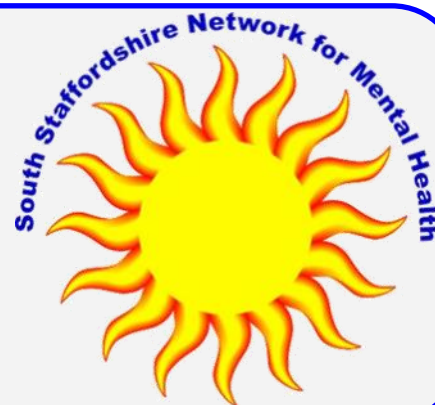


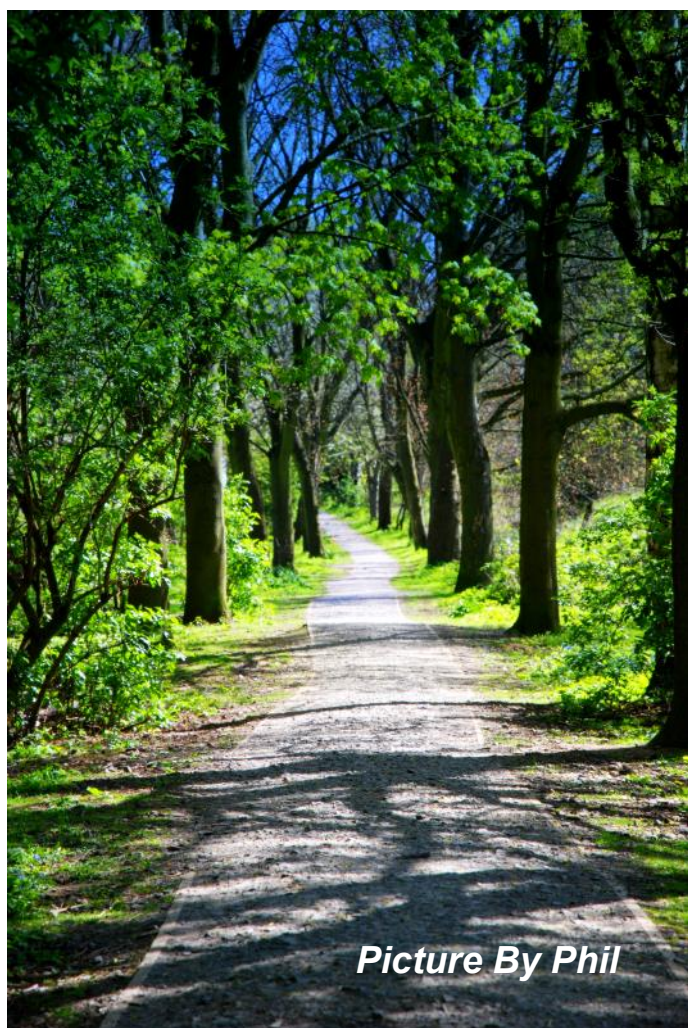
# NETWORK NEWS

Issue 51

Summer 2014



News for people with an interest in  
Mental Health Services across the south of Staffordshire



Picture By Phil



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**South Staffordshire Network for Mental Health**  
**Your Network, Giving you a Voice...**

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# Keri's Mumbblings

**Keri Lawrence, Project Coordinator**  
[keri.lawrence@ssnmentalhealth.co.uk](mailto:keri.lawrence@ssnmentalhealth.co.uk)



## **Welcome to Issue 51 of the Network News!**

### **Annual Survey 2014**

We usually have our Annual Survey in with Autumn's Network News, but we have moved this forward to this issue. You will have received a paper copy of this, or a PDF you can print and send to us, or if you prefer, you can use the following link to the online version:

[www.surveymonkey.com/s/SSNMHSurvey14](http://www.surveymonkey.com/s/SSNMHSurvey14)

We've moved this forward to tie in with some exciting plans we have for the Network which we are developing over the Summer.

In the next Network News, we'll discuss these changes in more detail, but for a sneak idea of some of the changes, please take a look at the article on Outcomes on p. 7.

Your response to the Annual Survey is really important. It helps us to monitor how well you think we are doing as a Network developing and promoting mental health services from your perspective. It also helps us plan for next year's work, so we focus on what's important to you. Additionally, for the first time, it will look at how you feel about the mental health services you use. This will allow us to have a set of data we can use as a baseline to measure future success.

With these points in mind, I would be really grateful if you could spend just a few moments going through it and send it back to us. Let's see if we can beat last year's response of 50 surveys!

## **Update on Team**

**Sophie Phillips** joined us as a Project Manager back in April 2014 and **Gill Wootton** joined as Volunteer Lead in May 2014. Both have settled in so well that it feels very natural having them around, they have already brought so much to our team in skills and experience. You can read more about them in their articles.

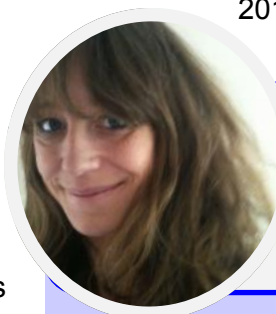
**Camilla**, Involvement Champion for East Staffordshire, and long serving volunteer for the Network, has stepped down to focus on work and family. Camilla has been an absolute star, stepping in to cover the Development Worker role in late 2012, and before that she

developed and facilitated regular inpatient ward meetings - a true hero of service user involvement! We wish her all the best for the future.

## **They let me out the office...**

Just so you have an idea of what I've been up to:

- Trained Healthwatch volunteers on mental health and mental illness
- Held stands at Tamworth Volunteer Fair and Lichfield Learners Fair
- Supporting Gemma's GP Focus Groups
- Provided a Jigsaw Session to Alan White, Cabinet Member for Social Care, Staffordshire County Council



## **Sophie Writes...**

**Sophie Phillips, Project Manager**  
[sophie.phillips@ssnmentalhealth.co.uk](mailto:sophie.phillips@ssnmentalhealth.co.uk)

My name is Sophie Phillips and I have recently been appointed Project Manager at the Network so if you haven't met me already I'm sure you will see me around shortly. Since being appointed I have been extremely busy writing funding bids across the area and I will update you all on future projects in upcoming Network News editions.

Although I have been busy filling in applications I have managed to get out and about. I have attended The Patient Council, VAST's Conference and Changes Steering Groups, where everyone has been really friendly and welcoming. I am pleased to announce that the Network have successfully

completed our project "90 Seconds of You" and I personally would like to thank the volunteers and service users that took part in this project. Without your involvement this project wouldn't have happened. As Project Manager, part of my role is to apply for funding for small projects, so if anyone wants to get involved or has an idea for a small project that promotes mental health and anti stigma please get in touch. I would be happy to help and support ideas become a reality.

**You can contact me on 07549 960233 or feel free to email me at the above email address.**

# Life on the Open Road...

**Gemma Giles, Development Worker**  
**[gemma.giles@ssnmentalhealth.co.uk](mailto:gemma.giles@ssnmentalhealth.co.uk)**



I have been out and about over the last few months promoting the network and delivering workshops, which I have very much enjoyed. I find I am able to help you all more by holding a workshop than me sitting and chatting to you, purely because I feel I am providing you with good knowledge to help you on your road to recovery.

help them sustain good wellbeing. The response to this was great and I noticed a lot of people found being outside in the fresh air good for their wellbeing and chatting to friends. I'm hoping to carry on asking this question everywhere I go where I am promoting the network, as I felt it was a great way to not only start a conversation with people but a great way for people to think about their own Emotional Wellbeing. I ask the question to fit around the Five Ways to Wellbeing.

If you would like any information on the Five Ways to Wellbeing or any information on the Network's Workshops please get in touch.

The Network also have a guide to Care Programme Approach which gives you a simple easy to read guide on :

- ♦ What is a Care Programme Approach?
- ♦ Am I on Care Programme Approach?
- ♦ What is the discharge protocol?
- ♦ Who makes up my care team?

It's a great way for you to feel empowered when walking into a care review meeting.

## **Staffordshire County Council Partnerships for Care/Contributions Policy**

Over the last few months, I have been working with Quest Day Opportunities and Jason, Involvement Champion, to get further understanding of how the Contributions Policy may affect people accessing Quest's services and to give helpful information to address any unnecessary fears.

We have produced a report on the matter and are in the process of a building response around this. One of the key actions is around the Network being more proactive within the communication. Please speak to your care coordinator if you believe you are affected by this.



