



What's new

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

Nov'22- Jan'23 {Written on 23rd Nov}

Views contained in this newsletter are not necessarily those of Rethink Mental Illness(NSF)

Dear Friends,

We will be meeting from 7.00 to 9.00pm on Weds. 30th November at St. Cuthberts Church in Carlton Avenue West. HARROW SAMARITANS will be our guests. An opportunity to hear up to date information about services offered in Harrow.

All are invited to our Afternoon Christmas Tea Party from 4.30 on Weds. 14th December AT THE BRIDGE.



Find out about services offered by MIND in HARROW at our support meeting on Weds. 25th January 2023, at St. Cuthberts Church.

See www.stcuths.org

There is plenty of parking in the Church car park. Look out for the blue door to the left of the white picket fence at the rear of the Church for our meeting room.

Buses 182 & 483 stop in Watford Rd. near to the Church.



Other routes from Harrow Bus Station go as far as Northwick Park Hospital. The Church is an 11mins walk from Northwick Park Hospital, past the golfing range & before the roundabout.

[Response from Dean Ramjeet, Acting Director, Harrow CMHServices...](#)

following questions at our Sept. meeting, passed on to him by Linda Guerrero, Manager for CNWL's Check in & Chat & Digital Skills Support Services for Carers, our speaker at the support meeting:

HRSG: Calls to Bentley House 'are never answered'. Some of the group said that even when they had direct numbers, they were often unanswered or not called back.

DR: Apologies on behalf of the Senior Management Team. Unfortunately there are IT problems which affect how calls are routed at Bentley House. The senior management team regularly escalate these issues to Division level. Staff are being reminded at business meetings to ensure they give their work mobiles to patients and carers.

Response from Dean Ramjeet, contd.

Named workers often have very full diaries and cannot make confidential calls whilst travelling between visits; these can hinder them from responding to message straight away. However, they are routinely reminded to try and respond to messages and calls as soon as possible.

HRSG: Since the changes to Hubs, they do not feel included in care decisions and are not always aware of who they can talk to. Frustrations with lack of care coordinators/social workers.

DR: Staffing is a big national problem at the moment but we have had an influx of new staff recently. There is Carers Awareness Training which is routinely offered, which guides clinicians to work more collaboratively with carers.

HRSG: They have nowhere to meet regularly or for their loved ones to go (ie people accessing CNWL services) – following the closure of The Bridge. They feel isolated due to lack of activities/inclusion to keep them (and their loved ones) involved and part of the 'community'. **DR:** The social prescribers would be able to individually support service users to identify activities in the community which would help reduce isolation.

There is also the Coves which service users can access. Teams have nominated carers champions who are responsible for cascading information from the Trust and Local Authority back (through me,DR) to their local teams re any changes, resources, events etc.

HRSG: If a carer/patient called Bentley in crisis, the voicemail message advises the caller to call back later. It then goes to music and there doesn't seem to be a facility to leave a message. **DR:** The Head of CNWL IT is now looking into this as a matter of urgency. **HRSG: NB: Thursday, 17th Nov. noted that facility to leave a message has been added.**

HRSG: Whether psychiatric reviews can be offered once a year. They spoke of not having regular medication reviews. **DR:** Since the adult hubs transformed, all cases are discussed at the MDT {HRSG:Multi Disciplinary Team} meetings and if there is a clinical need for a review then yes we do but not routinely as all clinicians are named workers.

HRSG: Frustration around named workers not following through e.g. 'promising to call when back from leave' and arranging an appointment and not showing up.

DR: As and when these come to your attention, can you please let me know so we can look into them individually.{HRSG:020 8424 7701 E: dean.ramjeet@nhs.net}

Other news.

CNWL Harrow Mental Health Service.

The next Monthly Carers' Clinic, giving "a chance to have a one-to-one consultation with a senior member of management" will be on **Friday 17th January 2023**. They will continue every 3rd Friday with 2 appointment slots between 2.00 and 4.00pm face to face, by telephone or via Zoom/Microsoft Teams.

To book appointment: Tel: 0207 266 9778

E: cnwl-harrowmh.carerssupport@nhs.net

Harrow Mental Health Service will do their best to address any concerns and provide formal feedback.

Contact CNWL's Mental Health Carers Support Workers in Harrow, Bally and Arvind, on 020 8424 7701.

