

FoCUS
East & Mid Surrey Area Group Meeting

Tuesday 2nd January 2018
1pm – 3pm

Park House, Randalls Road, Leatherhead

Minutes of the Meeting

Attendees: David Murphy, Val Murphy, Rachel Cocklin, Veena Gheerano, Stephanie S, Chris Linde, Clifford Wright

Pretima Seeruthun (Interim Clinical Services Manager East, SABP), Sarah Wickens (People's Experience Project Coordinator, SABP), Susie Hartley (SABP Communications Team), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions)

Apologies:

Apologies were received from Helen Smith (FoCUS Rep), Mary Whitfield, Kate Steele-Newman, Ivy Hawkins, Angela McIntosh-Whyte, Don Illman, Ian Stronge.

Jane Ahmed welcomed Members to the Group and introductions and apologies were noted.

1. Minutes of previous meeting and matters arising (December 2017)

Accuracy

The minutes were agreed as an accurate record.

Please note once the minutes are approved they will be published on SABP's website, if you do not wish your name to appear please let LF Solutions know.

Actions from December's meeting

- 1 Support team to invite CPA's to all FoCUS meetings going forward.
Completed. The Trust are of the view that they may not have the capacity to attend all meetings but suggested they may attend quarterly.
- 2 When discussing the review of the move from the Epsom Wards to the Abraham Cowley Unit in Chertsey it was noted that the Trust submitted a paper to the Adults and Health Select Committee in which it states (under recommendation 4) that 'the Trust provide additional resources to support people who use the wards to access Skype and other communication tools, where appropriate'. Members observed that in hospital Skype does not appear to be available to patients and do not have the opportunity to do this. There is a bookable laptop that can be accessed via the Therapy team.

It was agreed that the Group will ask the Trust what communication resources are available to inpatients, such as Skype.

Completed. Jo Lynch will follow up further, however understands that Skype is available on the bookable laptop. Also in their experience the majority of people have their mobile phones and communicate with loved ones and friends through this.

- 3 Page 8 of the Carers Respect programme, final paragraph, bullet point one states, 'Start a Carers Respect Panel, offering support/advice to staff and carers, this hopefully will enable us to undertake organisational forgiveness to carers and allow us to move on in order for us to provide a more inclusive care'. The Group would like to understand what the term 'organisational forgiveness to carers' means?
Ongoing. Jo Lynch to circulate further information about 'Organisational Forgiveness'.
- 4 Who is the new director for Learning Disabilities?
Completed. The new Director is Philippa Alisiroglu.
- 5 There are also new nurses covering different areas in liaison, primary care and the community and the Group requested a staff list for this – there is not enough information from SABP about who is who?
Ongoing. The Trust were not clear about the request. They are

unable to send a list of staff names but could send types of roles and where they work if that is helpful?

- 6 The E&M Group discussed staff turnover, which is around 22.04% and looking at the number of staff that start in roles, they may only stay 6 months. What are the Trust doing to retain staff?

Completed. The Trust have a Recruitment and Retention programme as this issue is their biggest risk as an organisation to be able to care and support people. Some examples of the scheme include:

- **Retention payments for people who stay in roles for a particular length of time.**
- **Retention payment for inpatient nurses.**
- **Recruitment premium payment for people in hard to fill job roles.**
- **Contact within a month, then three months of starting with all new employees by HR to check in and see how their experiences are.**
- **Monthly staff conversations group with Fiona Edwards.**
- **Exit interview to try and understand why people leave and to encourage them to stay in the Trust.**

There are lots of initiatives that they hope will support people to stay and to work for SABP, however it is a work in progress and is receiving much senior attention.

- 7 Rachel Brennan from Actions for Carers explained to Helen that she had tried to train staff at Farnham Road Hospital regarding coping with voices/hallucinations and wondered if this is something staff still have? Helen agreed to find out and confirm back.

Completed. Helen Wood spoke to Karen Atkinson who advised that a number of issues such as these are now provided via the Recovery College. Helen's view is that their staff learning would be enhanced within the Recovery model.