I dressed up as a bunny rabbit in April to help the Cannock Brunch Launch, which is now held last Friday of the month at Chase Baptist Church, Clarion Way. It was a great opportunity for me to interact with the public about their wellbeing and what do they do to

## **FIVE WAYS TO WELLBEING**

**Give**  
Your time, your words, your presence

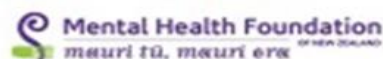
**BE ACTIVE**  
DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR MOOD

**KEEP LEARNING**  
EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF

**CONNECT**  
TALK & LISTEN, BE THERE, FEEL CONNECTED

**TAKE NOTICE**  
REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY

INTRODUCE THESE SIMPLE STRATEGIES INTO YOUR LIFE AND YOU WILL FEEL THE BENEFITS.





# Volunteer's Update

The Network Team is supported by 18 volunteers. Volunteers contribute to our great work in different ways. Here is a selected update on what's going on...

### Julie, Office Support

I have attended numerous meetings within my role as Volunteer Representative. I have also had the opportunity to sit on the interview panel and was involved in recruiting our two new members of staff - this was a new and very rewarding experience for me. I have done a lot of admin work in the office, recorded the Spring edition of Network Nuggets Podcast, assisted Keri in two of his workshops, as well as one with Gemma. I am still continuing to edit the Network News - a role which I really do enjoy; my skills are improving more with each edition.

### Jason, Involvement Champion

I continue to attend Service User Reference Forum meetings and visit Quest Day Opportunities, for which I have worked with Gemma to compile a report on Staffordshire County Council's Contributions Policy. I have also attended a meeting for the Quest I-pad trial which

included using the 'Me, Myself and I' app. I am interested to see how the use of technology can help service users to maintain and improve their mental health and wellbeing. I also attended the GP Focus Group held in Cannock and was encouraged to hear some positive views from people attending who generally felt supported by their GP's regarding their mental health. I have also represented the Network at the Personality Disorder steering group which aims to raise awareness of PD, change attitudes towards it and improve the services offered by the Trust including training staff.

### Pam, Promotions Lead

I organise the talks and presentations. I get in touch with and then go out and meet companies, groups, organisations and try to get them to hold our talks and presentations. I aim to promote SSNMH services and to get the Network known wider.

### Rachel C, Awareness Champion

I completed my Volunteer Induction in March. Since then I have given the talk I have written, entitled "My Obsessive Compulsive Disorder Hell" to 80 ladies at a Women's Institute Speaker Selection event in Stafford in May. Pam came along to support me, which I really appreciated. The talk was well received and I have been chosen as an approved speaker! This means I can share my story with over 100 WI groups in Staffordshire!

### Rachel B, Involvement Champion

For the past couple of months I have taken on a new project. This project is a report on **Recurrent Brief Depression** which is a condition that is not very widely known about, hence the need for a report to increase awareness. Part of this has been to investigate the current level of awareness amongst NHS mental health Trust staff so that knowledge of this condition can be increased and improve the chances of a person getting the right treatment. It has been a large undertaking but producing the report has been very rewarding.

### Sian, Involvement Champion

I'm continuing being involved with Network Nuggets and really enjoy working with a great team. I've finished working on the '90 Seconds of You' film project and am looking forward to seeing the end result. The project was a pioneering way to have service users voices heard in a very dynamic way and I anticipate being involved in similar projects in the future. I have not been out to Richmond Fellowship groups in Cannock and Rugeley for a while but am hoping to reconnect with groups soon. I have attended the GP Mental Health Awareness Focus group in Cannock.



## Update from Gill...

Gill Wootton, Volunteer Lead  
gill.wootton@ssnmentalhealth.co.uk

I'm Gill the new Volunteer Lead for SSNMH and started the job in May. I'm not all together new to SSNMH as I have been and will continue to be an Awareness Champion Volunteer where I give talks to groups of people to develop and sometimes challenge their perspectives of mental health.

So what's my job now? SSNMH can offer opportunities to people to get involved with awareness talks, in addition to other roles

such as helping those doing the talks and informing people where they can access support in their local area. I am running a volunteer programme for people who are interested in taking up this type of volunteer work. I'm predominantly based in Tamworth Borough, Lichfield District and South Staffordshire but we have volunteers in many other locations too.

I know from my own experience that there is so much you can take

personally from getting involved. My confidence increased and now I'm OK about talking to bigger groups and have written my own talk. We now have training in place to help volunteers who want to do the same thing.

I'm really looking forward to meeting people and chatting about the work for this volunteer programme. I'm around in the office Mondays & Tuesdays and will be out and about at times.

Mobile 07805 600842



## Hi Readers

It's going really well and we have now had appointments with 12 clients since it began who were not aware of some of the services out there that they could use and they were really pleased they came to see us. I'm very happy with some of the feedback that I've had so far. We really do need to see a steady stream of people, so if you know anyone who lives in Lichfield District who would like to know where they can go for help with their mental health and wellbeing, please give them my details. We can see clients here at Mansell House, or



LOTTERY FUNDED

at the Citizens Advice Bureau offices in Lichfield or Burntwood.

As well as signposting people to local mental health services and community groups, we have been able to give out food bank vouchers to help in the short term. We also ensure that people are getting help with their benefit claim from another agency so their situation would improve long

term. We also referred someone to the Citizens Advice Bureau so they could get help with their debts which would also help with their wellbeing and help to alleviate some of the stress they are experiencing. I really feel that we are working well with some of the partners in the project and in the spirit of the term 'Right Advice First Time'. People we have seen have gone away with their own action plan and a clearer idea of the support available to them.

I have been out and about promoting the project to several groups such as WI meetings and carers groups and it's now in the Purple Pages. I'm really looking forward to going to the SSSFT celebration event at St Georges in Stafford next week and I'm thoroughly enjoying being involved with the network again.

Thanks to the volunteers, Mark and Fran for your support with the project and I'm sure the next 3 months will bring more clients and we will see the project grow.

**Tracey Hackett**  
**Right Advice First Time**  
**Outreach**

[tracey.hackett@ssnmentalhealth.co.uk](mailto:tracey.hackett@ssnmentalhealth.co.uk)

Office: 01543 301139

Mobile: 07806 637522

**Please note that I work**  
**Wednesdays only.**



**NETWORK NUGGETS**  
**PODCAST**

**We are really pleased with this project at the moment and have a strong team of presenters, Trudy, Elliott, Sian and Julie. Should you wish to record your own article for Network News, please contact the office on 01543 301139 and we will be happy to arrange that for you. To listen to our podcast follow this link:**

[www.podcastgarden.com/podcast/ssnmh](http://www.podcastgarden.com/podcast/ssnmh)



**Our Website:** [www.ssnmentalhealth.co.uk](http://www.ssnmentalhealth.co.uk)  
**Online Surveys:** <http://www.ssnmentalhealth.btck.co.uk/OnlineSurveys>  
**Facebook:** [www.facebook.com/ssnmentalhealth](http://www.facebook.com/ssnmentalhealth)  
**Twitter:** @ssnmentalhealth  
**Easy Fundraising:** [www.easyfundraising.org.uk/causes/ssnmentalhealth](http://www.easyfundraising.org.uk/causes/ssnmentalhealth)  
**Office Email:** [sunetwork@ssnmentalhealth.co.uk](mailto:sunetwork@ssnmentalhealth.co.uk)  
**Or write to us at: South Staffordshire Network for Mental Health, FREEPOST MID 23594, Lichfield, Staffordshire WS13 6LL**

# Report on Service User Perception of GP Awareness of Mental Health

Gemma Giles, Development Worker

Since late 2013, we noticed an influx of comments relating to General Practitioners (GPs) and attitudes towards people with experience of mental illness.

Below are a few comments gathered:

- ◆ *My doctor told me I'd get over it (depression) that was 3 years ago, so I moved doctors as felt he clearly didn't understand mental health and my needs*
- ◆ *GP's don't know enough or have enough information about mental health and learning difficulties*
- ◆ *My doc isn't brilliant when it comes to my mental health, he's not very knowledgeable of services I can use other than NHS*
- ◆ *Don't feel enough money is spent on training doctors and nurses about mental health*

Based on the comments we were receiving we decided to develop a survey with the help and funding from Healthwatch Staffordshire, South East Staffordshire and Seisdon Peninsular Clinical

Commissioning Group, and the South Staffordshire and Shropshire Healthcare Foundation NHS Trust. The survey was sent out with Network News Edition 51 (March 2014), it was also promoted through an online survey via our social media sites.

