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# Mental Health Advocacy Service

## 2005 – 2006



### Introduction: Annie Whelan Project Manager

As you may have noticed my name has had a change. Although this report reflects our service up until the end of March 2006, because of press and painting time frames I would like to introduce myself in my new identity. On August the 25th 2006 I married Chris Whelan whom some of you may have met or be familiar with as SEAP's trusted Finance Manager.

## Introduction

This has again been a year filled with exciting growth and change within the service with a number of new developments and projects. With the addition to our project of the development of services within Berkshire we have incorporated new ways of working to meet differing local needs.

## ADVOCACY CLINICS

In East Sussex we have now got clinics and services running in:

- Woodlands Psychiatric Inpatient Hospital
- Hastings community upon request
- St Mary's House, Eastbourne
- The Department of Psychiatry at EDGH Eastbourne
- Ashen Hill Forensic Psychiatric Hospital at Hellingly
- Southview Forensic Psychiatric Hospital at Hellingly
- The Priory Grange Hospital at Heathfield
- Amber Lodge/Lavender Lodge Women's services at Eastbourne and Hellingly
- Grove House, Crowborough
- Uckfield day hospital
- 47a Western Rd Day Centre, Lewes
- Lewes Prison
- Patients council facilitation at
  - Roslyn House at Hellingly
  - Ashen Hill secure forensic psychiatric unit
  - Southview secure forensic psychiatric unit



# ADVOCACY CLINICS



In West Berkshire we are operating clinics in:

- Prospect Park Hospital
- Reading community
- Hillcroft, Newbury
- Newbury Resource Centre
- Wokingham Mental Health Resource Centres Reading Resource

In Slough we are operating clinics in:

- Wexham Park Hospital
- New Horizons Day Centre
- In the community upon request

In East Berkshire we will soon be offering community based clinics in:

- Heatherwood Hospital
- Hartsleap private hospital, Sandhurst
- Highview
- Windsor
- Maidenhead
- New Horizons Day Centre, Bracknell



**An Advocate spending time with a client to get to know their views and wishes.**



## News

We will be having a special section of this report allocated to our West Berks team so that they can introduce themselves and what they are doing as they begin our new services in Berkshire. As we move into 2006 we will be developing the service to incorporate an East Berkshire team so we look forward to having even more to share in the future.

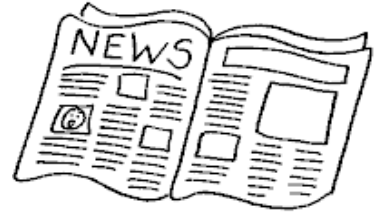
Within East Sussex we have also had quite a few recent changes with the addition of our Prison based advocacy service as well as pilot clinics in the Wealden area. We have also begun the facilitation of patients council development within three secure forensic settings at Hellingly. In order to replace management time spent in other counties we will be creating a new role within the service. Lisa Smart will be taking up post as Advocacy Coordinator. Lisa will be providing some direct advocacy on the west side of the county as well as deputising on some of the management and developmental duties within the MHA project.

One of our Peer Advocates, Jackie, will be updating us within this report on her own recent achievements and plans and how she plans to incorporate her work with us into them.

We have been the placement base for two University of Sussex, Masters in Social Work students, Martha Clarke and Michelle Race, who have undertaken several key pieces of work for us in recent months. We shall be sad to see them move on but glad to have been a part of their formation as practitioners and pleased that they now have an invaluable working knowledge of the role of the advocate. We will certainly put ourselves forward as a possible placement base again.

We find that our regular team meetings have been invaluable in managing all the changes to the structure of SEAP as an umbrella organisation but also within the Mental Health Advocacy Project itself.

# News



## Berkshire

We now have firm commissioning of a Berkshire wide service that will be taking shape in the coming months. Emma Wilcox is already in post as the West Berks and Slough Team Manager. She is managing two advocates Trish Maher covering Reading and Reading community and Tim Kendall covering Slough as well as Wokingham and Newbury. Jenny Lewis has taken up post as admin assistant. They will all be introducing themselves and their new areas of work.

Emma Taylor will be our advocacy co-ordinator covering Bracknell, Windsor, Maidenhead and Ascot. She will be developing a community based advocacy service focusing on training and adding volunteers and Peer Advocates in the coming year. Shivdev Aulakh will be supporting as admin assistant.



East Sussex



West Berkshire



# Services

## **Hastings, St Leonards, Bexhill and Rural Rother**

Experienced Advocates, Anne Dawson and Geoff Barnes with the assistance of Peer Advocate Pauline Berry and Sessional Advocate Mike Broom, continue to cover this area of the community.