- 8 Rachel Brennan to send information about carer Groups to the SABP communications team so they can include on the website and intranet.

Completed.

2. Updated FoCUS Committee Actions

The Group talked through the updated actions and Susie Hartley updated that the Discharge leaflet is currently with Georgina Foulds for approval.

3. Local Issues

Compliments and Good News

David Murphy drew attention to a Members event 'Understanding Autism and ADHD' which he felt was a good topic; however, the location, Aldershot, is a long way from Redhill and travel expenses are not paid/offered. David would like to know if the Trust would be running another session in the East of the county? Susie Hartley explained that this had been a very popular event and as such the Trust may look at holding this again at another location in the county. FoCUS were pleased and would like to ask the Trust to hold this in the East and for the Trust to circulate the presentations given to FoCUS.

Compliments were also given to the Psychiatric Liaison team in Epsom, particularly Dr Fiahlo, Helen Mitchell and Brendon.

Local Issues

FoCUS heard from Stephanie about the experiences of a person who had been advised to attend the Crisis House after visiting the Safe Haven. For various reasons the person could not get a taxi and therefore had to take a train from Epsom to Redhill late at night. FoCUS would like to ask the Trust if they can provide transport to the Crisis House (overnight provision) should they be referred from the Safe Haven and if so do the Safe Haven have ready cash to pay for this or have an account with a local taxi firm?

Veena noted that ambulances had been used previously and could this be a solution?

David Murphy asked about the privacy of computer screens at the Safe Haven. Pretima from the Psychiatric Liaison team noted that all SABP offices are secure, however was not sure about the Safe Haven arrangements. FoCUS would like to ask the Trust how the screens in the Safe Haven are protected from the view of others?

FoCUS heard a number of examples where people have been discharged from hospital but received no paperwork. FoCUS are aware that the Trust has been asked previously to confirm that all patients receive discharge paperwork and plans, however this does not seem to be happening routinely. Please can the Trust inform FoCUS how they ensure this happens?

FoCUS Members are aware that the Epsom Safe Haven run a 'wellbeing hour' between 6pm and 7pm and FoCUS has heard that some people attending in crisis may not be seen until 7pm if they come in before then. Are the Trust able to promote that the Safe Haven run a 'wellbeing hour' and that crisis care begins at 7pm? FoCUS Members were also concerned that should someone arrive in crisis during the 'wellbeing hour' would staff be able to pick up their distress? Some FoCUS Members felt that there is a communication problem with what each Safe Haven offers and all teams within the Trust need to be clear about the Safe Haven offering.

A FoCUS Member was recently informed by a Social Worker/AMHP at Gatton Place that both the Trust and Surrey County Council are no longer taking up the position of Benefits Appointee. Can the Trust tell FoCUS who should be approached to assume this role if required by a user of Trust services?

Some FoCUS Members felt that the Home Treatment Team in Epsom need a base in Epsom as they are currently in Redhill and can take some time to get to Epsom in an emergency.

4. Psychiatric Liaison, Pretima Seeruthun, Interim Clinical Services Manager, East

Pretima is the Interim Clinical Services Manager in the East and attended the meeting to talk about the Psychiatric Liaison Service. Pretima explained that last year the Trust put in a bid to have winter pressure funding and was pleased to report that this has been approved and therefore they now have winter pressure money as from 2nd January for three months across all five district general hospitals (please refer to the attachment).

This means that services at Epsom hospital, which used to end at midnight, will have an additional member of staff during the day and at night to allow them to operate 24 hours a day. Over the festive period they have been actively recruiting staff to get long-term placements for a

three-month period to ensure continuity. When the three months ends the service will go back to finishing at midnight, however, work with the commissioners to extend the service hours in Epsom will continue.

Both the Royal Surrey County Hospital in Guildford and St. Peter's in Chertsey will run a 'Core 24' service from 1st April this year. Whilst the service is already 24 hours in these hospitals having this ensures more staff who will work on a 24-hour, 7 day a week service. This should reduce the length of waiting, allow people to be assessed quicker and make collaborative discharge plans. There will also be therapists available to give brief interventions if people waiting are in crisis, anxious etc.