In total we received back 105 responses, representing about 17% of our membership.

The funding enabled us to go the extra step and put on two Focus Groups, one in Lichfield and one in Cannock (thanks to Richmond Fellowship who let us use their office). These were attended by 13 Network members.

Below is a table showing the seven statements we asked respondents to agree or disagree with, in order of most agreement.

We found many people agreed they were treated with respect and that the GP had a good understanding of their mental health, but we found in comments people would like to see more training based around mental health so they felt confident with their GP and their knowledge about mental health services

available within their communities.

## Recommendations

**Training** - on recovery and social inclusion services available in the local area other than NHS services. Mental Health, and Stigma and Discrimination training, for all surgery staff to help break down barriers and for staff to have a better understanding around mental health.

**Proactive response around waiting times** - Patient Participation Groups play a proactive role to help hold surgeries to account and reduce waiting times for appointments.

**Communication** - Reception staff keeping patients up to date on waiting times, if they are running late and how long the wait over appointment times is, to help prevent anxiety and upset.

Our full report will be available to the partner organisations shortly. A summary report will soon be on our website at:

[www.ssnmentalhealth.btck.co.uk/NetworkNewsOtherDownloads](http://www.ssnmentalhealth.btck.co.uk/NetworkNewsOtherDownloads)

Statement	Disagree to some extent	Agree to some extent
I believe I will be treated with dignity and respect by all staff at my GP practice	16.3%	64.3%
I believe my own GP has a good understanding of my mental illness	25.8%	58.8%
I believe my GP has been helpful in supporting me to manage my own mental health	23.7%	58.8%
I believe a GP within the practice has a good understanding of mental health and mental illness	11.3%	56.7%
I am confident I will get a non-urgent appointment to discuss my mental health needs within one week	32.3%	52.1%
I believe my own GP has a good understanding of mental health services available	29.9%	48.5%
I am confident I will get an urgent appointment to discuss my mental health needs within two days	39.6%	41.7%

# Developing Outcomes for Service User Experience and Involvement

Keri Lawrence, Project Coordinator

## **More and more services are looking at Outcomes Approaches to monitor their performance.**

An Outcomes Approach encourages services to focus on the difference that they make and not just the data or processes that are measured.

According to the Charities Evaluation Service (2010, *Assessing Change: Developing and using outcomes monitoring tools*):

*Outcomes are the significant changes that directly result from a service's activities. These changes may be for individuals, organisations, communities, policies, practices or the environment. For example, an outcome might be that young people find employment or that more green spaces are provided for local people.*

*Outcome indicators are the signs or clues that you monitor in order to measure the progress you have made towards your outcomes. They might include the number of young people who find employment; the use of new green spaces; or the level of social activity by older people using the centre.*

In December 2011, the National Institute for Clinical Excellence (NICE) published a set of guidelines for Adult NHS Mental Health Services to help improve people's experience of these services.

This set of guidance is called **NICE Guidance 136: Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services.**

Locally we have been considering how we can make good use of this guidance in terms of Outcomes. NICE refers to a whole set of quality statements (15 in total) covering topics such as feeling optimistic about services, people jointly developing care plans, and people in hospital having meaningful activity.

Some of these quality statements might not be relevant to the work the Network is involved with so taking these as a base, the outcomes on the right have been considered. You might recognise that some of these are mentioned in the annual survey.

We look to update our members in next issue on how the Network will improve its service provision based on these Outcomes.

1. People using mental health services, and their families or carers, feel optimistic that care will be effective.
2. People using mental health services, and their families or carers, feel they are treated with empathy, dignity and respect.
3. People using mental health services are actively involved in shared decision making and supported in self-management.
4. People using mental health services feel confident that the views of service users are used to monitor and improve the performance of services.
5. People using mental health services understand the assessment process, their diagnosis and treatment options.
6. Enable the growth of a strong service user voice and acknowledge that services must be built around the needs of the people using them.
7. Assist service users in developing new skills and confidence to be equal partners.
8. Service users will feel able to make informed decisions based upon the information that they have been provided with.
9. Service users are able to share their views and experiences about the services they have received.
10. Service users reporting they are treated as equal and expert partners.
11. Service users express a positive experience of using the service.
12. Service users leading elements of service delivery.
13. Service users taking on a leadership role.

# The Abandoned Illness Update: Physical Health Intervention Pilot May 2014

Early Intervention Team, South Staffordshire and Shropshire Healthcare NHS Foundation Trust

Health and Social Care services within the **South Staffordshire and Shropshire NHS Foundation Trust** are committed to supporting the work that is being undertaken as a result of the Abandoned Illness report. We are doing this through one of the key areas identified in the report, which looks at physical health through the promotion of positive lifestyle choices when people are prescribed anti psychotic medication for the first time. This is a part of the national pilot and the initial focus will be on younger people who are referred to the early intervention team and who are prescribed anti-psychotic medication and who would benefit from support to maintain a healthy lifestyle and to help keep their weight in check as anti psychotic medication can often lead to weight gain and increased risk to physical health.

*“It is astonishing that people with severe mental illness are in some cases 3 or 4 times more likely to die prematurely from the ‘big killer’ diseases, when compared to the population as a whole... Thousands of people with mental illness die prematurely every year, and as the report notes, differences in life expectancy for people with severe mental illness, when compared to the population as a whole, are truly shocking. Many of these lives could be saved by improving access to universal population health services for people with mental illness.”*

Norman Lamb MP,  
Minister for Care Services, June 2013

**The pilot** will involve an external evaluation team who will be measuring improvements from August onwards, the areas they will be looking at are as follows:-

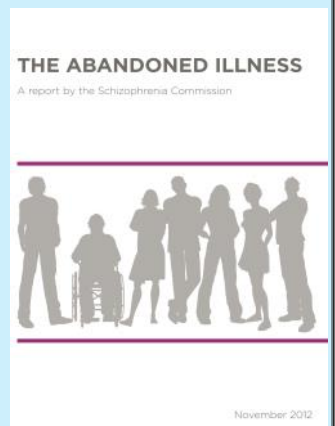
- ◆ *Prevention of weight gain*
- ◆ *Adherence to medication*
- ◆ *Reduction in admission rates*
- ◆ *Wider choice about medication*

**Action Plans** have been drawn up between Quest and the Early Intervention Team to ensure that young people are fully engaged and that all information will appeal to a younger age group. It will:-

- ◆ *Involve Service users by facilitating eight creative focus sessions, four in Burton and four in Stafford to run simultaneously*
- ◆ *Design and produce a pack ready for distribution*
- ◆ *Identify opportunities in each location to support people to become more active and collate leaflets and information*
- ◆ *Focus on food and nutrition and physical activity and will include opportunities in each locality*
- ◆ *100 packs will be printed and will be distributed via the early intervention team from August onwards*
- ◆ *Everyone will be offered assessment and monitoring of physical health to facilitate early intervention and improve health outcomes*

For the full Abandoned Illness Report from the Schizophrenia Commission please follow the link below :-

[http://www.rethink.org/media/514093/TSC\\_main\\_report\\_14\\_nov.pdf](http://www.rethink.org/media/514093/TSC_main_report_14_nov.pdf)







Please note: If a service is listed as Referral Only, please contact your GP or Care Coordinator in order to access the service. All times & venues subject to change, please check with Service Provider before attending for the first time.

Note— The Info Directory is in the middle so you can pull out and keep

### **Mental Health Helpline — Brighter Futures**

**Freephone** from landlines and most mobile phones. Time provided for you to talk about your worries and concerns in complete confidence. **Ring Out Service** also available through referral.

**0808 800 2234**

Weekdays 7pm– 2am Weekends 2pm—2am

### **Mind Advice Line**

Able to provide information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy. **Mon-Fri 9am –6pm 0300 123 3393** [info@mind.org.uk](mailto:info@mind.org.uk)

### **Cruse Bereavement Helpline**

Monday-Friday 9.30-5pm

**0844 477 9400**

**Samaritans Helpline 24 hours, 7 days a week, 365 days a year 01785 243333 or 08457 909090**

### **Work4You Employment Service — Making Space**

A mental health employment service, covering Staffordshire to help individuals who wish to gain or retain paid work. We will support people who are not yet in employment but wish to do so. Also support individuals who are at risk of losing their job because of mental ill health to maintain that role. Offers training to employers to raise awareness and reduce the stigma associated with mental ill health in the workplace.