See <https://www.cnwl.nhs.uk/patients-and-carers/information-carers>

Harrow Mental Health Carer Information & Support

A 10-week programme on Wednesdays from 3.30 to 4.30pm at the Mental Health Health Centre at Northwick Park Hospital continues from **18th January to 22nd March 2023**. The programme is for those *caring for a person currently receiving treatment from mental health services at N. Park Hospital or Bentley House*.

Contact cnwl-harrowmh.carerssupport@nhs.net

CNWL's AGM

Ann attended CNWL's AGM via Zoom on 7th Nov.

Graeme Caul, who took over from Robyn Doran as **Chief Operations Officer**, gave his contact details in the Chat Room. He **said that CNWL cannot rest on its' laurels & wants Co-production to work. He asked to be informed when services are not up to the expected high standard.**

T: 020 7685 5806 Graeme.Caul@nhs.net

Harrow Carers

Mental Health Carers' Drop-in at Harrow Carers Centre, 376/378 Pinner Road, North Harrow will be **In person on Friday 25th Nov. from 1.30 to 3pm & via Zoom on Friday, 9th Dec. from 1.30 to 2.30pm.**

Logging in for Zoom & other details:
mentalhealth.group@harrowcarers.org

Tel: 0208 868 5224 E: admin@harrowcarers.org

Harrow Rethink Support Group {established 1983}.

Coordinated by volunteers who are carers, people who use mental health services & others who are affected by mental illness. We give time to offer advice, help, mutual support & access to all kinds of information to help everyone affected by mental illness. We seek to influence local mental health policies on local committees & attend meetings to **help improve mental health services.**

Email: harrowsupportgroup@rethink.org

What do we provide?

A newsletter is distributed electronically and by post.

A monthly support meeting in person on the **last Wednesday evening**: a warm welcome with speakers on relevant mental health topics & practical issues at **St.Cuthberts Church**.

Telephone: Jennifer 07766 331 604.

More Than Just A Choir {aka Harrow Community Choir}, winner of Lemos & Crane Rise Awards 2011 *for excellence in improving the quality of life & wellbeing of mental health service users receiving support in the community*, meets on **Monday afternoon via Zoom, Tuesday evening in person in Victoria Hall, Wednesday evening via Zoom with Tai Chi and Saturday afternoon via Zoom & via WhatsApp**.
Telephone: David 07399 025 823.
Email: mtjchoir@gmail.com

Munch & Mingle meets on **1st Friday from 2pm to 4.00pm** in the Moon and Sixpence, Hatch End.
Telephone: Patricia 07914 373 934.
Email: patriciaggates@gmail.com

Out & About meets to go out and about in Harrow and further afield.
Telephone: Jennifer 07766 331 604

Sunday Music Group - Don't Fret, beginners/intermediate guitar group & **UkeCan**, beginners/intermediate ukulele group, meet on **Sundays from 2 to 4pm at The Bridge**.
Telephone: Patricia 07914 373 934.
Email: patriciaggates@gmail.com

Support Group for carers of people with BPD/EUPD {Borderline Personality Disorder/Emotionally Unstable Personality Disorder} meets via Zoom on last Monday 7.30 to 9pm in Harrow.
Email: bpdbooking@yahoo.co.uk

News from More Than Just A Choir

Nineteen choir members sang at the Rethink Members' Day and Annual General Meeting, receiving a warm, enthusiastic, and energetic welcome! Songs included Music is Magic, Hallelujah, Forty Second Street, Sway, When You Say Nothing at All.



The choir met early in the day at Harrow Civic Centre, to board a coach to the Holiday Inn Regent's Park for the day's events... we heard the Keynote Speech by Dr Lade Smith CBE, a psychiatrist and Clinical Director for the Forensic Service at the Maudsley Hospital. After the Janey Antoniou prize for campaigning and Pringle award were handed out, we had our singing session and were treated to a sumptuous lunch in the restaurant upstairs. At lunch we had a chance to talk to a Rethink director about the situation with the Bridge in Harrow, following up on questions at the AGM from Jennifer Zeffman and Alpa Raja – we were promised that Rethink would look into it further and see what action they could take with Harrow Council.