Our clinics at Woodlands have continued to be very busy and in addition Anne, Geoff and Pauline often meet clients in the community both at the office, or in the clients' own homes where transportation is a problem. Increasing our staff team with sessional support has been very helpful in meeting the complex needs of multiple family member scenarios.

Anne and Geoff have also been instrumental in the training and induction of new staff both with shadowing and involvement in recruitment. In addition to this Geoff has recently taken on some supervision responsibilities and has been line-managing sessional workers for the service. Anne has been elected for the MHA project to be our representative on the newly formed SEAP Consultation committee which will play an important role in developing a healthy growing organisation.

In January Mental Health Services in the area began a pilot Primary Care Team allowing GPs and individuals themselves to self refer for mental health assessment and care. This has been an invaluable resource for us to be able to easily refer clients to and we hope that plans will go ahead to add such teams to the rest of East Sussex and beyond.

## **Eastbourne**

Lisa Smart Sessional Advocate, and Jackie Nicholson-Hook 'Peer Advocate' have been a wonderfully balanced team in meeting the needs of our regular clinics at the Department of Psychiatry at Eastbourne. Jackie has had invaluable personal experience both of using services and in her pioneering patients council work and Lisa has had prior advocacy experience as she also works as a specialist advocate for My Choice.

Together they have built a very good reputation for meeting clients advocacy needs. The Department of Psychiatry has been going through a massive building overhaul and the demand for advocacy support has been very heavy during this period of change. For several months we were able to offer an additional clinic with the additional advocacy input of our placement students. We have been asked to begin offering community based service in Eastbourne and although we have budget constraints we have agreed to have a fortnightly clinic at St Mary's House. Lisa Smart will be the advocate facilitating this work. Lisa will be working with MHA in the new role of E Sussex Advocacy Coordinator in the coming year.

# Services



## Lewes

We were contracted to provide short term group advocacy for the day service users at 47a Western Rd as the service was transitioned from statutory to voluntary sector resources. Nicky Sluter was the advocate attending transition meetings with the group. In April Lewes District and Wealden Mind took over as the service providing agency for 47a and we were able to again provide short term advocacy support with the support of our student team. Martha and Michelle provided group and individual clinics weekly for several months.

We have been able to obtain funding in order to continue this work into the coming year and Nicky will be progressing this piece of group advocacy work.

## Lewes Prison

Martyn Dee-Gardner began as our Prison Based Advocate last October. He and David Snazell underwent the Prison Induction Training but were not able to complete this until January. Development has been slow off the ground in our Prison Based Advocacy work partly because the prison health system is still catching up with the massive changes it has undergone in the past months and partly because Lewes Prison has been undergoing a great deal of renovation work and prisoners are being moved frequently.

We have now launched a wing based advocacy clinic and plan on updating you with our progress as we move forward in pioneering this work.

## Wealden

We began operating community based advocacy clinics in both Wealden and Crowborough this year. The Community Mental Health Teams and the service users in both areas have been very supportive and Nicky Sluter our Sessional Advocate facilitating the clinics in Wealden has been very busy indeed. She has been attending reviews and meetings, networking with users and staff making them more aware of what advocacy is.

UserQ and Lewes and Wealden Mind will be working alongside our service to offer other services during our clinic times, giving a wider range of services and empowerment tools to mental health service users in the rural Wealden areas.

We are very happy to be now reaching some of the more rural outposts of the county with advocacy provision at last.

We will be delivering a Wealden based Peer Advocacy Training within the coming year and hope to be supporting some Wealden based Peer Advocacy Volunteers in the coming months.



# Services

## Forensic work

David Snazell has continued to provide individual advocacy support at Southview and Ashen Hill Forensic Units but has moved from being a sessional employee to a contracted forensic advocate after being successfully recruited late last year. He has had to provide support on a variety of issues spanning appropriate gender identity treatment to dental support. He has been present at Mental Health Tribunals, Managers Hearings, CPA reviews and ward rounds.

David reflected recently:

*“ Meeting with clients within the forensic units on a regular basis I sometimes wonder what I have the ability to do as an advocate as people are under home office detention. However it is clear that we are very important indeed . I think its having someone outside the system to confide in who wont repeat those confidences unless specifically asked to!”*

We were also asked to facilitate the development of patients council work within the three units of Roslyn House, Southview and Ashen Hill at Hellingly. We involved Martha and Michelle, our placement students, in our proposal and they were able to spend time in all the units allowing each unit to develop its own council. They held a launch event at Southview and were able to negotiate for patient council workers to receive some compensation for their efforts. Residents of Roslyn elected not to create their own council but to help facilitate the other two. Martyn Dee-Gardner will be carrying this work forward with regular weekly meetings.