01785 887813

Staffordshire Business Village, Dyson Way, Stafford. Staffordshire, ST18 0TW

### **Employment Works — SSSHFT**

Supporting a stepped approach to employment for people with mental health problems or learning disabilities.

Referral through Care Coordinator only

3 Tipping Street, Stafford, ST16 2LL. Tel 01785 249251

### **Brendan House Short Term Intervention Service — Richmond Fellowship**

Provides a safe space and support in a non medical setting for a short period of up to 3 nights. Offers service users who are in personal crisis help, support and the opportunity to talk. First stay is **Referral Only**.

01543 899465 5 Locketts Court, Cannock, Staffordshire, WS11 5FZ [brendan.house@richmondfellowship.org.uk](mailto:brendan.house@richmondfellowship.org.uk)

### **Asist Advocacy Service**

One to one support in having your views and opinions heard and understood

Chadsmoor: 01543 468588

Burton on Trent: 01283 564772

Stafford: 01785 246709

CVS Buildings Arthur Street, Chadsmoor, Cannock, WS11 2HD

[www.asist.co.uk](http://www.asist.co.uk)

### **Carers Association South Staffs (CASS) Mental Health Project**

Supporting carers caring for someone with mental illness. Offering free and confidential advice and information, both general and specific to the carers situation, including emotional support, signposting and providing a voice for carers.

Stafford (covering South Staffs District, Chase District and Stafford Borough): 01785 606675

Lichfield (covering East Staffs District, Lichfield District and Tamworth Borough): 01543 301140

### **Quest Day Opportunities**

Providing Recovery orientated services and volunteer opportunities across the South of Staffordshire—**Referral Only**

3 Tipping Street, Stafford, ST16 2LL. Tel 01785 783078 (new number) Office open Mon – Fri 8.30am – 4.00pm

Tamworth contact – Matthew Hocking on 07837643335

Burton & Uttoxeter contact – Carl Slater on 07891871928

Lichfield contact – Janice Pacey on 07792370678

Cannock contact – Anita Sumner-Smith on 07792370718

Wombourne & Codsall contact – Lily Rodberg on 07792398581

Stafford contact – Duty Officer on 01785 249251

### **Patient Advice and Liaison Service (PALS) for SSSHFT**

Ensures Service Users and carers receive information and confidential support when they need it and that their views and suggestions are used to shape the way the Trust is run. PALS also listen to concerns and work towards their resolution.

01785 221469

01785 221490

01785 221499

**South Staffordshire Network for Mental Health**, Office Open Mon—Thu 9am-5pm, Fri 9am –4.30pm

Mansell House, 22 Bore St, Lichfield, WS13 6LL, Tel 01543 301139

[sunetwork@ssnmentalhealth.co.uk](mailto:sunetwork@ssnmentalhealth.co.uk) [www.ssnmentalhealth.btck.co.uk/OnlineSurveys](http://www.ssnmentalhealth.btck.co.uk/OnlineSurveys)

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Twitter @ssnmentalhealth

Donate whilst you shop: [www.easyfundraising.org.uk/causes/ssnmentalhealth](http://www.easyfundraising.org.uk/causes/ssnmentalhealth)

# INFORMATION DIRECTORY - from June 2014

## West Staffordshire

If a service is listed as Referral Only, please contact your GP or Care Coordinator in order to access the service. All times & venues subject to change, please check with Service Provider before attending for the first time. Richmond Fellowship's services by appointment and referral only,

Stafford Borough		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Mid Staffs Mind</b> You can drop in to Peer Support on weekdays	Trinity Church, Mount Street, ST16 2BZ Highfields Signposts Centre, Auden Way, ST17 9TX	Work Club 10am—1pm Signposts Centre	Peer Support Creativity 10am—1pm Trinity Church		2pm-4pm Women's Group Trinity Church		Out of Hours Plus 10am—4pm <b>Referral only</b>
<b>Richmond Fellowship Life Links</b>	Stafford Office: Suite 2, St. Johns House, Weston Road, Stafford ST16 3RZ 01785 227 020 Service also at Stone, Frank Jordan Centre, Lichfield Street, Stone, ST15 8NE	Stafford 1:30-4pm St Johns House	<i>Evening Out and About</i>	Out and about day every other Wednesday meet at Trinity Church	<b>Stafford</b> 10am-1pm Peer lead @ Rising Brook <b>Stone</b> Peer 11am - 2 pm	10am—1pm <b>Stafford</b> Art Expressions and Peer Support St Johns Church	
<b>Cannock Chase</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Mid Staffs Mind</b> You can drop in to Peer Support on Weekdays	<b>Main Office; South Point at Park Plaza, Heath Hayes WS12 2DD</b> <b>Asda supermarket Cannock-community room.</b> <b>Out of Hours at</b> Cannock Community Fire Station Out of Hours/ Plus are Referral Only	12-1.30-music 1.30-3—drama @ ASDA <b>Out of Hours</b> 5.30pm-8.30pm	2pm-4pm Badminton at Cannock Leisure centre	10am —1pm Work Club Cannock Library	<b>Out of Hours</b> 5.30pm-8.30pm	Women's Group 12noon - 3pm	
<b>Birth Art Group</b>	Brereton & Ravenhall Parish Hall, Main Rd, WS15 1DS, 07707 392 993						
<b>Fresh Start Friendship Group</b>	Barns Hotel, Cocksparrow Lane, WS12 4BP	<b>Fresh Start</b> 8pm					
<b>Richmond Fellowship Life Links</b>	Cannock Office: 16 High Court, Newhall Street, WS11 1GR, 01543 500 969 Services also at: Avon Community Centre, Avon Road, Cannock, WS11 1LH (near Asda) Rugeley St Pauls Church, Lichfield St, WS15 2EH	<b>Rugeley</b> 9.30am-1.30pm 1-1 structured				<b>Cannock</b> Avon Centre 11am—2pm Peer Support and Arts	
<b>South Staffs District, inc Seisdon</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Richmond Fellowship Life Links</b>	Wombourne Community Fire Station, Giggety Lane WV5 0AX Great Wyrley Community Centre, Landywood Lane, WS6 6JX Codsall Village Hall, Wolverhampton Rd WV8 1PW Penkridge— St Michaels Church Hall	<b>Wombourne</b> Structured Session 10am—2pm <b>Great Wyrley</b> Peer Support 1pm—4pm	<b>Codsall</b> 9.30am—1.30pm Structured Session	<b>Penkridge</b> Peer Support 1:30-3:30 last Wed of month: Haling Dene Centre, ST19 9SD		<b>Codsall</b> Peer Support RF 10am - 12noon	<b>Wombourne</b> <b>Peer Support</b> 10am—2pm
<b>Mid Staffs Mind</b> Peer Support	Wombourne Community Fire Station Giggety Lane WV5 0AX Kinver— St Peters Church Hall Vicarage Drive Kinver	<b>Wombourne</b> 1pm-4pm Kinver structured session 1-3					



# INFORMATION DIRECTORY - from June 2014

## East Staffordshire

If a service is listed as Referral Only, please contact your GP or Care Coordinator in order to access the service. All times & venues subject to change, please check with Service Provider before attending for the first time.

