

Patients' Council Newsletter

WELCOME

Bi-monthly News, Views &
Comment from inside and out
the Royal Edinburgh Hospital

Patients Council Meeting Monday, 22 March 2010 2.00 – 3.30 pm Board Room, Royal Edinburgh Hospital

Tim Montgomery, the REH Director of Operations, will join us from 2pm – 3pm
to speak about:

- **forthcoming changes to in-patient services**
- **conditions on the wards**

If you have any issues about these topics, please tell the Patients Council so that we can pass them on to Tim. This will enable him to give the fullest possible answers to our questions at the meeting. You will also, of course, have the opportunity to raise issues at the meeting.

Laetitia from CAPS will also be coming along to tell us about EUF's questionnaire about the experience of Detention and the use of safeguards such as Advance Statements and Named Persons. The Patients' Council is supporting CAPS to distribute the questionnaire .

The meeting is open to everyone who is using or has used the services of the Royal Edinburgh Hospital.

Refreshments will be provided

CAMHS & Care of the Elderly Project

We would like to thank Tim Montgomery and Endowments for providing us with the funding to extend collective advocacy provision for 18 hours a week to the Care of the Elderly wards and the CAMHS unit. Maggie McIvor has been working on this new project since the beginning of 2010. After various meetings with management, nursing and OT staff, and visits to the wards to meet patients, we are now ready to hold our first Collective Advocacy Meetings! These will be held on Nile Ward on Tuesday 9th March, and on Eden Ward on Wednesday 10th March.

We are also in the process of setting up meetings on the Care of the Elderly wards at Royal Victoria Hospital and hope to start working in the remaining Care of the Elderly wards in the next couple of months. We might have to find different ways of working in some of the wards, using non-instructed advocacy techniques to help us to identify the best ways to improve the quality of life and treatment offered to patients, even if they have difficulty telling us what would help them.

Maggie has been getting to know some of the staff at the CAMHS unit and learning about their work, but we can't provide collective advocacy for the patients until we have obtained our child care disclosures. We are hoping these will come through soon – our two volunteers, one of whom is a recent user of CAMHS services in Scotland - are very keen to get started.

Meanwhile, we are involved in the recruitment of Community Psychiatric Nurses for CAMHS in Lothian, working alongside a CAMHS OT worker with groups of patients and carers to find out what areas they would like us to ask questions about at the interviews and what is important to them with regard to the nurses employed.

Within the Hospital

Acute and Rehab wards

At the first of regular monthly meetings with Andy Wills, Clinical Services Manager, feedback from patients on Balcarres, Meadows and rehab wards was discussed.

Collective Advocacy Meetings

As a result of feedback at our Orchard Clinic meeting, information for new patients at the clinic is being updated. Another successful meeting was held on Ettrick Ward, where plans to move rehab patients into either care homes or supported accommodation were discussed. Lots of feedback was received at a meeting at The Hive, including the need for more things to do in the evenings. We are redesigning our Collective Advocacy Meeting posters to list dates for the year, to save on admin time needed to send out individual posters for every meeting.

Stakeholder Project Board

We attended the Stakeholder Project Board meeting on 12 February. We asked how patient and carer groups were being consulted about models of care. Architects have been appointed to draw up a 'Master Plan' for the REH site, including looking at alternative uses for existing REH buildings. They are trying to develop a generic ward accommodation design.

Smoking Cessation

We feel that smoking cessation work in the hospital is under-funded, has unobtainable targets to reach and has been set up to fail. The Smoking Cessation Steering Group has identified easy steps to take, with a view to improving conditions for smokers and non-smokers but no action has been taken. Now smoking cessation funding to the hospital will be reviewed taking HEAT targets as the measure of success. But HEAT targets do not take account of the complexities faced by psychiatric patients and that there is currently only one smoking cessation worker in the hospital.

Swanston Ward

The Patients Council has written to NHS Lothian's Strategic Development Director expressing concerns about the cancelled Swanston move to Marchhall.

Partnership working with Estates

We continue to work closely with the Estates Department to resolve campus environment issues.

Robert Fergusson Unit

We are working with staff at the Robert Fergusson unit to take forward collective issues raised by patients and by individual advocates. We are developing moves to provide collective advocacy to the unit when resources can be found.

Stories of Changing Lives

If you would like a free copy of the 'Stories of Changing Lives' booklet, please contact the Patients' Council office. Or visit our website to read a copy online.

Our last Patients Council Meeting Monday 1st February 2010

- We held an open session to promote the booklet 'Stories of Changing Lives'. We had a discussion about the booklet to give visitors a more meaningful experience and distributed copies to patients, staff and carers.
- Then we held a brief Patients Council Meeting.
- Marie Jenkins and Carol Manley were elected to the Management Committee.
- We handed out copies of the Quarterly Report for October – December 2009 written by our Project Manager, David Budd. The main points were:
 - Protocols have been agreed between Individual Advocacy and the Patients Council in the hospital
 - Collective Advocacy meetings are held in various parts of the hospital. We continually look for ways to improve them and different ways of taking issues forward.
 - Maggie McIvor is now working full-time to enable her to extend collective advocacy to the Care of the Elderly wards and the Children & Adolescent Mental Health Service.
 - AdvoCard took over as our host agency on 1st October 2009 and this is working out really well.
 - New issues included the McManus review and Advanced Statements.

