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Disclaimer: Sussex Oakleaf would like to note that all views and opinions expressed in this newsletter are that of the contributor and not necessarily those of the organisation as a whole.

'What a picture!'

And the winner
is...



The residents
at
Shakespeare
Road

CONGRATULATIONS to all at Shakespeare Road!!

You win a £20 gift voucher from the shop of your choice.

Cameras are still available for all who want to enter. Contact Suki Westmore, Nelida Senoran or Claire Knight at Norris House for a camera or ask a member of staff.

Sussex Oakleaf Newsletter Winter 2010

Volume 1, Issue 4

February 2010

Oakleaf Consumer Circle

Annual General Meeting

On the 18th January 2010, at the Bellbrook Centre in Uckfield the OCC held their first Annual General Meeting (AGM) and election.

After serving on the Oakleaf Consumer Circle for a year members Laura Rigg, Pauline Conroy, Lynn Willis, Kay Phillpot, Angela Rhodes and the co-opted members Vicki Hall, Jakki Clifford and Stephen Claxton all stepped down from their seats.

The meeting opened at 2pm. Past OCC Chair, Laura Rigg, spoke about her experiences, Tracey Faraday-Drake (CEO) spoke of how proud she was of the OCC and their achievements and Barbara Williams (Chair of the Board) spoke about her commitment to service users, the OCC and Sussex Oakleaf.

The inspirational guest speaker, Claudette Lawrence, she spoke about her mental health difficulties and how she had been discriminated against in her job. Her struggles had taken her to the European Court of Appeal and 10 Downing Street. She had won her European court case for unfair dismissal and raised the issues of mental health



Pauline Conroy and Lynn Willis re-elected at the OCC AGM.

discrimination with Greg Beales (Special advisor on health policy)

Dick Griffiths played a marvellous instrumental cha cha cha piece on the bongo's as part of Sussex Oakleaf's Got Talent.

Twelve people put themselves forward for election to the OCC. As there are twelve seats a formal election didn't need to be held and so they all became an OCC member. Kay Phillpot was elected as Chair and Lynn Willis and Angela Rhodes were elected as Vice-Chairs.

Everyone was thrilled with how the AGM went and all the new members are looking forward to year ahead.

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My plinth trip



1st August is a date that I will remember for a long time. It was the day I found out I was going to be on the 4th plinth in Trafalgar Square. On Sunday 20th September at 6am, I started to panic what would I say or do on there. I decided I would talk about mental health issues.

Fast forward to Saturday 19th September. We had decided after a lot of research that as I had to be in the square an hour and a half before going up on the plinth that it would be easier for me and my friend who was going to come with me to stay in a hotel in Earl's Court so after a 2 ½ hour journey into

Victoria coach station which was late but through no-one's fault apart from a dodgy looking tyre on the coach, we took the underground, my first time riding the clanking train which had lights that went out as we went over points in the line. We arrived at the small B&B and dropped our luggage off, after doing this we went into central London. My friend and I walked along the Embankment past the London Eye, which had one of the pods missing, then onto the Palace of Westminster where Big Ben was chiming the hour. We stopped and looked at the memorial to the fighter command then continued onwards into Whitehall past the Cenotaph and the new memorial to women who died in World War II. We walked into Trafalgar Square and sat and soaked up the atmosphere whilst getting wet. We had a conversation with two women who had moved to this country from South Africa then feasted on Calzone and headed to bed.

The big day arrived and the nerves began to kick in as we caught the night bus to Trafalgar Square. We passed many famous London landmarks: Harrods, Hyde Park Corner and The Ritz hotel.

