



24th Annual Report - July 2016

www.wsun.co.uk

Mission Statement

'To promote the involvement of people and to disseminate examples of good practice in involvement in Health and Social Care purchasing, provision and evaluation'

This is done by:

- Supporting the empowerment of people.
- Enabling people to act as agents of change.
- Being proactive in facilitating learning amongst Community Care professionals, voluntary, statutory and private bodies both county-wide and nationally.
- Developing and managing projects.



WSUN AGM

Management Committee 2015/16

Diane Gooch (Chair), Martin Fortune (Vice Chair), Mary Johns (Vice Chair), Gregory Coombes, Tim French (until March 2016), Thomas Jeffery (until March 2016), Anne Keat, Rosa Tran (until March 2016), Heather Tucker, Olga Tuffery, June Barnes (Associate Member), Nick Crane (Associate Member) Pat Donlon (Associate Member), Alison Harland (Associate Member)

Welcome to our 2015-2016 Annual Report

Last year I reflected on the challenges and successes of WSUN and the difficult decisions that had been made due to our reduction in funding (from Wiltshire Council and the Clinical Commissioning Group) in line with Government policy. This past year has also brought its challenges. Our funding remains precarious in this economic environment and we continue to look for funding options to ensure our long term survival. With the commitment of the Management Committee Members, the Staff and you, our members, we will seriously consider any opportunities we are presented with, as we are committed to ensuring our members have a voice and it is heard.



This is also the year we said our sad farewells to our members from Swindon. I would like to say thank you in particular to Lisa Chadwick, our Swindon Administrator and to those stalwarts of the Management Committee from Swindon, Rosa Tran, Tim French and Thomas Jeffery. They, along with our remaining Committee Members and staff have worked tirelessly over this last year to support our organisation. We are always in need of more members and I would appeal to those younger people with disabilities and those from minority groups to come and join us.

On a more positive note, we continue to work closely with Wiltshire College and Bath University on their Social Work Degree programme and our Customer Reference Group is active in assisting Wiltshire Council to monitor their Help to Live at Home providers. You can read more about some of these and our other activities in more detail in this report.

Another important date for us is coming up in November, It will be 25 years since Mrs Clare Evans, MBE, helped to create our organisation; one of the first User Led Organisations in the Country. Celebrations will be happening and we will let you know more when we have finalised the details.

I hope you enjoy reading this report which contains just a small snap shot of what we have all achieved. As always we value your thoughts on issues important to you and we really do appreciate your views and feedback on to our activities.

Diane Gooch

Chair of Wiltshire and Swindon Users' Network

Consultation and Service User Engagement

'Overcoming Barriers To Health and Social Care for People with a Visual Impairment in Wiltshire' Project

I took on the role as Development Outreach Worker with Blind and Partially Sighted People for WSUN. I had the responsibility of researching and writing a report on how people with sight loss felt about their Health and Social Care, which they had received in relation to their diagnosis. This led me to meet over 80 people across the demographic area of Wiltshire (not Swindon) with varying degrees of sight loss.



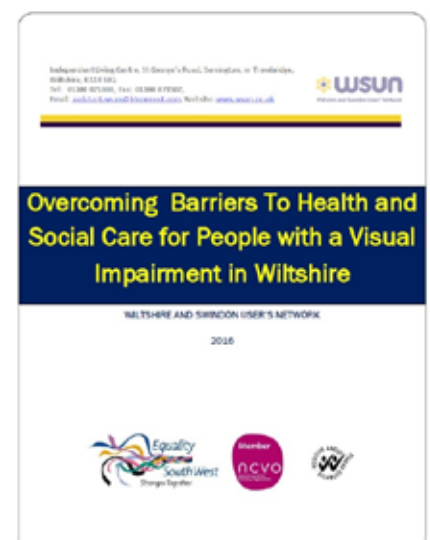
Although having first-hand experience myself, being registered blind, and having an insight on how I had personally received care, I approached the task ahead with an open mind. Nothing could have prepared me for the information I was able to collate. Through talking to individuals and members of a variety of support groups, people were able to highlight the wide variants in the care they had. This was often dependant on where they lived and where they had in fact received their care in Wiltshire or surrounding areas.

It became apparent that although all 66 Visually Impaired service users who were kind enough to respond had very different needs and requirements, they all faced very similar barriers when accessing Health and Social Care Services. Predominantly a lack in availability of accessible public transport, a lack of accessible information relating to services and support available to them. There was also a lack of emotional and practical support for themselves and their family members who were often carrying out principal caring duties on their behalf.

