



Community Care Forum June 2007

Putting the Pieces Together

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June 2007 Community Care Forum

Putting the Pieces Together

The theme for the June 2007 Community Care Forum was “Putting the Pieces Together”.

Thames Valley University kindly donated the venue for the day.

The Forum took the opportunity to feedback on issues raised at previous Forums, to review the work to make initiatives (which came out of Forums) a reality and to invite members to take part in discussions on how they might contribute to the ongoing work.

In addition the Forum heard about Berkshire East Primary Care Trust’s priorities for the next 5 years, its commissioning strategy and how the people of Slough will be involved in that strategy.

Summary of the day

87 people representing the voluntary and statutory sectors users and carers attended the day

72% identified themselves as being white.

28% identified themselves as belonging to black, minority and ethnic communities.

A list of those groups, organisations, carers and users who signed in on the day is attached as appendix 1.

The Forum was once again superbly chaired by Councillor Derek Cryer, Commissioner for Social Services, Slough Borough Council. He thanked Forum members for taking the time to attend and invited them to take an active part in the work of the day.

Viki Wadd, Assistant Director for the Slough Locality, Berkshire East Primary Care Trust, gave an informative and interactive presentation entitled "Improving Health and Health Care for People in Slough".

Presentations on initiatives which came out of previous Forums followed:-

Disability Awareness Day. Rod Douglas, Disability Sports Officer, Slough Borough Council, presented on the work of The Disability Awareness Day Group. The group was formed as a response to an idea which came out of the "What's Your Vision" Community Care Forum. The vision was for Slough to be known as "The Accessible Town". A Disability Awareness Event was seen as the first step towards realising this vision. A Disability Awareness Day is planned to take place in the spring of 2008.

"Fresh at 50" newspaper column. Ian Crump, Assistant Chief Executive, Strategy and Development, Age Concern Slough presented this initiative which came out of the May 2006 Forum, "It Works When We Work Together". The Older Peoples' Workgroup at the Forum wanted to see a positive view of older age portrayed in the media. Ian told the Forum that he had been part of a small group which included Marica Wright, chair of the Older Peoples' & Carers Forums, a local writer and Slough Council for Voluntary Service which brought the project to fruition. A "Fresh at 50" fortnightly column will to be published in the Slough Midweek Observer newspaper starting August 2007.

Transport Action Group. Sylvia Parrack presented the results of the work of the

Transport Action Group on behalf of Tom Thompson. The group was formed at the November 2006 Community Care Forum, to raise awareness of the impact the lack of an integrated transport system has on vulnerable people's ability to access health and social care services. The group have been lobbying for "Real Time Information" displays to be installed at bus stops in Slough. In addition the group have looked at ways to address the problem of unruly behaviour on buses.

World Mental Health Event Week. Gerry Crawford, Head of Mental Health, Adults, Older People & East Berkshire Crisis Services, presented on the World Mental Health Week initiative. This idea came out of the Community Care Forums in November 2005 and 2006. A planning group has been formed and a week long World Mental Health Week will take place in October 2007. (See appendix 2)

Gerry also told the Community Care Forum of the success of the Assertive Outreach Team who won the Tackling Physical Health Inequalities category in the 2006 Positive Practice Awards, sponsored by the Care Services Improvement Partnership (CSIP). (See appendix 3)

All Forum members were asked to nominate their favourite films which addressed mental health issues, with a view to the films being screened in Slough during World Mental Health Week. (See appendix 4)

Learning Disability Action Group. Eleanor Cryer, Chief Executive, Slough Mencap, spoke to the Forum about the work of this group. The group looked at the barriers, people with learning disability experience, when trying to access social activities. The group also looked at ways to overcome these barriers.

Following the presentations the Forum broke into five workgroups:-

Disability Awareness Day Group - The group looked at what a Disability Awareness Day could look like and who could be involved in the planning and delivery of the day.

Transport Group 1 - "Mind the Gap" Looked at how to address the problem of unruly behaviour on buses.

Transport Group 2 - "Real time Information Displays" which looked at what more needs to be done to promote the prospect of Real time Information Displays being installed at bus stops in Slough.

Learning Disability Group - The group looked again at the barriers to people with a learning disability accessing social events and how to overcome those barriers.

“Improving Health and Health Care for People in Slough” WorkGroup - The group looked at aspects of health care in Slough and how access and delivery of those services could be improved.