I stepped off the bus full of fear and trepidation. I walked to the reception centre with my friend and was searched for anything dangerous then I went in and then I was put at ease, there was a great crew of people behind the scenes welcoming everyone and filling in forms which really helped me to relax. Then I had to have an interview which like everything else is archived by the Wellcome Trust. At 05:55 I climbed into the basket that would lift me onto the plinth and my journey began. I sat on the plinth and began to speak; the nerves really hit me. There I was doing something that only 2,400 people in the entire UK would have the chance to do. I don't really remember much about my time up there except a falcon sitting on the end of the plinth looking at me as I was staring at it. I must explain that two falcons are used to scare the pigeons away from Trafalgar Square, they are flown twice a week and I was privileged to watch one of them at work. As my hour came to an end the sun came up over St Martin's In The Field church I took one last look around the square with South Africa House to one side and Canada House on the other. I felt a bit emotional as I came down in the basket, then went back into the centre for a debrief and chill out. The long journey home began around 12:30, I finally got back to Burgess Hill tired but elated about 14:30. I fell asleep on the sofa and slept through until the following morning. I am so proud of myself for having achieved this that I now feel that I am capable of doing anything. I'm really looking forward to my next challenge; who knows what I will do but keep an eye out for the next tale of my travels.

There is a link if anyone really wants to see me:

www.oneandother.co.uk/participants/JAYSON_F

On 17th October Paul McNamee, a tenant at Maunsell Court, sadly passed away. He was well known, loved by everyone and is sorely missed. Tenants at Maunsell Court wrote this tribute in remembrance of his life.



A Tribute To Paul McNamee

We at Maunsell Court will sadly miss Paul being the true gentleman he was. His organisation at parties and his catering abilities will never be matched. His hard work in the garden was to his credit and he always worked hard to make it look picturesque.

But he truly came into his own with his cleaning of the communal areas especially the lounge.

With visitors coming into the lounge he was always on duty, tidying and cleaning, ready to provide tea or coffee and the famous digestive biscuits, creating the atmosphere of a warm, friendly home.

His generosity knew no bounds and he would always welcome people into his flat, playing to them on the keyboard or the guitar and talking them into writing songs. Many a visitor has been press-ganged into playing the tambourine or recorder!!

He was the first to offer support to others whether preparing food if you were unwell, being an alarm clock if you needed an early morning call, or to lend a cigarette .. He was always there for everyone, especially at night if you felt low to lend a listening ear.

He will be irreplaceable.

Your Newsletter needs you!

Do you...

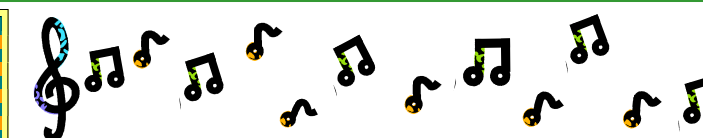
- Want to have a voice
- Want to expand your cv
- Like to write
- Learn how to use Microsoft publisher
- Have any contributions for our next Issue
- Practise your computer skills

Contact a member of staff or Suki

Westmore (Service User Involvement Co-ordinator) on 01444 447376 / 07919 597743
OR Nelida Senoran on 07825177143

E-mail:

suki.westmore@sussexoakleaf.org.uk
nelida.senoran@sussexoakleaf.org.uk



Answers to Quiz on page 3

- 1 - A) Neonate
- 2 - C) Roosevelt
- 3 - C) Joe McElderry
- 4 - A) Ryan Giggs
- 5 - B) Jenson Button
- 6 - A) Chris Hollins & Ricky Whittle
- 7 - B) Primary Care Trust
- 8 - C) 26 years
- 9- A) Kim Woodburn

WELL DONE !!!!!

A Successful Story at the Young Person's Service

By Angela Darku (Independent Living Worker)

The Young Person's Service are proud to present the progress and success of one person whilst engaged on his resettlement programme.

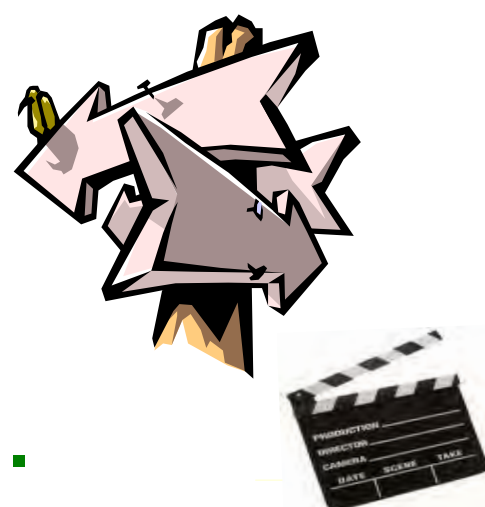
ST, aged 16, moved into Acorn House in July 2008 following a period of homelessness. When ST started the programme he was not engaged in education or employment, and faced many of the challenges involved in living independently for the first time.

