



Suffolk User Forum  
The New Hollies, Unit 3,  
Grange Business Centre,  
Kesgrave, Ipswich, IP5 2BY  
01473 907087  
[www.suffolkuserforum.co.uk](http://www.suffolkuserforum.co.uk)  
[hello@suffolkuserforum.co.uk](mailto:hello@suffolkuserforum.co.uk)

12<sup>th</sup> May 2022

Dear SUF Community Member,

Here is my regular update from SUF's board which I hope you will find interesting.

### *CQC report*

You probably saw the news coverage about the CQC's latest report about NSFT (Norfolk and Suffolk NHS Foundation Trust). The Care Quality Commission is the independent health watchdog and since 2014 NSFT has either been rated as 'requiring improvement' or as 'inadequate'. With this latest report (which you can read in full by [clicking here](#)) NSFT went back to the 'inadequate' rating.

The CQC's assessment did not come as a surprise to the board and judging from the feedback that you give us (which is invaluable – please keep it coming) it will not have come as a surprise to SUF members either. We issued a press release when the report came out and you may have seen coverage of Jayne Steven's (CEO) statement in the local press. You can read the full press release by [clicking here](#).

Jayne pointed out that whilst we appreciate the pressure on NSFT's services, these same pressures affect mental health trusts across England. We can see no reason why Suffolk service users should continue to receive inadequate care especially since there is no choice but to access NSFT's services. We are very frustrated by the failures in service quality, and we know that the best mental health trusts design and evaluate their services in genuine partnership with service users. This will be essential to NSFT's improvement and so we will continue to offer our support to the Trust by championing the voices of people with lived experience.

### *Special Making Our Voice Count (MOVC) report on discharge from mental health services*

One topic that was not prominent in the CQC report, but which people have highlighted to us as a significant issue is discharge.



Suffolk User Forum  
Registered Company Number 06946785  
Registered Charity Number 1133457

We have been monitoring people's experiences of discharge, good and bad, and we are finalising a MOVC report into the topic which we will publish shortly. We know that discharge is often a critical time when people feel more vulnerable. It can be an important step in recovery when managed carefully, but people tell us that that they are sometimes discharged without being involved or even informed. We will email you to let you know when we publish the report.

### *We're recruiting*

We are recruiting a coordinator for our Healthy Together project which supports people with experience of severe mental health problems to access their physical health entitlements. Following some staff leaving and changing roles we now also have a vacancy for a business manager, and we are also looking for a volunteer trustee treasurer. Details of these posts and how to apply are available by clicking here: [Healthy Together Project Coordinator](#), [Business Manager](#), [Treasurer Trustee](#). Please forward them to anyone who might be interested.

That's all for this month. I hope you are enjoying the longer, warmer days.

Best wishes,

*Guenever*

Guenever Pachent  
Chair of SUF board of trustees