See Workgroup reports 1-5

Outcomes

The overwhelming majority of feedback from the day indicated that the day was viewed as successful.

Forum members appreciated news on the progress of initiatives, that they had played a part in formulating. These were

- The Slough Transport Action Group (STAG) This group was formed at the November 2006 Community Care Forum in response to concerns (raised at previous Community Care Forums) of the impact, the lack of an integrated transport system has on vulnerable peoples' ability to access health and social care services. To help address this, the group are lobbying for the implementation of Real Time Information at bus stops in Slough.

The group are also looking at how to address the problem of unruly behaviour on buses and the effect that has on vulnerable people, particularly older people and those with a Learning Disability.

- The Disability Awareness Day Action Group. This group is working towards delivering a Disability Awareness Day in Slough in spring 2008. This is a first step in realising the vision of making Slough the accessible town. This vision came out of the November 2005 Community Care Forum.
- Fresh at 50 newspaper column. The idea for a more positive portrayal of Older Age came out of the May 2006 Community Care Forum. The column, which will be published in the Midweek Observer, is the result of collaboration between Slough Age Concern, the Older Peoples' Forum, a local writer and SCVS.
- World Mental Health Week. The Community Care Forums in November 2005 and 2006 first raised the prospect of Slough holding a week long event, to celebrate World Mental Health Week. A planning group has been formed and the event will take place in October 2007.
- The "Improving Health and Healthcare for People in Slough" presentation and workgroup, invited Forum members to contribute to the development of Berkshire East Primary Care Trust's Strategy for health care in Slough.

Conclusion

The reports from the various Action Groups formed at the November Forum

provides evidence that working with voluntary organisations, users and carers, through this type of activity, achieves results. It empowers them to take responsibility for acting on issues raised and encourages them to continue to contribute to the ongoing debate around Health and Social Care provision in Slough.

We look forward to another successful Community Care Forum in November 2007.

Mary Byrne
Community Care Development Worker
Slough Council for Voluntary Service

Workgroup Report 1

Improving Health & Health Care for People in Slough

Viki Wadd, Assisitant Director for the Slough Locality, Berkshire East Primary Care Trust, led the workgroup. Viki began by asking the group what they considered were the main issues around improving health care for people in Slough. Responses included:

- Lack of local facilities or lack of awareness of what is available locally and the choices they had over where they were treated.
- Both the Primary Care Trust and Slough Borough Council need to improve their communication so that people know what is out there.
- When specialist services are required distance is often not optional and this can be expensive for the patient. In addition the patient often needs a carer with them and no consideration is given to the needs of the carer.
- Transport – local buses do not always travel to the required facility – this topic was not pursued as there were already two transport workshops at the Forum who were looking at transport issues.
- GP facilities are not standard across Slough. This is best illustrated by the position regarding the taking of routine blood tests. Most, but not all, GPs no longer take routine blood tests. People are sent to the Walk In Centre which undertakes the procedure from 7.00 a.m. to 9.00 a.m. five days a week. Obviously such a restricted service for such a simple procedure is widely considered unacceptable, especially as a few GP surgeries still offer a blood testing service.
- As a general rule the group thought that Carers' needs are not considered by the medical profession.
- People who do not speak English have difficulty coping with written communications.

What can the Primary Care Trust do ensure that everybody receives the same service and everybody is aware of the services available?

Viki began by explaining that the new GP contracts are at the root of some of the problems raised, however the Primary Care Trust is now able to do some

additional GP commissioning. Viki invited suggestions from the workshop.
Suggestions were:-

- Communication to each individual resident is crucial. Every resident should know that there are different services available in different parts of the town. It was suggested that the statutory agencies use the local press and in particular the Citizen.
- Slough needs a supported transport infrastructure – again as there were two workshops discussing transport issues at the Forum this group did not pursue the issue.
- There was much discussion about information provision at GP surgeries.

The group wanted to know if any pressure could be brought to bear to ensure that more relevant information is available at GP's surgeries, e.g. a loose leaf folder in each surgery with information about the local services, specialist hospitals, transport etc.

This raised the question of best use of GP practice time. The group agreed that GP's time is valuable and is best spent treating patients. Is there a sufficient spare resource in practices for information provision?

Encourage GP surgeries to provide details of their staffs' specialities, in particular nurses. This would be very useful as nurses are often the first port of call.

They could also provide information about GPs specialities, other services e.g. speech therapy etc.

