

JANUARY 2016

Happy New Year

Hello it's Lynne here – the Strategic Leader for Service Users and Carers at Bristol Mental Health, and I'd like to wish everyone reading this newsletter a very happy and healthy 2016.



I hope that everyone had a good Christmas break; it was good to see how many services were open and available. In particular, the Bristol Sanctuary service, which remained open over the Christmas period and was well used by those who needed it.

We are always looking for more service and users and carers to be involved with Bristol Mental Health. There are different roles and projects to become involved in and your input is vital in the planning and design of services. If you are interested in getting involved, please contact me on 0117 3546200 or by emailing lynne.newbury@nhs.net.

Time to Talk Day

Time to Talk day is on Thursday 4 February and aims to get as many people as possible across England talking about mental health.



The theme this year is 'getting the nation talking' and here in Bristol, we are calling it the 'Brizzle Buzz'. We hope it will create the opportunity for people across the city of Bristol to hold their own event, maybe at home, in their workplace, or at school. The day is organised by the Time to Change campaign, and Time to Change champions will be based in three venues on the day:

The Station - <http://thestationbristol.org.uk/>
Hamilton House - <http://www.hamiltonhouse.org/>
Bristol Royal Infirmary - <http://www.uhbristol.nhs.uk/>

Please try to support an event near you. You can also show your support by logging the conversations you have with people about mental health [here](#) on the Time to Talk Day interactive map.

New crisis leaflet

Bristol Survivors Network has produced a 'Bristol Crisis Support Leaflet' for service users in Bristol.

If you would like a copy of the leaflet for your own use or for others', please contact the network at bsn@bristolmind.org.uk.

The Board

Who is on your service user and carer Board and who do they represent?

Community Rehabilitation:
Catherine Nile and Andrew Pedley
Dementia Wellbeing Service:
Hilary Cunliffe
Employment Service: Julie Hayward and Liz Andrews
Assertive and Contact
Engagement: Victor Lewis and Patsy Staddon
Wellbeing Service: Nola Davis

The men's and women's Crisis houses also each have a representative on the Board.

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Are you interested in being a mental health champion?

Are you interested in helping end mental health discrimination in your community?

The Time to Change campaign is always looking for new representatives to become mental health champions. If you are interested and would like to know more, please visit the website <http://www.time-to-change.org.uk/>.

Developing Health and Independence services

Developing Health and Independence is a charity that challenges social exclusion by supporting people to achieve their potential and contribute to the richness and wellbeing of their community.



One of their support services is for families of those affected by drugs or alcohol and includes; advice and information, signposting and referral, live website chats, support groups and assessment of needs. They can also create individual packages of support which include solution-focused counselling and parent and carer training programmes.

They have an office in central Bristol with space to meet and can be contacted on 0117 9166588 and at info@dhibristol.org.uk. For more information, visit their website <http://www.dhi-online.org.uk/>.

Minutes from the latest Service User and Carer Board

The last Board meeting was held on the 13th January 2016 and the next will be held on 10th February 2016.

- Bev Woolmer, the Service User Involvement worker for AWP, was invited to attend. Bev works across Bristol to support service users but not carers. Lynne and Bev are seeking to join up SU work across Bristol.
- **Evaluation** Each service is currently undergoing evaluation and the results will be collated by the Systems Leadership Team to set a base line for future evaluation. At the same time, an independent external evaluator will evaluate the Bristol Mental Health system as a whole, including the work of the System Leadership team, and will involve service users and carers. There are plans to include peer-to-peer interviews in this process.
- The Board is very keen to progress the Culture Change document.
- **Recruitment to the Board** - Lynne is working with all organisations across Bristol Mental Health to recruit new members to the Board, as many current members are due to retire during 2016.
- **Governance** - The efficacy of current reporting systems,

Jargon buster

Spotted any unexplained jargon in this newsletter?

We try to use plain English but if we've slipped in something that doesn't make sense, send us an email and we'll include it in the jargon buster next issue.

Bristol Mental Health: Bristol Mental Health is the new name for mental health services in the city. The services are commissioned by Bristol Clinical Commissioning group and are provided by 18 voluntary and public sector organisations including two NHS Trusts.

Bristol Mental Health services include: assertive and contact engagement (ACE); assessment and recovery; community access support service (CASS); crisis service; community rehabilitation; complex psychological therapies; dementia wellbeing service; employment service; inpatient services; men's and women's crisis houses; Bristol Sanctuary; wellbeing therapies service; early intervention in psychosis.

Carer: A person who provides care to someone who is using Bristol Mental Health services or who has done so in the past 18 months.

Service user / patient: A person who uses Bristol Mental Health services or who has done so in the past 18 months.

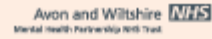
Service User and Carer Board: This is a group of service users and carers that meets once per month to discuss issues affecting both the system leadership team and the service providers they represent. These meetings have run since November 2014.

System Leadership Team: A small team that ensures all the Bristol Mental Health service provider organisations work effectively together and that nobody falls through the gaps.

structures and Boards within Bristol Mental Health is currently being reviewed. This will lead to an 'improvement and development' day at the end of January.

- **Service Updates**
- **Crisis Team** – the Crisis team representative on the Board met with visitors from Camden Mental Health Services before Christmas. They looked at the Bristol Crisis service and have offered to give service user input. They were impressed with some of the examples of co-production in Bristol.
- **Early Intervention in Psychosis** – a good example of co-production was discussed, and a leaflet that is being produced to support carers and individuals during periods of psychosis.
- **Men's Crisis House** – it can be difficult to consult with service users as new people are constantly using service and can only stay for 4 weeks. There is good support from staff team to engage.
- Board members are concerned about the apparent lack of wider knowledge around support groups that are free and have open access to help sufferers of social anxiety and/or depression. We questioned whether there are currently any documents to help staff refer service users to relevant support available within Bristol Mental Health. A known document has been circulated to service leads but does not seem to be freely available.
- Lynne asked if Board members were able to seek the views of wider staff and other service users and carers using their respective services. This was not consistent, so Lynne will write to organisations to highlight the role of Board members.

Our partners:



STAND AGAINST
RACISM & INEQUALITY



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