



**MENTAL HEALTH AWARENESS WEEK 2019  
ASSEMBLY FINAL REPORT**

# **MENTAL HEALTH AWARENESS WEEK 2019 ASSEMBLY FINAL REPORT**

## **Introduction**

On Friday 17<sup>th</sup> May 2019 Newham Council in collaboration with the ASK User-Led Mental Health Group and the Carers Community Mental Health (CCMH) group held their first joint Assembly to mark Mental Health Awareness Week (MHAW) 2019 and which ran from 13<sup>th</sup> to the 19<sup>th</sup> May. Mental Health Awareness Week 2019 events took place across the UK to talk about the problems and stigmas around talking about and diagnosing mental health issues.

The Assembly was held at the Canning Town Community Neighbourhood Centre & Library and co-hosted by Zhenreenah Muhxinga, Chair of CCMH and by Sandra Amoah, Chair of ASK.

## **Content**

- 1. Introduction**
- 2. Background & structure of the meeting**
- 4. Summary**
- 5. Evaluation**
- 6. Recommendations**

## **Support documents**

- A Round One responses**
- B Round Two responses**
- C Round Four responses**





In Round 2 the delegates looked at **what wasn't working well and what were the most important changes that they would like to see for mental health services?** They made 260 individual comments but many of these comments were duplicated and after they were combined 172 comments were taken forward. A full list of comments can be seen in Supporting Documents B.

During the lunch break the Co-Chairs and Co-Production Manager identified 9 main themes from these 260 individual comments and then picked the top 3 priority areas from the number of comments under each heading.

In Round 3 delegates were asked to vote on their top 3 priorities identified and in Round 4 they were asked to comment on how they and the Council could work together to tackle mental health issues.

Three priority areas were chose by delegates and they were:

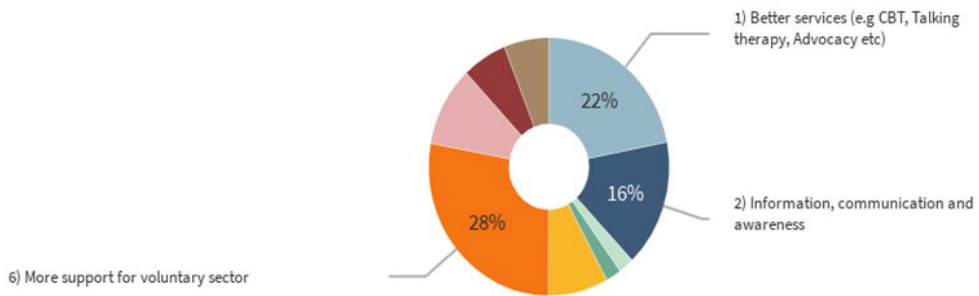
Priority One – More support for the voluntary sector

Priority Two – Better services

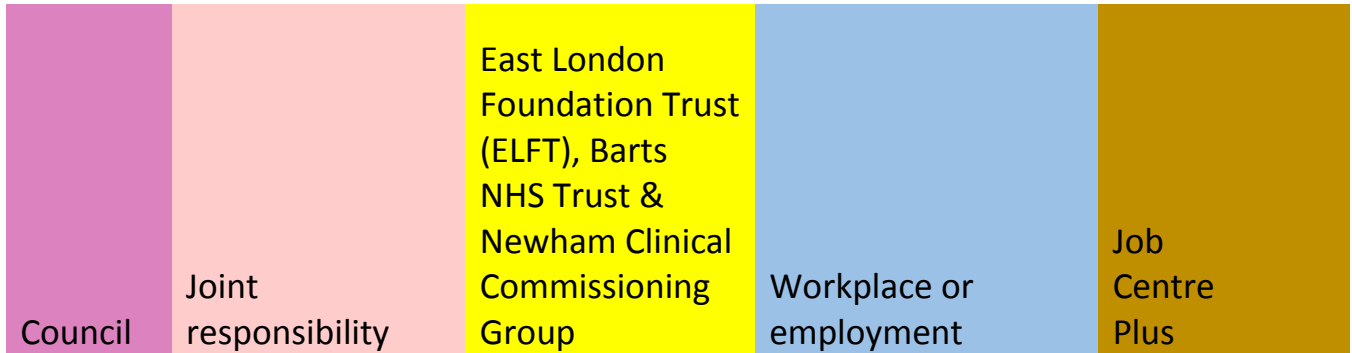
Priority Three – Information, communication and awareness

