

Spalding Crisis House

Collyhurst at Spalding has just received 5 'A's – the maximum – from the Quality Assessment Framework (QAF)...hot on the heels of its sister service, The Haven Crisis House in Lincolnshire, which also achieved the same recognition.

At Collyhurst, people in short-term crisis are supported in a safe, quiet, comfortable and homely environment as they recover from the serious symptoms of emotional and psychological distress.

Funded by the 'Supporting People' service and administered by NHS Lincolnshire and Lincolnshire County Council, Making Space Collyhurst is set in the heart of the community and is designed to give people:

- A friendly welcome
- Ideas for coping in the future
- Time and space to be listened to
- Encouragement with their self-esteem

Congratulations must go to Vicky Skeldon and to all of the team at Collyhurst – they are flying the flag for everyone who represents Making Space.



Making Space Warwickshire

A VOLUNTEER'S STORY

Making Space is always on the lookout for volunteers – people who we believe can make a great contribution to the organisation. So it's particularly encouraging when someone who volunteers can relate their experience and inspire others.

So, instead of us telling everyone about the fantastic rewards of volunteering, here are the words of Andrew who volunteers in our Warwickshire Service User Involvement service...

"As someone who's new to Making Space, I've been given the opportunity to write about my experiences. I'm a user of Mental Health services and have been looking for ways to boost my confidence and make a contribution.

I was first made aware of Making Space by the local volunteering centre. It caught my interest as somewhere volunteers were valued highly, and that roles were open-ended to best suit everyone involved.

On making contact, all the staff I spoke to were very keen to meet. We arranged an appointment for the next day to find out more about each other, and to look at current opportunities. At the meeting, I was made to

feel very welcome and comfortable, and people were very interested in me and how I'd like to be involved.

I was offered the opportunity to take part in a series of training sessions for becoming a Service Reviewer. This role sounded like something I would like to be involved with, so I gathered the courage to say yes.

The experience of the training sessions was very positive. Despite being nervous about working with people I'd never met before, that fear soon disappeared as the group was a pleasure to work with. All helped to support the whole team, and this made the whole process much easier.

Currently I'm looking forward to the start of the real work as a member of the team, and looking at other volunteering opportunities. I feel very supported in this by the staff, which is crucial to me in building confidence. I'm helping with the writing of this newsletter, and hoping that it will help encourage involvement for others."

Andrew Wood



makingnews

MAKING SPACE NEWSLETTER NOVEMBER 2011

More than meeting the challenge



Welcome to Making News.

In these challenging times, I am pleased to be able to bring you positive stories which shine a spotlight on the innovative and dedicated commitment of all the people who 'make' Making Space.

The well documented funding cuts have forced us all to look for innovative ways to use our resources and we have redoubled our efforts to support and enable the people who use our services.

I'm delighted to welcome our new Chair, Professor Bruce Moore – who you will read more about in these pages – an experienced and analytical proponent of all we are trying to achieve. I am very much looking forward to working with Bruce in taking forward our strategic vision/plan for the coming years.



We can all take inspiration from the contracts we have gained in Tameside and Knowsley this year. After only 6 months, they are meeting stretching outcomes targets – helping people with mental health conditions recover from illness while improving access to mainstream services and promoting social inclusion.

In Central and West Lancashire our 'Healthy Living

Service' is providing an effective bridge to organisations which are well placed to receive and offer practical support to people in the region who have learning disabilities.



In Bury, the Making Space Dementia Café has brought together a whole community of people to devise, design and develop a ground-breaking food recipe book which provides a fun and practical memory aid for people who have dementia.

Everyone involved with Making Space should be congratulated on the work they do to enable the people who use our services to find the freedom to enjoy an everyday life.

Best wishes,

Elaine Parker-Johnson
Chief Executive



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Making Space Warwickshire
A volunteer's story

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Table Talk BRUCE MOORE'S VIEW FROM THE BOARDROOM



Firstly, I must say how humble and privileged I feel to have been appointed Chair of Making Space. We are an outstanding organisation and I will use all the energy, resource and experience I have to ensure the people who use our services will benefit from all that we do...now and into the future.

I must also pay tribute to those who held the position of Chair prior to myself – Mrs Sylvia Kelly, who has been acting Chair for the past 6 months and who proved a steady hand in these turbulent economic times...and Mr Bruce Rigby, previously Chair of Making Space for 5 years, and who I was fortunate to work with as a trustee and who helped to direct the organisation into the forward thinking and dynamic operation it is today.