The report demonstrates the vital importance of service user involvement. By examining the impact of barriers (environmental, organisational and attitudinal) on visually impaired service users of all ages and with all degrees of sight loss we can begin to understand and find solutions. This opportunity also provides people who often feel like they can't be heard with a platform to discuss the issues which affect their lives on a daily basis without judgement.

Debbie Furnell

If anyone is interested in obtaining a copy of this report please contact us or go to our website www.wsun.co.uk and you will find it under the report section.



Wiltshire joint Obesity Strategy consultation

Lively discussions took place at a workshop for service users to comment on the proposed strategy for obesity. The strategy looks at how ways can be found to support people at risk of becoming, or who are already obese. Service users explored which groups of people should be supported as a priority and what were the barriers. Individuals shared their difficulties around maintaining a healthy weight due to medication, mental health issues which can have an impact on how you feel about undertaking exercise and difficulties with being immobile due to a disability or long term condition. The Wiltshire aim is to “enable everyone to achieve and maintain a healthy weight”.

‘Well done on today’s meeting really thought provoking if all ideas come to fruition’

‘Keeps the service users in touch & gives them a feeling of being appreciated.’

‘I really enjoyed taking part in the consultation, it was something I have never done before and I was glad to have been able to be part of it’

Care Quality Commission Consultation – complaints leaflets

We were delighted to be asked by the CQC through the Speakout Network to hold a workshop. The CQC are in the process of producing two new leaflets for members of the public. One of these is a leaflet that is designed to tell people how they can go about complaining about a health and social care service and the other is a leaflet that is designed to tell people how they can complain about the Care Quality Commission.



The CQC wanted to seek service user views about some of its older leaflets and also wanted to find out where and how people thought these leaflets should be distributed. Feedback from this session will be collated together with other groups responses from around the Country.

'I found this informative as I didn't know much about the CQC before. When I went to the Dr's surgery recently, (after the meeting), I recognised one of the leaflets there. It has made us more aware of the CQC and how to contact them.'

'Very informative and I was pleased to be able to have the chance to contribute directly and my views to be heard and hopefully to make a difference.'

John – A service user perspective

John first joined WSUN many years ago, eighteen in fact. He has seen many changes and has been supported to engage in providing Mental Health training and being involved in interviewing and tendering opportunities for both Avon and Wiltshire Mental Health Trust and Wiltshire Council.

'It was an interesting experience and I would encourage others to get involved. It is important to take care of yourself, take regular breaks, use peer support and ask for help when you need it!'

One of John's most recent tendering and feedback opportunities in March 2016, has been the recent appointment of the New Recovery and Social Inclusion and specialist Employment Advice service for Wiltshire. Richmond Fellowship have recently been successful in securing two new contracts to provide support for people living with and recovering from mental health issues across Wiltshire. The new contracts were awarded through the joint commissioning for Mental Health (Wiltshire Council and Wiltshire CCG). John was able to both evaluate the tender documentation and be part of the interview process. John will also be involved through the Care Forum activities, in looking at ongoing service user feedback and the monitoring of the new specialist employment service; IPS Individual Placement and Support will provide intensive targeted support for people within Community Health Teams to help find employment that is tailored to their needs as part of their recovery.

Wiltshire Autism Forum

WSUN has recently taken over the facilitation of the Wiltshire Autism Forum. We meet every few months to discuss issues affecting people on the autistic spectrum. It's a great opportunity to learn what is going on across the County but also for autistic people to directly influence policies and give their views to the Autism Partnership board who inform and implement the Autism Strategy.

'Participating in the autism forum is extremely important to me and I am proud to live in a local authority which has put this in place. Thanks to the autism forum, I have been able to get involved in local advocacy, which was something I really wanted to do. Without these regular meetings, I would know very little about what Wiltshire does for autistic people and would miss out on all the wonderful things that are happening across the county. It has also allowed me to feel that my voice is being heard, and as a result it has improved my confidence in speaking up for myself and my community. Going forward, I hope that more autistic people can get involved in the forum and that we can find ways to include people with various needs, so that everyone can participate and get their voice heard.' **Member of the Autism Forum**

Medvivo Engagement Event

Once again we supported Medvivo with their public listening event. Medvivo are always keen to hear people's views, as it helps them to identify how best to provide health and social care services and ensures they are capable of meeting different people's needs. With a theme of Health and Wellbeing, the day included workshops delivered by the South West Ambulance Service (SWAST), Care UK (111 service provider) and the Local Pharmaceutical Committee (LPC). There was also a cookery demonstration and a relaxing Mindfulness session delivered by Dr Dan Meron, consultant psychiatrist and Associate Medical Director working for Avon and Wiltshire Mental Health Partnership.