A booklet with local information to every household.

Expand the information pages in the Telephone Directory e.g. a map of NHS facilities – would this prove costly to keep up to date?

Other sources of information:-

- The local pharmacist is often a font of knowledge.
- The workgroup were reminded that since 1994, Slough Mental Health User Group have produced a mental health directory, which is full of useful information.

- The workgroup were advised that Heatherwood Hospital now has Patient Care Advisors. Wexham Park Hospital has Patient Care Navigators to assist people.
- The group asked if the Patient Advice and Liaison Service could help.
- There is now much information available on the internet, including NHS direct. It was noted that many of the people who need information urgently may not have access to the internet, however in the long term this argument may not be sustainable. Even now if people don't have internet at home, there will usually be some family member who does. There are internet cafes and a free internet service for members of the public library.
- Experience has shown that the best way to communicate with people who do not speak English, or who do not have a good command of English, is by word or mouth. Often religious venues are the best place for imparting information e.g. one person can tell ten others.
- We need to use the younger generation to promote healthcare. They are provided with health information at school, schools could take part and influence children. Health activists visit schools in Slough.
- To an extent it is the individual's responsibility to access the information they need. In addition the issue of helping others was raised e.g. giving a vulnerable person a lift to hospital.
- Hold a quarterly listening exercise in Slough on all matters relating to Health Improvement. This could be held at different times/ different venues making sure that the venue is always accessible, varied and food is provided. The listening exercise should have facilities for signposting people.
How will the Primary Care Trust encourage people to attend these events?
Could it be linked with another event or activity or could it be themed.
Someone will need to be responsible for communicating this event across the borough.
- Local elections offer an opportunity for Slough residents to influence how services are planned, designed and delivered. The workgroup thought that it would be useful to get any promise in writing, there is great pressure to get elected and verbal promises can be meaningless – be pragmatic.

Summarising the main talking points:

Accessibility

To GPs surgeries

To transport for hospitals and other services

To transport for everyday use

To information via GP surgeries, libraries, the internet, pages in telephone directories

Information

Making choices – do people want choice?

Names of people who work in surgeries together with their specialities

Word of mouth.

Young people

Use the information given at school

Use the schools themselves

Be pragmatic

Carmel O'Brien
Office Manager
Slough Council for Voluntary Service

Workgroup Report 2

Transport Workgroup 1.

Real Time Information Display

The group reviewed the steps that had been taken since the last Community Care Forum, towards petitioning for real time information. They were:

- Step 1: November 2006 Slough Transport Action Group formed (STAG)
- Step 2: STAG contacted the bus company First but they were unable to help
- Step 3: STAG contacted Liz Motherwell at Slough Borough Council who said that –
 - the council was looking at installing real time information.
 - the council had invited company W.S. Atkins to prepare a feasibility study for the installation of real time information at bus stops in Slough.
 - there is a limited pot of money, lots of competition for that money, no guarantee it will happen.
- Step 4: STAG spoke to W.S. Atkins and offered the group's input
- Step 5: STAG will put together a case to feed into the consultation process.

Information Needs

The group identified 4 stages to catching a bus.

Stage 1 – Planning the journey

Stage 2 – Going to the bus stop at the right time

Stage 3 – Getting on the bus or continuing to wait

Stage 4 – Deciding to carry on waiting or to cancel the journey.

They identified that the most difficult stages were 1 and 4. The following information needs were identified:

- Better information about bus routes at bus stops e.g. posters to show routes at bus station.
- Real time information showing information about the next three scheduled Buses.
- Information to include the time before a bus would arrive, its destination, its route number and if it is delayed or cancelled
- Electronic information on the bus showing what the next bus stop is and all the stops along the route.


Benefits of Real Time Information Display

- People would take a pride in the improved bus stops encouraging less vandalism.
- Cost of missed hospital appointments reduced, due to people leaving bus stops because of lack of information. Costs approx £45 for doctors appointment and £70 for missed hospital appointment.
- People would use the buses more leading to more money for bus companies.
- Reduced congestion as more people would use the buses instead of driving.