### 3. Vote for the priority you feel is the most important (one vote - ballot)

- 1) Better services (e.g CBT, T...
- 2) Information, communication ...
- 3) Support from council, ELFT ...
- 4) More carer support
- 5) Better training and support...
- 6) More support for voluntary ...
- 7) More support for Younger Pe...
- 8) Personal Safety (e.g hate c...
- 9) Work Support



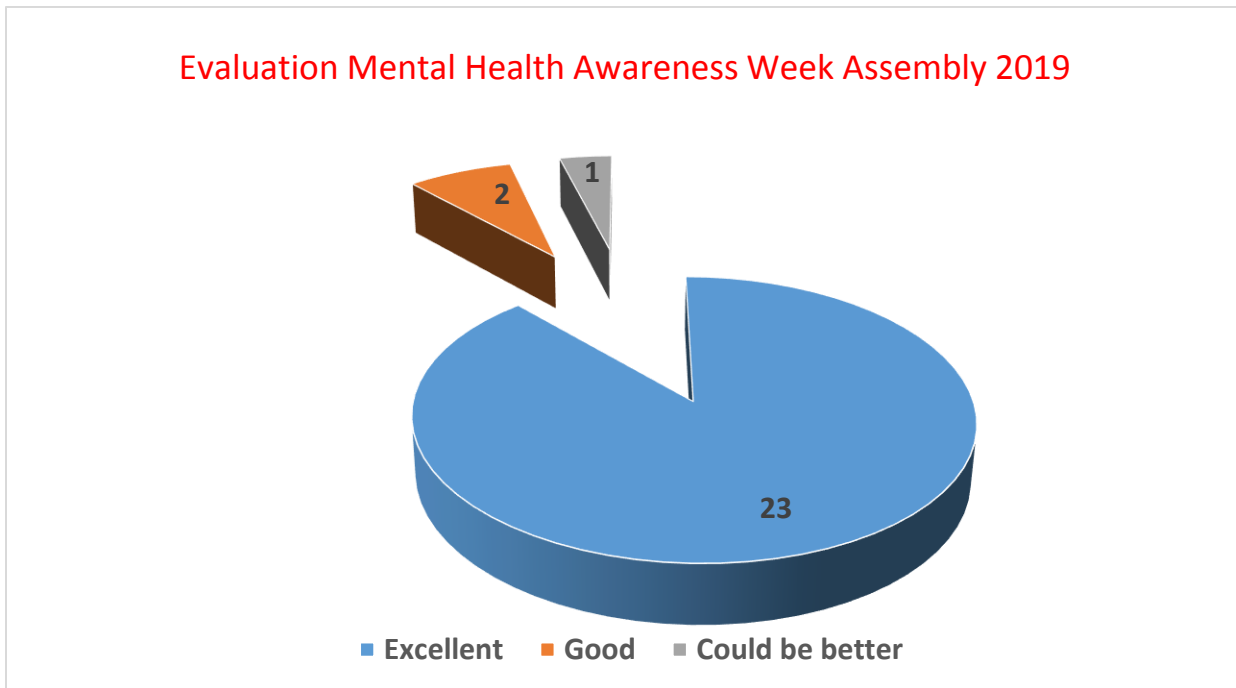
Within these priority areas we have endeavored to identify the agency or agencies who we feel should be directly responsible for leading on these issues. We have highlighted in colour each comment and allocated the area of responsibility as follows:



The full list can be seen in Supporting Documents C.

## Evaluation

62 residents/customers/people with lived experience attended the Assembly and 26 gave formal feedback at the end of the Assembly by completing evaluation forms.



Of those completing evaluation questionnaires 96% stated that the event was either Excellent or Good.