Following the difficulty of changing career direction twice within a six month period, whilst making an Income Support appeal. ST managed to secure an Apprenticeship with Affinity Suttons Maintenance company and had his income support appeal overturned..

ST has always shown great determination when setting his own goals and has used key working to develop the skills and confidence required to overcome the social and economic disadvantages faced by many young people that access the Young Person's Service.



Artwork by a Service User at Brightview



Behind the Scenes...

with

Barbara Williams Chair of the Sussex Oakleaf Board

I feel very privileged to have taken over the role of Chair of Sussex Oakleaf from Martyn Yeats at the AGM in October. The selection process was tough - lots of questions and probing around my views, values and motivations. Quite simply, I wanted to be involved in a local organisation that is user-led and focused; that has an excellent reputation and that relishes taking on the challenges that personalisation and change will bring us in the future. Sussex Oakleaf is just that!

This is an exciting time recruiting a new chief executive, who will build on the excellent work that Tracey has done and lead the organisation forward. We have new board members and are determined to be more visible around the organisation, learning from staff and service users and giving our support.

Service users are central to *all* that we do in Sussex Oakleaf – they are involved in the recruitment of the new chief executive; they have a voice on the Board and increasingly will shape and lead our services. The opportunities and possibilities are endless and I am looking forward to seeing how Sussex Oakleaf can bring the skills and talents of staff, service users and volunteers together to make an impact.



The Bellbrook Centre



- What do you call a baby under 10 days old?
A) Neonate B) Toddler C) Chick
- Which US President said:
“**Walk softly and carry a big stick**”
A) Bill Clinton B) President Truman
C) Abraham Lincoln
- Who won X Factor 2009?
A) John & Edward B) Stacey Solomon
C) Joe McElderry
- Who won Sports Personality 2009?
A) Ryan Giggs B) Ronaldinho
C) Peter Crouch
- Who came second in the same list?
A) Paula Radcliffe B) Jenson Button
C) Anita Lonsbrough
- What two celebrities were in the final of “Strictly Come Dancing” 2009?
A) Chris Hollins & Ricky Whittle
B) John Sergeant & Cherie Lunghi
C) Arlene Phillips & Alesha Dixon
- What does PCT stand for?
A) Patience Cooperation Treaty
B) Primary Care Trust
C) Personally Computerised Treatment
- How long has it been since Aston Villa beat Manchester United at Old Trafford?
A) 50 years B) 2 years C) 26 years
- Who came second in “I’m a celerity...get me out of here”?
A) Kim Woodburn B) Katie Price
C) Ant and Dec



New Beginnings

I'm onto something new now,
Qualifications I'm going for,
Studying for an NVQ,
Hoping to open up some door,
A qualification to my name,
As well as use of a computer,
Both of which I'm doing now,
Each with it's own tutor,
To be more employable,
When the time should arise,
To have skills to call on,
To help me get my prize,
To show illness don't mean
idleness,
At least not to me,
When from this mental anguish,
I'm finally set free,
Released into the big wide world,
To work just like the rest,
And to prove that I'm capable,
Of being my very best!

Janet Clancy

All About Brightview

On 9th December 2009 The Bourne, The Cottage and Saffrons merged together to form one service.

A competition was held to name the new centre, Helen's choice won and the newly formed service was christened 'Brightview'.

We have grand plans for the future, the staff and service users have worked hard at re-decorating the building. Now Brightview is open we are working towards getting the art room up and running. The IT suite is now open.

We are running music, art and drama groups. There are maths and English classes and a walk and talk group that takes place in Eastbourne.