As a result of their work I find myself able to view the future for Making Space through very optimistic eyes. I am looking forward to working closely with the other board members and with Elaine and the Executive Management Team to plot a course that will secure our future and fulfil the future potential of all those people we serve.

Our central purpose is to improve the health, wellbeing and quality of life of those people with mental health conditions, learning disabilities and dementia – and their carers. These individuals are the very reason we exist and it's for their benefit alone that we strive tirelessly to expand the charity so many more may benefit too.

You may read elsewhere about the reasons people have appointed me to Chair. But I would like to finish this address with the broad view of where I will help, both internally and externally:

- I will support Board development initiatives to equip the Board with the necessary skills to fulfil our statutory requirements
- I will promote strategic business planning for sustainable growth
- I will help to raise the profile of Making Space by engaging with key stakeholders across the

spectrum of health providers (in both the voluntary and private sectors) and those we can influence in government

- I will provide academic links for research and training
- I will pursue acquisitions (only where they may promote our own vision and values for the benefit of the people who use our services)
- I will pursue links and partnerships with other charities in related sectors to share best practice and promote opportunities for joint ventures and activities

For these reasons, my vision for Making Space is to go beyond 'chasing contracts' (important but not sufficient) to transforming the very landscape in which we operate as a charity. We are already well placed to react when commissioners need innovative solutions and now we can also move Making Space to a position where we can help to shape markets.

We have many exciting challenges and I'm looking forward to working with you all to meet them head on.



Professor Bruce Moore
Chairman

THE BRUCE MOORE INTERVIEW

Professor Bruce Moore is a man with a mission, a man in demand...a very busy man. He is introduced at conferences as "one of the most influential figures in psychiatry" and now he is Chair of Making Space.

Fervently committed to improving the quality of life of the people who Making Space exist to serve, Bruce has a vision for the organisation and for all people with mental health conditions, learning disabilities and dementia...and their carers.

"We are here to bring the best we possibly can out of people, to help them fulfil their potential, to help them through troubled times and to work towards what helps to make them well".

There is real conviction when he speaks these words, so it's natural to want to know more about Professor Moore, the motivations in his life that have led him to his vocation, and where he finds his inspiration?

The son of a flying doctor, Bruce was headed for a career in medicine. After a year at the Royal Military Academy at Sandhurst (where, against his better judgement, he boxed – he can look after himself) he was intent on training as a neurologist at St Andrew's University. However, due to a curiosity that he finds difficult to fully explain, he took another decision that helped shape his future. Attending an interview at The University of Liverpool, he immediately felt something about the University and the City of Liverpool that captured his imagination ...and he never looked back. In 1987 he began his studies there.

He met his wife, Pascale, a psychologist, at University and, having sought permission from the Dean of the Medical School, they were married while still undergraduates. This seemingly

impulsive, while romantic, decision on both their parts actually exposes a keen ability to take decisive action whenever the time is right...and they are still married over 23 years later (he says his wife is a saint for putting up with him for so long!).

It was during these years that another, this time devastating, event played its part in steering Bruce towards his calling in psychiatry. His beloved brother, David, affected by severe depression – a symptom of his bi-polar disorder – took his own life. This personal and tragic loss fired Bruce's devotion to championing treatments and therapies that can make a real difference to the lives of people affected by mental health and related conditions.

So what has Bruce achieved in his career? He is genuinely humble about the letters he carries after his name "anything that allows me to carry out my duty to the people who we must support – but I honestly don't believe I'll be judged by these things but on the quality of the relationships I have forged."

His professional career has been characterised by clinical innovation, service development and strategic leadership.

As an NHS Medical Director he has overseen the development of radical new services, and held a series of meetings with MPs aimed at promoting change and overcoming obstacles to progress.

As a member of the Royal College Medical Directors Executive he promoted new ways of working for consultants, and nowadays he continues this work for the Priory Group

As a visiting professor of the University of Chester, Bruce leads on postgraduate medical education and is involved in initiatives to promote the highest standards of training in developing economies, and lectures internationally on aspects of health innovation.