Burton On Trent		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>Open to all</i> <b>A-Plus Self Help</b>	Salvation Army Citadel, Mosley Street, DE14 1DR Call Michael on 07833282137	<b>'Craft and Chat'</b> All Saints Church Branston Rd 1pm - 3pm		<b>New Baptist Church</b> Derby St. Burton 10 am to 4 pm	<b>A Plus Self Help</b> Activities & support 11am to 3pm Snacks & Hot Food at cost	<b>All Saints Church</b> Branston Rd, 11am to 3pm	
<b>All Saints Church</b> <b>New Baptist Church</b>	Branston Road, Burton on Trent, DE14 3DD Derby Street, Burton on Trent, DE14 2LE						
<b>Changes—Burton</b> Office Open Mon– Fri 10am–3pm  All activities at office unless stated	Main Office: Burton on Trent 222 Branston Road, Burton on Trent, DE14 3BT, 01283 500805 burton@changes.org.uk Services at: The Hawthorn Resource Centre, 200 Hominglow Rd DE14 2PY Stretton: Priory Centre Church Rd DE13 0HE Stapenhill: Waterside Advice Shop, 104 Short St, Stapenhill, DE15 9LT Winshill Resource Centre, Canterbury Rd, DE15 0HD Burton Fire Station, Moor St, DE14 3SU	<b>Stretton Mutual Support Group</b> 11am-1pm Anger Management 1:30-3pm contact office for more information	<b>Social Activity Walk</b> 10:30am at Stapenhill Bandstand <b>Mutual Support Group</b> 12.30- 2.30pm Burton Library DE14 1AH <b>Winshill Mutual Support Group</b> 6.30-8.30 pm	<b>Mutual Support Group</b> 10am-12pm 11am-12pm <b>1:30-3pm Social Activity</b> <b>Wellness work-shop</b> 6-8pm	<b>Wellness Work-shop</b> 1:30-3pm <b>Social activities</b> 1-3pm <b>Mutual Support</b> 6.30-8.30pm Main office	<b>Mutual Support Group</b> 10am-12pm <b>Mutual Support Group</b> 12.00-2.00pm Burton Fire Station Work4You session once a month, contact office for details.	<b>Mutual Support Group</b> 10.30am— 12.30pm
<b>Task Works</b>	Unit 20, Imex Business Park, Shobnall Road, DE14 2AU, 01283 546754. <b>Referral Only</b>	9am—3pm	9am—3pm	9am—3pm	9am—3pm	9am—3pm	
<b>Burton and District Mind</b>	67 Branston Road DE14 3BY						
<i>Burton and District Mind run counselling services by appointment and referral only</i>							
Uttoxeter		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Art &amp; Soul Friendship Group</b> <b>Artandsoufriendshipgroup.com</b> Facebook page; artandsoul- for better mental health	Hawthorne House, 45 Market Place, ST14 8HF Drop-In, staff & peer to peer support, art & craft room, Complimentary Therapies for stress & relaxation available.	9. am—3.45pm	9. am—3.45pm	9. am—3.45pm	9. am—3.45pm Reiki 11am-12noon <b>Women's Group</b> 6pm-8:30pm	9. am—3.45pm	
<b>Abbots Bromley Friendship group</b>	Church House, Bagot Street, Abbots Bromley, WS15 3DA	12.30pm—2.30pm					
<b>Changes</b> Office Open Mon– Fri 10am–3pm  All activities at office unless stated	23 Carter Street, Uttoxeter, ST14 8EY 01889 567436 Uttoxeter@changes.org.uk  Rocester Children's Centre, High Street ST14 5JU Abbots Bromley Village Hall, off Baggot St  Ashbourne Waterside Centre	<b>Rocester Mutual Support</b> 10.30am-12.30pm <b>Wellness Work-shop</b> Open to All 12-2.30 pm <b>Mutual Support Group</b> 18-25years 6.30pm -8.30pm <b>Ashbourne Mutual Support</b> 6.30pm—8.30pm	<b>NOCN Training</b> 10am—12.30pm <b>Abbots Bromley Mutual Support</b> 10.30am -12.30pm <b>Social Afternoon</b> Call for details 1pm—3pm at Office	<b>Mutual Support Group</b> 6.30pm -8.30pm at office	<b>Social Afternoon</b> Call for details 1pm—3pm At Office Wellness work-shop 6.30-8.30	<b>Mutual Support Group</b> 10am-12pm <b>Coffee Afternoon</b> 1pm—2.30pm At Office	<b>Mutual Support Group</b> Adult/PY 10.30am- 12.30pm Office closes at 1pm



# INFORMATION DIRECTORY - from June 2014

## South East Staffs

If a service is listed as Referral Only, please contact your GP or Care Coordinator in order to access the service. All times & venues subject to change, please check with Service Provider before attending for the first time.

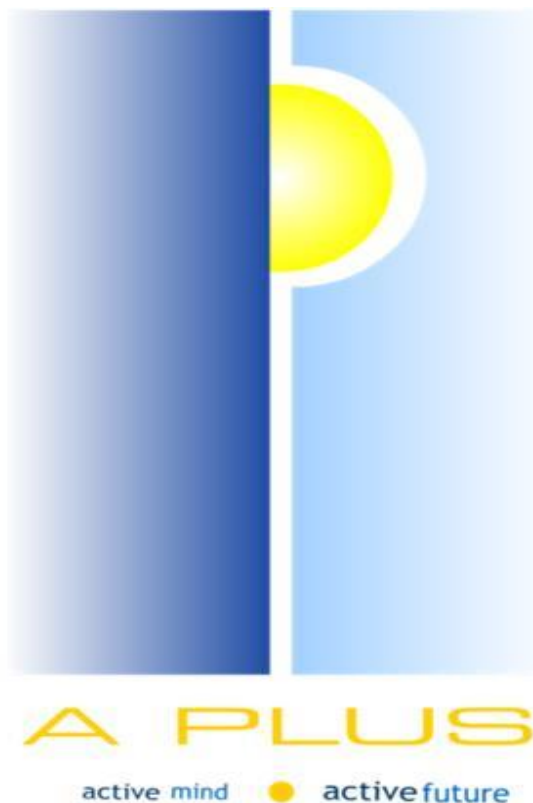
Lichfield and Burntwood		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Open Door of Hope</b>	Lichfield Methodist Church, Backcester Lane, Lichfield, WS13 6JH Mike on 07779 980741	1pm-3pm			1pm-3pm		
<b>Bi Polar Group</b>	Jigsaw, 72 Dimbles Lane, WS13 7HL 0845 434 9907 Every Second Monday of month	7pm-9pm	9am –12noon				
<b>Drop Inn</b>	St John's Community Church, Chase Terrace Burntwood	1pm-3pm	10am-3pm				
<b>Community Café</b>	Curborough Community Centre WS13 7NY						
<b>Grow Well</b>	Beadesert Park Farm-transport provided if needed.						
<b>Changes Lichfield</b>	Pavilion, Beacon Park, Beacon Street, WS13 6QZ 01543 309770 Service also at: Jigsaw, 72 Dimbles Lane, Lichfield	<b>NOCN Coord's Training</b> 10:30am – 12:30pm <b>Foundation Programme</b> Jigsaw 1-3pm	<b>Yoga @ the Pavilion</b> 10.00am-11am <b>Peer Support Group</b> Adult / PY 1pm—3pm	<b>Social activities &amp; Time for Art</b> 1pm—3pm <b>Adult Peer Support Group</b> 6pm –8pm Mansell House	<b>Adult Peer Support Group</b> 10.30am-12.30pm	<b>Wellness Programme</b> Office 10:30am - 1pm	<b>Adult/PF Peer Support Group</b> 10.30am—12.30pm
<b>Burntwood</b>	Burntwood: Upstairs suite, Old Mining College, Queen St, Chasetown, Burntwood WS7 4QH 01543 679000 burntwood@changes.org.uk Service also at:	<b>Wellness Programme</b> 12noon—3pm	<b>Support Group</b> Adult / PY 10am-12.00noon OCNWMR training course 12:30-3pm	<b>Social Activities</b> 10am-12noon <b>Adult Peer Support Group</b> 12.30- 2.30pm	<b>Office Closed</b>	<b>Wellness Programme</b> 10am –12noon	<b>Social Activities</b> 10.00am-1.00pm
<b>Office Open Mon–Wed &amp; Fri 10am-3pm</b>							
<b>All activities at office unless stated</b>							
Tamworth		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Starfish Project</b>	07947 957155 www.starfishtamworth.org Crypt at St Editha's Church B79 7BX St Martins Church, Stoneydelph St Andrews Church, Leyfields Sacred Heart Church, Glascoate	St Editha's 2pm - 4pm & 7.30pm - 9.30 pm		Stoneydelph 7.30-9.30pm	St Andrews 2pm –5pm		10am Sacred Heart Church, Glascoate
<b>Changes</b>	Office 6 Lady Bank, Tamworth, B79 7NB 01827 311006 Service also at: The Arch, Amington B77 4EW Fire Station, Marlborough Way B77 2NW	<b>Male Mutual Support Group</b> 10.30am-12.30 <b>Foundation Wellness</b> 1pm—3pm <b>Amington Peer Support</b> 10am-12noon	<b>Lady's Mutual Support Group</b> 10am-12noon <b>Art Session</b> 1-3pm	<b>WAP Peer Support Sessions</b> 1pm –3pm	<b>Wellness Programme</b> 10am-1pm <b>NOCN Training</b> 1.30pm-4pm <b>Mutual Support Group (Adult)</b> 5pm - 7pm	<b>Peer Support Fire Station</b> <b>Social Afternoon</b> 12noon –3pm Inc. Meditation 1pm-3pm	<b>Mutual Support Group</b> 10.30am—12.30pm
<b>Office Open Mon– Fri 10am-3pm</b>							
<b>All activities at office unless stated</b>							
<b>Trust's Peer Support Service</b>		Referral from Care Coordinator Only for more information—C/O Amanda Warman-Bennett, 01827 308820 ext 8626					

**A-PLUS SELF HELP** was founded in 1979 as a mental health group. Its aim is to allow people with mental health issues to meet and chat with other affected users, providing arts & crafts, games and organising occasional talks. Over the years the group has relocated several times, currently meeting at The Salvation Army on Moseley St in Burton-on-Trent (opposite Kerry Foods) every Thursday from 11am to 3pm. We offer food and drink at low cost and have meals at local restaurants every few months. Call us for more information .