## Recommendations

Throughout the Assembly customers, patients and people with lived experience stressed that any recommendations must be realistic and deliverable. As such the following recommendations are made on the assumption that Newham Council, Newham Clinical Commissioning Group and the East London Foundation Trust will treat them seriously and work with ASK User-led Mental Health Group, Carers Community Mental Health Group and other agencies to deliver improvements to mental health services in Newham. We recommend that:

1. All agencies review the recommendations as laid out in Support Document C in order to develop and share action plans on how they feel that they can address these issues.
2. All agencies work collaboratively with ASK and the Carers Community Mental Health Group to ensure the views of people with lived experience of mental health issues are fully taken into account when making decisions or recommendations based upon this report.

## Support Document A

### Round One

#### Round One. What is working well in mental health service provision?

- 1 Women's Group
- 2 Dementia projects
- 3 Payment for holiday
- 4 General attitude (to mental health)
- 5 Glen Road mental health hospital
- 6 Wellbeing group run by INUF
- 7 Mental health first aid training
- 8 Carers Mental Health Group
- 9 Home visits to include families
- 10 Dementia hospital services and patient group
- 11 Mental awareness is good
- 12 Psychology waiting times (through GP) were good.
- 13 Service user led groups
- 14 Newham is a good mental health service provider
- 15 24hr Crisis Line
- 16 ELFT people participation
- 17 Support and response times in A&E
- 18 Cinema card - CEA Card
- 19 Designated staff for home visits
- 20 Service user groups work well
- 21 Somewhere to go to get treatment
- 22 Going shopping
- 23 Disabled freedom pass
- 24 Hospital service
- 25 ASK group
- 26 Acute care response is good
- 27 Community centre better offer for residents with mental health
- 28 Recognition of carers and helping them is good



- 29 Work experience
- 30 Clinical analytical therapy (CAT)
- 31 Talking therapies
- 32 Day Trips
- 33 Autism Support Group and Steering Group
- 34 TV is important
- 35 MIND Men's Group is great
- 36 medical teams works well
- 37 Activities
- 38 GP saw patient quickly when he was anxious
- 39 GP awareness Balaam St
- 40 Referrals from GPs'
- 41 Employment support
- 42 Support for families
- 43 Voluntary work
- 44 Hospital treatment
- 45 Socialising
- 46 Media input
- 47 Therapies
- 48 Community input
- 49 Communicating with people
- 50 Quite a lot of services
- 51 Money
- 52 Family therapy

Support Document B - Round 2

Support Document C - Round 4

Mental Health Awareness Week Assembly 2019							
Round 2 - What isn't working well? What are the most important changes you would like to see for Mental Health services?							
	Council	Joint responsibility	East London Foundation Trust (ELFT), Barts NHS Trust & Newham Clinical Commissioning Group	Workplace/employment	Job Centre Plus		
Ref	More Support	Services	Benefits	Education, Communication & Information	Environment	Safety	Wellbeing
1	A lot of giving more medication	Mentalization-based therapy (MBT)	GPs charging for letters to support MH people with applying for benefits and services	Mental health nurses	More effort to be inclusive	Mentalization-based therapy (MBT)	Physical health should also be checked as well as mental health
2	Families needed	Providers losing staff	Work & Pensions (Dept)	NICE guidance	Neighbours loud music	Providers losing staff	Depot injection
3	Ongoing support for patients	Waiting times	Benefits	Mental health meetings	All residents a part of the community	Support workers	Finding own path
4	Staff attitudes	Temporary psychiatrists are sometimes very rude.	Job Centre	Locations	Use community facilities like libraries and schools	Prescribing of anti-depressants	More services
5	Sectioned support	Emergency care needs to improve	JC+ capability assessments not working well	Communication		Find a way of restraining people better	Physical/mental health need
6	Voice of patients & carers not being heard	Recovery College	Universal Credit and other benefits	Better information, training & guidance for family carers		Dangerous at night	Not being able to get out. Stuck in the home
7	Facilities & finance support for families	Toilet facilities		Stigma awareness raising		Staff support	Stigma
8	Better training for family Carers	Talking therapy		Sharing information and signposting		Medication reviews should be done	Adjusting to change