The work thus far has been so well received that we have been notified that we may be asked to provide a similar service in other areas.

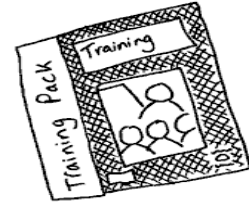
## Heathfield

We have been offering fortnightly clinics at the Priory Grange Clinic at Heathfield. David Snazell has been our visiting advocate and Pauline Berry, Peer Advocate, assists as a correspondent and visiting advocate for one of our clients there for whom writing is a helpful aid.

There are a number of long term residents with complex needs living at the Priory Grange. Recently, weekly patients meetings were implemented so David attends those and speaks with participants on the days he is visiting. He also regularly attends tribunals and CPA's as well as liaising with out of area care staff on behalf of clients.



# Training



## Peer Advocacy Training

We delivered training in Eastbourne, Lewes and Hastings this year and several of our course graduates have gained confidence and skills to either volunteer or gain paid employment. We have received a Big Lottery funded Awards for All grant of £4740 to deliver Peer Advocacy Training in two rural locations in East Sussex and to provide some ongoing therapeutic earnings for some course graduates . Plans are underway for a Crowborough based training in July. Peer advocacy was commissioned as an integral part of our Berkshire services and we will be delivering training in both East and West Berkshire in the coming months.

## Mental Health Advocacy Training

We provided training for a large number of new advocates for MHA this year as well as mental health specific training for Xpress and My Choice advocates. We also provided mental health specific consultation to ICAS advocates and staff.

## Self Harm Training

Eleanor Dace and her partner Andy wrote and delivered a very comprehensive and extremely helpful training over two separate sessions for all MHA staff as well as several members of the My Choice and Xpress staff teams. The first session concentrated on specific skills and knowledge around men that self harm for our prison and forensic based teams. The second session delivered by Eleanor Dace alone concentrated on a general understanding and awareness. All staff who participated in these training sessions commented on the quality and expressed that they had been particularly helpful.

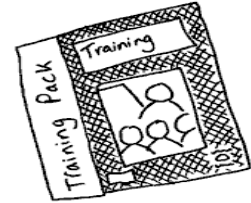
## University of Sussex

From May through July we delivered 7 modules of generic advocacy training on behalf of the University of Sussex. This training was accredited by the university and consisted of specialist units delivered in conjunction with SEAP's other projects. Feedback on the training was positive and we have been asked to deliver it again in the future.





# Training



## Peer Advocacy Feedback

“ I've found the four days training that I have received to be very informative and valuable; each individual presentation added something different!”

“I liked the group involvement and being able to have experiences discussed from an advocates point of view. The only thing I would change is that I would like it to be even longer!”

“It was well run with informative group discussions that were very interesting. I found the presentations clear and well set up and that they aided our understanding!”

“I liked all of the training and found it very moving all week! I would like there to be more of it !”



# Peer Advocate News

## Peer Advocate News in East Sussex!

Jackie Nicholson Hook has been working with us as a Peer Advocate since the programme's inception in January 2004. Previous to this she had an enormous amount of experience and credibility as a patient's council representative in Eastbourne. Jackie is well liked and well respected by both staff and patients.