### A-Plus Self Help

**Meeting Thursdays 11am - 3pm**

The Salvation Army  
Moseley St, Burton  
Food and drink available  
Arts and crafts, games  
For more information call:  
Michael - 07833 282137  
or Robin - 07895 782680



### Do you know that having paid work is good for you?

Having a job is more than just about extra money

**73% meet workmates at the weekend**  
**55% met their closest friends at work**  
**39% go on holiday with a colleague**  
**(Centre of Mental Health)**

Making Space Work4You Employment Service enables individuals who have a mental health diagnosis to gain paid work in the open competitive job market. The service is tailored to the individual and therefore the level of support and help is agreed between the Mental Health Employment Advisor and the person who wishes to have a job.



Do you have a job and finding things difficult at work?  
Work4You can help.

**Employment is good for you.**

For more information, please contact your mental health worker or  
Tel: 01785 887813.

## HANDBAG AUCTION

We need handbags and accessories to help victims of domestic abuse.

**Pathway Project**

Turning victims into survivors

We are hosting a handbag auction on Friday, 26 September 2014 at Wade Street Church Lichfield, to raise much needed funds for Pathway Project.

Please can you help by donating a good quality used handbag or indeed brands such as Radley or Fiorelli etc that we can sell at the auction? You could give us your old one, come to the sale and 'bag' yourself a new one! There will also be a raffle, accessories, scarves and jewelry on sale. An event not to be missed!

If it's hard to let go of a loved handbag imagine having to lose everything you possess. That's the choice many women make to stay safe. Help us to help them.



To donate a bag please drop it into the Hope Centre or call the number below for more options.  
Thank you.

Hope Centre  
71-73 Upper St John Street  
Lichfield  
WS14 9DT  
Phone: 01543 686300  
Fax: 01543 415270  
[www.pathway-project.co.uk](http://www.pathway-project.co.uk)



# Changes Health & Wellbeing



## Uttoxeter Case Study

I came to changes as a referral from my GP around 2012 having depression and feeling very anxious about life. I wasn't sleeping or eating very well, and I was neglecting my children as I couldn't be bothered to be a mum anymore, I had no interest in life at all - I just wanted to sleep. The first time I came to Changes office in Uttoxeter it was very scary but everyone was very nice – there was a games afternoon going on and people were laughing and joking, I remember thinking to myself that I had not laughed for ages- I didn't enjoy anything anymore my life was over I thought.

Over the next couple of weeks I attended a mutual support meeting and at first I thought that this wasn't going to help but as the time went on I found myself wanting to get up and wanting to join in and talk to people. I enjoyed going to Changes, I enjoyed talking to people. I met a lot of people who felt like I felt, that made me feel better and I felt supported and listened to something that I wasn't used to. I have now been with Changes for over a year and I feel a lot better now. I am now enjoying being a mum and I feel normal again. I know I am not going to be cured but I also know that I feel better now than I have done for years

Thanks to Changes

## A Member's Poem

12 Steps to recovery  
 "Sounds alright to me"  
 Admit you've got a problem  
 Then get on track you see.  
 Changes staff will help you  
 Every step along the way  
 They never let you down  
 And always make sure  
 That you have your say.

You will learn about those wellness tools  
 And how to use your thoughts  
 "Feelings aren't always fact", you know  
 As just lately I've been taught.

So never think you are alone  
 Or cannot find your way back,  
 "Don't be afraid".

Just go along to a Changes meeting  
 And let them  
 Help you to get back on track

### **BME Wellness Session Schedule Burton Changes : Telephone: 01283 500 805**

Day	Morning	Afternoon
Wednesday	Eton Park Junior School Masefield Crescent, Burton. DE14 2SG <b>(Ongoing rolling programme – No sessions during school holidays)</b>	East Staffordshire Children's Centre 257 Waterloo Street, Burton. DE14 2NJ <b>(Ongoing rolling programme – No sessions during school holidays)</b>
Thursday	<b>BME Taster Wellness Session 9.00 – 11.00am</b> Victoria Primary School Victoria Road, Burton. DE14 2LU <b>(Commencing May 2014- No sessions during school holidays)</b>	<b>BME Taster Wellness Session 1.00pm – 3.15pm at</b> Anglesey Primary School Clarence Street, Burton. DE14 3LG <b>(Commencing 01<sup>st</sup> May 2014 – No sessions run during school holidays)</b>
Friday	<b>BME Wellness Support Session 9.00 -11.30am at</b> Eton Park Junior School Masefield Crescent, Burton. DE14 2SG <b>(Support Session – No sessions during school holidays)</b>	

# Mid Staffs Mind



## Mid Staffs Mind Badminton Group

MSM's Badminton Group has been running for over 10 years at Cannock Chase Leisure Centre

and has been enjoyed by many people over this time. It takes place in a very informal atmosphere and is also great fun and exercise. All differing ability levels are welcome at the group so there is no need to play too seriously if you would just prefer a knock about or practice. But if you prefer a slightly more competitive game then that can be arranged also. The group is run by our dedicated volunteers and has a very supportive environment, everyone gets a fair chance to play (or have a rest if needed!). There is no dress code like some clubs and if you don't have a badminton racquet don't worry! We have a selection you can borrow.

## Socialising

Many people who have joined Badminton Group have made friends, gained confidence, and organised other social events outside of the group. As well as the chance to keep fit, improve your mood and enjoy yourself, you may end up expanding your social network with others who have been in a similar situation in life. The group takes place every Tuesday from 2 till 4pm and there is a small charge of £2.50, which is real value for 2 hours of court time! This group receives no statutory funding and all the income to maintain this group has been self-generated by the group themselves!

**So if you would like to join us and have a go, please give us a call on 01543 496876 for more information.**



## Open Day for new Creativity Group in Rugeley

Mid Staffs Mind is pleased to announce the opening of our new 'Creativity' group which will take place every Friday from 3.45 till 5.45 pm at Brereton & Ravenhill Community Centre, Rugeley. The group will help support local people with mental health problems. It will cover arts, crafts, music and drama. If you would like to get involved, volunteer, or find out more information, please call us on 01543 496876.



## National Volunteer Week

Our Open Day was on Friday 6th June; we celebrated the crucial part that volunteers play, and the importance of Peer Support! Volunteers were presented with certificates to thank them for their hard work and dedication, as well as staff and volunteers being awarded attendance certificates for completing their Level 2 course in Information, Advice and Guidance.

### **Congratulations!**

Potential volunteers were also invited along to take part in a 'Speed Matching Event' which gave people the chance to find out more about opportunities, and how they could get involved to help others.



## The importance of Peer Support

We were also visited by Dominic Walker, an engagement officer from National Mind, who came all the way from London to officially open our group and to share his own story which re-enforced the value of Peer Support. That is, the importance that non-clinical relationships and friendships play in recovery and maintenance of our mental wellbeing! This shared experience is vital to so many of our groups and clients, and Dominic's speech emphasised this with real passion and empathy which many found inspirational! Also a big thanks to our 'Walnuts Music Group' who provided musical entertainment on the day!