We were delighted that WSUN agreed to work with us again in November to deliver our Wiltshire Engagement Event. They have always impressed us with their professionalism and attention to detail and this year was no exception. They helped us ensure that the needs of Service Users were at the forefront of our planning and we hope to work with them again this year to deliver something equally as successful.

Michelle Reader, Director of Quality and Business Development

Wiltshire Service User Safeguarding Reference Group

The Safeguarding Reference Group is hosted and facilitated by WSUN and gives adult care users a unique opportunity to have input into the work of the Wiltshire Safeguarding Adults Board.

The group has raised and discussed a wide range of issues including DNR (Do Not Resuscitate) recording on hospital records, their experience of how they are treated as hospital patients, and issues relating to medication being crushed for residents with dysphagia (difficulty swallowing). Members of the group were also involved in the recruitment of the new Chair of the Safeguarding Board, Richard Compton.



Members of the Safeguarding Reference Group

'I was appointed Independent Chair of the Wiltshire Safeguarding Adults Board in September of last year. I was immediately struck by the commitment of all of the members, but in particular by the very well developed arrangements for ensuring that the voice of the service user was heard. I have had the pleasure, and it really has been a pleasure, to chair the WSUN Reference Group on four occasions during the year. Those meetings have been both challenging and informative, I hope for all concerned, and have added real value to the work of the Board.'

As we work on developing our strategy for 2016 and beyond, I am determined that we will continue to listen to, learn from, and involve service users in the work that we do'

Richard Compton

(Independent Chair of the Wiltshire Safeguarding Adults Board)

Monitoring

Help to Live at Home Customer Reference Group (CRG)

Once again the HTL@H Customer Reference Group (CRG) has continued to do fantastic work, monitoring HTL@H providers over the past year. This small group of volunteers, mostly older people, have given their time to telephone, meet with and interview customers to find out how happy they are



with the service they receive. The CRG has been recognised both locally and nationally by providers, commissioners, HTL@H peer reviewers and other outside agencies as a valuable, independent and important monitoring tool of the HTL@H service.

In addition, the CRG took part in supporting 118 people to complete the Personal Outcomes Evaluation Tool (POET) survey which has been developed by In Control and Lancaster University over the past 10 years. This tool is used as a way to measure what's working and what's not when it comes to personal budgets and personalised care and support. The Reference Group spent over 100 hours interviewing people either face to face or over the phone. The findings will be fed into the national report, which is due to be published next year.

Members were also involved in the recent re-tendering of the HTL@H service. Three people took part in the evaluation of the tender applications with a further two being involved in the presentations.



CRG at Cricklade

Outreach, signposting and support

World Mental Health Day 2015

October saw our third and most successful WMHD event to date. We welcomed over 25 different organisations and groups to give information, demonstrations and hands on activities. In response to feedback received last year, we invited four guests to run question and answer sessions on current key issues. This included Mental Health First Aid, service commissioning and Welfare updates.

‘excellent speakers’

‘the talks were short, to the point and informative’

‘I feel welcome in a warm, calm place’



Also on offer was the opportunity to listen to Sue (a long term WSUN supporter) reciting some of her wonderful poetry.



‘I did enjoy the music and the poetry’

Soundwell Music Therapy hosted a wonderful workshop which was open to all and we were entertained by the Melksham Ukulele Social Club (MUSC) who performed a superb range of songs during the afternoon. Our guests also enjoyed some hands on creativity, including making pots, wood turning and decorating the leaves of the thought tree.

**‘Thanks so much for organising the event in Devizes; I personally found that I was quite busy ...and I had one new client come to my stand who was very much in need and told me that it was fate that brought her through the doors that day; so I really appreciate the event being organised’
Sarah, Wiltshire Addiction Support Project**

Over 140 people took part in the day and gave really positive feedback on all aspects of the day.

