

## Haringey Service User and Carer Forum

### Microsoft Teams

Monday 10<sup>th</sup> of January 2022, 2:00pm-3:30pm

<b>Chairs:</b>	A. Dipino (A.D) & C. Cox (C.C)
<b>Present:</b>	Suzanne A. Tarka (A.T) J. Douzenis (J.D) V. Lidchi (V.L) F. Rahmna (F.R) K. Wickremasinghe (K.W) J. Bowman (J.B) C. Andrews (C.A) David F. Rahman (F.R) L. Harding (L.H) R. Klocke (R.K) Michele G. Mohite Sally K. (S.K) Satish E.I. Thomas (E.I.T) T. Mercier (T.M) C. Groves (C.G) E. Sofela (E.S)
<b>Minutes:</b>	J.D
<b>Abbreviations</b>	DP Discussion point

	Meeting Summary	Action
1	Round of introductions	
2	Matters Arising & Actions	
3	Notices	
4	Agenda Items <ul style="list-style-type: none"> <li>Open Dialogue</li> </ul>	

1.	Introductions	Action
1.1	Introduction of meeting attendees	
2.	Matters Arising & Actions	
	<b>Open Dialogue Support group</b> It was mentioned during the presentation that creating a space for SU of OD to discuss their experiences of the model would be very helpful.	
3.	Notices	

<p>3.1</p> <p>3.2</p> <p>3.3</p>	<p><b>Ana-Maria (co-chair) will be leaving the forum</b> Our co-chair will soon be leaving the forum. As a result we are looking for someone to take over her role starting from around March/April. If anyone is interested please get in touch with Camilla.</p> <p><b>M.M New Book</b> M.M. is launching a new book which so far has been well received by NHS trusts across London. He is also planning and preparing for a new project and is looking for carers to contribute to it. If there are any carers who are interested in or write poetry and would like to contribute, please contact M.M.</p> <p><b>Clarendon Recover College- Winter Course Catalogue</b> The 2022 CRC winter catalogue is now out. There are course being held in person and online. Suzanne will be co-leading course on anxiety online. If anyone is interested in the course, please have look online for more information. <a href="https://www.haringey.gov.uk/sites/haringeygovuk/files/clarendon_online_courses_to_do_in_your_own_time_guide.pdf">https://www.haringey.gov.uk/sites/haringeygovuk/files/clarendon_online_courses_to_do_in_your_own_time_guide.pdf</a></p>	
<p><b>4</b></p>	<p><b>Agenda Items</b></p>	
<p>4.1</p>	<p><b>An Open Conversation about Open Dialogue</b> An open conversation was held between the panel members around Open Dialogue (OD). They spoke about how OD is “a way of organising care” rather than a therapy. The model allows and encourages the service users family and loved ones to be active participants in their treatment and tried to not model the traditions “patient/professional” relationship. They described OD as ultimately being “a room of human being having an open conversation and talking to people with different experiences”. OD tries to normalise individual experiences and tried to not focus on diagnosis.</p> <p>OD also encourages professionals to be open, reflective and to equalise the patient/professional relationship by self-disclosing when/where appropriate. They are also encouraged to acknowledge that “we are all peers” who are bringing different experiences and knowledge to the room. “Professionals” are also asked to not discuss a service user without the individual being present. This promotes transparency and as mentioned, “helps people feel important” and have agency in their recovery and treatment.</p> <p><b>DP: Language and OD</b> Within the framework of OD, service users have “permission to be slow” and take their time. They are also encouraged to develop their own language with their team to be better able to discuss and understand their experiences and invite other voices to help develop that language. This is a concept called “Polyphony”.</p> <p><b>DP: OD and Carers</b> The benefits of carers was also fed back to the forum. Cares with experience reported having felt heard and included in the conversations.</p> <p><b>DP: OD in inpatient settings</b> The role od OD within inpatient settings was also mentioned, though it can be more difficult to be strict and adhere to OD in inpatient setting fully, aspects of OD, such as polyphony, transparency, openness and including the clients’ networks, can and should always be held in mind.</p> <p><b>DP:The vision for OD?</b></p>	

	The vision for OD in Haringey is to continue providing training to staff about OD and keep the “culture and interest for OD going”. As mentioned, OD is more of a philosophy of care which will hopefully continue to grow within BEH.	
<b>6.</b>	<b>Next Meeting</b>	
	Monday 14 <sup>th</sup> of February 2022, 14:00-15:30- Theme: Routes to Employment  Click the link below to join our next meeting: <a href="#"><u>Join Microsoft Teams Meeting</u></a>	