9	Young carers	Mental capacity Assessments needed for people who cannot deal with decision making. Families should be involved.		Education		Mental capacity Assessments needed for people who cannot deal with decision making. Families should be involved.	Supporting someone with a MH condition and the impact on your own health (your own stress)	
10	Autistic patients	Investment in community services		More positive stories		Medicine management	Asking for help	
11	Older people	One care fits all		Information in GP surgeries		Suicide prevention	Medication	
12	Support for excluded and hard to reach groups	Shrewsbury Rd never answer the phone		How to find services		Newham Telecare	Access to leisure facilities for vulnerable people	
13	Social care support poor for MH service users	Long waiting list/time for CBT		Raise awareness		Domestic violence		
14	Lack of provision/support for children and young people	Therapist own agenda		More education/support for families		Smoking in block of flats		
15	Early intervention is better	Group therapies in public places		MH First Aid awareness & training		Drug taking in block		
16	More education/support for families	Psychiatrist services		Online access & awareness		Gangs/drugs		
17	Include & engage with the family	NHS services		Support for people who are not online		Hate crime issues		
18	Aftercare post treatment	Hub		There is a lot of research that is not in English		Police need to listen		
19	Ethnicity	More treatment therapies not just CBT		Training for service providers around carer needs		Scared to enter property		
20	Better aftercare post discharge & reengagement	Newham A&E		Raise awareness of Patient Participation Groups (PPG) and GP surgeries		Drinking		
21	More funding	Appropriate services where patients are able to choose the gender or culture that they feel comfortable with		More literature		Anti social behaviour		
22	Funding for MIND	Newham Talking Therapies		Mental Health IAG needs to have a list of resources		Bullying in the workplace		
23	Language & cultural barriers	Aftercare for post therapy		Using the experience of people with a lived experience				

24	<b>Support for social interaction</b>	<b>Social workers</b>		<b>Better training for staff, families &amp; general public</b>					
25	The way users are managed	Better co-ordination between schools and social care services		Support & control					
26	<b>Day opportunities</b>	<b>Assessment process needs reviewing. Problems in a number of areas including GPs.</b>		<b>MH training for council &amp; health staff, co-delivered by people with lived experience of MH</b>					
27	Outreach support	Need support & better advocacy services		Complaints procedures					
28	<b>Lack of supportive groups in Newham</b>	<b>Peer support services</b>		<b>Communication with health professionals</b>					
29	Early intervention is better	More innovative services		Newham Council website					
30	<b>Less cost cutting</b>	<b>Home Treatment Team - honesty</b>		<b>Resident voice</b>					
31	Financial support for family carers	Lack of respect and not being listened to							
32	<b>Mens group funding</b>	<b>More early intervention services needed</b>							
33	Peer support	More and better funded Assessment & Brief Treatment teams (ABT)							
34	<b>Carers</b>	<b>Lack of activities</b>							
35	Housing	More preventative services							
36	<b>LBN Officer support</b>	<b>Continuity of staff</b>							
37	Online support at libraries	Awareness raising workshops							
38		<b>Social care</b>							
39		Better communication between services							
40		<b>GPs</b>							
41		MIND has no presence in Newham							
42		<b>Capacity</b>							
43		Services not making best use of information							
44		<b>Attitude towards family members</b>							
45		MH enablement poor							
46		<b>Care Plans</b>							
47		Lack of outreach workers							
48		<b>MH Targets not being met</b>							
49		Too much bureaucracy							
50		<b>Poor collaboration between service providers</b>							
51		Appointments being cancelled							





