



SERVICE USER CONSULTATION

DATE 16th June 2020

TIME 2 - 4.15pm

PLATFORM Zoom

Host JM

Lead LZ

Minutes JM

Attendance-12

Introduction - LZ explained that the consultation is run for service users by service users

Minutes from last meeting (3rd March 2020) screen shared by LZ

Discussion was then had on the following

FAMILY/FRIENDS ONLINE SUPPORT GROUP

Some interest was shown regarding the possible attendance from some of the service users family members, others said that their closest would definitely not attend, one service user stated it could possibly aggravate situations for some people if there were existing issues at home. Age was mentioned in context to whether a minor (16) would be able to access the group if they wanted to. Also should this type of group actually be run by family and not people in recovery. Show of hands was requested regarding whether a group was wanted.

5 people voted yes

4 people voted no

3 abstained

CRECHE

All agreed this would not be feasible

UNITY DAY FOR FELLOWSHIPS

This was agreed as a good idea and that when dear Albert is able to do this it should be pursued

ONLINE SOUND BATH

People informed that D is looking into this and 7 people showed immediate interest

ST left

JL left

TUESDAYS AT DEAR ALBERT



ONLINE MEDITATION/MINDFULNESS

Majority of people want a mindfulness group, it was explained that D.A have 2 zoom accounts and that both these may be being used on a Tuesday (do the mafs or JR students) that this may not be possible. MS offered to pay £16 a month for another account if needed to have a mindfulness group. LC said she would think about this and look into the logistics needed and also spoke about commitment and volunteers regarding this.

MEN'S GROUP

Some interest was shown but not by all, RK said he would be willing to attend and help out in a support role, no one volunteered to run it, DB was mentioned as he showed interest in the last meeting but wasn't here today.

GAMES ROOM

People agreed it was a good idea when D.A re-opens. GB said she has some games to bring in when she can do this. Pool table was also mentioned.

DOOR MONITORING ROTA

All agreed that this is a **MUST** when D.A re-opens and should be in place ready for that. 7 people said they were willing to do this on a rota basis (not GB at present)

DIFFERENT GROUPS

When asked what groups people would like the following was stated

FAMILY/FRIENDS (as previously discussed)

MINDFULNESS/MEDITATION (as previously discussed)

DANCERCISE (8 people said yes to this)

STRESS/ANXIETY with WEA (6 people said yes to this)

GYM

LC hasn't been able to go any further with regards to D.A gym membership but has contacts and will be continuing with this when possible, covid has put a stop to this at present.

TRIPS OUT

Seaside and zoo were mentioned, some people definitely interested. LZ is willing to try and organise this.

CAFE

Food hygiene certificates were discussed

Are food hygiene certificates mandatory? People said yes

GB stated she did hers online with support from D.A. JM stated it can be done with Leicester College for free but may take slightly longer to complete.

LZ said she will contact the supervisor at the recovery cafe to see if she needs any more volunteers.

GB stated she wants to carry on volunteering with the cafe at D.A when it reopens. MS said he was willing to still do Thursdays at the D.A cafe as he was before lockdown and JO said



she may be available to do some volunteering but it was a maybe, not a definite, JM also said maybe to this also but depends on the other stuff she does too.

It was talked about having a blackboard in the cafe area with links on it. Also if it would be appropriate for security reasons to have the library in the cafe area as this would take away the need for facilitators to escort people around the building and also people could browse the library whilst relaxing in the cafe area. It was felt that with it being upstairs people could start wandering into rooms etc and that if someone who is still using and desperate to get substances could quite easily find something to steal, especially if one of the office doors were to be left open unattended.

JO left (apologies had appointment)

LC left (apologies other commitment)

MAIN SHARES

The following people said yes they are willing to main share

JM

LZ

GB

GB

RK

WHATSAPP GROUPS

People asked that management post something on the whats app group regarding clarity around the covid situation and any updates regarding Dear Albert and TSP

ZOOM

It was agreed overall that zoom is working well for people and the whats app group too. Leicester and Dear Albert is drenched in support and it was mentioned how many links we have and have posted.

PHONE CALLS

Weekly calls for peers who are still receiving this were very grateful, other peers were unaware this was happening. It was explained that the majority of people are being referred to online D.A and that calls were only happening in small numbers for people who need a little extra support, this was accepted.

FREEDOM WRITERS

JM stated that trying to encourage and motivate people to join in on Thursdays to contribute a piece of writing onto the whats app group hasn't been very successful but is still determined to carry on doing it herself and hopes that people will join in. LC said she will try.

MUSIC/ART

People are disappointed in both these areas as it seems nothing has been done to move this online.

OTHER

AO suggested whether it would be possible for people to meet up, social distancing to see what could be negotiated, attained for recovery week online, ie art, music, poetry



People feel that they don't know what's going on regarding projects that may be happening and have asked D.A to be more transparent & informative so that they are given the opportunity to get involved

GB requested reassurance that she can come back to the cafe as a volunteer.

RW online - what is happening regarding this? Is it a national thing? Or just Leicester?

GB said he might possibly be up for the position to lead the next SU consultation with support

It was agreed that another meeting be held in approx 6 weeks at the end of July, no actual date yet set.

AO and GB have agreed to proof read these minutes so as to confirm all has been covered and captured.

*After the meeting it was discussed with Dear Albert that The Stairway Project building will open in the near future starting with meetings and that the cafe **will not** be open at this point*