My work experience at the Young Person's Service

By Tim Ibrahim

Back in 2003, when Sussex Oakleaf took over the YMCA hostel in Burgess Hill, I was fortunate enough to be involved in the first wave of young people specific work Sussex Oakleaf had been involved in. Seven years later, and for me several other jobs down the line, it was with great pleasure that the Young Persons Service Manager, Jake Rawlings, my old colleague, accepted me back to do some short term voluntary work within the service. How things have changed...

The new look project now accommodates five homeless young people from the Mid Sussex area since being remodelled eighteen months ago. It had previously housed eight, with six bed sits and two self contained flats. Today, renamed Acorn House, the building houses its residents in five large, spacious, self contained flats. I was so taken by these I asked Jake if I could move into one.

Sussex Oakleaf Conference 2009



Deep in discussion at the 2009 Sussex Oakleaf

The annual Sussex Oakleaf conference was held at Avisford Park, Arundel on October 15th 2009.

It was well attended with over 100 staff and service users present.

Tracey Faraday-Drake introduced the day and then presentations were given by Tess Burrows, the OCC, the Equality & Diversity Working Group and the Personalisation Leads.

Janine McAuliffe was awarded the Employee of the Year award.

The afternoon included an art activity where each table had to create a Sussex Oakleaf coat of arms. The creations were amazing and are still being displayed at Norris House, Sussex Oakleaf's head office.

Plans for next year are already afoot!..

He refused my application on the basis that I was far too old! Thanks Jake.

The "missing" three beds have not meant that there has been a reduction in the service however, and these have been made up by 3 Outreach properties run by Sussex Oakleaf, and overseen by Jake and his able team. In actual fact, the service provision has now expanded from eight clients to sixteen. The extra eight young people comprise of four in the Allocated Service, and a further four from the Community Housing Support Service. The aims of the service are to support the difficult transition into adulthood, increase independent living skills and to enable service users to manage their tenancies effectively.

Acorn House, and the Young Persons Service as a whole, is the only one of its kind in the Mid Sussex area. It is the only supportive service that Mid Sussex has to offer young people, either experiencing homelessness, or at risk of becoming homeless. Jake, Nelida, Angela and Vicky are all providing a wonderful and crucial service for their clients, and deserve high praise indeed. The changes I have noted seem to be working really well and it is especially nice to see the expansion of the service, as there are so many young people in our community, who face difficult life circumstances without support. Make sure you give the team a big pat on the back when you see them next!



Questions & Answers

with Laura Rigg, OCC member

Hi, my name is Laura Rigg and I am a member of the Oakleaf Consumer Circle.

Have you ever wondered why the sky is blue or what Cat food is best value for money?

I have decided I am going to try to answer your unanswerable questions, I will have a go at anything why not



Contributed by a service user at Brightview

What is Recovery?

The recovery tool is an effective key working tool, it is designed to support services users in understanding where they are in terms of recovery.

The recovery star has 10 core subjects that identifies and measures aspect of the service user's life as follows:-

- | | |
|---------------------------|-----------------------------|
| 1. Work | 6. Relationships |
| 2. Managing mental health | 7. Addictive Behaviour |
| 3. Self-care | 8. Responsibilities |
| 4. Living Skills | 9. Identity and self esteem |
| 5. Social Networks | 10. Trust and Hope |

These will help identify difficulties that the service user may experience in life and how far they are in addressing them so they can move on.

Recovery can be defined as personal progress in dealing with the negative impact of experiencing mental ill-health, despite continued or long-term presence.

Used in this sense recovery doesn't mean "cure" – quote from www.rethink.org

What are the current rates of the national minimum wage?

There are three levels of minimum wage, and the rates from 1 October 2009 are:

£5.80 per hour for workers aged 22 years and older

£4.83 per hour which is a development rate for workers aged 18-21 inclusive

£3.57 per hour for all workers under the age of 18, who are no longer of compulsory school age

Send your questions to me at: laura.rigg@sussexoakleaf.org.uk or text 07729 191440
I will try to answer as many questions as I can, including queries about the OCC

1st Birthday Celebrations at Langley Green Hospital

By Kay Phillpot (Chair of the OCC)

VISIT TO THE FIRST ANNIVERSARY CELEBRATION OF LANGLEY GREEN HOSPITAL

As a follow up to being a member of the Langley Green Hospital Planning Team to represent service users, I was delighted to be invited to the First Anniversary since its opening. I attended its opening in September 2008 where Professor Appleby, National Director for Mental Health officially opened the hospital and we were given a conducted tour. It is a truly great step in mental health as regards the building itself and also strides forward in mental health acute care.