More Than Just A Choir will be singing live onstage at Harrow Arts Centre as part of Harrow Council's commemoration of Holocaust Memorial Day – **Monday 23rd January 2023, 7:00pm**

Attendance is free and places can be booked in person at the Box Office, by phone on 020 3773 7161, or online. <https://harrowarts.com/whats-on/event/holocaust-memorial-day-ordinary-people>



Rethink
Mental
Illness.



The Ellie J. Shakerley

Poetry Competition

Supporting the vital work of
Rethink Mental Illness groups.

Get writing!

This year's theme:

Hope

Create a poem related to the theme with no more than 150 words to be in the running of winning a prize for yourself and your group.

The prizes...

Three winners will be chosen; each winner will receive £100 prize money for themselves and £900 for their group to be used on activities to boost fun, joy and friendship.

Winners announced in March 2023.

Winning groups must spend their prizes on activities in line with their Terms of Reference.

Submit your poems to groups@rethink.org or **Community & Group Development Team, Rethink Group E01, PO BOX 502, Bridgewater, TA6 9JU** by 14 February 2023. Please do not forget to tell us the name of your group when submitting your poem.

About Ellie and the competition

Ellie J. Shakerley was born in 1963 in London and lived in Surrey, Hampshire, Wales and Cumbria. Ellie was born with mild hearing and learning disabilities but preferred to be seen as artistic, not autistic. Ellie suffered hugely as an adult from intense shyness and chose long periods of isolation – made a lot worse by depression, hyperthyroidism and endometriosis – despite being enormously loved by her family.



However, Ellie was not alone.

In that time Ellie found within herself the strong, second persona of an articulate and powerful poet and thus a compulsive, fulfilling way to express and live with her emotions. When she needed it most Ellie found she had a great talent, and shaping her poems brought her great happiness.

In March 2017, Ellie was diagnosed with a very aggressive form of cancer and tragically died just six weeks

later on the 1 May, aged 54. She left behind over 500 completed poems of extraordinary and vivid originality.

The Ellie J. Shakerley Poetry Competition has been established to support the vital work **Rethink Mental Illness** delivers. Ellie hoped that her example might help and inspire others, their families and carers to use creative writing to turn the toughest days into positives.

Style, relevance to the theme, structure, imagination and overall impact will all be considered by the judges so...

grab a pen and start writing!

Competition closes 14 February 2023

Any questions please email groups@rethink.org

Help and Information:

Mental Health & Money Advice website. It aims to help you understand, manage, and improve your mental health and money issues. <https://www.mentalhealthandmoneyadvice.org/en/>

Rethink Mental Illness Advice and Information Service: The Advice and Information Service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, debt and carers rights. They can also offer general information on living with mental illness, medication and care. Please visit the website for further information www.rethink.org/aboutus/what-we-do/advice-and-information-service/ Contact them by telephone on 0808 801 0525: available Mon to Fri 9:30am to 4pm or by email on advice@rethink.org

Samaritans are not just there for when you find yourself in crisis, they are there to listen as well. Call them on 116 123 or email them on jo@samaritans.org

CALM - Campaign Against Living Miserably (CALM) is a line for men and is open from 5pm–midnight: 0800 58 58 58.

Switchboard - is a line for LGBT+ support. Open from 10am–10pm: 0300 330 0630. You can email: chris@switchboard.lgbt.

The Silver Line is a line - open 24/7, for those over the age of 55: 0800 4708 090.

Anxiety UK - is a charity working to relieve and support those living with anxiety by offering information, support and understanding. Call their infoline Mon-Fri 9.30am - 5.30pm: 03444 775 774. Or text: 07537 416 905.

Beat Eating Disorders - offers support and information for those living with eating disorders. Their helplines are open 12pm-8pm during the week & 4pm-8pm on weekends & bank holidays, you can also email:

Adult Helpline: 0808 801 0677/help@beateatingdisorders.org.uk

Studentline: 0808 801 0811/studentline@beateatingdisorders.org.uk.

Youthline: 0808 801 0711/fyp@beateatingdisorders.org.uk.

Live 1-2-1 webchats are also available.

Anorexia and Bulimia Care - provide on-going care, emotional support and practical guidance for those living with eating disorders, and their families.

Their helpline is open from 9.30-5.30pm Mon-Fri: 03000 11 12 13.



**Rethink
Mental
Illness.**

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

For further information
Telephone 0121 522 7007
Email info@rethink.org

www.rethink.org



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