## **WE HAVE A NEW WEBSITE! [midstaffsmind.co.uk](http://midstaffsmind.co.uk)**

Good news. We have been working hard over the past few months to re-develop our Website. The site is now easier to navigate and features relevant news and articles, volunteering opportunities, a link to our MSM Boards, blog page, MSM Policies, contact details, information about our services, and now previous editions of the MSM newsletter can also be downloaded. Also it has never been easier to donate to Mid Staffs Mind to help promote and maintain our services, there are details of how to donate by text, an easy link to donate via PayPal, and as mentioned earlier, how to shop online via Easyfundraising.org

# Sharon's Story

Sharon is a member from Richmond Fellowship Life Links



It started in July 2010 when my life changed forever. I was helping at a tots group and it was the last one before the 6 weeks holiday. The party food had gone everywhere so I was sweeping up and tidying up. I was the church cleaner so after sweeping the big hall I was getting tired so I went into the lounge to close my eyes and fell asleep. I woke up with pins and needles in both arms and legs. I called the tots staff to see if my face was different and she said it wasn't. I told her that I didn't feel right so they called 999. I had trouble standing up to get into their chair. By the time I got to hospital I had no feeling down the right hand side of my body in my face, arm or leg. I was given medication for someone who had suffered a stroke – I was 41 years old. My speech had also gone. I was sent to New Cross, to Stafford and then to Cannock. It was at Cannock after an MRI dye test I knew something was wrong.

I went into the scan with two staff and when I came out there were 6. I had to have more tests so they sent me to Stoke Hospital. There I was told they had found something in my spinal cord but did not know the full extent. I waited 3 days and was told I had a tumour in my spinal cord that needed to be removed or I would be a quadriplegic. I cried so much. I had to have the operation. It was booked for a Tuesday, but it was cancelled due to another difficult patient so it was booked for the Wednesday at 11am. I was scared. The operation took 5 hours. When I woke up, my right side was fine but my left leg was numb all the way up to my waist. They had removed all of the tumour and it was cancer. Being unable to work was really hard to cope with and I saw my CPN and Dave from Richmond Fellowship. My mental health was at an all time low due to being in hospital for 6 weeks.

I missed family holidays. I had to try really hard to keep going. At rehab I did a 40k bike ride and was doing so well that I was discharged. I did lots of physiotherapy, was walking with one stick and was driving my automatic car for only two weeks. I had another funny turn in March 2014. It affected both arms and legs. New Cross Hospital did lots of tests but didn't know what had happened. This time I cried, got angry and thought - 'why me?'. I felt my mental health was slipping down a black hole. They wanted me to go into an old people's home. I said 'NO – I want to go home!'. I am now at home with a frame and a four legged stick so I can walk as much as possible. In one of the hospitals they told me my symptoms were down to my bipolar medication. I had been stable with my bipolar and the medication had helped me cope with my illness. All the staff at Physio, and my Psychiatrist kept saying they had never heard of anyone that had a reaction like that to their medication. If I didn't have bipolar I think the staff might have thought differently.

My mental health is still hard to deal with so I am staying on my medication and see how I go.

## Volunteering for Mind Charity Shops

Mind is the leading Mental Health Charity in England and Wales. Founded in 1946, Mind works to improve the life of those who suffer from mental distress. It is estimated that 1 in 4 people will suffer from some form of mental distress at some point in their life.

The Patron of Mind is H.R.H Princess Alexandra and the President of Mind is Lord Melvyn Bragg.

There are over 100 Mind shops throughout England and Wales and they mainly sell goods donated by the general public.

From the end of September each

year they also sell Christmas cards. The money raised by the shops helps to support activities at their National Headquarters in Stratford, London and locally where there is a Mind association in the area.

Mind shops have been operating for over 50 years. Without the dedication of volunteers they would not have been able to continue their work. When you become a volunteer with Mind they will endeavour to provide training on all aspects of work carried out in the shops. The tasks that volunteers will be expected to undertake include sorting, steaming, pricing, selling, till work and administration.

If you are interested in volunteering for Mind shops and know of one in your area, why not pop in and make some enquiries. Or alternatively, if you are unsure of where your nearest Mind shop is, please visit the website – [www.mind.org.uk](http://www.mind.org.uk) - or ring National Mind on 02085192122 for more details.



For better  
mental health





# ART & SOUL FRIENDSHIP GROUP

Art & Soul have been very busy of late. We have recently had the Parliamentary Candidate for Burton and Uttoxeter, Jon Wheale, run the Uttoxeter half marathon for our



Charity on the 4<sup>th</sup> of May 2014. Members were there to welcome him across the finish line. The money raised will go to Art & Soul and help purchase a much needed computer to help staff move the Charity forward and network more effectively.

The making of a 'Happy' video based on the song by Pharrell Williams was released to the public on Friday 2<sup>nd</sup> of May and is available to watch on YouTube, the link is on Art & Soul's Facebook page, Art and Soul – for better mental health. It has been a great hit liked by many mental health professionals and members alike. The video is to ensure that people are aware that Art & Soul is a very

happy charity and that not everything associated with mental ill-health is all doom and gloom. A big thank you to all that participated in the video. please feel free to share the video with friends and family, you might like to visit our charity as a result of watching the video.

Furthermore, Art & Soul were approached last year by the Quakers, previously known as The Religious Society of Friends, who share a way of life based on their testimonies: truth, integrity, justice, equality, simplicity, community & peace; the latter part being very identifiable with many of our Art & Soul members. The Quakers, offered us the use of their garden, having secured much needed funding from the Staffordshire County Council Wellbeing Fund. The project is now coming along thanks to the

generosity of hard working members and the support from Tesco's community project team, amongst others.



Costa donated Art & Soul staff and its volunteers with new t-shirts. Amy, a member, also opened the new Costa store in Uttoxeter and members danced to the song 'Happy' around the outside of the building.



## Weekly Schedule

	9-10	10-11	11-12	12-1	1-2	2-3	6-8.30
Monday					Garden Project 1pm onwards (Starts week beginning 2 <sup>nd</sup> June TBC)		
Tuesday		Julie's Courage Cards 10-11am	Jane's Workshop. See extra information for details. 27 <sup>th</sup> , 10 <sup>th</sup> , 24 <sup>th</sup> TBC		Nattering Knitters 1pm		
Wednesday			Danielle's Upcycle 10:30 - 12pm	Gardening project 11am - 2pm (Starts week beginning 2 <sup>nd</sup> June TBC)	1pm Lee quiz/ games		
Thursday		Lark in the Park planning and preparation 10-12			Diane's Creative Crafters 1-3pm		Women's Group 6-8.30pm
Friday		Garden Project 11am - 1pm (Starts week beginning 2 <sup>nd</sup> June TBC)			Afternoon Tea 1pm		

### Arts & Craft room and drop-in open daily 9am-3.45pm

You do not have to participate in any activity listed, this is optional, and everyone is welcome, members new or old. Timetable changes during school holidays.

Timetable changes regularly, new events added, including one off activities so please see [www.artandsoufriendshipgroup.com](http://www.artandsoufriendshipgroup.com)

or the Facebook Art and Soul – for better mental health and closed pages for updates or ring the project on: **01889 359243**

# Customer Satisfaction Jobcentre Plus

A Response to SSNMH Report on Service User's Perception of Jobcentre Plus 2014

*Bill Evans, Mental Health and Wellbeing Partnership Manager, Jobcentre Plus*

Thank you very much to all 'Network News' readers who participated in the survey earlier this year. I read Gemma Giles' well-presented report with immense interest and was really pleased to see the variety of views expressed.