And, as a Fellow Alumnus of The Health Foundation (Europe's largest health charity), he is involved in wider healthcare developments. Perhaps his most significant contribution, to date, was in representing NHS Hospitals on the

National Provider Advisory Group - which shaped the formation of the Care Quality Commission - where he successfully advocated evidence-based quality systems - directly relevant to service users' experience and outcome.

A distinguished and impressive CV but Bruce is not boastful. He is most energised when he talks about meeting with the people he is driven to help. The variety of individuals, an interest in their conditions and devising strategies for getting and keeping them well is his life's work.

Asked about other people who inspire him Bruce mentions two people, Nelson Mandela and William Wilberforce, (both men with a 'heart to serve' as Bruce describes it), whose courage in their own lives led to true freedom for many thousands of others.

His 23 year marriage to Pascale and their sons Daniel, 11, and Declan, 4, provide his focus 'outside of work'. He confesses an affection for Liverpool Football Club from his days at Liverpool University (although he also admits that Manchester United are the preferred team of his sons - a peer pressure effect of living in Cheshire) and his ambition is that his boys think of him as the best Dad they could have.

We can all be sure that they will, and that Making Space has a committed, respected, inspired and welcome leader, ally, and facilitator to take us forward in the months and years ahead.

Bruce's vision for Making Space is contained in the 'Table Talk' section of this publication.



Cannabis Research VOLUNTEERS WANTED

Manchester Metropolitan University (England) has been researching the relationship between cannabis and psychosis for several years.

We are currently looking for volunteers over the age of 18, with a history of mental ill health, who have used cannabis at least once – whether a past or current user – to answer a series of questions to assist us in our latest research project.

The questions should only take around 20 minutes to answer and can be answered completely anonymously

If you would like to help or would like further information about our research, then please go to our website www.hpsc.mmu.ac.uk/street-drugs-research Or, if you are based in the UK, we can arrange for a pack containing information and paper copies of the questionnaires to be sent to you.

To request an information pack you can phone 0161 247 2415 (if there is no response then please leave a message) or you can write to the address opposite.



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An Everyday Life at Yorkshire Gardens



Gill Healey, of Helena Housing, commented on the new apartments. "We're always delighted to work with Making Space as they embrace our philosophy of creating safer, cleaner, healthier, working communities to ensure the sustainability of our neighbourhoods."



The apartments at Yorkshire Gardens really chime with our policy of providing better services for those who need extra support and certainly provide real value for money for people's rent".



It's embedded in the DNA of Making Space that people with mental health conditions should live in surroundings which are clean, comfortable, safe and secure.

New apartments at Yorkshire Gardens in St Helens, created and funded in partnership with Helena Housing, is exactly the kind of supported accommodation from which people can build their future.

The main features of each of the seven apartments are the wide and welcoming living areas, modern kitchens - with separate dining rooms - and private bedrooms...all furnished and decorated in an individual and contemporary design.

The apartment complex has a caretaker on hand, 24 hours a day, who is ready to respond to any concerns the residents may have or any direction they may need to make the most of their everyday life.



The Making Space Healthy Living Service

One of the barriers people with learning disabilities have in maintaining their health and wellbeing is that many organisations still don't make it easy for them to access their facilities.

This isn't usually through ill-will - most organisations don't know they're giving a poor service in this regard. It can sometimes be oversight or a lack of awareness of best practise.

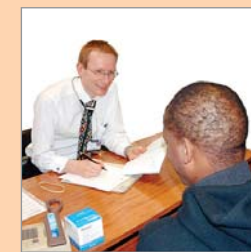
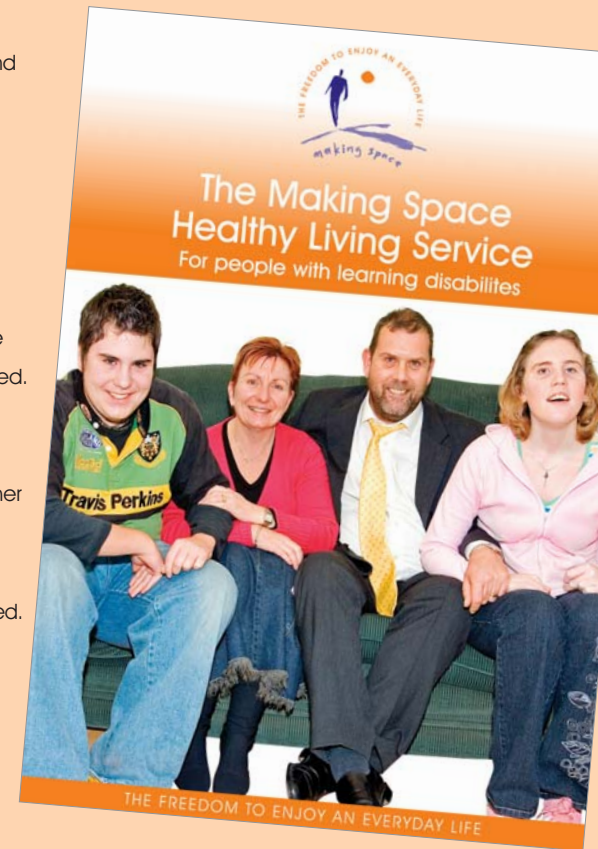
In Central and West Lancashire, Making Space is working to redress the balance by providing a Healthy Living Service for people with learning disabilities.

