**Thurrock Mental Health Service User & Carer Forum   
13th January 2014, 2.00pm – 4.00pm   
The Main Hall, The Beehive**

**1. Welcome & Introductions**

Attendees: David Rundell, Toni Saliba, Jeanette Lambert, Susan Nockles (Thurrock Mind), Shelia Auger, Anthony Auger, Theresa Bland, Lorraine Hamilton, Ian Evans (Thurrock Coalition), Susie Nanivell (Together for Mental Health), Michelle Dawson (Support Worker Thurrock Coalition), Alison Pettit (Together for Mental Health), Marie Budge (CARIADS)

There were introductions from everyone. There were apologies from Bill Clayton from Thurrock Council – he has been taken ill and will be invited to the next meeting

**2. Minutes & Matters arising from the previous Forum Meeting**

* The topic from the last Forum meeting was Crisis Support – Toni asked if the feedback was taken to the Mental Health Partnership Board, Ian confirmed that the feedback was taken to the Board and was noted as important in relation to the Mental Health Strategy.
* The Forum affirmed their agreement to meet every two months.

**Priority for Housing Repairs**

* Toni also informed the Forum that she has received a questionnaire in the post from Thurrock Council relating to Priority for disabled and vulnerable people when requesting and receiving Thurrock Council Housing repairs. 4 people in the Forum meeting received the questionnaire in the post.
* There were concerns that the documents did not highlight or offer information or help to fill in the questionnaire or where to go for help.
* Sue queried whether the priority was just for council tenants, because private tenants can be disabled and can’t afford repairs.
* **Action: Ian to obtain a copy of the letter and seek clarification.**

**Forum Filling and Signposting**

* Toni has been told by the council that when she has not been able to fill in a form then she should to go to the CAB. When Toni did so, she was told they can’t help. Ian said it is possible for Toni to come to TCIL for help with disability related form filling (e.g. Blue Badge).
* Sue said that it’s all about information sharing when assisting people who need assistance and help.

**3. Presentation and Discussion on Improving Mental Health Awareness & Training in Adult Social Care**

* There were apologies from Bill from Thurrock Council – he has been taken ill and will be invited to the next meeting.
* **Action: Bill to be invited to the March meeting of the Forum**
* Ian spoke to one of Bill’s colleagues around what the Workforce Development team are doing in terms of training and awareness around mental health:

According to a Freedom of Information Request from a member of the public in 2013 Thurrock Council have a budget of around £95,000 per year.

The Workforce Planning Team are addressing a range of issues in terms of training, these include:

* Self-harm, hoarding, behavioural issues
* Bespoke training - Person centred principles
* There are more Mental Health providers now and Thurrock Council will pilot training with a few and the alter/update content as necessary

The Workforce Planning Team are keen for user input in designing and developing the training.

The Forum agreed that it would be useful to discuss training issues, and raise these with Bill at the next Forum meeting.

**General Discussion: Ideas/areas to discuss:**

* Awareness raising to increase confidence - by investing in mental health awareness training for line managers and other staff
* Mental Health First Aid Training to provide an introduction to mental health conditions, the impact on the workplace, dealing with distress, supporting presence of staff and managing absence – this could be made available to Council Staff, Service Users and Carers to share experiences in a peer-support environment.
* Providing an in-depth look at common mental health conditions such as depression and anxiety and more severe ones such as psychosis, schizophrenia and bi-polar disorder. Could also consider causes, coping mechanisms and helping people in distress.
* To look at concepts and models used in and around the psychiatric system to facilitate positive interaction with that system.
* To have an introduction into mental health legislation.
* To highlight Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberty Safeguards.

# Self-harm

# Hoarding

# Behavioural issues

# Crisis Support

# Mental Health Awareness for the First point of contact / meet and great staff and individuals is vital. Otherwise the whole process is more likely to fail. (Anita at Thurrock Council has definitely had her training).

# Members of the Forum are interested in observing some of that training and providing feedback

# Everyone involved with Council business and with contact with members of the public, GP’s receptionists

# Some people need extra help and extra time when speaking to someone if they have a mental health problem

# The training should cover how much should staff be aware - Teaches you how to identify the signs if you are aware. For example: Social Workers and Care Staff – home visits could identify the signs (links to early intervention).