Presentation of Information

The group thought that:

- Yellow writing on black would be clear
- Information about next three buses should be presented underneath each other, as you see on the underground. See example below:

| ORDER | ROUTE | DESTINATION | EXPECTED TIME | INFO | |
|-------|-------|----------------------|---------------|---|-------|
| 1 | 5 | Britwell | 15.14 |  | 15.06 |
| 2 | 53 | Wexham Park Hospital | 15.25 | | |
| 3 | 75 | Heathrow | |  | |

Symbols



= Delayed



= Cancelled

For People Who Can't Read English

Ideas for communicating information to people who can't read English and for those with a Learning Disability

- Key fobs that can be pointed at the screen to relay spoken information about bus schedules.
- Press a button at the bus stop to relay spoken information
- Symbols next to information

Other Ideas

- Bus companies will come and do 'Travel Doctor' clinic to give travel advice to employees. Perhaps they could come to give advice at the Older People's Forum?
- Set a challenge for senior managers/councillors at the council and bus companies managers to forgo their car for a week and travel around Slough on public transport to find out where the problems lie.

Sara Wilcox
Participation and Compact worker
Slough Council for Voluntary Service

Workgroup Report 3

Transport Workgroup 2 – Mind the (Generation?) Gap. Behaviour on public transport

Activity 1:

Issues affecting older people:

- Buses move before people can get to sit down safely
- Bus drivers not allowing time for people to wait until the bus has stopped before they leave their seats to get off the bus
- Older people are avoiding travelling on buses at times when lots of children/ young people will be on the buses – this can mean leaving services (e.g. Age Concern) early

Issues that are not specific to older people:

- Mobile phones being used loudly
- People playing loud music
- People not queuing
- People with learning disabilities being teased / mocked by school children
- Bus drivers not issuing tickets

There were no young people represented in the group (9 people). The group looked at specific behaviours on buses that cause problems for the group:

- Bad language used by young people
- School children gathering at the front of the buses and blocking access to get on and off the bus
- Young people throwing things around on the bus
- Vulnerable people feeling threatened by large groups of young people
- Young people behaving boisterously

There was a general consensus that a lot of the behaviour by young people was not deliberate or intended to cause problems and were largely just a fact of difference between young and old.

Activity 2:

How do these behaviours impact on your daily life? Each member of the group placed two stickers on the chart, indicating the areas that impacted those most.

| | |
|--|--|
| Social (e.g. seeing friends, shopping etc) 2 | Family (e.g. visiting family & relatives) 2 |
| Accessing health and social care services (e.g. doctors appointments, hospital visits etc) 6 | Financial (e.g. have to find other means of transport) 1 |
| Personal e.g. safety, fear or unease, confidence 7 | There is no impact on my life 0 Other 0 |

**Activity 3:
What next? How can the impacts be reduced?**

| Problem | Action |
|--|---|
| Buses moving before people are sat down / buses moving off before people can get off (without having to stand up before bus comes to a stop) | Feed back to the bus companies as a reminder for them to address with drivers in regular training etc It was noted that the problem is not with all drivers, many are considerate but the impact when older people have to stand when the bus is moving is considerable Group decided the ideal process would be for Slough Transport Action Group to take this issue to Liz Motherwell. The group had also had some conversations around this issue with Fiona McTaggart and intend to update her and ask for support, if needed. |
| Behaviour of school children/ young people on buses | Ideally schools would cover being a good citizen on public transport as part of the Citizenship classes. Various approaches to this were discussed and it was agreed the first step would be speaking to a school co-ordinator. It was acknowledged that this wouldn't necessarily solve the problem but would be a good first step to addressing it. Davina (SCVS) agreed to find an appropriate contact and give that to Slough Transport Action Group to follow up. |

Additional issue identified: Bus stop in Langelywood is in a difficult position because of a traffic island. This causes a number of traffic problems and for people getting to and from the bus stop. Group decided to take this issue to Liz Motherwell.

Davina Prescott
Community Care Development Worker
Slough Council for Voluntary Service

Workgroup 4

Disability Awareness Event Workgroup

Section 1:

Group were asked to write on post-it notes what the objectives and outcomes would be for the event and place them randomly on the flip chart. These were then categorised and narrowed down into the following:

Objectives

1. Educate the public about disabilities
2. Increase the awareness of people with disabilities about what help/services is available
3. Increase publicity around disability issues
4. Reach the right people

Outcomes

1. Better understanding about disabilities
2. Help people with disabilities lead a better life
3. Formation of a management team/network to continue work around disabilities following the event

Section 2:

Group were then asked to split up into smaller groups to discuss what the actual event would look like.

