

**Croydon Mental Health & Wellbeing Forum – Focus on Talking Therapies**

Name of meeting/event

**Wednesday 27 January, 10am- 12.30pm**

Date & time of meeting

**Croydon Voluntary Action (CVA)**

Organised by

**Christian Wilcox & Sarah Burns, CVA**

Chairman/Facilitator

**Sarah Burns, Head of Communities, CVA**

Minute taker

**CVA Resource Centre, 82 London Road. CR0 2TB**

Venue

# Attendance: Please see attached document for the full list of attendees:

**#croydonVA #CVSA**

Sarah Burns welcomed and introduced the meeting. In the light of new NHS statistics highlighting increasing need for Mental Health services it is important that we know what local provision is available and how to access help. Today we are specifically hearing from organisations offering talking therapies.

**CPF Counselling Croydon, Katherine, Counselling Manager**

CPF was established as Croydon Pastoral Foundation in 1977 to provide affordable counselling to adults in the local communities. CPF is a non-profit charitable organisation. CPF has now removed association with Church and is a standalone organisation, West Minster Pastoral Association. 12 months ago the Primary Care Trust grant stopped. CPF works with psychodynamic model and offers long term counselling. CPF has a fundraising challenge. Referral can be made through the website or Improving Access to Psychological Therapies (IAPT) service.

The CPF Counselling service has seen an increase in complex needs. The Taverstock Institute research provides evidence that a broad range of talking therapies should be offered. CPF have noted that people’s ability to pay to access counselling has decreasing. In this context CPF are offering a positive patchwork of services.

**Q&A**

**Christian Wilcox**- The CCG has increased funding SLaM to commission IAPS/Talking Therapies.

**Gordon Kay, Healthwatch (HWC)**- Patient experience, why do people end up in hospital? Often there is not enough community support/ services. HWC are asking for residents/ carers views. Healthwatch can request The Care Quality Commission (CQC) to visit if the public are unhappy with services.

**Croydon Drop In, Rhona Kenny, Counselling Manager**

Introduced theTalking Therapies Forum. Croydon Drop In works with 11- 25 year olds + does some work with primary schools. Croydon Drop In provides open sessions with a counsellor so young people can ‘drop in’ for assessment but follow up appointments have a waiting time of 6/8 weeks. Croydon Drop In has Counsellors in schools and an outreach team and talk bus (every Thursday in Croydon High Street). Drop In facilitates young people’s peer support groups. There is an NHS film on what young people say about the service. Croydon Drop In centre offers:

Cognitive Behaviour Therapy, CBT (max. 12 weeks)

Solution Focused Therapy (max. 12 weeks)

Hypnotherapy (max 6 weeks)

[www.croydondropin.org.uk](http://www.croydondropin.org.uk)

**Q&A**

**Q** As part of a peer to peer support group for people with autism, people learn from each other, should we seek direction from a therapist? A therapist could help the group dynamics.

**A** It should be needs led. Perhaps invite speakers in.

**Q**: How are you funded? Are you a charity?

**A**: Yes, we have some council funding which changes. We write bids e.g. Children in Need, we have to be ‘innovative’ but we have to have the core services. We don’t get any CCG funding or council funding for 18-25 years olds. We don’t shut the door but often have to sign post as we’re not funded to provide a service for those young people. We get lots of referrals from GPs. As part of our service we support young people with special educational needs. Croydon Drop In can be commissioned and provide the whole package.

**Rape and Sexual Abuse Support Centre (RASASC), Rosa Knight, Counsellor**

RASASC is the Rape Crisis centre for South London, it’s the oldest and biggest Rape Crisis Centre in London, established in 1985. RASASC is a women only service and runs a national rape crisis helpline (0808 802 9999 – free from all mobile networks). We ask people to give what they can afford for the service. RASASC has an independent DV advocate based in the Family Justice Centre. T: Claire 02087266000 ext. 609363. A Sexual Violence Outreach Worker who works with prostitutes and women in prison.

RASASC follows an ‘empowerment model’, sexual violence takes power away so we support women to make their own decisions.