# To help people get help quicker, if it is noticed quicker

# Police should have training – drink and drugs = mental health could be behind it.

# Work in schools – young carers and young people

# Sex and drugs are taught in schools they should be taught mental health as well to be able to notice the signs

# Employers – to be able to notice the signs (to stop people having as long of a time off sick, than if at a later stage of mental health)

# To get people into work – people do want to work Susie mentioned that the Job Centre Plus were looking at first aid mental health training

# Sue added that the Job Centre have targets for people with mental health and put people on the same training course 5 times to meet these targets

# Toni said that training should be paramount and should be continually refreshed.

**The Forum then formed several “Breakout Groups” to look at:**

* ***Who should receive training? Who should deliver the (Internal/External)***
* ***What kind of content?***
* ***How should MH Service Users and Carers be involved?***
* Ian went through each tables (3) flip chart paper. The feedback from the 3 tables appears below:

**Table 1**

**Who should receive training:** Employees of all Council Departments who deal with the public

**Who needs training** – anyone who deals with public

* Front line staff
* Community solutions
* Housing
* Benefits
* Children’s services
* Community care
* Transition team
* Social workers
* Day care services
* Residential care
* Learning disabilities
* Community nursing staff
* GPs/receptionists
* Police
* Traffic wardens
* Job centre
* Dentists/opticians/pharmacies
* Libraries
* College staff
* Public transport workers
* Religious organisations

**Who should deliver training?**

* Professionals with/alongside volunteer service users, and carers

**Content of training**

* Plain English (or different languages)
* Include funding to deliver
* Mobile training facility (bus)
* DVDs of peoples experiences of mental health
* Manual/directory
* Awareness of conditions

**How service users/carers could get involved**

* Getting celebrities who have suffered mental health to talk about their condition
* Networking (service users/carers) in the community – awareness days
* “Kite mark” for employers/organisations for good practices (secret shoppers)
* Employee champion (designated identified person who will take responsibility to inform and support all staff members)

**Table 2**

**Who needs to be trained?**

* All frontline staff at Thurrock Council, Inc. HR and recruitment
* Schools and colleges i.e. teachers and pupils, dinner ladies?
* Public transport staff
* Police/fireman/paramedics/hospital: A+E
* Military forces
* Security staff
* GP surgeries
* Commissioned services

**Who should deliver training?**

* Skilled staff – internal
* External specialists
* Experts by experience
* MH FA
* Together for mental wellbeing
* Mind

**Content**

* “Mental Health First Aid” training
* Customer service
* Fighting stigma
* Looking after own mental health and recognising own needs
* Local contacts for further support
* Thurrock Council internal
* Website could have mental health videos and training exercises

**How should service users and carers be involved?**

* By being part of the training team
* Personal stories – videos – available
* Sitting in on training to observe, check quality and involve in workshops

**Table 3**

**Who should receive it / who does receive it now?**

* Carers
* Council workers – frontline
* Housing workers
* Police
* Social services
* Social care workers
* Schools and teachers
* GPs reception
* Substance misuse workers
* Colleges/uni’s
* Young people’s services
* Employers’ federation – personal of
* Supermarkets
* Pharmacies
* General hospital staff
* Job agencies
* Recommitment
* Commissioned services as

**Who should deliver training?**

* Qualified trainers
* Mental health charities – Mind, Together, Sane
* Mental health First Aid – delivered – good courses
* Guest speakers – psychologists
* Telecommunications
* Job centre plus
* Utility organisations

**Content**

* Self-assessment tool
* Equality law – implementation/practicalities
* Signs of becoming unwell
* Awareness – stigma, myth busting
* Diversity – language – jargon busting
* Triggers, how to spot illness
* Depression
* Anxiety
* O.C.D
* Schizophrenia
* Paranoid
* Hording
* Self harming
* Body language
* Language skills (listening)
* Bipolar Disorder
* Direct payments/training

**How should carers and mental health users be involved**

* Guest speakers
* Having a voice
* Observe training
* Service users/carers have mental health training
* Service users/ carers deliver some of the training
* Quality of training not financial
* **Action: Ian to speak with Bill and write up the questions**
* Next meeting – Every 2 months, second Monday of the month - 10th March 2pm, arrive at 1.30pm for teas and coffees

**4. Discussion around the Mental Health Service User & Carer Forum Terms of Reference**

* All Forum members were provided with a copy of the draft minutes and then invited take the terms of reference, read through them and email Ian with any changes or questions and the Forum will go through them in the next meeting

**6. AOB**

* Sue suggested that the Forum could invite someone from an organisation for vulnerable women as that could lead to issues related to mental health and well-being.

**7. Date of Next Forum Meeting**

* 10th March 2pm, arrive at 1.30pm for teas and coffees