

Kensington & Chelsea Mind Service User Network

Newsletter

April 2018

Mental Health is Everybody's Business:
Promoting mental health and wellbeing

Local elections are on 3rd May



YOUR VOTE MATTERS
MAKE SURE YOU'RE IN

Make sure you're registered to vote
Register at www.gov.uk/register-to-vote

Have you registered to vote?
See page 2 for more details.

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The SUN exists to create a network of users and survivors who care about mental health issues and who want to be part of a dynamic and influential movement to work to improve mental health services.

Become a member and receive:

A monthly Newsletter
Updates on SUN activities

Become a volunteer:

Add your voice to the network
Meet like minded people
Help us make a difference.

The Service User Network is funded by RBK&C
Adult Social Care.



For better
mental health

Follow @kandemind



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Have your say in the local elections on 3 May

CNWL is relaunching its campaign to encourage mental health patients and service users to register to vote and get their voice heard in the forthcoming local elections. (03 May 2018).

The last day to register to vote is on 17 April 2018.

Mental health patients, including those, detained under the Mental Health Act, have the same right to vote as the general population. This means that in local elections citizens of EU countries other than the UK, the Republic of Ireland, Cyprus and Malta can vote at local government elections, Scottish Parliamentary elections if they are registered in Scotland, National Assembly for the Wales elections if they are registered in Wales and Greater London Authority elections if they are registered in London.

However, they remain one of the most disenfranchised groups. A lack of information and understanding knowledge of their eligibility to vote or of the registration process led to voting turnout being as low as 14% in 2010 - a quarter of the turnout of the general population.

A film to increase awareness of the voting rights of mental health patients is available on the CNWL website [here](#). The film features the viewpoints of existing patients and staff, highlighting the need for better advice and support about who can and cannot vote.

Did you know?

The vast majority of patients in the community can vote.

- Voluntary patients in mental health hospitals can vote.
- Patients under civil sections, such as section 2 and 3 of the Mental Health Act (MHA), can vote.
- Patients on a Community Treatment Order (CTO) can vote. Patients who lack capacity can vote.
- Patients who are homeless, of no fixed abode or in B&B accommodation can vote.
- Prisoners remanded to hospital under the Mental Health Act (MHA) on Sections 35, 36 or 48 can vote.

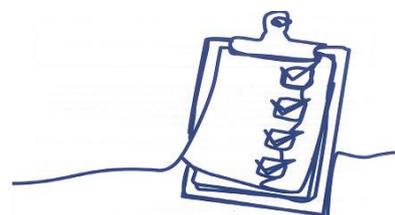
Who cannot vote?

- Patients detained after having been convicted of committing a criminal offence and been ordered to hospital by the Courts cannot vote.

How do you register to vote?

To vote you must be on the electoral register. You can register to vote online or by post. Visit the [Government website](#) to find out how.

Your vote matters, make sure it counts. If you don't register to vote you won't get the chance to have a say on who represents you.



Maintaining momentum: driving improvements in mental health care



The Parliamentary and Health Service Ombudsman was set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.

This report highlights failings in NHS mental healthcare services, and the devastating human impact on patients and their families. The findings provide fresh impetus to deliver on the Five Year Forward View.

This report focuses on specialist mental health services because complaints in this area account for a significant majority of our mental health investigations - 71% of the initial sample.

This analysis of the casework data showed that the most common failings were:

- Failure to treat: Failures in diagnosing and treating illness, either mental or physical, were present in 16% of the sample.
- Inadequate assessments (including risk assessments): Failings in assessments of symptoms, as well as risk assessments for patient safety and the safety of others, were present in 21% of the sample

- Treatment or care plans: This included incomplete treatment or care plans, not involving the patient in developing a plan and not following a care plan. These issues were present in 17% of the sample.
- Communication: Problems in communication with patients and their families about care arrangements were present in 33% of the sample.
- Co-ordination of services: Problems in communication between services and co-ordination of care, as well as discharge arrangements where responsibility transferred from one service to another, were present in 15% of the sample.

