



What's new

Harrow Rethink Support Group. A registered group of Rethink Mental Illness.

APRIL 2014

45 Devonshire Road
Harrow HA1 4LS.
0208 427 7737 & 0208 952 3993
harrowsupportgroup@rethink.org

Dear Friends,
Our next support meeting will be **Weds. 7th May** at **The Bridge**, Christchurch Avenue, HA3 5BD, {Low building to right of entrance to Harrow Leisure Centre car park. See signs 'Aztec Café', although not open yet, & 'The Bridge'.} As usual, chat, raffle and refreshments from **7pm** with a **7.30pm** start for the more formal part, when **Andy Mattin**, CNWL's Director of Operations and Nursing makes a return visit.

Andy will give feedback on the issues we raised with him in November. We are perturbed that our concerns, given in carers' surveys, forums and directly to local Senior Managers appear to be unheeded.

All are welcome.

Sunny Mehmi, Commissioning Manager for Mental Health, Learning Disabilities and Carers with NHS Harrow Clinical Commissioning Group, will be our guest on **4th June**.

There is still time to respond to the Care Quality Commission {CQC} survey about care & support in a mental health crisis and to give **your opinion how the crisis could have been prevented...by 30th April**. **You need not be identified but it is wise to identify the locality.**

The on-line questionnaire is short and straight-forward to complete. See

<http://www.cqc.org.uk/public/news/tell-us-your-experience-mental-health-crisis-care>

The CQC also wants to hear about good and bad experiences of care generally. See

<http://www.cqc.org.uk/public/get-involved/share-your-experience>

This information can be reported at any time. There is no closing date.

Please note the correct free-phone number 03000 61 61 61.

Keep an eye on the developing web site
<http://harrowcommunitychoir.org>

With every good wish, especially to those who are going through difficult times, Ann.

Other Harrow news

Afternoon Drop-in for Mental Health Carers at Harrow Carers, 376/378 Pinner Road, North Harrow, HA2 6DZ, is from **1.30 to 3pm** on **Friday, 9th & 23rd May**.

Evening Drop-in, also a *break from caring, a supportive atmosphere and a chance to meet other carers*, from **6.30 to 8.30pm** is on **Thursday, 1st & 15th May**.

Contact 0208 868 5224 and mentalhealth@harrowcarers.org

Central and North West London NHS Foundation Trust {CNWL}/Harrow Mental Health Services' monthly carers surgery will be on 2nd May. Book a 30 minutes appointment with a manager at 44 Bessborough Road at 2.00, 2.40 or 3.20, *no later than 3 days before*, with **Jane Tufano on 0208 966 7171 or email jane.tufano@nhs.net**

Jane advises, *If a situation requires more urgent attention, then it should be addressed via other avenues such as conversation with the Care Coordinator or a Manager relating to the care being provided.*

(Dean Ramjeet - Dean.Ramjeet@nhs.net & 0208 422 9443 - is Operational Manager for **Community Recovery** at Atkins House & **Assertive Outreach** at Bentley House. Azaad Taher – ataher@nhs.net & 0208 861 3770 - is Manager of **Assessment & Brief Treatment** at Honeypot Lane. Janice Dickson – Janice.dickson@nhs.net & 0208 869 5480 is In-Patient Services Manager for **Acute Services**.)

CARERS' QUESTION TIME with psychiatrists and a care coordinator of the Community Recovery Team at Atkins House will continue on a date to be advised. *The April meeting included discussion on standard of social care that is provided when a person is deemed to have mental capacity. A difference of opinion was soon apparent.* Contact is Simon Coningsby on 020 8422 9443 and s.coningsby@nhs.net

Other Harrow news contd.

It was interesting to hear, during CNWL's presentation on its' **Quality Account 2013-14**, <http://www.harrow.gov.uk/www2/documents/s114430/Draft%20Quality%20Account%202013-14%20v5%200.pdf> at Harrow Council Health & Social Care Scrutiny Sub-Committee on 23rd April, that the Personal Budget process {for social care-see *below} will be made *more accessible*.

The Quality Account does not say how many of the 765 people from 5 London Boroughs that were consulted were from Harrow.

It is good to read that **services can access results from surveys immediately and develop action plans to address any areas of concern**. Hope this means that carers' concerns will be taken seriously so that the stress of compiling an official complaint can be eliminated.

Contact manize.talukdar@harrow.gov.uk & 0208 424 1323 for the shorter 'Harrow focused' document, presented on the night.

***Ann Sheridan, CNWL's Head of Social Work and Social Care**, quoting from **National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care, Nov 2012** says, *The general feeling is that it is not easy to differentiate between a health and social care need. In general terms (not a legal definition) it can be said that a social care need is one that is focused on providing assistance with activities of daily living, maintaining independence, social interaction, enabling the individual to play a fuller part in society, protecting them in vulnerable situations, helping them to manage complex relationships and (in some circumstances) accessing a care home or other supported accommodation.*

*Social care needs are directly related to the type of welfare services that Local Authorities have a duty or power to provide. These include, but are not limited to: social work services; advice; support; practical assistance in the home; assistance with equipment and home adaptations; visiting and sitting services; provision of meals; facilities for occupational, social, cultural and recreational activities outside the home; assistance to take advantage of educational facilities; and assistance in finding accommodation.**

Rethink
Mental
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Leading the way to a better
quality of life for everyone
affected by severe mental illness.

For further information
on Rethink Mental Illness
Phone 0300 5000 927
Email info@rethink.org

www.rethink.org



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ATTENTION CARERS!

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This is a 6 week course, aimed at teaching you different strategies to manage your stress. The course includes:

- Presentations and exercises.
- An opportunity to meet others in a similar situation, give and receive support and improve social networks.

Places are limited so please call or email and book your place today to avoid disappointment!

Sessions held at:
Harrow Carers
376-378 Pinner Road
North Harrow
HA2 6DZ
Tel: 020 8868 5224
Email: neena.garnavos@harrowcarers.org



Dates:
Thursday 19th June 2014
Thursday 26th June 2014
Thursday 3rd July 2014
Thursday 10th July 2014
Thursday 17th July 2014
Thursday 24th July 2014
13.45—16.30pm (approx.)

Central and North West London
NHS Foundation Trust

Harrow Council's Health and Wellbeing Board, meeting on 1st May, will receive an Information report on the **Harrow Carer Champion Project**. See <http://www.harrow.gov.uk/www2/documents/s114617/Carers%20Report.pdf>

Serious gaps in care for people with psychosis & attempted suicide are described but there are no assurances that those compiling the Report have tried to secure a remedy for poor mental health services since Project begun in 2012.

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