	A	B	C	D	E
1	<b>Mental Health Awareness Week Assembly 2019</b>				
2					
3	Round 4 - How can residents with lived experience and the Council work together to tackle Mental Health issues?				
4	Council	Joint responsibility	East London Foundation Trust (ELFT), Barts NHS Trust, Newham Clinical	Workplace or general employment	Job Centre Plus
5					
6					
7	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
8					
9	1	<b>Introduce a recovery college for residents and carers e.g. in Haringey there is a service like this</b>	<b>Early intervention with therapy is more helpful...don't wait until it gets to crisis or relapse. more early help please</b>	<b>Follow up</b>	
10	2	More funding for benefits advice	Talking Therapies...after sessions end people have to wait 9 months for further sessions... need support in between for people with MH	Oasis	
11	3	<b>Voluntary services and residents to have a say in hiring professional staff e.g. sitting on interview panels</b>	<b>Prevention services needed to ensure people know more about MH issues and what they are suffering from....</b>	<b>Contact centre</b>	
12	4	Listening to the lived experience of carers and their concerns for the service user they care for	ABT is a good team for us- no one knows about them. They need to be able to provide longer courses of treatment. Then you're left with an 8-month gap before they see the CRT	No internet	
13	5	<b>Service user advocacy where the advocacy is service user-led and they are given choices of how they want their care to be planned</b>	<b>There should be CTB for specialist conditions including psychosis disorders...need specialist councillors</b>	<b>Local groups</b>	

	A	B	C	D	E
14	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
15	6	More awareness of one-to-one sessions for people, to understand mental health better	Preparing you for activities for other activities-talking to other agencies, goint to medical appointments, working on your communication skills, anxiety management. I have major anxiety before appointments. It is hard to attend appointments.	More awareness - What is mental health	
16	7	<b>Training and awareness provided, around dementia and memory loss, through the voluntary (sector)</b>	<b>More outreach and visits to help people with finding work and accessing services</b>	<b>Members complaints</b>	
17	8	More advocacy services for people who have non-physical disability, such as hearing impairments and learning disabilities	More availability of easy to reach venues for regular gatherings or activities	Lack of care	
18	9	<b>Residents to be able to voice their concerns and issues through voluntary services</b>	<b>MH patients need help to get into jobs and placements. Need more support to find work, stay in work, do voluntary work in the community.</b>	<b>More open days</b>	
19	10	Mental health Council officers, staff and Councillors should take someone with a lived experience around/into the work environment to inform decision making and person-centred planning	Services need to have good, reliable and appropriate services. Text me if this works better for me. If you always call me, don't expect me to read my emails if you've cancelled.	GDPR	
20	11	<b>Residents to share their experiences, which is listened to by the Council</b>	<b>Building empathy and understanding....non-judgmental services and support</b>	<b>Improve mental health awareness</b>	

	A	B	C	D	E
21	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
22	12	I used to be a member of ASK and the Council withdrew their funding. There used to be a large membership. Sandra is keeping it together - worked well when there was funding. If the priority is MH why withdraw the funding?	Physical issues lead to MH issues in some cases and the council must learn to support people with that by being more aware of the causes of MH in individual cases.	Surveys	
23	13	<b>More discussion/forums between the voluntary sector, residents and the Council</b>	<b>Need to educate people about MH. especially in schools colleges and workplaces.....so people can spot MH issues</b>	<b>Feedback - lived experience</b>	
24	14	Council should work with the voluntary sector more by providing funding for the groups	Need raising awareness amongst parent groups and families so they can recognise MH issues and access services	Housing	
25	15		<b>Work experience to get references, and vocational certificates to improve employment opportunities for people with mental health conditions</b>	<b>Repairs</b>	
26	16		More mental health champions in different services	No email responses from Social Workers	
27	17		<b>It's useful talking about MH conditions...its beneficial to get out and chat and share ideas and tips...more informal meetings would helpful....reduce isolation and increase support...coffee mornings as well</b>	<b>Newham phone system</b>	
28	18		Individual concerns need to be addressed	Council 1:1's	
29	19		<b>Like Alcohol Anonymous, there should be anon groups for MH service users</b>	<b>Local area 1:1</b>	

