

FoCUS

North West Surrey Area Group Meeting

Monday 9th September 2019

Hythe Centre, Thorpe Road, Staines, TW18 3HD

Minutes of the Meeting

Attendees: Tracey Hayes (NW FoCUS Rep), Sharan Kaur Dhani (NW FoCUS Rep), Paul Graham, Colin Jones, Sylvia Jones, Rosemary Moore

Pattie Lopez (Patient Liaison, Abraham Cowley Unit, SABP), Emma Hines (SABP Clinical Lead Psychologist), Sonya Scammell (Project Coordinator SABP), Neil McMullen (Director, Gleeds), Duncan Sloman (CMHRS Manager, Runnymede & Spelthorne), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: David Keen, Gina Keen, Leanda Hargreaves, Kathryn Nisbett, Hank Sohota, Glenis Nay, Larisa Orlova (NW FoCUS Rep), Matthew Crees (CMHRS Manager, Woking), Sue G, Jo Ferns (Matron, SABP)

1. Welcome, introductions, ground rules

Jane Ahmed welcomed the group, gave apologies and reminded those present of the meeting ground rules.

2. Minutes of previous meeting and matters arising (July 2019)

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.

Matters arising

It was noted that the CMHRS and Home Treatment Teams are now not changing their names as recorded in the July minutes.

Actions from July 2019 Meeting

1	<p>Follow up from Action 2 of the June minutes: FoCUS discussed how a person can change where they receive their care – whether it be changing who is treating them, their CMHRS or Trust. FoCUS feel the Trust needs to have better transparency about the rights of a person using services and who supports them if they wish to move Trusts. Completed. The Trust have offered to draw up the process for people so the steps to take are transparent (and in easy read)?</p> <p>FoCUS would like to ask the Trust to draw up this process please and would like to suggest the Trust look at putting this on their website as it is currently very unclear.</p> <p>Completed: In reality, it is likely this will not be completed until September and the support team will follow up with the Trust. In the meantime, please encourage anyone to raise as a concern to their care team or through the Trust's Complaints/PALS team to make this request.</p>
2	<p>Follow up from Action 4 of the June minutes: It has been raised by a number of FoCUS Members that some CMHRS's are referring to the Recovery College for therapy when they actually offer educational courses. FoCUS would like to draw this to the Trust's attention and ask why this is happening? Completed. Thank you for drawing this to our attention as this is not an issue we recognise. We will explore further and report back on what we find and what actions may be required.</p> <p>Completed. The Trust have explored this further and have not found examples of this – do any of the FoCUS members have direct experiences they would like to share with us so we can understand further?</p>

3. Feedback from FoCUS Committee

Jane Ahmed updated the following:

- FoCUS have two new Reps Sharan in the NW and Pam in the West.

- The Trust will continue to ask their Governors with a learning disability to become involved in work that the Trust is doing around learning disabilities when appropriate to their Governor role.
- The dementia workstream are looking to involve a person who uses services or a carer (who is involved in dementia) in their group (covering Surrey Heartlands). The Trust are drafting an email to outline what they are looking for in terms of involvement.
- FoCUS have asked for regular updates regarding dementia.
- The Trust's new Head of Participation, Improvement and Experience, Emma Binley, came along to the meeting to update on participation work.
- Emma gave an update on the work of the Participation team and noted they are recruiting a new Participation Coordinator role.
- The Working Together Group has been working on social prescribing and looking at whether they can co-produce, design and implement the People, Participation and Experience Strategy and hope to hold a day in October or November where everyone can attend and have input.
- The Trust are looking to develop co-produce and co-deliver participation training for staff and those who wish to participate; support structures for volunteers and participants; participation in QI projects; participation in recruitment and developing training and the communications strategy. They've also reviewed other organisations to see what participation work they are doing.
- The Carers reports highlighted continuing difficulties with SystemOne and meetings are taking place to see how they can build something to capture carers information. FoCUS has also suggested the Trust explore why people may decline a carers assessment.
- There is a need to be clear on care pathways for young carers as the aim is to prevent children and young people taking on caring responsibilities.
- FoCUS members who are carers were recently asked what top 5 things they would like in the Carers Strategy and FoCUS heard that the suggestions submitted have been included in the Strategy. This is currently with Comms and will then go to the Board.
- Ann Stevenson and Emma Binley are working on developing staff caring policies and Carers Champions.
- Emma Binley will be taking over as the Carers Lead at the Trust when Ann Stevenson retires at the end of the year.
- FoCUS were pleased with the People's Experience Report but fed back that there continues to be white writing on a coloured background; the Trust acknowledged this and are aware this must be improved but it can take time for the message to filter through. This report will soon come under the Participation team and Emma took these concerns on board.