The report goes on to share what it considers to be the next steps.



You can read the full report [here](#).

Mind Skills Development Service: Horticulture training course

Whilst it certainly still feels cold, the earth is warming up, spring bulbs are in full bloom and birds are beginning to forage for nesting material.



When one works outside, one becomes highly attuned to the smallest changes in atmospheric pressure, soil temperature and plant activity.

This is one of the joys of participating in Mind Skills Development Service's horticulture training course.

For those participants who may not have had the opportunity to go outdoors much, the course introduces them to nature in its many forms and guises.

Every season has its elements of beauty and wonder and while trainees are taught the foundations of good gardening, they also become aware of the wonder of our natural environment.

We learn that nature is not just a single entity but a phenomenon that is made up of many complex inter-relationships between wildlife, plants, water and earth. Horticulture trainees graduate from our

course in the Meanwhile Wildlife Garden with a nationally recognised qualification from City & Guilds as well as a knowledge of botany, plant biology and animal life cycles.



Kensington and Chelsea Mind welcomes referrals from people who are resident in the Borough and linked in with secondary mental health services.



For more information please get in touch with Deena J. Kestenbaum, Horticulture Tutor, 0208 960 6336

Mind Skills Development Service: Painting & Decorating Course

Our Painting and decorating course aims to support people with experience of mental distress to gain the skills and experience they need to build better lives and sustainable futures.

A City and Guilds training course in Painting and decorating provides a good understanding of the construction industry in this specialist area and is suitable for people aiming to secure employment at entry level or preparation for further study.



Who can attend?

- Individuals aged 18 – 65 living in Kensington and Chelsea, who have experience of mental health problems.



How can I apply?

- Individuals can be referred by secondary mental health teams and primary care under FACs criteria, subject to assessment by CNWL and RBK&C.



The course is free and requires no previous experience. Training days are Mondays and Thursdays from 9.00am to 3.30pm. The length of the course is up to 12 months.

For more information, please contact robert.bush@kcind.org.uk, Painting and Decorating Tutor on 020 8960 6777

SMART Unwind Sessions



SMART



NHS
West London
Clinical Commissioning Group

Community Massage London, in partnership with SMART, will be offering a massage and reflexology service to people affected by mental ill health who are supported in Primary Care/by their GP. Our first sessions will be held at ADKC (Whitstable House, Silchester Road, W10 6SB) on the 10th April and at SMART on the 26th April.

Reflexology: a safe non-invasive foot or hand massage, based on specific techniques to stimulate “reflex points” on the feet and/or hands. Through this, reflexology induces deep mental and physical relaxation.

On-site massage is based on a traditional Chinese Acupressure sequence, which incorporates gentle movements and pressure, applied to areas of the head, neck, shoulders, back, arms and hands. The client sits in a special portable massage chair and remains fully clothed - no oils are used.

Call or email SMART to book your place on 020 375 4668 or info@smartlondon.org.uk

Refreshed CNWL Operational Plan for 2018/19



Central and
North West London
NHS Foundation Trust

NHS Improvement has asked all NHS bodies to submit a refreshed Operational Plan for 2018/19 on 30th April. At 8th March CNWL submitted this draft plan developed with input from the Planning Sub-Group of the Council of Governors.

They would welcome your comments to help them finalise the plan for April. Please send them to caroline.leveaux@nhs.net by 6th April 2018

These are the Nine Priority workstreams against their four Trust Objectives:

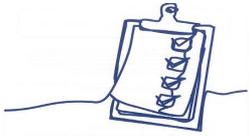
Quality
1. To develop our approach to quality improvement and quality assurance
2. To improve care pathways and reduce unwarranted variation
3. To improve patient and carer involvement
Finance & Efficiency
4. To achieve required savings and ensure value for the money we spend
5. To improve our corporate services to enable colleagues to work productively
Workforce
6. To improve staff engagement
7. To improve recruitment and retention
Partnerships & Business Development
8. To develop and grow sustainable services
9. To take a full part in planning partnerships & new organisational models

In addition there is information about:

- Highlights of their achievements in 2017/18
- Financial Plans 2018/19:
- Programmes to improve quality and efficiency
- Workforce

You can read the full Operational plan [here](#).