East Surrey and Epsom hospitals are both working towards the Core 24 service and all hospitals will have to have Core 24 in place by 2020.

The Trust provided details of the current level of staffing at the Royal Surrey County Hospital (RSCH) and the new staffing under Core 24.

RSCH	CURRENT ESTABLISHMENT	CORE 24 ESTABLISHMENT
Consultant	0.7	1.50
Speciality Doctor	0	1.00
Band 7 Nurse	1	6.00
Band 6 Nurse	6.64	6.00
Band 8a Therapist	0	1.00
Band 4 Therapist	0	2.00
Band 8A Team Manager	0.33	1.00
Clinical Lead Band 8B	0	0.00
Band 4 Admin	1	2.00
Band 3 Admin	0	0.00
	9.67	20.50

The Trust currently carries out lots of training with doctors in Epsom hospital to educate them on mental health issues, as well as training for nurses in A&E every Wednesday morning on a two-weekly basis and junior doctors on a Wednesday afternoon.

Pretima was asked what Psychiatric Liaison will do for those people who come in on a Community Treatment Order; what is the procedure?

Pretima said that all people will have an assessment to identify needs and then make a discharge plan. If there is nothing acute or urgent and it is safe to do so the person can be discharged with a clear discharge plan. Pretima will bring a copy of the Psychiatric Liaison leaflet with her to the next meeting she attends, however agreed to find out if it is available electronically.

Members asked whether training is extended to the Police service who deal with a number of mental health patients and they are often not sure how best to look after them. Pretima said that Psychiatric Liaison do not extend their training to the Police however, suggested asking the Trust if this is in place in addition to the Criminal Liaison Service. Senior AMHP, Amy McCloud attends a regular monthly meeting with the Police so if there are any interface issues these can be raised at this meeting.

Veena explained her experiences and suggested further training for police officers regarding mental health.

Sarah Wickens attended a day at Police Headquarters, Mount Browne, last year to train police about mental health and is happy to forward the training slides so Members can see what took place (these will be circulated electronically, if you would like a hard copy [116 pages] please contact the FoCUS Support team).

Clifford Wright suggested more disability training for the police is needed.

5. Questions to PALS on the People's Experience Report

David Murphy asked about the CQC ratings on Page 7 noticing a number of 'requires improvement'. FoCUS would like to know how the Trust address these ratings and what they are putting in place to improve the 'requires improvement' score?

FoCUS Members were disappointed that there are still no Recovery College courses running in Tandridge or Redhill, can the Trust advise if these will be in place in the near future?

Stephanie S felt that the response rate for completing questionnaires was low and not a true reflection or assessment, particularly regarding the statement that food is good. What are the Trust doing to ensure that questionnaires are completed and do all the CMHRS's and inpatient wards have working iPads?

Overall, the group felt the new report was better to read, easier to digest, colourful and straightforward.

6. CMHRS Update

There was no CMHRS Manager to update the meeting. Members were disappointed that no Manager was present at the meeting to answer questions or give an update and this will be raised with the Trust.

Jane Ahmed explained that she has asked to attend all the CMHRS Manager meetings to talk about FoCUS.

Members suggested a talk from the Early Intervention in Psychosis team at a future meeting.

7. Tips on what to pack for a mental health hospital stay

A recent BBC news item suggested some items a person may pack to make their inpatient stay more comfortable. The Trust have suggested that FoCUS Members may like to make their own 'local' list and asked members for their suggestions, which were as follows:

- Book (reading or colouring)
- Don't take valuables or anything that you may care about
- Money – debit card or cash to buy food, toiletries, magazines etc.
- Music (iPod, phone etc.)
- Wireless headphones
- Photographs
- Note pad or dairy and pen
- Mobile phone and contact numbers for friends and family
- Short phone charger

If anyone has any further ideas, please let the support team know.