- Data on those turned away from safe havens due to intoxication has been recorded.
- The Trust have submitted a bid to focus on the transition to adult services for 18-24 year olds and hope to get some money to address the issues which will be more community based.
- Justin Wilson is very much involved in GP clinics for mental health and is trialling a weekly clinic as Surrey University as well being directly working with the University wellbeing clinic and also the local GP surgeries in the area.
- CMHRS and inpatient staff who felt de-skilled around autism have been attending training and each CMHRS will have a talk about autism and the camouflage effect that can lead to misdiagnosis.
- FoCUS wanted to know if the Trust have a Learning Disability Strategy as one Rep has been asking how the Trust communicate with those with a learning disability. There is a Governor's task and finish group looking at easy read information and whether the SABP 'house style' needs to be amended so that teams can easily produce easy read documents.
- FoCUS appreciated the apology and update around the digital work but did not understand why engagement hasn't progressed. The Digital team will be asked to explain the intent for people using services and carers going forward.
- The Your Views Matter contract is up for renewal soon and some Reps suggested that the www.iwantgoodcare.com style feedback should be considered to be used by the Trust as part of this review but other Reps felt that this type of feedback may give the opportunity to for people to leave false or negative reviews which would not help those in crisis looking for support.
- Issues regarding the social time at the safe haven highlights the lack of social evening groups available in Surrey.
- Discussion took place about Discharge/Transfer from Community services, and Tham Dewar informed FoCUS that Care Plans can now be printed off SystemOne, however if there are issues please let him know so he can support teams to do this properly.
- It was agreed that people using services shouldn't be hearing about discharge at the point they are discharged and if individuals are experiencing problems please raise this with the team managers, PALS or Tham Dewar who can establish if there are problems with individual teams.
- There is currently no Discharge Policy in place but a Clinical Team Lead has been asked to draft a process so they have a policy in the future.
- Borderline Personality Disorder is now often referred to as EUPD (Emotionally Unstable Personality Disorder).
- The Trust are working closely with Mary Frances Trust and have developed a Step Down programme for those who have finished STEPPS and want a

little more support. Some people will continue under SABP Services and some will be discharged. Catalyst will provide the same Step Down programme in the West.

- Treatment by choice will be provided but will be based on what is suitable for the person at the time, however if the person does not meet the criteria they will not receive the service.
- Angela Devon explained clusters a little more fully but highlighted that the most important thing is the clinical relationship. When the cluster a person will be in has been decided it will be reviewed frequently.
- Children's services remain a large focus for the Trust although waiting lists have improved over the summer.
- The Trust are focussing on compassionate, collaborative leadership, joy at work and generally the overall culture of working together and creating a better organisation to work for.
- Heather Caudle will soon be joining the Trust as Chief Nurse.
- The Trust have submitted a bid with a focus on transition for young people between the ages of 18-24 years old and they hope to get money to address these issues in the community.

Rosemary Moore asked how the CMHRS will be informing their clients of the changes once the withdrawal from the Section 75 Agreement takes place and Duncan Sloman said that there hasn't been any agreement yet and Surrey County Council will still remain involved but the care will be shared in a slightly different way. Surrey County Council and SABP will still work jointly but under two separate teams.

Glenis Nay contacted the support team to ask about the Primary Care Hubs mentioned in the report on Personality Disorder and whether these pilot sites were up and running. It was noted that this is the Primary Care Networks and refers to the GP Integrated Mental Health Service (GPIMHS) which is a service based in GP practices which the group will hear more about in October. The pilot sites are currently running in the NW area.

Rosemary also talked about Social Prescribing and recently attended a meeting that spoke about this subject. There is already social prescribing in place in the area but there needs to be some joined up working and promotion of the service.

4. Local Issues

Good News and Compliments

Rosemary Moore was pleased that Heather Caudle has been appointed as the new Chief Nurse and hoped that her experiences of working in an acute Trust will help more joined up working between physical and mental health.

Local Issues

Rosemary Moore explained that the Trust produced a leaflet c2014 entitled "Mental Health Act Managers – Information for people held under the Mental Health Act 1983". This leaflet is about Mental Health Act Managers, their role and how to appeal to them about a Section. At the very end of the fold-over leaflet there is a small paragraph that says "Legal Aid at Mental Health Act Tribunals - you are entitled to legal representation free of charge under the Legal Aid scheme whenever there is a tribunal. A list of solicitors will be provided for you". However the CQC leaflet "How we support the rights and interests of people who are detained in hospital" is a booklet for anyone who is detained in hospital under the Mental Health Act 1983, however only given when they acknowledge a formal complaint to the CQC.

Duncan Sloman advised that a person will be given this information if under Section.

5. ACU Redevelopment, Sonya Scammell & Neil McMullen

Sonya and Neil attended the meeting to talk about the 24/7 programme.