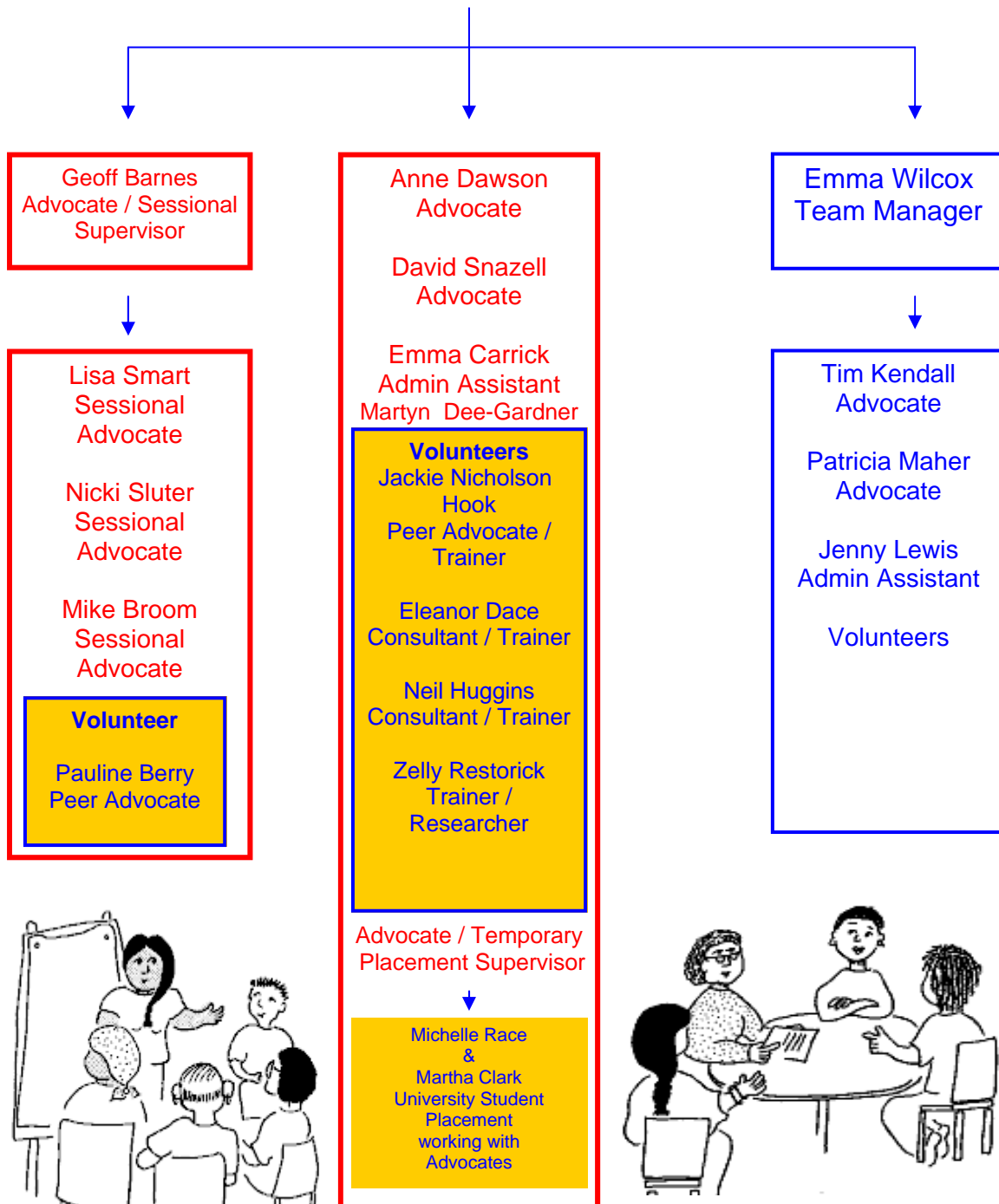
She recently was accepted into a unique one year pilot programme which has been developed and sponsored by CSIP ( Care Services Improvement Partnership ) and the University of Surrey called SERVICE USERS AND CARER'S as MENTAL HEALTH SERVICE IMPROVEMENT LEADER'S. Nationwide, only 18 places were available and the course is being conducted at different sites around the country. Development work in our Peer Advocacy Project is Jackie's course project and we are both happy and proud to be supporting Jackie in this venture which will hopefully be another step forward in her future career plans.