8. Confirm issues for FoCUS Committee

Please refer to the table below.

Jane Ahmed explained that the Trust are looking for people to join the Clinical Excellence Awards panel, if anyone is interested please let the Support Team know and they will pass your contact details to the Trust.

9. Date of next meeting

The next meeting will take place on Monday 5th March 2018 at Reigate Baptist Church in Reigate.

Actions to be taken to the FoCUS Committee/Reps Meetings:

Next FoCUS Committee meeting: 13th February 2018

1	FoCUS heard experiences of those who had been advised to attend the Crisis House after visiting the Safe Haven (Epsom). For one person in particular they were not able to use a taxi for various reason and therefore had to take a train from Epsom to Redhill late at night. FoCUS would like to ask the Trust if they can provide transport to the Crisis House (overnight provision) should a person be referred from the Safe Haven and if so do the Safe Haven have ready cash to pay for this or have an account with a local taxi firm?
2	FoCUS would like to ask about the privacy of computer screens at the Safe Havens; how are the screens protected from the view of others?
3	FoCUS heard a number of examples where people have been discharged from hospital but received no paperwork. FoCUS are aware that the Trust has been asked previously to confirm that all patients receive discharge paperwork and plans, however this does not seem to be happening routinely. Please can the Trust inform FoCUS how they ensure this happens?
4	FoCUS Members are aware that the Epsom Safe Haven run a 'wellbeing hour' between 6pm and 7pm and FoCUS has heard that some people attending in crisis may not be seen until 7pm if they come in before then. Are the Trust able to promote more widely that the Safe Haven run a 'wellbeing hour' and that crisis care begins at 7pm? FoCUS Members were also concerned that should someone arrive in crisis during the 'wellbeing hour' would staff be able to pick up their distress? Some FoCUS Members felt that there is a communication problem with what each Safe Haven offers and all teams within the Trust need to be clear about the Safe Haven offering.
5	FoCUS Members asked about the CQC ratings on Page 7 of the new People's Experience Report noticing a number of 'requires improvement'. FoCUS would like to know how the Trust address these ratings and what they are putting in place to improve the 'requires improvement' score?

Actions – General

1	<p>Ongoing from Action 3 of the December minutes. Jo Lynch to circulate further information about 'Organisational Forgiveness'.</p> <p>Completed and circulated to Members.</p>	Jo Lynch
2	<p>Ongoing from Action 5 of the December minutes. The Trust were unable to distribute lists of staff names but are happy to circulate types of roles and where they work.</p> <p>LF followed up with JL.</p>	Jo Lynch
3	<p>FoCUS Members felt the 'Understanding Autism and ADH' Members Event was a really good event to hold, however, the location, Aldershot, is a long way from Redhill and anywhere in the East of the county, particularly when travel expenses are not paid/offered. Given the interest in the subject FoCUS would like to suggest the Trust run another session in the East to give others an opportunity to attend. Please can the Trust also circulate the presentations given to FoCUS.</p> <p>Completed. There has been a lot of interest in this event, which is taking place on 6 Feb, and it is fully booked with 100 people registered so the Trust were thinking that they may do something further around this in East Surrey, but this will depend on how well the event is received next month. They can certainly make a note to send the presentations to FoCUS after the event and will let FoCUS know whether there will be another event arranged in due course.</p>	Jo Lynch
4	<p>A FoCUS Member was recently informed by a Social Worker/AMHP at Gatton Place that both the Trust and Surrey County Council are no longer taking up the position of Benefits Appointee. Can the Trust tell FoCUS who should be approached to assume this role if required by a user of Trust services?</p> <p>Completed. Surrey are still able to act as (or apply to appoint) an appointee or deputy. They follow the regulatory position as set out by the Department of Work and Pensions and will still act as Corporate Appointee where necessary.</p> <p>A Corporate Appointee would only usually be appointed if there is no-one else suitable - i.e. no other</p>	Jo Lynch