The survey report has given us real food for thought. I would like to tell you what we are doing to help us make sure that we are able to provide the level of service that I am sure we are all looking for. This includes:

- Ensuring all our Work Coaches know about, understand and work to the DWP Customer Charter, which measures our performance against the four key areas of "Right treatment", "Keeping you informed", "Easy access", and "Getting it right".
- Ensuring that the procedures for raising a complaint about poor service are readily available for people. This will include making available to you leaflets explaining the process. Please ask your Jobcentre Plus Work Coach for more information.
- Continuing to provide on-going customer service training for all of our Work Coaches. All of our Employment and Support Allowance Work Coaches are very experienced and highly trained in Solution Focused interview techniques. Our Disability Work Coaches are particularly skilled in working with all customers who have additional health related needs.
- Building the right customer-service environment in all of our offices. Our aim is to become the premier public service delivery organisation. Work currently in hand includes a focus on better support for our Employment and Support Allowance and our Income Support customers, and a strengthening of our employer agenda to do more to help more claimants return to work. This includes making sure that we do not shout customers' names and private information across the floor in our Jobcentres.
- Doing our bit to actively promote the 'Time to Change' campaign in all of our offices to ensure that mental health stigma and discrimination is eradicated.
- Inviting into our offices, organisations such as Mind and Mencap to deliver awareness training to our staff about mental health, learning disability, Autism, and Asperger's syndrome, in order to help our staff to understand how best to support their customers with these challenging health and wellbeing conditions.
- Regular presentations by our local Partnership Managers to groups of Service Users to provide updates on Welfare Reform issues and also to hear your views. If you want to arrange a presentation for your group, please contact me via Keri or a member of his team.
- The completion of the implementation of the 'Claimant Commitment' to all customers. All new

claimants are now asked to work with their Work Coach to construct their 'Claimant Commitment' (together with an 'Action Plan') which is more tailored to the customer's immediate needs than the former Jobseeker's Agreement. Feedback from customers so far has been really very positive about the value of the 'Claimant Commitment'.

- Ensuring that your waiting time in our offices is kept to the absolute minimum and that at all times we keep you fully informed of any delays.

The final survey report highlighted some negative feedback regarding the benefits sanctions regime. I think it is fair that I say a little about that here:

- Work Coaches in our Jobcentres have a responsibility to raise a doubt about customer compliance with the rules governing their receipt of benefit. If you are getting Jobseeker's Allowance, for example, then there is a clear expectation that you need to be actively seeking employment in our increasingly active labour market.
- Your Jobcentre Work Coach may raise a doubt, but it is an independent Decision Maker at the Benefit Centre who makes the final decision to sanction any customer. Your Work Coach does not actually make this decision.
- If a decision goes against a customer, there is an Appeals process. Please ask your Jobcentre Plus Work Coach for more information about how to appeal.
- Our data indicates that less than 10% of customers provide our Jobcentre Work Coaches with a doubt about their compliance.

If you are unhappy with the service you receive in your local Jobcentre, I ask you or a friend or an adviser to tell us at the time. That way we can try to understand the situation and to work with you to produce a positive outcome.

Please be assured that the managers and staff of all our Jobcentres are fully committed to providing the highest level of customer service. Your survey has highlighted areas where you think we can do better. We will continue to work on those points. I hope that I have shown above that we are serious about 'Getting it right' for you.

My role as the District Mental Health and Wellbeing Partnership Manager remains central to this commitment. I will continue to work with the Network, and with other Service User organisations throughout Staffordshire, to ensure that we do get it right and that we deliver to you the high quality of customer service that you deserve.

Please keep the dialogue going through South Staffordshire Network for Mental Health.

I wish you all the very best.

**Bill Evans**

Here for you...

**Healthwatch Staffordshire acts as an independent voice of local people, championing quality health and social care.**

It is our job to argue for consumer interest for all those who use health and social care services in the county. With your input we can raise awareness of key issues affecting your local health and social care services and recommend improvements.

There are several ways that you can contact us and provide your feedback and views on services:  
**Freephone: 0800 051 8371**

**Website:**

[www.healthwatchstaffordshire.co.uk/have-your-say/](http://www.healthwatchstaffordshire.co.uk/have-your-say/)

Where you can browse local services and leave your feedback on the Experience Exchange.

We are leading on the engagement activities for the Staffordshire Carers Partnership to find out what carers have to say about support



***The Starfish Project***

commenced as an outreach project of Tamworth Covenanting Churches in 2005. John Larkin, who brought great experience from his working with Birmingham City Mission, was asked to lead the Starfish drop-in centre on a volunteer basis. Today, Starfish has expanded from one to three drop-in centres, now situated at Stonydelph and Leyfields areas of the town, as well as the original centre in the town centre.

The aim of the project is to offer a listening ear to those with any sort of problem: drugs, alcohol, homelessness, mental health,

services for carers and this feedback will be used to inform the review of support services. Among several themes to have emerged so far is the need for specific easy-to-understand information about entitlements, respite and support and a call for greater respite provision. Carers highlighted the value of support groups, but say there should be a single central body to contact for advice.

This engagement activity is running through to the end of July and your feedback is really important to us. Please contact us on the Freephone number 0800 051 8371 or complete the online feedback at: [www.surveymonkey.com/s/supportforcarers-CarersSurvey2014](http://www.surveymonkey.com/s/supportforcarers-CarersSurvey2014)

We are really keen to hear from young carers too and there is a confidential online feedback available at:

[www.surveymonkey.com/s/youngcarers2014](http://www.surveymonkey.com/s/youngcarers2014)

In the coming months, we will be carrying out surveys and mystery shopping of GP surgeries to find out what patients have to say about GP appointments.

learning difficulties, loneliness, domestic, relationship or financial problems. The list is not exhaustive. Volunteers offer their time to listen to and help visitors. Starfish desires to provide a safe, supportive and "safe space" environment in which to talk. The project is underpinned with a Christian ethos, and volunteers meet regularly to pray for visitors and to support each other. Visitors receive free refreshments, with churches throughout Tamworth regularly donating groceries or making monetary donations to purchase perishables.

There are many opportunities for Staffordshire residents to be involved with Healthwatch Staffordshire including volunteering roles for Enter and View Authorised Representatives observing the delivery of health and social care services, mystery shopper, or supporting our engagement events and talking to people about Healthwatch and what we do.

You can find out more about our volunteering roles at our Annual General Meeting on Tuesday 15<sup>th</sup> July from 9.30am – 1.30pm at Rising Brook Conference Centre, Stafford. Our AGM will also provide an opportunity for you to give your views and vote on our priorities for 2014/15.



**For more information, please contact us on 0800 051 8371 or visit our website at [www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)**



**The bases for the Starfish Project in Tamworth:**

**St. Editha's Crypt,**  
Tamworth:

Mon 2:00pm-4:00pm  
Mon 7:30pm-10:00pm

**St Martins, Stonydelph:**  
Wed 7:30pm-9:30pm

**St.Andrew's Methodist Church,**  
Leyfields, Tamworth  
Thur 2:30pm-4:30pm

# NOTICES

## WANTED!!!

### NEWS ITEMS, COMMENTS, IDEAS, POEMS, ARTWORK AND STORIES

This newsletter is one of the range of opportunities the Network uses to reach its membership. It is read by people with experience of mental illness and providers. Contributions can be made anonymously if you wish. We reserve the right to amend contributions for clarity, objectivity and length. Contributions for the next issue of Network News must be received by:

**Friday 5th September 2014**

**Thank you to the team who have helped with this edition, especially Julie, for making Network News so special!**

#### Staffordshire Mental Health Helpline

Worried? Stressed? Feeling low?

**0808 800 2234**

Online - [www.brighter-futures.org.uk](http://www.brighter-futures.org.uk)

Text - 07860 022821

Email - [staffordshire.helpline@brighter-futures.org.uk](mailto:staffordshire.helpline@brighter-futures.org.uk)

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7pm - 2am weekdays

2pm - 2am weekends

365 days a year



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Bore Street,  
Lichfield,  
Staffordshire  
WS13 6LL



**01543 301139**

[sunetwork@ssnmentalhealth.co.uk](mailto:sunetwork@ssnmentalhealth.co.uk)

[www.ssnmentalhealth.co.uk](http://www.ssnmentalhealth.co.uk)

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### Comments, Compliments & Complaints

We are always trying to improve on our great work here at the Network, that means making our ears bigger and our voices louder!

If you think we can improve on what we do in any way, this could be regarding the Network News, our visits to services, the way in which we capture your views or feedback, or whatever! We would very much welcome your thoughts.



**Please call the office on**

**01543 301139** or email:

[sunetwork@ssnmentalhealth.co.uk](mailto:sunetwork@ssnmentalhealth.co.uk)

the dropinn

St Johns Church  
High Street  
Chase Terrace  
Burntwood

The 'Drop Inn' is a café run by St Johns Church every Monday from **10.00am until 2pm**. Everyone is welcome to come along regardless of your circumstances. It is a warm and friendly atmosphere and always welcomes new visitors.

Why not come along and try it! Meet new people and enjoy making conversation over a cuppa and a piece of homemade cake!

For more information,  
please ring the  
Parish Office on  
**01543 304 611**.



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Mental Health

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**When you have finished with this magazine PLEASE pass it on or recycle it.**