	A	B	C	D	E
30	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
31	20		If you don't know you have a MH condition, it can be stressful...need early diagnosis and support	1:1's with residents	
32	21		<b>Provide shared feedback so people can see that sometimes there is someone worse off</b>	<b>Social Worker is just a name</b>	
33	22		Need more respite and activities that are run by voluntary groups.	Accessing Social Worker	
34	23		<b>Some of the MH medication can create obesity and other conditions.... regular review of medication and health checks are vital</b>	<b>Voicemail system</b>	
35	24		GPs need to be doing more Social Prescribing - e.g. for fitness classes/ other activities - rather than medication	Services need reception staff to be well trained e.g. called Workplace and told the reception that I was unwell and could not attend, the advisor later got upset for not letting them know I was unwell at work when I was not actually going to see them>	
36	25		<b>Need physical health checks regularly for people with MH needs</b>	<b>Permanent work</b>	
37	26		Voluntary groups have some activities, but people don't know about them.	Workplace moans at you if you are late...but they don't think it's a problem if they are late	
38	27		<b>MH should be on the agenda all the time not just one week</b>		
39	28		More meetings and events and information to reduce stigma and build awareness		

	A	B	C	D	E
40	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
41	29		<b>More funding to be available for local voluntary services to make them more effective</b>		
42	30		Cutting on service user groups - feels like they are picking on people who are not in a position of power.		
43	31		<b>Prince Harry and other celebrities can help reduce stigma...more training and understanding needed...its not just people feeling sorry for themselves</b>		
44	32		Need more publicity about clinical analytical therapy. It saved my life		
45	33		<b>More funding from central Government</b>		
46	34		MH treatment ... families need to be included in every part of the process/treatment/social care		
47	35		<b>More multi-disciplinary approach - needs to be holistic and consider your MH, physical health and situation (IHI model - this is a pyramid that includes community, mental health-part of the population health goals).</b>		
48	36		People who have panic attacks...need to keep an eye on them. If they are unable to leave their homes, they need support to go out		
49	37		<b>The council should inform the community of what other voluntary organisations for mental health provision are out there.</b>		

	A	B	C	D	E
50	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
51	38		Treat MH the same way as physical issues...by recognising its part of the person...value the whole person...focus on positive attitudes and strengths		
52	39		<b>Befriending services are needed to support people. GP surgeries used to have a lot of support clinics</b>		
53	40		The council needs to work with the whole family not just the individual with MH issues.		
54	41		<b>Educate people about MH triggers... work with employers and occupational health people...more training and awareness please</b>		
55	42		For the Council to work with the voluntary sector that provides advocacy		
56	43		<b>There is a need to see the same staff member, to many council workers leaving and we do not get to see the staff member we have built up a trusted relationship with</b>		
57	44		Council needs to offer more support by checking up on people with MH issues		
58	45		<b>For the Council to provide more advocacy</b>		
59	46		Bringing back day opportunities for people with mental health (issues)		



	A	B	C	D	E
60	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
61	47		<b>To train the community on how to engage with people with mental health and train them to have an understanding and awareness of mental health</b>		
62	48		All council staff should have MH awareness training		
63	49		<b>Need more advisers to help with benefit and debt problems</b>		
64	50		Without funding these coproduction exercises we can't keep the activities going		
65	51		<b>Council staff need more training in Listening skills. Attend events</b>		
66	52		There is a lot more privatisation - and this does not work		
67	53		<b>Most of the funding is going on staff salaries</b>		
68	54		Unclear about the Council's position- is it on money? More Coproduction to produce better co-designed services will result in better designed and more effective use of funding.		
69	55		<b>Newham removed Day Opportunities. This used to be good and had been going since the 70's. It used to be run by volunteers</b>		
70	56		Residents should have surgeries where there is a selection of professionals who will address concerns		

	A	B	C	D	E
71	Ref	Priority 1 - More support for voluntary sector	Priority 2 - Better services	Priority 3 - Information, communication and awareness	
72	57		<p><b>Person budgets- should be expanded to adolescents. It is good for giving some control while providing an intervention</b></p>		
73	58		<p>Brief people about what will happen before you go there r.g. Workplace letting you know what to expect. I turned up and was put on the telephone talking to a stranger and did not know what they wanted me to do or say. They are supposed to help you find work-but they don't find out what you find stressful or difficult e.g. talking on the phone. I find it hard and don't understand what the other person is saying to me. I need some preparation.</p>		