

Haringey Service User and Carer Forum

Microsoft Teams

Monday 9th of November 2021, 2:00pm-3:30pm

Chairs:	A. Dipino (A.D) & C. Cox (C.C)
Present:	S. Collins (SC) F. Amasowomwan AM Clarke (AM Clarke) Cheyenne Roberts (CR) G. Dulskyte (G.D) Sally K. (S.K) E. Sofela (E.S) J. Robinson (J.R) C. Bernard (C.B) Angelique P. Fraser (P.F) H. Chamberlain (H.C) L. Harding (L.H) A. Gowshall J. Ikpoh (J.I) F. Adewumi-Adeshina (F.A.A) J. Goodchild (J.G) M. Keith (M.K)
Minutes:	J. Douzenis (J.D)
Abbreviations	DP Discussion point

	Meeting Summary	Action
1	Round of introductions	
2	Matters Arising & Actions	
3	Notices	
4	Agenda Items <ul style="list-style-type: none"> • Presentation by Cheyenne and JR "Tottenham Talking" • Presentation by M.K- "TransFOURmation" 	

1.	Introductions	Action
1.1	Introduction of meeting attendees	
2.	Matters Arising & Actions	
3.	Notices	
3.1	Nature Walks Nature walks have been organised. The group meets every Thursday in St. Ann's at 14:00 until 15:30. If you are interested and would like more information please email Camilla. The final Nature walk will be held on 25.11.2021	

<p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p>	<p>Clarendon Recovery College- Open Forum The CRC is holding an open forum to discuss the future of the CRC. Participants will be asked to think back at past courses they have attended, what they found useful and what could be improved and then consider what they would like to see the CRC doing in the future. This will be held on 15/11/2021. The CRC will also provide some lunch.</p> <p>Persona Workshops Workshops are being held to develop personas of client who are likely to be referred to the trust. The aim of this forum is to think about the referral pathway and how to better engage people. They will also be considering the self-referral route. This are held on Wednesday 10.11.2021 online via MSTeams.</p> <p>Mental Health Summit Another forum is being held in Chestnuts Community centre on 10th November This event is due to start at 14:30 and will include stalls from different services and activities for people to get involved in.</p> <p>Black Communities Health and Wellness Fair This event is being held in Chestnuts Community Centre on the 27th of November 2021. It will provide a space to learn and talk about local services and how we can all get involved. <i>DP: Concerns were raised about the name of the event. It was pointed out that the name, although is trying to engage a certain section of the community, may end up marginalising it. It was also pointed out that the name of the event is confusing.</i></p> <p>Nominations Nominations have now opened. Service users and cares can nominate clinicians and BEH staff who they have worked well with and feel deserve some recognition.</p>	
<p>4</p>	<p>Agenda Items</p>	
<p>4.1</p>	<p>Presentation by Cheyenne Roberts & JR- “Tottenham Talking” Tottenham Talking has re-opened after a few months. Previously it was known as the Tottenham Talking Café. Their aim is to deliver accessible, timely and effective programmes as an alternative to the NHS. They want to collaborate with local and community services, groups, and experts to make mental health treatment more accessible for all communities and empower those experiencing mental health difficulties. Their doors are now open and are taking both self-referrals and referral from services. They are also planning on co-producing groups with MIND, Connected Communities and the CRC and hold these in different locations to allow more people to easily access them. They are also trying to specifically encourage members of the BAME community to engage with their groups and activities. When people self-refer or are referred to Tottenham Talking they will be offered a “Welcome chat”. They will then be allowed and asked to join any of the groups that are on offer and are appropriate for the specific client. The worker sin Tottenham talking will offer 3 monthly reviews to all clients. Clients are also allowed to leave whenever they wish to or stay as long as they would like.</p>	

	<p><i>DP: How will Tottenham Talking be advertised? Will this reach member of the BAME community?</i> Currently Tottenham Talking is being advertised online (have their own Instagram account), on wards and within CMHTs. The forum suggested it may be a good idea for TT to also advertise themselves in faith groups, community groups such as Somali, Turkish and Kurdish groups and also on the local radio.</p> <p><i>DP: Were SU involved in the planning of this service?</i> SU and Care feedback was considered when re-starting the group. This was based on feedback of people who did engage in the service so is likely biased. SU involved is something that the service would like to develop. As a result they offer volunteering and training opportunities for those who would be interested. They also offer supervision for all volunteers.</p> <p><i>DP: Will there be specific Carers groups?</i> No specific carers groups have been organised yet though cares are encouraged to join any of the groups that Tottenham Talking has on offer. Tottenham Talking is open to anyone experiencing mental health difficulties including carers.</p> <p>Presentation by M.K- “Transformation” M.K provided a presentation on the transformation that is ongoing in St. Ann’s. The transformation involves four main points. 1. Improve clinical services 2. Transforming our culture 3. Better use of technology 4. Transformation of our estate M.K asked for the forums views on naming of different services and on areas that still need to be improved.</p> <p><i>DP: 111 issues with contacting the crisis team</i> S.K asked if the issues in contact between 111 and the crisis team are being considered. It has been noted that the crisis team often doesn’t answer their phones and the 111 workers are left unsure of what to do next. M.K assured the forum that this is being looked into</p> <p><i>DP: Crisis team</i> The forum discussed that bad experiences in the past with the Crisis team/telephone line will affect how they are willing to engage with them. It will need to be widely disseminated that changes have been made and that improvement are already in place. M.K understood this and pointed out that the Crisis telephone team receive approximately 6,000 calls a month. He is aware of the improvements that need to be made and that more confidence needs to be built into the Crisis team.</p> <p><i>DP: Where are carers in the transformation?</i> It has been pointed out that there is no consideration for cares within the transformation and that there is no Carer protocol within BEH. The forum also discussed that carers may not identify themselves as “carers”. Families do not consider this a job rather their duty. It may be beneficial to use a different name for this group of people that will not marginalise anyone.</p>	
6.	Next Meeting	
	Monday 13 th of December 2021, 14:00-15:30- Theme: Recovery Stories	

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