‘I just wanted to say a massive thank you to you and everyone at Wiltshire Service Users Network for all of your hard work in making this a memorable day, for all of the right reasons (it’s) more important than ever that we get opportunities like this to network and let service users know what is available in their communities’ Daran, Mental Health First Aid



‘Very buzzy atmosphere, some excellent stands & very approachable people’

‘ really well organised as usual’

‘Very uplifting, a little relaxing, completely enlightening! Thank you for organising this’ Karen, Wilshire Council



Over 140 people attended. The guest speakers were very well attended with an average 30 people attending each session. In addition to organisations receiving referrals and enquiries on the day Mental Health First Aid also had requests to attend their training. These came from a homeless centre worker and Prison Chaplain among others. Mental health service users took a full and active part in the event – running the stands and taking part in workshops. WSUN was assisted on the day by 5 volunteers from the CRG and Management Committee.

Our warm thanks to all guests, volunteer helpers, Sue, Soundwell, MUSC, speakers and stand holders. Together we created something rather special.

Wiltshire Huntington's Disease (HD) Branch

We first made contact with the HD Group in September 2015 and were invited to talk about WSUN at their meeting. One thing we discussed was how we had supported the memory groups to get up and running, and from this we looked at ways in which we could support the HD Group. For those who are not aware of the condition HD is a hereditary disorder of the central nervous system. Huntington's disease usually develops in adulthood and can cause a very wide range of symptoms.

'I have learnt so much about Huntington's Disease since that first visit to the Group. It is of both personal and professional interest to me and I am so pleased that WSUN has been able to support and raise awareness and understanding of this unique condition'

Zoë – Outreach and Development Worker

'WSUN has helped us move on the extra step of becoming a fully fledged Branch so we are now able to raise funds and give more practical support to our members. Zoë has also arranged for an Occupational Therapist to come to our meeting so people know what aids are available and how to get information and support. She has also signposted us to other organisations who can support our members. Many of us have joined WSUN as we recognise the benefits of working together and how WSUN can support the Wiltshire HD Branch'

Jenny & Roy – Wiltshire HD Branch

Our Time to Talk

Our Time to Talk (OTTT) mental health service users group continues to thrive and we have recently had some new members join the group. The group has spent time looking at the Wiltshire Mental Health Crisis Care Concordat. The Concordat sets out the actions partner organisations will take to improve services and better support people in the community, in Places of Safety, and also support and training for Police Officers. More detail can be found at www.crisiscareconcordat.org.uk

A recent guest at OTTT was Sgt Mike Hughes, Mental Health Liaison Officer. Mike gave updates on many key areas including progress of the Street Triage scheme whereby officers on the street can be given advice from a mental health professional in the control room. Mike answered many questions from the group and found it a valuable experience 'I really enjoyed the meeting and it was very useful to have the opportunity to speak directly to some service users'

Salisbury Mental Health Group

At the end of last year, in response to requests from people living in and around Salisbury, we set up a Mental Health group which meets on a monthly basis. Over the past few months the group has expanded and we meet in a variety of places, the most recent at the 5 Rivers Campus. We are a sociable bunch of people who enjoy one another's company and many have said how it lifts their mood taking part. As always, we welcome new members.

We Remember

WSUN continues to support three growing memory groups, Tisbury Memory Group, 3M's Memory Cafe, and Calne Memory Club. All meet fortnightly and have a wonderful variety of activities and trips out, everything from a mobile farm visit to an indoor day at the seaside complete with chips to crafts and sports.



‘The activities are very stimulating and the atmosphere is always warm’

