



Suffolk User Forum
The New Hollies, Unit 3,
Grange Business Centre,
Kesgrave, Ipswich, IP5 2BY
01473 907087
www.suffolkuserforum.co.uk
hello@suffolkuserforum.co.uk

27th September 2023

Dear SUF Community Member,

Here is my regular update which I hope you will find interesting.

Our summer members' event

We were very pleased that so many of you were able to attend last month's event on 14th August 2023 at Kesgrave. Thank you for coming and sharing your experiences. Although online events have their place, there is no substitute for meeting face to face.

The evaluation forms were very positive and we're now working on turning your insights into a *Making Our Voice Count* (MOVC) report which will include recommendations. We will be holding more events in the coming months and we're aware of the need to move around the county, so next time we aim to find a venue in West Suffolk.

Keeping you informed about SUF's work – the temporary closure of Rollesby Ward to new admissions

Jayne (our chief executive) and the other SUF staff, attend many meetings each month where they ensure that service user experiences are heard. To keep you informed about SUF's work at these meetings we thought it would be helpful to publish short articles on important topics.

You may have seen in the news that Rollesby Ward in Norwich has closed to new admissions. Rollesby Ward is the Norfolk and Suffolk NHS Foundation Trust (NSFT) Psychiatric Intensive Care Unit (PICU) for women from both Suffolk and Norfolk. The



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first of our articles is about this topic and it can be read on our website under News. We're very concerned about how this closure will affect women (particularly women from Suffolk who already have to travel out of county for this intensive support). We will keep you informed about developments.

Keeping you informed about SUF's work – coroners' prevention of future deaths reports

After an unexpected death, the coroners' court will often hold an inquest to determine how the person died. The hearings don't determine guilt or blame but, where the coroner believes that action should be taken to prevent future deaths, they write a report, called a Prevention of Future Deaths Report and these are published. Unfortunately, the coroner has no power to insist that action is taken. At SUF we review these reports and look at the themes. The issues identified by coroners inform the work we do with NSFT and other agencies. We are going to focus more on the implementation of the action plans that NSFT produces in response to the coroner's letters, and we will keep you informed on progress.

LISTEN - Coproduction for suicide prevention

Many of you will have seen the launch of our LISTEN for Suicide Prevention Video, which we released for this year's World Suicide Prevention Day on the 10th of September. We would like to thank everyone who worked with us to coproduce this carefully designed video that explores ways of managing suicidal thoughts and feelings, providing a step-by-step process for anyone needing to connect with someone in distress, helping them to reach out with kindness and compassion, and save lives. If you haven't seen the video yet you can view it through this link below.

L	Listen and validate concerns. Look at crisis/care plan and general options
I	Involve and Inform the service user and carer of the immediate options available
S	Shared understanding achieved and Safety issues established
T	Time. Be clear about your availability and be aware of your Tone of voice
E	Empathise and Encourage responsibility then Evaluate what has been agreed
N	Next steps made clear. Never end the contact without a plan

[LISTEN for suicide prevention - Suffolk User Forum](#)

LISTEN challenges stigma, encourages open conversations, and provides resources and a step-by-step guide that will help people create an action plan, access timely help when facing a mental health challenge, or connect with others experiencing suicidal thoughts or distress. www.suffolkuserforum.co.uk

Save the date – our AGM is on 14th November 2023

We're now planning our next AGM meeting and more details will follow shortly, but the date is set for the morning of Tuesday, 14th November 2023 at Kesgrave. Last year, people said that they would like the meeting to be slightly longer and to include a lunch and so the programme will reflect this.

That's all for this month.

Yours sincerely

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Chair of Trustees



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