The afternoon commenced with a short presentation of its journey over the past year by the Acting Modern Matron Kerry Jacobs.

She encouraged people present to have informal discussions with specific staff who were working in key fields.

There were also poster presentations from all the wards and departments working within acute care based both in and outside of the hospital.

Light refreshments were then served. I felt privileged as a service user to attend.

Kay Phillpot (Member of the OCC and Capital)



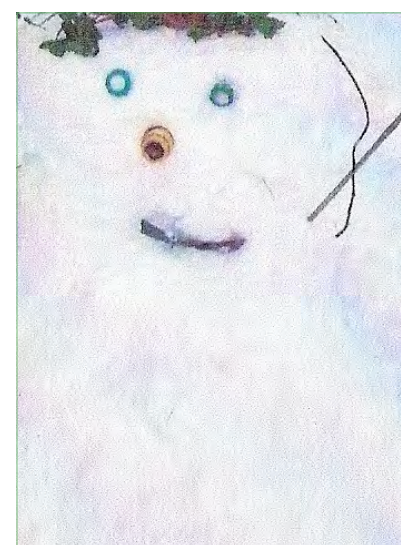
Sunny Corner Café Quiz Night



Starting at 7pm

Date to be Confirmed

For more information and for tickets contact Nicki on 07500 964404



Frosty the Snowman sent in by Fiona Lindfield

What fun we had... Christmas and New Year 2009

In December 2009 Brightview held its Christmas Pantomime. Performances were well attended and a great time was had by all. Richard Dartnall has written the following review of the event.



It was fortunate that the plastic shoe that Prince Charming (Phil King) tried on Cinder's (Vicky Stone) foot fitted! The feet of the 'Not so good looking' sisters were far too big, male shoe size in fact! One of the sisters even had to change his dress in the car park, which attracted the attention of some office clerks in Eastbourne Town Hall. His dresses were made by the women in our excellent art group and were fantastic.

The other sister became infatuated with the melons, laughter ensued and PC Plod (played by Richard Dartnall) ran away in horrified slow motion whilst the ugly sister chased him, but didn't quite catch him. The stage manager also did a great job, especially when he made the fairy Godmother (Andrea King) appear in shrouds of smoke.

There was a beautiful duet between Cinders and Buttons (Linda Williams-Kinge) and when one 'not so good looking' sister sang the other 'not so good looking' sister decided to pluck hairs out of his nose and bald head. But in the end all was well, Prince Charming (or... was he Elvis Presley?!) found his true love and married Cinders, thanks to the footmen but much to the horror of the Baron (Indira Pillay) and the 'not so good looking' sister's.

Everyone thoroughly enjoyed the performance, the staff, the service users, the visitors from West Sussex and the performers alike. We loved rehearsing it, the whole experience gave our self-esteem and confidence a huge boost.

We owe considerable thanks to Julie Slater for helping us to rehearse and for backstage support; and to Merle Philips for writing the script and for giving us her musical direction. They helped us put on a wonderful show which brought three separate day centres together as one.



Weetabix brownies

Place in a bowl:
4 crushed Weetabix
4oz caster sugar
4oz self raising flour
2tbsp cocoa powder
Packet chocolate drops

Mix this altogether

Then take 4oz of melted margarine and stir into the mixture along with an egg. Mix Well.

Line a 8½ x 8½ inch square tray with greaseproof paper to save any sticking and put in the mix. Bake for 15 minutes at electric 180.

Once out of the oven let it stand for about 5 minutes then turn out the tray and cut into squares.