	relatives/friends able to carry out the role.	
5	<p>Some FoCUS Members felt that the Home Treatment Team in Epsom need a base in Epsom as they are currently in Redhill and can take some time to get to Epsom in an emergency.</p> <p>Completed. The East and Mid Home Treatment Teams (HTT) were merged during November 2017 and the team is now based at Gatton Place. The reason was to enable a more flexible use of resource and an enhanced team infrastructure.</p> <p>The HTTs are require to respond to referral within 4 hours and this is monitored closely by our commissioners. To date we have not experienced any breaches as result of the team merger.</p> <p>The HTT is not an emergency service, so situations that require an immediate response would be dealt with by the emergency services such as the police and ambulance.</p>	Jo Lynch
6	Pretima Seeruthun to find out of the Psychiatric Liaison leaflet is available electronically for circulation to FoCUS.	Pretima Seeruthun
7	<p>Slides from the Mount Browne Training Day to be circulated to FoCUS.</p> <p>Completed.</p>	Sarah Wickens
8	<p>Members asked whether SABP provide mental health training to the Police service who deal with a number of mental health patients and are often not sure how best to look after them. Please could the Trust advise FoCUS whether regular training is in place for Police officers to inform them about mental health issues and places of safety such as the Safe Haven?</p> <p>Completed. Thanks – regular training is in place. Our AMHP’s are very involved in this work. We have monthly operational meetings with Surrey Police and have one Police Officer seconded to SABP to support the joint work. The Crisis Concordant work oversees the collaboration. We have been working closely over the new Section 136 of the Mental Health Act changes. The Police now have to speak to a Mental Health professional before they use their powers under Section 136 – they are advised of Safe Havens through these conversations, the training and through</p>	Jo Lynch

	<i>the Mental Health lead for Surrey Police.</i>	
9	<p>FoCUS Members were disappointed that there are still no Recovery College courses running in Tandridge or Redhill, can the Trust advise if these will be in place in the near future?</p> <p><i>Jo Lynch has followed this up with the Recovery College and advised them of the concern – they are actively seeking Tandridge locations to hold the college so we should see that flow through.</i></p>	Jo Lynch
10	<p>Regarding the People’s Experience Report FoCUS were concerned that the response rate for completing questionnaires was low and not a true reflection or assessment, particularly regarding the statement that food is good. What are the Trust doing to ensure that questionnaires are completed and do all the CMHRS’s and inpatient wards have working iPads?</p> <p>Completed. <i>The Your Views Matter surveys are reflective of individuals experiences at the time therefore will never reflect everyone’s experience. Clearly, this person experience around the food was good and that experience is valid. We have set up a new system where all the Ipads are monitored and checked. We have recruited volunteers to work into our inpatient services to support increasing the number of surveys being completed as we also wish to make sure we are increasing response rates. You will also be aware of the work surrounding food in our inpatient services which some of the Reps have been involved in through their role as Governors led by Lorna Payne.</i></p>	Jo Lynch
11	<p>FoCUS Members would like to suggest a talk from the Early Intervention in Psychosis team at a future meeting.</p> <p><i>Completed. This has been noted as a future topic for discussion.</i></p>	Jo Lynch Lucy Finney

Contact details for your Support Team

For Member support please contact:
 Carol Pearson and Jane Ahmed at the Surrey Coalition of Disabled People
 Tel: 01483 456558 Text: [077809 33053](tel:07780933053)
 Email: carol.pearson@surreycoalition.org.uk
 Email: jane.ahmed@surreycoalition.org.uk
 Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL

www.surreycoalition.org.uk

For Meeting support please contact LF Solutions

Lucy Finney / Office

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Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CMHT	Community Mental Health Team
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
NICE	National Institute for Clinical Excellence
OAP	Out of Area Placement
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
RAG rating	Red/Amber/Green risk rating scale
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self-Directed Support
SMS	Short Message Service i.e. text message
SPA	Single Point of Access
STEPPS	Systems Training for Emotional Predictability and Problem Solving

STP	Sustainability and Transformation Plans
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