There was generally a consensus across the group on the following points:

- The event would be either one or two days
- It would be held in an area that would attract members of the general public. The main two ideas were either the Town Square or Upton Court Park
- There would be a stage that would be used to showcase skills and talents of people with disabilities e.g. dancing, singing etc.
- There would be a tombola/raffle to raise money (N.B. was not specified what this money would be used for)
- Refreshments
- Various organisations would hold stalls, examples included:
 - Police - how they deal with disability
 - Carers UK – details about benefits and where to get help

- DisAbility Matters – details of the group
- General information stalls

The following points were also raised, but there was not a consensus or disagreement across the group:

- Facilities for children including bouncy castle, merry-go-round, face painting, clown jugglers and fancy dress
- Craft stalls
- Relaxation tent, this would include head massage, NLP (Neuro Linguistic Programme) techniques etc
- Feature called 'Talent of Slough' which would showcase poetry, story writing, art and presentation called 'A day in my life...'
- Inviting Time FM to provide coverage of the day through interviews etc
- Sophisticated Dinner/Dance Ball in the evening following the event and to finish it off with a bang. The event would cater for all including those with disabilities and again would be used to raise money (N.B. was not specified what this money would be used for).

Naweeda Naqvi
Assistant Chief Officer
Slough Council for Voluntary Service

Workgroup 5

Access to Social Activities for People with a Learning Disability

The issue, which was raised at the November 2006 Forum was “There are not enough social activities in Slough for people with a learning disability”.

A Learning Disability Action Group was formed at the Forum to look into this matter. The Action group comprised of representatives from Slough Mencap and Parvaaz.

After six months of research the Action Group came to the conclusion that there were many activities available in Slough. The reason places are not being utilised are varied.

Subsidised social activities are provided; however some families feel unable to meet their part of the cost, failing to recognise that within Disability Living Allowance (DLA), provision is made for social activities. Also transport need not be a problem as provision for this is within the mobility component of DLA. The group felt they did not have the answers. They believed that this is not only a local issue but of national concern.

At the June 2007 Community Care Forum a very mixed group came together to discuss these issues. They came to the conclusion there are many activities for people with learning disabilities. They thought possibly the needs and choices of people with a Learning Disability changed from time to time and other activities need to be considered. Organisations providing activities for people with a Learning Disability need to be flexible and open to change.

**Report compiled by the
Learning Disability Action Group**

Appendix 1.