Working in partnership with Lancashire County Council, Making Space engages with local community health and leisure organisations to assess and create a database of those who do provide exemplary services, and to encourage improvements in those who don't yet meet the criteria.

A sister website www.lancs-makingspace.co.uk has been created to outline the service, and to provide the latest information for people with learning disabilities, and their carers.

A flyer aimed at organisations in the region, and a booklet created in an 'Easy Read' format, have also been produced to make sure everyone can get equal access to the essential services many of us take for granted.

So, whether it's a visit to the doctor or an optician, access to a swimming pool or other sports facilities, or advice on welfare and housing, Making Space is playing its part in helping people stay healthy and well informed.



THE **Big** DAY OUT

SERVICE USER CONFERENCE 2011

Making Space held its second Service User Conference on 20th October 2011. The venue was the Hilton Hotel, Blackpool, which once again proved to be popular with everyone who attended. It was great to see the commitment of people travelling from as far away as Carlisle, Merseyside and Yorkshire.

The theme of the event was 'volunteering' which offered the perfect opportunity to launch some anticipated promotional material and to introduce everyone to the new chairman of Making Space, Professor Bruce Moore.

The day started with a joint introduction by Sylvia Kelly, a trustee of Making Space and a key member of the Service User

Governance Group, and Ian Ellis, who has used Making Space services for a number of years and also chairs the Service User Governance Group. Ian also chaired the conference.

Andy de Vares, Clinical Director, and Susan Colligan, a member of the Service User Governance Group, gave an overview of Service User Involvement at Making Space.

The first guest Speaker was Denise Jones. Denise has been a tenant at Milton Court in Halton and gave an inspiring presentation describing how she has overcome illness, both physical and mental, to get where she is today. She talked about her voluntary and paid work and her hopes and aspirations for the future. Denise's

inspiration and qualities moved a number of people to tears.

Kerry Leigh, an experienced comedian, compere, writer and actress, delivered a 'laughology' session which presented people with a new way of thinking and behaving that can be applied to every area of life...through humour. Kerry 'pounced' on volunteers and led a number of exercises which encouraged people to relax and participate.

The second guest speaker, Simon Oxtan, was a Making Space tenant until 2009 when he moved to London and began volunteering with the Mental Health Providers Forum. Simon's presentation was powerful because he believes strongly



that people should use their skills...and volunteering is an opportunity to do this. He rounded his presentation off with a song titled 'Everyone is Schizophrenic'.

Everyone had the opportunity to choose from a number of workshops including:

- Snakes & Ladders
- Volunteering and State Benefits
- Volunteering in Residential Homes
- Silk Painting and Creating Mosaics
- Confidence Building