# Mental Health Advocacy



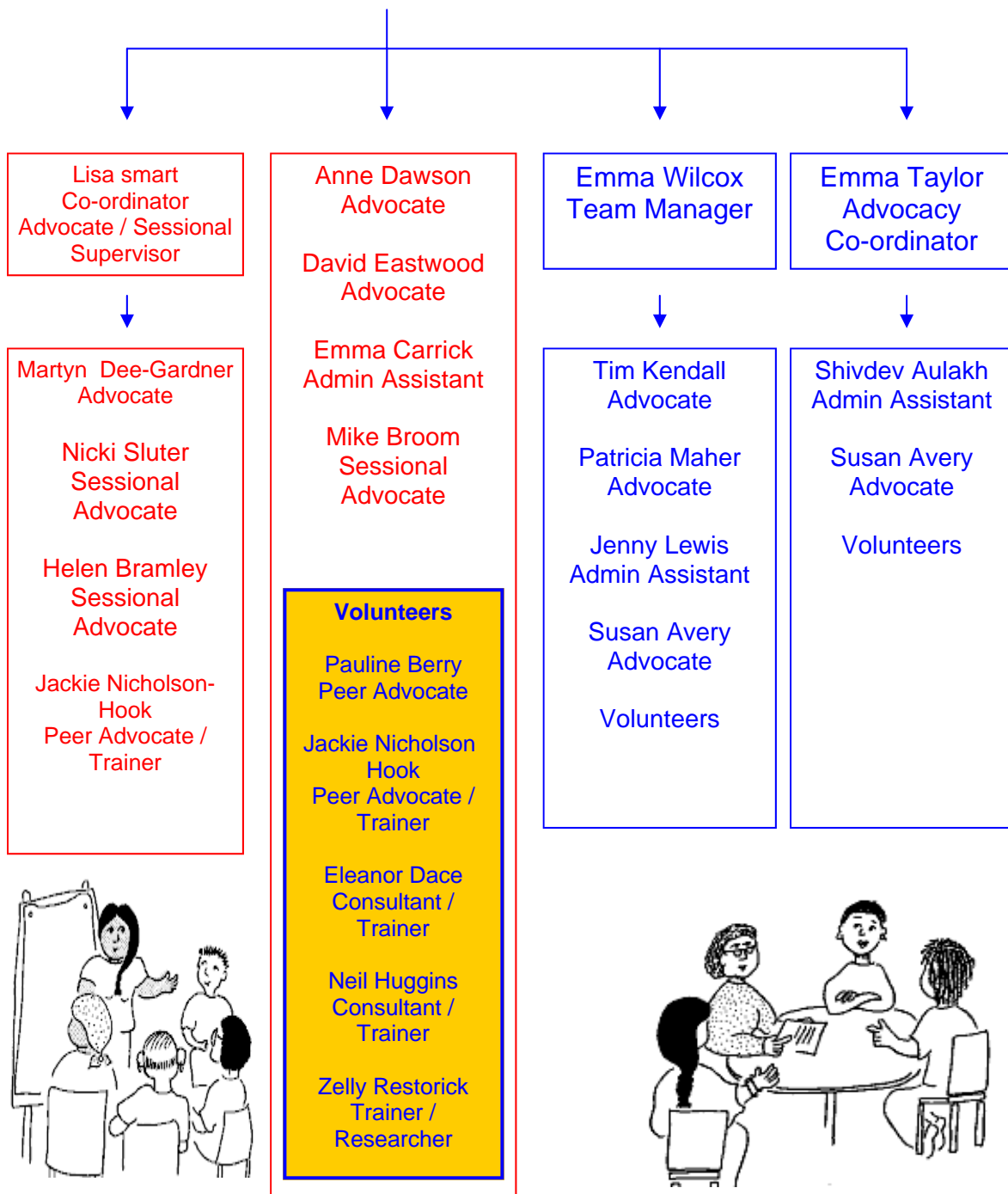
**Annie Flores Project Manager**  
From April 2005 to March 2006



# Mental Health Advocacy



**Annie Whelan Project Manager**  
From April 2006 to March 2007



# Mental Health Advocacy West Berkshire



## Annual Report – West Berkshire and Slough

Emma Wilcox, Team Manager, started at the beginning of January 2006 and was joined by Jenny Lewis, Admin Assistant at the end of January. Trish Maher and Tim Kendall, Mental Health Advocates, began at the end of February. All of the team had an intensive few weeks' induction and the Mental Health Advocacy Service in West Berkshire and Slough was fully operational by the beginning of April 2006. The team began to record statistics at the beginning of April so these will be able to be included in next years Annual Report.

During the first few months of employment, Emma Wilcox, attended meetings with service user groups and at staff meetings with statutory and voluntary organisations to publicise the service. Emma also attended the LIT (local implementation team) meetings within each locality and met with Locality Managers and CMHT Managers. Emma ensured that there was a comprehensive induction for the advocates when they started; this included arranging presentations from PALS, ICAS and the Trust Complaints Department. Emma is able to provide direct advocacy and has worked with a few clients during the first three months of employment.

Jenny put together advocates packs, which included forms such as contact sheets, referral forms and consent forms. The advocate packs also included information sheets; these contain local information about housing, benefits and other advice organisations. Jenny has ensured that leaflets have been printed and other publicity materials such as posters are available. Jenny sent leaflets to Day Centres, CMHT, Housing Associations, CAB, Council Offices and other relevant voluntary organisations.

Trish is based at Prospect Park Hospital in Reading and provides the service to all in-patients within the hospital; this includes acute admissions, intensive care, rehabilitation and the learning disability unit. Trish provides monthly visits to two community homes, one in Reading and one in Cholsey. Trish is also available to work with clients who live in the community within Reading and is able to meet clients at different locations.