Attendees List

B Brooks
Slough Central Townswomen's Guild

Margery Hitchman
DisAbility Matters

Lucy Bell
Carers UK

S R Sharma
Older Peoples' Forum

Pat Shaw
Healthcare

Su Sawhney
Older Peoples' Forum

Deanna Davis
Carer

Ann Lee
Mental Health Carer Support Worker
Age Concern

Sue Ball
Wexham Park Hospital

Rita Davis

Phyllis Denham
Older Peoples' Forum

David Blinco
Disability Matters

Cllr Derek Cryer
Commissioner for Social Services
Slough Borough Council

Jo Line
Radio Wexham

Jacui Banks
Thames Valley Hospice

Pushpa Kharabanda
Older Peoples' Forum

Clarke
Burnham Lions

Kamal Lallian
Policy & Performance Advisor

Ajay Gill
United Voices & Slough Transport Action Group

Margaret Rackham
Mencap

Sara Willcocks
Slough CVS

Steve Rose
Joint Commissioning Team

Barbara Finch

Rosalind Richardson

Ngozi Enekwa
Slough Borough Council

Susanna Yeoman
New Horizons

David Wright
Older Peoples' Forum

Sally Parker
Wexham & District Stroke Club

Elizabeth Handriks
Sensory Needs Service

Pamela Pittam
Slough Townswomen's Guild

Andriana Pieri
Slough Carers Forum

Naweeda Naqvi
Slough CVS

Robina Shaheen

Shaheeda Saeed

Viki Wadd
Assistant Director for the Slough Locality
Slough Primary Care Trust

Mary Gibbons
Slough Carers Forum & Slough Transport Action Group

Eleanor Cryer
Mencap

Linda Cole
DisAbility Matters

US Gossain
Carers Forum

Helen Carr
Cultural Services
Slough Borough Council

Lorna Allen
Slough CVS

Gloria Finch
Carers Forum

Kathy Muchoki

Carmel O'Brien
Slough CVS

Gerry Crawford
New Horizons

Liam Toner
Physiscal Disability & Sensory Needs Partnership Board

Jo Hawthorne
Joint Commissioning Team

Marcia Wright
Older Peoples' & Carers Forum & Carers UK

QP Davies
Carers Forum

Liz Motherwell
Slough Borough Council

Aysha Kazmi
The Parvaaz Project

Jo Robbins
Mencap

Khalil Khalid
Slough Crossroads

Sammy Goldsmith
Shopmobility

Rob Persey
Assistant Director Cultural Services

Davina Prescott
Slough CVS

Rod Douglas
Rochfords Youth & Community Centre

Nadia Barakat
Slough Locality Project Manager

Mary Parris
Transport Action Group

Antony Berrows

Marian Williams
Burnham Lions

Zora Jeffries
Carer

Neeru Pahli
The Parvaaz Project

George McArthur
Federation of Tenants Association

Monica Siso
Means of Survival

Ian Crump
Slough Age Concern

Sylvia Parrack
Older Peoples' Forum & Slough Transport Action Group

Connie Bullock
Older Peoples' Forum & Slough Transport Action Group

Mary Byrne
Slough CVS

Sian Snagg
Teenage Pregnancy Co-ordinator

Santok Modhvadia
Carers Support Worker

Gerald Bennett
Slough Mental Health User Group

Suzanna Cumming
Swan Trefoil Guild

Jeffery

Fiona Mactaggart
Slough Member of Parliament

Daniel Turner
Slough And District Sports Association for the Disabled

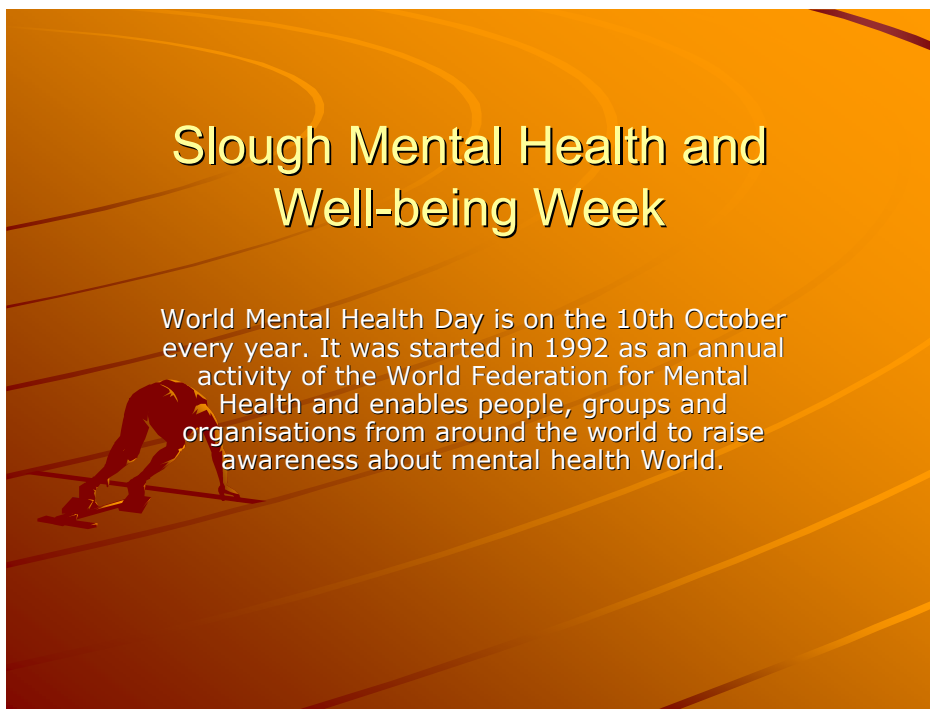
Megan Moore
Joint Commissioning Team

R Farmer

Jean Atkins
Carers Form

Angela Kidd
Slough Mental Health User Group

Appendix 2
Slough Mental Health & Well-being Week



Mental Health in Numbers

Costs the nation £77bn a year

One sixth of the population suffers from a mental health problem everyday

12% of the NHS Budget is spent on Mental Health

Mental Health accounts for 1/3rd of all illness.....

and 40% of all disability in Britain

Reference: Louis Appleby, Breaking Down Barriers, DOH, 2007

Local Implementation Team (LIT)