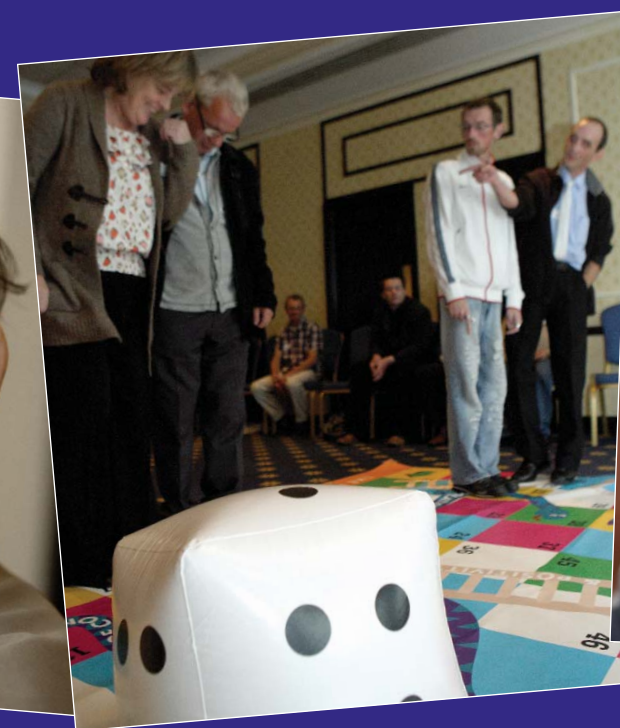
Snakes & Ladders (with a twist) was very popular, giving people the opportunity to interact, participate and discuss issues around recovery in a supportive environment.

Volunteering and State Benefits was also very popular and was delivered by Jayne Martin and Jann Taylor, both Disability Employment Advisors with JobCentre Plus in Knowsley. The workshops were really informative and very useful. The message they were driving was, 'Not to worry, there is support out there to help deal with the changes'.

The art workshops were very creative and some people did silk paintings on the theme of 'What makes you well'. Everyone had the opportunity to contribute to a mosaic tree called 'From small seeds...'. This piece of work will be finished as a memento of the day.

The Confidence Building workshop was also popular and provided people with a useful tool to help them build confidence...and stay confident.

Everyone enjoyed the day and left smiling, with something to talk about after meeting new people and trying new things. Service user involvement is alive and kicking...and very important to the people who use services, to staff and to the organisation as a whole.



THE **Big** AWARDS

SERVICE USER CONFERENCE 2011

The awards went to:

- JAMIE WATSON** Making a Difference
- SUSAN COLLIGAN** Thinking Outside the Box
- DENISE JONES** Going the Extra Mile
- JUSTIN WOODS** Outstanding Achievement in Volunteering

This is the first time that Making Space has held these awards and all the nominees were presented with a certificate, with the winners receiving crystal awards donated by Busibuild.



A Life of My Own The Knowsley Carers' Strategy 2011-14

Since August 2010 carers, former carers, carer representatives and organisations that work closely with and support carers in Knowsley (the Carer Engagement Group) have been leading and developing the Knowsley Carers' Strategy: *A Life of My Own*.

Making Space is immersed in the process and we believe it's worth reproducing the strategy because the key areas identified – the most



important for people in supporting them as a carer and in being able to have a life of their own – are applicable for all our carer support services.

YOUNG CARERS

Young carers will be protected from inappropriate caring and have the support they need to learn, develop and thrive, and to enjoy a positive childhood.

A LIFE OUTSIDE OF CARING

To have the chance for regular breaks, to have a normal family life and to be part of their community. To be able to stay in or to get a job, education or training and to have a clear plan for responding to emergencies.

PHYSICAL, MENTAL AND EMOTIONAL HEALTH

To be fully involved in hospital discharge and to have community health and GP services that are flexible, understanding and meet their needs, including emotional support. Also, people should not be financially disadvantaged because of their caring role.

INFORMATION

To be able to get good quality, consistent information when they need it, written in a way that can be understood by everyone.

TREATED AS A PARTNER AND INVOLVED IN DECISIONS

To be fully involved in the assessment of the person they support and have the chance to complete their own assessment. For people to be consulted and involved in the planning and monitoring of the services they use and need.

Groups of carers, former carers, members of the Carers' Engagement Group and carer representatives have been working on these themes to come up with plans setting out the work that needs to be done to make them become the real services and support that carers need.

<http://www.knowsley.gov.uk/pdf/Knowsley-carers-strategy-2011-2014.pdf>

Proud Carer Joyce Celebrates College Qualification



Supported carer, Joyce Bradley, has achieved a life changing PTLLS qualification from South Cheshire College, with great encouragement from the Making Space carer support services team in Cheshire.

PTLLS (preparing to teach in the lifelong learning sector) is awarded to people who have a recognised ability to teach others in various vocational and academic disciplines. Joyce will now be applying her new found skills and confidence to delivering teaching sessions for other carers – sharing her own experience and facilitating carers' strategies.

The 47 year old mother of two, who also cares for her partner with a mental health condition, has now caught the learning bug and is planning to take further qualifications.