# Mental Health Advocacy West Berkshire

## Annual Report – West Berkshire and Slough

Tim works for 28 hours per week in Slough and the remainder 9 hours per week in Wokingham and Newbury Community. In Slough Tim provides a service at Ward 10, which is the acute admissions ward, and also at New Horizons, which is a day centre. Tim is also able to work with clients who live in the community in Slough and is able to meet clients at a variety of locations. Tim has arranged to visit Newbury and Wokingham every other week and whilst in Wokingham visits the Community Resource Service, in Newbury Tim visits Resource and the day services. Again Tim is able to meet clients in the community at different places.

The Mental Health Advocacy Service in West Berkshire and Slough has been welcomed from all statutory and voluntary organisations and we are expecting to have a constant caseload for each advocate.

My name is Jenny Lewis and I am Administrative Assistant for the West of Berkshire and Slough project, working half-time.

I am based in the Pingewood Office. I started work at the end of January, and since then I have been kept busy adapting and printing copies of the publicity material, leaflets and posters, and sending them out so that people get to know that we exist and make use of us, and keeping the advocates stocked up with the various forms, leaflets etc that they use, as well as the general office duties.



Team  
Photo



# Mental Health Advocacy West Berkshire



My name is Tim Kendall, I am currently working as the Mental Health Advocate for Slough, I also provide a service in the Newbury and Wokingham Communities.

The first three months has been really interesting. I work both in the Community (which is a first for Newbury and Wokingham) and on a Ward at Wexham Park Hospital in Slough. Its been useful to be able to compare provision and standards of service across the county, of which there is some disparity. Some areas are 'sleepy back-waters' where service users have lacked independent support in the past and are just not used to having an Advocacy service yet. Other areas are economically deprived, have had advocacy in the past and are queuing up for help with complex issues. At the moment I am particularly busy as we are trying to spread the word amongst all Mental Health services, user groups and other interested parties. This is on top of a growing caseload with issues ranging from basic respect and dignity not being shown to service users through to Police Complaints over treatment and supporting clients at Mental Health Tribunal hearings.

I have been attending as many training days as possible and have found Supervision and Team meetings a useful way of 'off-loading' and source of guidance. We seem to have clicked well as a team and are all passionate about providing as good service as possible.

My name is Trish Maher and I am a mental health advocate for the West Berkshire Mental Health Advocacy Service. I am based at Prospect Park Hospital in Reading, Berkshire.

I visit the two acute admission wards and one intensive care ward on a weekly basis. I also regularly visit the rehabilitation wards, acute day services and learning disability unit within Prospect Park Hospital.

I provide direct advocacy at two community homes, one in Caversham and one in Cholsey. I have found the work to be very varied and enjoy all aspects of my job.

# Funding

Our main East Sussex grant is commissioned by the joint commissioning team working on behalf of the PCTs, it was increased this year to allow for the development of the Wealden and Eastbourne work.

We also have contracts with the Forensic Services to provide advocacy and patients council work.

We have a contract with the Priory Grange in Heathfield to provide a fortnightly clinic service.

We have a contract with the specialist women's services to provide service on a per request basis.

We have received grant funding from Awards for All to provide Peer Advocacy in the rural regions in the coming year , and also received Peer Advocacy funding from Eastbourne Borough Council / ESF to provide Eastbourne based Peer Advocacy training and work.

In Berkshire we have a contract with West Berkshire PCTs to provide MHA services across West Berkshire. We have a contract with Slough Borough Council to provide MHA services within the Slough area and we have been commissioned by East Berks PCTs to create a MHA service in East Berkshire.



# Conclusion

In a changing and developing landscape it is vital that values are assessed and that our central ethos remain true so in the coming months we will be monitoring our progress carefully and along with our parent organisation developing new tools for monitoring and recording our services.

We will also be assessing how we can work with the changes to local clinical systems and services and also with all the major developments to mental health that are presently being implemented nationally.

We are excited about the future of the service and are confident that we can remain active, alert and responsive to local needs.