Click the following link for the full presentation: <http://www.cvalive.org.uk/news/mental-health-forum-previous-m/>

**Q&A**

**Rhona Knight,** Croydon Drop In- It’s great that RASASC is in the community, Croydon Drop In has made many referrals to your services.

**Q**: Do you have waiting times?

**A**: A week for assessment but about 6 months before they receive the service.

**Q**: If a person is in immediate danger, can you support them?

**A**: RASASC can only signpost to immediate support services.

**Q**: The Job Centre is not recognised as a referring agency, it’s only recognised as a ‘concerned citizen’!

**Q**: Do you offer support for those on the 6 months waiting list?

**A**:Only our helpline.

**Christian** **Wilcox**: Care to Listen have low waiting times.

**Q**: Do you have good contact with the police?

**A**: We are independent but do have good links with the police.

**Q**: Do you feel like the police response differs?

**A**: Yes, they have a framework but there is inconsistency.

**Q**: Do you have language translators?

**A**: No, we tried it, but the translators were not accurate. We have a range of languages spoken by our counsellors.

**Q**: When a woman calls having been raped, what will happen then?

**A**: Physical support first, examination and they will decide at a later point if they want to report the rape or what they want to do next.

**Q**: Is there a similar service for men?

**A**: Surviver.org and there are Domestic Violence services at The Family Justice Centre in Croydon for both men and women.

**South London and Maudsley (SLaM)- Increasing Access to Psychological Therapies(IAPT) Leslie Rossouw - Service lead**

IAPT - Primary Care psychology service. Following the Layard Report, the theory is to reach people early so that their condition doesn't become enduring. Croydon CCG has increased SLaM's IAPT funding. Until recently the service has been severely underfunded - that's where the complaints come from. We see the need but we’ve been unable to do much to help. In October 2015 IAPT received the news that the CCG will fund an expansion of the IAPT service. Increased investment to reach 15% from January 2016. SLaM’s IAPT service is looking for therapy spaces in Croydon.

**Q** : Are you in TH?

**A**: No, we have been looking for a space but struggling to find one. We would like to provide a service in Thornton Heath but it's a physical limitation with finding a suitable place.

**Sarah Burns** - CVA might be able to help, as a suggestion there is the TH Healthy Living Hub in the Leisure Centre. Sarah agreed to put Leslie in touch with Leigh Armstrong, CVA.

**Q**: Considering stigma about going to Bethlam Hospital are there other choices?

**A**: Yes, there is a choice, self referrals are accepted and there is access by phone, T: 0203 228 4040, or online.

There are different level of therapy available. Online advice is available at any time. By phone, an assessment will be booked for you within the week. After the assessment and once the treatment has been agreed each person is given an appointment date. Typical waiting time for CBT is about 4 months but times are currently reducing thanks to the expansion of services. If the patient is able to be flexible (e.g. where and when they are able to come for an appointment) that is likely to reduce their waiting time.

**Q**: Is there any follow up?

**A**: Not at the moment. We see six to seven thousand people a year. We will have a counselling offer in the future but at the moment out main offer is CBT.

**Q**: I know people who are house bound - the problem is to get them into a group and be social.

**A**: 'Friends in Need' is working in partnership with IAPT to ensure that anyone affected by depression is also able to access social support.  We assist in the facilitation of groups and activities around Croydon so that those affected can develop their confidence and sense of wellbeing through interacting with others who understand.  Working with IAPT means we have good referral pathways to ensure that not only are people lifted from isolation but they are also on the road to recovery by accessing the free psychological therapies that IAPT provide.

**A**: Good Jim help isolated people.

**Sarah Burns**- ABCD activity, connecting people at a local level, is part of the work of the MH&WB Forum. An update on ABCD activity will be given at the next forum event.

**Mental Health Law- Elvio Correia**

The suggestion is that at the next Mental Health and Wellbeing Forum we focus on The Mental Health Act and Mental Capacity Act. If there is interest from our members the aim would be to explore policy and practice as it relates to MH Law. A case study was provided and discussed. The Forum confirmed that they would like the next session to focus on MH Law.

**Q**: Info for carers needs to be included in the session.

**Christian**: Invited all members to join the next planning Meeting.

**Date of next MH&WB meeting:** 9 March 2016