Stepping Stones

We held a bonfire party at Stepping Stones on 5th November 2009. The wood work shed was emptied by the lads and a huge bonfire was built. The woman's group created two guys disguised as Peter André and Jordan; complete with killer heels and eyelashes! The party was open to members friends and families and was very well attended, we couldn't believe how many people came!

On offer was hot chocolate with cream, leek and potato soup and a very full BBQ, everything was eaten!

Roy, Brian, Lindy, Kevin, Rob, Steve, Ken and a few others acted as stewards for the evening and set off a fab firework display.

Music was provided by Andreas, Francis and Ken. A big thank you needs to go out to Ken for the loan of the stereo and lighting equipment and to Lynn Willis for her efforts in the kitchen.

A fab evening was had by all and about £100 was raised for the Stepping Stones members funds.



Happy Halloween!

Stepping Stones

5 Perryfield Road
Southgate
Crawley
West Sussex
RH11 8AA

Friendship...



1 in 4...

Stepping Stones members held a New Year party on 2nd January at the Emerald Club in Crawley.

Thanks to everyone who helped create a great night and to the band "String Loaded" who donated £150 to the Stepping Stones members funds.

Karl Brooks, of the Crawley Observer has been helping us organise publicity for the band and the centre puts on charity events and has been of great help and support to us and the band, we want to send a huge thank you!

Andreas sends thankyou's to everyone who helped and attended; there are too many of you to name!



Survey Results



At the end of 2009 the members of the Oakleaf Consumer Circle (OCC) conduct a survey to hear the views of Sussex Oakleaf Service Users. We are delighted to say that over 160 people responded to this survey... Thankyou to all those who did!

Some interesting opinions were voiced:

80% of respondents feel that they **HAVE A VOICE** within their service...

15% felt they didn't. (**5%** had other opinions).

One of the most debated questions was related to the term we use for those who use our services. Surprisingly **42%** prefer the term **SERVICE USER**, closely followed by **CLIENT** at **40%**. Only **3%** liked **CUSTOMER** and **1%** preferred **CONSUMER**.

NB: As an immediate result of this survey, we will use the term "Service User" when refer to people who use our services

In terms of **ACCESS TO COMMUNICATION** it is very interesting to know that:-

145 people have access to E-mail.

100 respondents participate with or have access to a group.

145 people use telephone and **54** have discovered what their thumbs are for; texting!!!

It concerns us to know that...

25% of the respondents had experienced **BARRIERS TO COMMUNICATION**.

These included not being called back by support workers and difficulties in accessing a telephone.

75% said they have not experienced any barriers,

They shared opinions such as "I spend a lot of time talking to my key worker..."

It is immensely useful for the staff to hear comments on how you feel you have **BEEN SUPPORTED**.

90% of you feel you are well, very well or excellently supported.

It was noted that 8% did not feel they received good support and 1% felt not supported at all.

When asked if people's **PARTICULAR NEEDS ARE MET** by the service, **85%** responded positively to this, whereas **9%** gave a negative opinion on how their services were meeting their particular needs.

The **RECOVERY STAR** is a new tool for support planning, well known over in West Sussex, now on its way to East Sussex; that may explain why **65%** of the people had not heard of this new tool and **29%** said they had heard of it; some of them already noticing the benefits!

As we all know, Sussex Oakleaf has experienced significant changes in the recent past that have affected numerous services, members of staff and those who use these services. The OCC wanted to know how well change had been in regard to the following;

INVOLVEMENT: **57%** felt well, very well or excellently involved in changes
34% did not feel involved at all.

INFORMED: **48%** felt well informed of changes to their service
45% did not feel they had been informed of any changes

SUPPORTED: **41%** said that they had been well, very well or excellently supported
49% said they didn't feel well supported or felt very unsupported

And last but not least for us, it has been found that in HOW TO COMPLAINT 54% of people would know what to do, whilst 34% do not know how to do it. At present the OCC are discussing where these results are going to lead us, we can say is that they will be all be taken into account, discussed by staff and by OCC members, and other service users and closely followed up by those involved in Sussex Oakleaf; so that we can all improve the way things are, and therefore prove that...

"WE CAN ALL MAKE A DIFFERENCE".