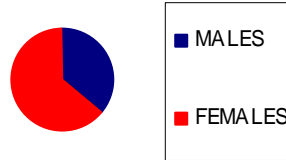


# Statistics from April 2005 to March 2006

**TOTAL NUMBER OF CONTACTS MADE WITH CLIENTS 2,169.**

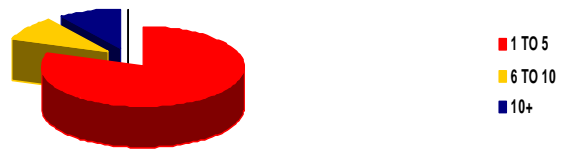
**MALES 779**

**FEMALES 1,390**



**CONTACT FREQUENCY**

**1 TO 5 366**  
**6 TO 10 44**  
**10+ 46**



## Total number of clients 456.

**Bexhill & Rural Rother 82**

**Hastings & St Leonards 164**

**Eastbourne 126**

**Ashen Hill / Southview 39**

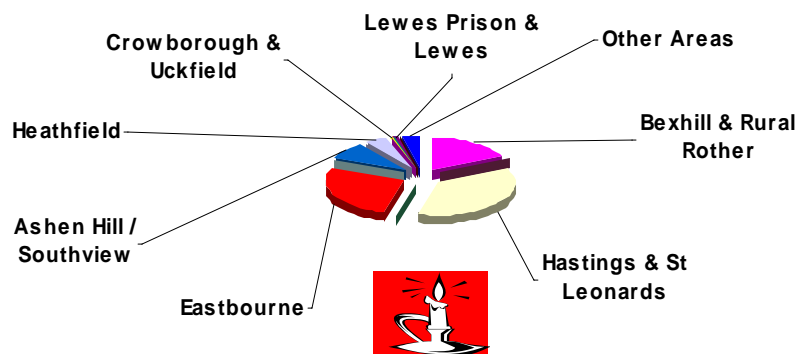
**Heathfield 20**

**Crowborough & Uckfield 2**

**Lewes Prison & Lewes 6**

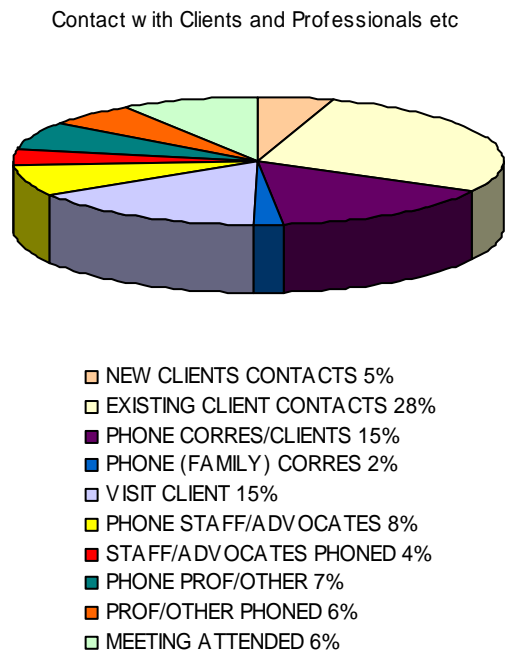
**Other Areas 16**

### Number of clients in these areas



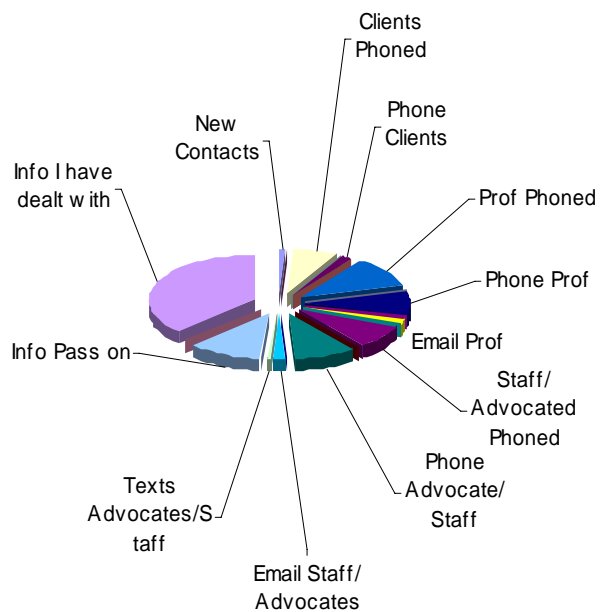
# Advocates Statistics from April 2005 to March 2006

<b>NEW CLIENTS CONTACTS</b>	<b>5%</b>	<b>281</b>
<b>EXISTING CLIENT CONTACTS</b>	<b>28%</b>	<b>1,608</b>
<b>PHONE CORRES/CLIENTS</b>	<b>15%</b>	<b>873</b>
<b>PHONE (FAMILY) CORRES</b>	<b>2%</b>	<b>109</b>
<b>VISIT CLIENT</b>	<b>15%</b>	<b>904</b>
<b>PHONE STAFF/ADVOCATES</b>	<b>8%</b>	<b>437</b>
<b>STAFF/ADVOCATES PHONED</b>	<b>4%</b>	<b>222</b>
<b>PHONE PROF/OTHER</b>	<b>7%</b>	<b>407</b>
<b>PROF/OTHER PHONED</b>	<b>6%</b>	<b>343</b>
<b>MEETING ATTENDED</b>	<b>6%</b>	<b>520</b>
<b>VISIT PROF</b>	<b>16%</b>	<b>426</b>



