

Haringey Service User and Carer Forum

Microsoft Teams

Monday 11th of January 2021, 2:00-3:30

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| Chairs: | A. Dipino (A.D) & H.Brindley (H.B) |
| Present: | S. Kirkpatrick (S.K.) R. Hudson (R.H.) H. Antony (H.A.) C. Andrews (C.A) C. Groves (C.G) I. Fadaka (I.F.) H. Williams (H.W) C. Bernard (C.B.) C. Lewis (C.L) A. Isse C. Lewis G. Eastly (G.E) A. Modupe (A.M.) P. Fraser (P.F.) S. Collins K. Greeve (K.G.) C. Cox (O.T Lead in Haringey) K. Edelman (Clinical Director) |
| Minutes: | J. Douzenis (J.D) |
| Abbreviations | DP Discussion point |

| | Meeting Summary | Action |
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| 1 | Round of introductions | |
| 2 | Matters Arising & Actions | |
| 3 | Notices | |
| 4 | Agenda Items <ul style="list-style-type: none"> • Presentation by Ivy about the Crisis Telephone Service/Hub • Presentation by Charlotte and Ayaan about the Crisis Team | |

| 1. | Introductions | Action |
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| 1.1 | Introduction of meeting attendees | |
| 2. | Matters Arising & Actions | |
| 2.1 | Helen's Final Forum Helen is retiring and so will be resigning as co-chair. She will be greatly missed. Her contribution to the forum was praised and everyone's gratitude for this was expressed. Helen confirmed that she will be handing over to Camilla Cox, Haringey Lead for OT, who will continue to coordinate the Forum and take on the co-chair role | |
| 3. | Notices | |

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| <p>3.1</p> <p>3.2</p> <p>3.4</p> | <p>R.H Talk on Confidence and Failure R.H will be doing a talk around confidence and failure in collaboration with MIND. The talk will take place on Thursday 21/01/2021 on line between 13:30 and 15:00pm. He will be happy to provide further talks at the Forum if Camilla lets him know when she would like to schedule these.</p> <p>Clarendon Recovery College GE and SC gave an update about Clarendon Recovery College. - Their course catalogue can be downloaded from their website. All you need to download these is your name and an email address. -They have a range of on-going groups. These include a men’s group, a women’s group and a mixed group. -They are also currently offering live online classes. The timetable for these classes can be found on their website: https://www.haringey.gov.uk/social-care-and-health/mental-health/clarendon-recovery-college - The Recovery College will be moving to the old Canning Crescent site. They are holding a series of consultation meetings though and online open forum to discuss plans for the move. These will also include plans for the Safe Haven (currently available online but to be based at Canning Crescent in future). Insert Zoom LINK</p> <p>Tottenham Talking C.C. updated us on the progress of a new project starting on 25th January that will be running until the end of May 2021. Tottenham Talking is a partnership between BEH and Bridge Renewal Trust aiming to provide additional support to service users who might otherwise be at risk of admission during the winter months. Staffed by peer workers and professionals, the project will offer one to one support and a range of groups. Initially the service will be offered mainly by phone and online, but the plan is to move the groups to Chestnuts Community Centre once lockdown eases. Amongst others, the groups will include art therapy, mindfulness, and assertiveness. As soon as possible, the project will run as a drop-in café that will be open every Monday to Thursday between 10:00am and 15:30pm.</p> | |
| <p>4</p> | <p>Agenda Items</p> | |
| <p>4.1</p> | <p>Crisis Telephone Service/Hub – Ivy Fadaka Every call that is directed to the Crisis Resolution and Home treatment team is initially “screened” by the Crisis Telephone Service. Their main role is to signpost and advise callers on where they will be able to get the most appropriate help. On an average day, they receive about 150 calls of which about 10% are passed onto the Crisis Team (CRHTT). The service operates by triage. When people call in they have a discussion with the worker on the phone and then are advised or signposted/re-directed to the most appropriate service. The phone lines are open 24/7 and also cover CAMHS for Camden and Islington. About 20% of callers are not previously known to services. This service began in 2013 to respond to the high number of calls coming directly to the Crisis Team. The staff are senior practitioners including mental health nurses, OTs and social workers as well as admin. More recently, as a result of Covid, the team has been receiving double the number of calls</p> | |

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| 4.2 | <p>compared to the time before Covid.</p> <p>Crisis Resolution and Home Treatment Team (CRHTT) – Charlotte Lewis and Ayaan Isse</p> <p>The CRHTT is designed to provide intensive support people living with the community, aiming to facilitate discharge from the wards, or to prevent a ward admission. They offer short term interventions (on average 1-2weeks). The team is made up of different professionals including psychiatrists, a family therapist, nurses and social workers.</p> <p>This team receives referrals from the Crisis Telephone Hub, the wards, the community teams and A&E. Once a referral is received and accepted, they aim to visit clients in the community within 24 hours of the referral being made to discuss and form a crisis and contingency plan.</p> <p>Upon discharge from the CRHTT, clients may be referred to other teams or services within the community or, if necessary, can also be admitted onto the wards. At the point of discharge, clients are provided with a booklet with contact information for the crisis team and Crisis telephone service as well as local A&E departments..</p> | |
| 6. | Next Meeting | |
| | <p>Monday 8th of February 2021, 14:00-15:30- Theme: Open Dialogue</p> <p>Click the link below to join our next meeting:</p> <p><u>Join Microsoft Teams Meeting</u></p> | |