Following extensive consultation SABP decided to build three new mental health hospitals, one in Guildford, one in Chertsey and one in East/Mid Surrey. This is a major investment to provide care and aid recovery.

Farnham Road Hospital opened in 2015 and now Phase II, looking at the ACU (Abraham Cowley Unit), in Chertsey has begun with a third and final Phase in the East being developed and it is hoped they will have an update towards the end of the year.

The ACU currently has 73 beds split across four wards and following the part new build and part refurbishment they will move to 80 beds comprising of five sixteen bedded units. At the start of the project a user group was developed who help shape proposals and this includes clinicians, admin staff, people who use services and carers. They meet twice a month and help to ensure that the final plan is fit for purpose.

Neil explained they have appointed a design team and are working with them to ensure the Trust brief fits the site and delivers the accommodation required; ensuring there are checks and balances to make sure they've picked everything up.

Referring to the handout (attached) Sonya explained that the new build is the T shape section in the top left of the plan which is on the site of the current day hospital and they will decant people to other areas before they can demolish this area. The other ward blocks will be refurbished and extended.

Lots of investigation in the building has been carried out such as looking to ensure they can remove walls, planning permission etc. and understanding what is available, what can be fitted in and they are currently at the stage where functionally the floor plans work well.

There is a process to phase the work ensuring services are maintained at all times, people using services are not disrupted and that safety, security and dignity is maintained. They have learnt lessons from the building of Farnham Road Hospital and are using best practice. Every room is a single en-suite and whilst the Trust want to ensure it is cutting edge now they are also thinking what it will be like in 3 years' time.

Sonya talked through the floor plan and highlighted:

- Extended the front.
- Included changing places facilities.
- The airlock is reduced to a two door system from three doors.
- The café and family visiting room is behind the airlock so people can visit off the wards.
- Tribunal suite includes interview room.
- The therapies space is also for community patients.
- Combination of kitchen, gym, therapy rooms etc.
- First section on the new wards will be a staff area offices.
- One section for males and one for females with own living space and a shared dining and activity room.
- There is a 136 Suite and access is more private and not through the front door.
- The Older Adult ward will be where Blake Ward currently is and there will be a small extension; they can then group those with similar needs together.
- Wards are connected and staff can move easily between the wards.
- Upstairs will be further Working Age Adult words and will also house the IT.

- The Home Treatment Team and Research and Development team will be based upstairs as well as interview rooms, advocacy teams and multi-faith rooms.
- Every ward will have access to their own garden space and those on the first floor will have access to roof terraces (larger than Farnham Road Hospital) and access to a ground floor garden.
- There is a multi-use sports space.
- The presentation gives an idea of what the gardens may look like and plans ensure flowers are in bloom all year round. They have also thought carefully about furniture.
- The ward office will be situated where the bedroom zones and similar to Farnham Road Hospital.
- There will be 16 older adult beds and 64 Working Age Adult beds; overall bed numbers will increase once work has started on the East site.

In terms of timelines an outline business case has been submitted and went to the Exec and Trust Board in April. The outline business case includes details such as expected costings and they are now drilling down into the detail and working towards the full business case which will be costed and presented to the Trust and Exec Board for final sign off. The application will soon be submitted to planning with an expectation to start on site in April 2020.

The team are working with fire advisors to ensure all fire routes work and thinking how safely people are evacuated; sometimes an emergency will be indicated to staff but may be inaudible straight away to inpatients so that it doesn't cause panic. They are ensuring they operationally keep up with technology.

There will be a patient possession area and in each room there will be a safe and they are looking at what that the design looks like at present.

They are close to finishing looking at car parking and this will need to be firmed up before it goes to the planners; the team is trying to max out what can be used and also site wide issues at St. Peter's Hospital to ensure its right for the ACU.

Duncan highlighted issues for staff parking and that they haven't worked out the exact split between visitors and staff car parking and their group sessions will look at a fair way of doing this.

6. Update from Learning Disability Services, Emma Hines

Emma is the lead clinical psychologist for West Surrey Learning Disability Service. The service has two teams across Surrey one in the West who cover Unither House in Chertsey, Casia House in Guildford and parts of Hampshire (based at the Aldershot Centre for Health). In the East there is a team with two bases at Gatton Place and Ramsey House in Epsom. There are professional links across both teams so there is a consistent equitable service across Surrey. Teams are multi-disciplinary and include psychologists, psychiatrists, admin, special learning disability nurses, occupational therapy, speech and language etc. In East Surrey they have a specialist dietician and they are working to recruiting to this in the West.

There are also primary care liaison nurses and one liaison nurse based at each acute hospital in Surrey who provide support for anyone who has a learning disability when attending any acute hospital in Surrey. Primary Care liaison nurses work with GP surgeries and other mainstream health services to provide advice, reasonable adjustments and support plus liaising with CCGs etc. with regard to any issues that may need ironing out.