## Admin Statistics telephone calls etc

<b>New Contacts</b>	<b>42</b>
<b>Clients Phoned</b>	<b>275</b>
<b>Phone Clients</b>	<b>72</b>
<b>Prof Phoned</b>	<b>461</b>
<b>Phone Prof</b>	<b>339</b>
<b>Email Prof</b>	<b>85</b>
<b>Staff/Advocated Phoned</b>	<b>357</b>
<b>Phone Advocate/Staff</b>	<b>375</b>
<b>Email Staff/Advocates</b>	<b>79</b>
<b>Texts Advocates/Staff</b>	<b>15</b>
<b>Info Pass on</b>	<b>470</b>
<b>Info dealt with</b>	<b>1,527</b>





## MENTAL HEALTH ADVOCACY SERVICE



### INCOME AND EXPENDITURE ACCOUNT TO 31 MARCH 2006

	2006	2005
<b>Income</b>		
Grants	166,867	89,616
Fees received	4,149	-
ICAS fees received	3,525	5,650
Transfer from SEAP	-	12,000
Interest	777	623
	<hr/>	<hr/>
<b>Total Income</b>	<b>175,318</b>	<b>107,889</b>
<b>Expenditure</b>		
Recruitment	2,451	89
Salaries	112,574	82,320
Rent	7,764	5,000
Staff travel	7,162	2,845
Staff training	1,069	174
Volunteer travel	666	343
Volunteer training	1,642	1,266
Publicity	-	194
Telephones & fax	5,455	3,393
Postage	291	179
Photocopying	362	436
Stationery	1,260	977
Publications & subscriptions	129	79
Computer & office equipment	6,763	2,504
Meetings / venue hire	68	8
Professional fees	-	80
Depreciation	200	1,590
	<hr/>	<hr/>
SEAP charity admin & insurances	2,400	2,500
SEAP management	8,000	5,500
	<hr/>	<hr/>
<b>Total Expenditure</b>	<b>158,256</b>	<b>109,477</b>
<b>Surplus (Deficit)</b>	17,062	(1,588)
<b>b/f Balances 1 April 2005</b>	28,339	29,927
	<hr/>	<hr/>
<b>Balances 31 March 2006</b>	<b>45,401</b>	<b>28,339</b>

#### End of year balances include unexpended funds for projects continuing next year

These summarized accounts are not the statutory accounts but are a summary of information extracted from both the Statement of Financial Activities and the Balance Sheet for the year ended 31 March 2006. For further information a copy of the full audited accounts, which were approved on 21 July 2006 and on which the auditors have given an unqualified report, together with a copy of the reports of the trustees and auditors, can be obtained from  
The Advocacy Centre, 42 Robertson Street, Hastings TN34 1HL.

Copies of the annual report and accounts have been submitted to the Charity Commission and Registrar of Companies.



## MENTAL HEALTH ADVOCACY SERVICE



### BALANCE SHEET AS AT 31 MARCH 2005

	2006	2005
<b>Fixed Assets</b>		
Tangible assets:		
Cost at 1 April 2004	3,090	1,950
Additions	-	1,140
Disposals	-	-
	<hr/>	<hr/>
Cost at 31 March 2005	3,090	3,090
Less Depreciation		
Depreciation at 1 April 2004	2,890	1,300
Provided in the year	200	1,590
Disposals	-	-
	<hr/>	<hr/>
Depreciation at 31 March 2005	3,090	2,890
	<hr/>	<hr/>
Net Book Value at 31 March 2005	0	200
<b>Current Assets</b>		
Debtors	-	-
Cash at bank and in hand	5,016	13,139
Cash on deposit	40,515	15,000
	<hr/>	<hr/>
	45,531	28,139
<b>Creditors: amounts falling due within one year:</b>	<b>(130)</b>	-
	<hr/>	<hr/>
<b>Net current assets</b>	<b>45,401</b>	<b>28,139</b>
	<hr/>	<hr/>
<b>Net assets</b>	<b>45,401</b>	<b>28,339</b>
	<hr/>	<hr/>
<b>Represented by</b>		
Restricted funds:		
Mental Health Advocacy Service	45,401	28,339
	<hr/>	<hr/>

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