**Thurrock Mental Health Service User & Carer Forum   
10th March 2014, 2.00pm – 4.00pm   
The Main Hall, The Beehive**

**1. Welcome & Introductions**

Attendees: Toni Saliba (Mind), Jeanette Lambert (Mind), Susan Nockles (Mind), Shelia Auger (Carer), Anthony Auger (Service User), Ian Evans (Thurrock Coalition), Susie Nankivell (Together for Mental Wellbeing), Michelle Dawson (Thurrock Coalition),

Apologies: Alison Pettit (Together for Mental Wellbeing)

There were introductions from everyone.

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

**Priority for Housing Repairs**

* Ian to follow up information on bidding support for council properties and priority for people who downsize as a result of the spare room subsidy (“Bedroom Tax”). There was discussion that the amount offered per bedroom (for downsizing to smaller properties is £1000 per spare bedroom) People would like more information on supported bidding for mental health service users. Housing to be invited (Dawn).
* In terms of Housing allocations it was suggested that a member of the team or the manager be invited to a future Forum meeting. Sue and Jeanette said they would ask some services users for questions

The format of future meetings will be 2pm till 3pm – formulating questions and then 3pm till 4pm –key subject team member/manager at the meeting. Ian to speak to each relevant department to arrange:

**Forum Topics for future meetings**

* Employment opportunities / Job Centre – May
* Housing Allocations – July
* Environmental Health – September
* Woman’s rights – Gender Equality – November
* In relation to employment and greater opportunities for mental health service users, a question was raised about employment targets at Job Centre Plus. Ian to find out what the Job Centres targets for people with mental health are (if any), for Anthony. Christine Ludlow from TCIL (running the ODI Peer Support Job Collective) to be invited to the next meeting along with one of the Disability Employment Advisors (DEAs) from Job Centre Plus).

**3. Discussion, sign off and agreement of Forum Terms of Reference**

* Forum Draft Terms of Reference discussed and signed off as agreed – 10/3/14

**4. Assigning Questions on Mental Health Awareness & Training in Adult Social Care – Key issues raised with Bill Clayton:**

* Mental Health awareness raising – first point of contact – early intervention
* Mental Health first aid
* Familiarity with various Conditions
* Psychiatric system models
* Mental Health legislation, equality, diversity, direct payments
* Safeguarding
* Education, schools, police-employers and employability
* The training should be made available to all council employers-phased and service providers/contractors and be delivered by professionals in partnership with service users
* Greater use of mystery shopping, Mental Health champions, kite marks, personal stories, use of various media to increase awareness of mental health issues

**Assigned questions**

* Anthony – To ask about developing a kite mark for services – specific to Thurrock.
* Toni – To ask about Safeguarding training in the context of Mental Health
* Sue – To ask about mental health first aid training and whether this has been considered in Thurrock
* Ian – to ask about raising Mental Health awareness through education – police, legislation, mental health refresher training.

**5. Q & A and discussion on improving Mental Health Awareness & Training in Adult Social Care**

Forum discussion with Bill Clayton

* Dementia awareness
* To the Social Work Intervention Team (SWIT)
* Also training in Mental Capacity Act and the Deprivation of Liberty Safeguards – Dols assessments are led by Stuart Turner at Thurrock Council
* Staff use the Thurrock Learning Zone “TLZ” which is an online portal.
* There is also “SCILS” – which is primarily self directed learning via Adobe Reader (pdf/e-learning).
* There is also EILS training which relates to schools and child minding
* In terms of specific Mental Health related training, this needs to be refreshed. BC wants to work closely with the Forum in terms of greater input from people and to provide periodic updates at each future meeting.
* Of particular use are the 6 outcomes, co-produced with Thurrock Coalition to inform the Workforce Planning Strategy:

**Preferred outcome - I feel I have choice and am in control of the services I receive and they meet my needs**

**Preferred outcome – I feel I have been listened to and understood and am in control of the assessment process**

**Preferred outcome – I feel confident that social care staff know what they are doing. Social care policies are clear and understood by everyone.**

**Preferred outcome – I feel all relevant information about me is shared appropriately and with my knowledge.**

**Preferred Outcome – I understand what is available to me both in my community and from health and social care.**

**Preferred outcome – I feel recognised as an individual, able to make decisions for myself and my own contribution to society**

* Discussion took place around hidden impairments and how front line staff (public facing) should treat everyone equally with dignity and respect. Toni added that nursing staff and A&E staff should be trained and also that the training should be delivered with servicer users throughout.
* There is some useful Stroke Awareness training in which wider communication skills and how to relate to individuals and put them at ease is used – the Forum agreed that this skill set is transferable to other groups of people.
* The Workforce Development Team have also focussed upon Hoarding – engaging various stakeholders – health, housing, fire service – and engaged 64 people at a recent event
* Primary care service – training – implementation plan April 2014
* Mental Health Act Training
* The new Care bill will have wide implications for everyone in the Sector.
* The group discussed MH first aid awareness/signs/routines, recognition, stigma, fear, with Bill – There is a 2 day course available, people can become champions, train a trainer is also available. Bill is very interested in taking this forward.
* Bill is also very interested in developing a Kite Mark system for services alongside the forum. A suggested that such a kite mark could be awarded and reviewed by Service Users and Carers locally, but would need to be moderated and corroborated.
* The forum discussed similar schemes that could be used as templates, including the “Mindful employer” scheme and the “Positive About Disabled People” scheme.
* Working with and training Police officers and PCSOs was seen as useful, issues around working with vulnerable people and safeguarding is integrated into their training
* Bill also does a lot of work in Schools and local academies around safeguarding and awareness.

**Next steps**

* Bill to investigate MH First Aid
* Bill to explore developing a Kite mark for MH Services in Thurrock
* There is a Plan for mental health services (South Essex). This is available at: www.Southessex.nhs.uk/mentalhealth. It discusses PVI sector and providing a compact (joint agreement between all organisations involved on how to communicate with one another and work together for better outcomes.
* Bill to be invited to provide an update re: training developments at each future Forum meeting.
* Ian to email everyone who requested it, the paperwork and hand outs that Bill had at the meeting.

**Date of Next Forum Meeting**

* **12th May 2014 - 2pm to 4pm The Beehive, arrive at 1.30pm for teas and coffees**