government is doing. You choose the public authority that you would like information from, then write a brief note describing what you want to know. 'What Do They Know' then send your request to the public authority. Any response they make is automatically published on the website for you and anyone else to find and read. For more information visit their website at www.whatdotheyknow.com.

Developing a National Service User Research Network

On Friday 6 March 2009, EUF and CAPS went to a conference about mental health service user research in Scotland. The purpose of the conference was to: look at the reasons why mental health service users might become involved in research; find out what is meant by research; showcase examples of service user research in Scotland; look at a model for developing a service user research network; and to gain the views of people who took part on whether there is interest in developing a mental health service user research network in Scotland and what that network would look like.

VOX (Voices of Experience) have written a report about the conference. There will be a follow up meeting to talk about how to take forward these ideas and develop priorities for the future. The follow up meeting is on:

Wednesday 15 July 2009

3:00pm

The Kirk Lounge

Renfield Centre, 260 Bath Street
Glasgow

For more information, to book a place or to get a copy of the report contact John at VOX on 0141 572 1663 or email voxscotland@yahoo.co.uk. You can also get information from CAPS by phoning 0131 538 7177.

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.

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

Or visit our website:

www.edinburghusersforum.org

EUF Meetings 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**.