Gentle exercises with Calne Memory Group



Hand Chimes



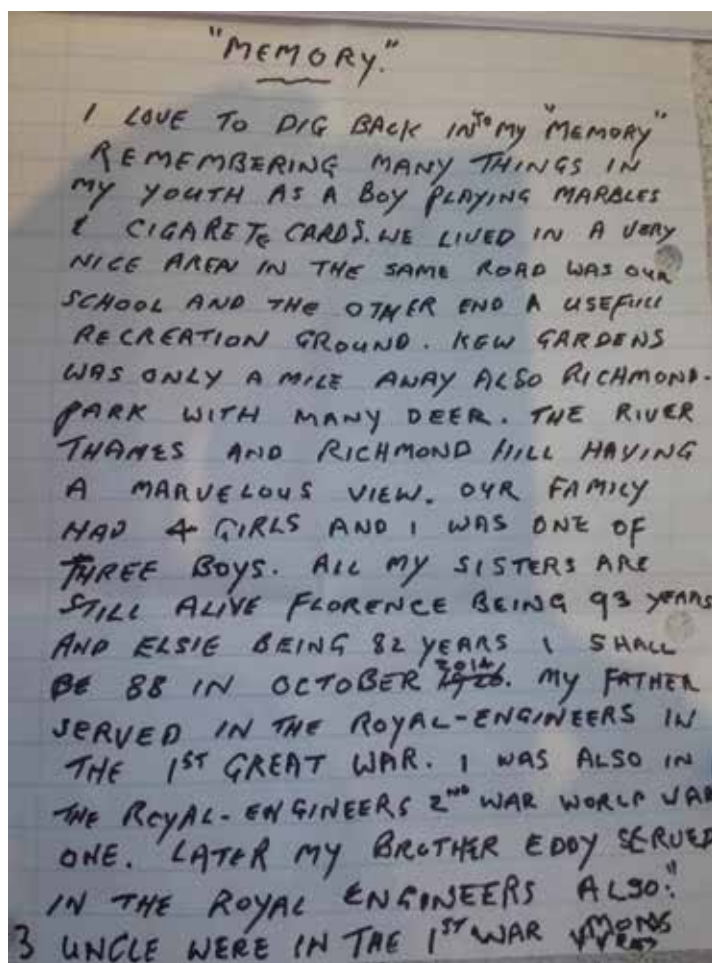
Cream Tea

If anyone is interested in coming along of one of the three groups please give us a call.

We asked some of our members from Calne what their feelings about the club are.

‘I love meeting the different people and the interesting activities. If it wasn’t for this group, I would just be sitting at home on my own’

‘We (Kingston House Care Home) think it is really important that our people feel they are part of the local community and get out into the community. The club means people can do that and be part of a dynamic group’



Training

Younger People’s Mental Health

WSUN has been looking at how we can support younger people with mental health issues. Wiltshire hospital admissions are higher for persons between 15-24 than the national and south west average. A large number of children / young people are admitted and then released with a low level of intervention. Local research carried out on behalf of Wiltshire Carers Action Group has highlighted there is a lack of local mental health beds for children / young people with mental health conditions often leading to an out of county hospital admission. Families have been split due to mental health conditions.



In order to try to provide a much needed additional funding stream and increase the support to young people in the area, we have recruited Daran Bailey, an award winning Psychotherapist and registered Mental Health Instructor to provide Mental Health training courses. The aim is to increase mental health literacy in young people and those that support them, thereby reducing the need in many cases for referrals to CAMHS (Child and Adolescent Mental Health Service) and inpatient admissions.

In the last eight years Daran has provided Mental Health training for over 1800 individuals from a diverse background including teachers, students, medical practitioners, and many others with an interest in mental health.

Hopes are high that the project will be a big success and lay the foundation for future projects of this nature to be provided by Wiltshire & Swindon Users' Network.

Wiltshire Independent Travel Support (WITS) Service User

A lot has happened to our service since the last report, unfortunately Wiltshire Council have ceased funding us through a contract, as of April this year. However, we are trying to find ways in which Wiltshire people will be able to spot purchase or use their personal budgets to fund travel support.

In April, we were delighted to be awarded a contract by Bath and North East Somerset Council to supply travel training to their young people with learning disabilities or other complex needs. This is as a result of the support we have provided to BANES on an individual basis over the past two years.



The route to independent travel

We have also been working with Swindon this year and have supported 5 students from Crowdy's Hill School; a secondary school for students aged 11 – 19 with complex needs. The journeys were all very varied and included walking to school or catching more than one bus to North Star College. If all of this goes well, we hope to be discussing a possible contract with Swindon starting in September this year.

Sally Cobb who has been one of our valued Travel Supporters for 7 years, retired and she has moved down to the south coast. Sally will be missed. She has done a superb job and we have only ever had great feedback from the people she has supported. We wish her well.

Despite the difficulties, our service has successfully supported well over 50 people to become independent travellers this year and that is something we should be proud of!

'Sally was a very nice lady and I felt safe with her. She seemed to understand my needs but wasn't afraid to take me out of my usual comfortable surroundings. I am more capable to try to be independent.'

'they helped me overcome my fear and now I'm not nervous anymore of getting on the bus'

'Carer perspective:' the WITS project is invaluable in helping with independent travel and gaining confidence'

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