- ◆ Local Partnership board
- ◆ The Chair of the LIT has agreed to lead the project for 2007
- ◆ Regular weekly meetings have been arranged to include local stakeholders
- ◆ The purpose is to agree and outline a series of activities to run from 8th October to 12th October in different venues throughout Slough

Draft Physical Health and Wellbeing Timetable for World Mental Health Week

Monday 8th October

Physical Health Checks @ New Horizons. 1.30pm - 4pm

Tuesday 9th October

Community Healthy Living Group Day. 10.30am - 1pm

Wednesday 10th October

Community 5 a side Football Tournament. 1.30pm - 4.30pm

Thursday 11th October

Community Physical Health Walk - 11am - 1pm

Friday 12th October

Langley Drop In Healthy Living Day - 11am - 1pm

Other Suggested Activities for Week

Information stands in Queensmere and The Observatory Shopping Malls

Stands set up to provide Mental Health Awareness information e.g stress at work, at sites throughout Slough

Council Staff Awareness Training, Council Chambers.

Event/competition at Slough Museum Photos of famous people; guess which ones had a mental illness.

Event at Slough Library

Movie Marathon...suggest your favourite film with a mental health theme, e.g. "One flew over the cuckoos nest"

Madness Monologues. To be presented at the West Wing

Story

A man was walking along a beach. The sun was shining, it was a beautiful day and in the distance he could see a young child going back and forth between the surf's edge and the beach. As the man approached, he could see that there were hundreds of starfish stranded on the sand and the child was taking them, one by one back to the water. He was struck by the apparent futility of the child's task: there were too many starfish – many were sure to perish. When he reached the child, he said: "What's the point of what you're doing? There are thousands of miles of beach covered with starfish. You can't possibly make a difference." The child just looked up, stared at the man, and then stooped to pick up another starfish. As he set off to carry it back to the ocean, he turned back to the man and said: "I can at least make a difference to this one."

Reference: Time and Trouble. Mental Health Network, NHS Confederation. 2007

Message

Please support us
in promoting the mental health
of the residents of Slough
throughout this particular
week by getting
involved.

Appendix 3

Community Cricket without Boundaries Programme

The Slough Assertive Outreach & Rehabilitation Team have developed and set up a community cricket coaching programme for service users with severe and enduring mental illness. The programme was started in April 2006 and is now ongoing. Strong foundations have now been laid to develop the programme and to work towards promoting cricket for mental health teams to a wider audience; with the aims of similar groups setting up a similar programme.

The programme was initiated through the request and encouragement of service users who were not keen on participating in our football programme but wanted to play cricket instead. We feel that it is important that mental health is promoted through cricket and we hope that our experiences are a driving force to increase more structured participation in Community Mental Health Team's across the country.

The cricket programme is to our knowledge the first organised community mental health cricket project to be set up in the country – especially working with service users with severe and enduring mental illness. A key objective of the programme is to ensure that no-one in Slough is excluded from being able to access it.

The cricket without boundaries programme aims to promote and motivate service users to use cricket as a way to improve their health and well being, increase support and social networks. Cricket is a game of unique qualities – this programme has been any amazing opportunity for service users to experience these qualities. It has helped to break down barriers and has helped to address inequalities. What the programme has achieved so far:

- The team have linked up successfully with Berkshire Sports, local community cricket coaches and Slough Borough Council Disability Officer Rod Douglas.
- The weekly cricket sessions have been delivered by qualified local coaches', which has helped to form a strong community link.
- Mental health awareness workshops was run in November 2006 to highlight misunderstanding about mental health issues & to tackle stigma & discrimination for local community coaches
- In summer of 2006 we organised a friendly cricket festival at Lascelles Park which attracted over 50 service users
- Strong links have been created with Slough Cricket Club which can act as a pathway for our players to access the club. A future ground breaking aim would be to gradually introduce our promising players to experience club level cricket.
- We also intend to liaise closely with England Cricket Board, Cricket Federation for People with Disabilities (CFPD) and British Association for Cricketers with Disabilities (BACD) to promote positive partnership working and also to highlight the encouraging work which has already been started.

Appendix 4

| FILMS THAT ADDRESS MENTAL HEALTH ISSUES VOTE | |
|---|------------------------|
| Films suggested by Forum members | Number of votes |
| One Flew Over the Cuckoos Nest | 19 |
| Beautiful Mind | 12 |
| The Fisher King | 12 |
| The Fight Club | 10 |
| Shine | 6 |
| The Madness of King George | 2 |
| Elling | 1 |