What Our Activists Have Been Doing

Three of our Management Committee members have started a computer training course run by Outlook. We are now storing all our Collective Advocacy Referral & Tracking forms on the office computer so it is important that all our management committee members know how to use the computer.

Members have been involved in Collective Advocacy Meetings at The Hive and Ettrick Ward. One member has observed that patients are becoming a lot more confident and forward-looking in their approach, and this may be due to the fact that they are getting more attention all round.

At our Management Committee Meeting on 22 February and Monday drop-ins, we have considered several Collective Advocacy Referral & Tracking forms, including a request from Napier University for help in interviewing prospective nursing students.

Review of Acute Care

A significant redesign of acute in-patient services is being planned, aiming to use a Care Programme approach, improve the management of wards and make patients feel safer on the wards.

It is proposed to have 5 wards, each with 20 beds, instead of the current 4 wards with 25.

Two wards would be for South Edinburgh and two for North Edinburgh. This would fit better with the way the IHTT teams and Community Mental Health teams are organised. These wards could offer single sex sleeping accommodation and single sex lounges, with communal areas too, including sitting rooms, that would be available to both sexes. There would also be space for more single rooms.

The fifth ward would be exclusively for East Lothian and Midlothian patients who currently have to share a ward with some patients from Edinburgh.

We have asked Tim Montgomery to tell us more about these plans when he joins us at the Patients Council meeting on 22nd March.

The Royal Edinburgh Hospital Patients' Council

is an independent collective advocacy organisation. Our members are people who are using or have used the services of the hospital. We provide a forum for common issues on mental health treatment and care and represent patients' interests in order to improve services. Everyone is welcome to come along to the bi-monthly general Patients' Council Meetings.

To receive the Newsletter direct, by post or e-mail, contact **Maggie McIvor**, Admin Worker. To get involved with mental health issues from the service-user's viewpoint, contact **David Budd**, Project Manager.

Telephone: 0131 537 6462

Email: maggie.mcivor@patientscouncilreh.org.uk
david.budd@patientscouncilreh.org.uk

Write: The Patients' Council, Royal Edinburgh Hospital, Morningside Terrace, EH10 5HF

Our Management Committee:

Patricia Whalley (Chair); Elaine Dobbie (Convenor of Management Committee); Alison Robertson (Vice Chair), Kate Cullen, Shirley Gowers, Ian Hughes, Marie Jenkins, Carol Manley, Charlotte Mitchell, Albert Nicolson. Co-opted members: Cathy Robertson, Leah Marchbank, Ross McPhail, Alan Muir

Patients' Council Meetings 2010

Mondays : 2 – 3.30pm : Board Room
1st February, 22nd March, 24th May, 2nd August and 27th September
Annual General Meeting 2010
1.30–4pm : Board Room
Monday 29 November

Useful Contacts:

- **ADVOCARD:** an individual advocacy service for service users who live in the community TEL: 0131 554 5307 / 475 2340 www.advocard.org.uk
- **HOSPITAL ADVOCACY:** an individual advocacy service for in-patients of the hospital Tel: 0131 537 6004
- **EDINBURGH CARERS COUNCIL:** Tel 0131 270 6087 www.edinburghcarerscouncil.co.uk
- **EDINBURGH USERS FORUM:** a collective advocacy group for people who use, or have used mental health services Tel: 0131 538 7177 www.edinburghusersforum.org
- **EDSPACE:** a mental health information website Tel: 031 243 0106 www.edspace.org.uk
- **LAW SOCIETY:** Tel 0131 226 7411 www.lawscot.org.uk "Find a solicitor"
- **LEGAL SERVICES AGENCY:** a solicitor for people who use mental health services Tel: 0131 228 9993
- **MENTAL WELFARE COMMISSION**
Advice Line: 0800 389 6809 or 0131 313 8777 www.mwscot.org.uk
- **REH CITIZENS ADVICE BUREAU:** free advice on benefits, employment, family, immigration, housing, money matters re patient/staff concerns Tel 0131 537 6399/6843 www.cas.org.uk
- **SCOTTISH RECOVERY NETWORK:** Tel 0131 240 7790 www.scottishrecovery.net
- **VOXSCOTLAND:** National service user network Tel: 0141 572 1663 www.voxscotland.org.uk

Ecumenical Service

A 30 minute service, with tea/coffee and biscuits, is held every Sunday in the Hive at 10.15 am. Relaxed and friendly. Open to everyone. Holy Communion on the first Sunday of every month. Please also ask for guidance in other denominations.

The Royal Edinburgh Hospital
Patients' Council



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The Patients' Council is a registered charity, Scottish Charity No SC021800
Our offices are situated off the Link Corridor in the Andrew Duncan Clinic
Website: www.patientscouncilreh.co.uk