Time to hear what patients say – the mental health survey



NHS
Central and
North West London
NHS Foundation Trust

The Independent Community Mental Health Survey started on 19th February and a large sample of patients and families who use CNWL's service will receive a questionnaire in the post asking for their views.

The survey is conducted annually by the Care Quality Commission (CQC) and asks views on aspects of your care from community mental health services, like whether you felt you were treated with dignity and respect and whether you felt involved in decisions about your care.

Feedback from CNWL's service users is vital and tells them their views and priorities for bringing about improvements in the quality of care. The results help them see where they perform well and to identify any areas where there is room for improvement.

If you are one of those who has been randomly selected to receive a questionnaire, then please take this opportunity to let CNWL know about all aspects of the quality of your care.

The survey will run from 19 February until 22 June 2018. The results should be available by August 2018.

Please get in touch with Sam Gutteridge, Patient and Carer Involvement Manager at CNWL on 01908 725418 with any questions.

Members Meeting

Help us plan for the future

Members Meeting
(You don't have to be a member,
you just have an interest in mental health)

Join us to plan for the future

- Let us know what's working well and what's not
- Share the issues that are affecting you
- What would you like to get involved with?

When: Thursday 19th April
Where: The Mind Centre, Office 10
7 Thorpe Close, W10 5XL
From: 2.00 – 4.00pm

Refreshments provided
Tea, coffee
and cake!

We're Mind, the mental health Charity
and we are here to make sure no one
has to face a mental health problem
alone. www.ecmind.org.uk


Kensington
and Chelsea

Join us to find out more about what's happening in the area and to let us know what issues are affecting you at the moment.

When: Thursday 19th April
Where: Office 10, 7 Thorpe Close
From: 2.00 – 4.00pm

All welcome!



Diary dates ... page 8

Event	Date and time	Venue
Mental Health Carers Support Group	Friday 6 th April 2.00 – 4.00pm	Pall Mall MH Centre 150 Barlby Rd. W10 6BS
Health & Wellbeing VOF	Tuesday, 17 April 2018 10:00am - 12:30pm	Committee room 1 Kensington Town Hall
K&C Mental Health Carers Assoc. Support group 020 8960 3873	Third Thursday of each month 6.00 – 8.00pm	Canalside House, 383 Ladbroke Grove, W10 5AA
Members Meeting	Thursday 19 th April 2.00 – 4.00pm	The Mind Centre, Office 10 7 Thorpe Close W10 5XL

Please let us know if you intend to come along to any of these meetings. For details on how to get involved, call Jill Watson on 020 8964 1333 ext 8 or email sun@kcmind.org.uk

Useful contacts:



Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, but now there's a safe place to listen, share and be heard. To find out more or to join in, visit [here](http://elefriends.org.uk).

Single Point of Access (SPA) – 0800 0234 550 – for help, advice or support over the telephone, 24 hours a day, 7 days a week, 365 days a year.

Mind Info Line – 0300 123 3393

Mind Legal Advice Line – 0300 465 6463

Samaritans – Helpline offering emotional support. Tel: 0845 790 9090 or 116 123

SANELINE – National out-of-hours mental health helpline. Tel: 0845 767 8000

Shelter – Free housing advice line. Tel: 0808 800 4444

Community Living Well: Peer Support Service – various activities. Read their [newsletter](#) for more details

Disclaimer: The views expressed in this newsletter are not necessarily the views of Mind or Mind's Service User Network. The opinions expressed are the opinions of individual contributors and organisations. Likewise, Mind is not responsible for the quality of any external service highlighted in Newsletter articles.



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Service User Network
Office 1, 7 Thorpe Close
London, W10 5XL
Telephone 020 8964 1333 extension 8
Email sun@kcmind.org.uk
Website www.kcmind.org.uk