Joyce, of Macclesfield, said: "I can't thank Making Space and South Cheshire College enough for what they have done for me. The support I've had has been fantastic, I've benefited from breaks, workshops and one-to-one support and this new qualification really tops it off. Now I want to help other carers who are in the same boat as myself. I would never have dreamed of getting up and speaking in front of a group of people before but this course has given me the skills and confidence to do it."

Joyce is pictured proudly displaying her certificate with Honor Simpson of Making Space.

I ♥ MARKETING – MARKETING ♥ YOU

November will see the evolution of the materials Making Space uses to add marketing support to our growing portfolio of services...I ♥ Making Space will form the theme around which all of the user groups we work with will be represented.

In promotional campaigns for big cities (I ♥ NY, I ♥ Manchester) the heart is a well-established and eye-catching icon representing the feeling of pride in being associated with those places.

For Making Space it symbolises the love that goes into providing services which strive to enable people with mental health conditions, learning disabilities and dementia – and their carers – to live as fulfilling and rewarding an everyday life as possible.

For many employees it will reinforce the vocational nature of their work and for service users it may be recognition of those occasions when Making Space has enabled them to achieve the goals they have set.

Wherever the heart icon has been used, research has shown that people translate it as either 'love' or 'loves' so when it's used in reverse, such as Making Space ♥ You, the sense of the communication is that we go that extra mile to meet the requirements of the people who use our services, commission our services, and provide and support our services.

In various areas we've created individual brochures and a pull-up stand with the area's name – such as Making Space ♥ Trafford. The idea is that we might not yet provide all of the services we could in that location but, importantly, we are always willing to enter into conversations with commissioners or investigate tenders for services for any of the user groups we currently work with elsewhere.



A 'generic' brochure has been designed for anyone involved with Making Space who wants to outline all of the service areas we cover, and a generic 'pull-up stand' for exhibitions is also available.

E-mail Support@makingspace.co.uk to find out more.



A Recipe for Success



Making Space's successful 'dementia café' in Bury has brought together people living with dementia, their families, other carers and members of the wider community, to devise, design and develop a fantastic new recipe book, the 'Easy Cook Book'.

On Tuesday 4th October, some 200 people, including many supporting organisations, packed into Manchester Road Community Centre in Bury to see Julie Gondar, Assistant Director of adult care services at NHS Bury, officially launch the Easy Cook Book.

The book is a step-by-step guide to preparing nutritious and wholesome meals, snacks, desserts and smoothies...Roasted Pepper Soup, Seared Salmon and May's Lemon Drizzle Cake being just one of many combinations that would leave a hearty appetite satisfied.



As an effective and practical memory aid, as well as a fun and interesting list of recipes that everybody can follow, the Easy Cook Book helps people with dementia to keep living their lives as independently as possible...for as long as possible. Local art group, START, which holds classes for people with mental health conditions, produced

the artwork, while design student, Sophie Perkins, came up with the easy to follow layout, having become involved after her grandfather recently died with the illness.

The Making Space facilitated 'dementia café' is funded through Bury Council's Age of Opportunities programme which was set up to promote health and wellbeing to people aged 50+, and which is now expanding to open its doors to other age groups.

The Easy Cook Book is also supported by Bury Primary Care Trust, with all the recipes welcomed and approved by Bury NHS nutritionist, Francesca Vale.

An initial 2,000 copies of the hardback book have been printed and are available for £2.50 each (£3.50 gift-wrapped) from Making Space, the Alzheimer's Society, local libraries and other charitable organisations. The proceeds will be used to produce more recipe books, maybe a second edition, and also towards the development of further dementia cafés.

Rachel Yates, Team Leader and Dementia Café Co-ordinator for Making Space, is passionate about the support the new recipe book offers people with dementia and their families.

"We held a 'try and test it' day recently, where everyone had a great time following the instructions in the recipe book, preparing the food and, of course, sampling the results. It really does work and, as a fun reference book

for people with dementia, it provides practical support and brings about engagement with other members of the caring community, helping people live their lives as independently as possible."

Making Space Dementia Cafés are held in Bury on the first Tuesday of every month. For more details contact Rachel Yates at rachel.yates@makingspace.co.uk or on 07738 148284.

To find out how to get a copy of the Easy Cook Book, please e-mail Making Space at EasyCookBook@MakingSpace.co.uk and leave your contact details.