Part of the service includes the Intensive Support Service who support those who may be at risk of inpatient admission to remain in the community. This is linked to the transforming care agenda to keep people in Surrey, prevent hospital admission and patient breakdown.

Inpatient accommodation for those with a learning disability comprises of the six bedded Deacon unit based at St. Ebba's in Epsom; the service is designed to provide specialist assessment and treatment for those with a learning disability in Surrey. All services have close links with each other; the specialist service and Deacon Unit is always referred to through community learning disability teams.

The service is for adults only over the age of 18 who have a learning disability, although the person doesn't necessarily have to have had a formal assessment of a learning disability. The team can provide learning disability assessments if they have a health need that requires input from the team. They want to support people where they have been unable to access mainstream services and work with people with a range of difficulties i.e. getting health needs met – de sensitisation for needles etc. supporting those with complex epilepsy, challenging or risky behaviour. They provide direct individual therapy and run groups, some of which are with mainstream services such as IAPT.

The team provide a dementia service for those with a learning disability.

Rosemary Moore commented that those with learning disability are prone to develop dementia and asked about hospitals – what information is available for people to know that the liaison nurse is available? Emma explained that the acute liaison nurse is based in the acute hospitals and will be able to provide a great deal of information to families and carers; staff in the acute hospital will be aware of the liaison service as they have been based there for some time building relationships.

The team work with carers and a good portion of their work is offering family therapy, behavioural support and advice, post diagnostic dementia and those with dementia will be open to the team for the rest of their life.

FoCUS members noted that CBT is heavily word based and asked how this works for people with a learning disability; Emma explained that they do offer adapted CBT if this will meet the person's needs and they use a range of creative resources to support individuals. This may not be the right approach for some and have an eclectic mix of therapies that can be offered. They work with whatever will be best for the individual which will be working with families, therapies, adapted CBT, adapted IAPT etc. Referrals can be taken from anywhere.

If someone needs more complex they can offer one to one support.

The group thanked Emma for her time.

7. CMHRS Update

Duncan Sloman updated about Runnymede and Spelthorne;

- Section 75 – Surrey County Council felt that SABP weren't fulfilling many of the Surrey County Council requirements and decided to take the social workers out of the team to work independently (this has happened in other places in the country too). There are a few specialists that are the exception to this rule.
- The team will be solely focussed on their health responsibility and therefore won't have to focus on Surrey County Council requirements - rights to care packages etc. will all go through county council model.
- In terms of clustering there are different care pathways for individuals with their particular diagnosis and Duncan hopes they can now focus on clinical activities and will see a difference in a few months' time.

- They are planning how they will work after October and looking at who will be the most appropriate person to take responsibility for an individual's care.
- The Trust are advertising for Mental Health Practitioners meaning that social workers that were in the team before can reapply for positions in the mental health team and will be known as MH Practitioners; there has been some interest and interviews have started in parts of the county.
- The hot desking at Unither House will have more availability but hope to recruit MH Practitioners who will also be using these spaces.
- Social workers will work under a different electronic record system which could be problematic, however the AMHPs will have access to SystemOne.
- They are now fully staffed in nearly all areas and things are looking good.
- Older People's services and Spelthorne CMHRs will be based at the old Bramdean/Kingswood site as the Cedar Unit can't be used as they are not able to get a 25 year lease and the site will possibly be redeveloped.

Sylvia Jones commented that it sounds like the CMHRS are losing some staff due to the withdrawal from the Section 75 and Duncan said that whilst they have lost staff they have also lost the social working responsibilities so Trust staff can focus on health rather than being a generic role. They can now do therapies and the whole team are geared up for therapeutic interventions and there should be noticeable improvements.

Sylvia advised the group that their Spelthorne Carers group are looking for a venue for a forthcoming meeting and Duncan agreed to highlight this to Dr Anna Preston to see what is possible at the Unither House site.

8. Date of next meeting: Monday 14th October 2019, The Chertsey Hall Heriot Road, Chertsey, KT16 9DR

Issues to go to next FoCUS Committee meeting, 12th November 2019

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Actions

1	Following an action from the June minutes the Trust offered to draw up the process around how a person can change where they receive their care (whether it be changing who is treating them or their CMHRS etc.) so the steps to take	Jo Lynch
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	are transparent (and in easy read). It was agreed that this would be followed up with the Trust in September.	
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Contact details for your Support Team

<p><u>For Member support please contact:</u> Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People Tel: 01483 456558 Text: <u>077809 33053</u> Email: clare.burgess@surreycoalition.org.uk Email: jane.ahmed@surreycoalition.org.uk Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL www.surreycoalition.org.uk</p> <p><u>For Meeting support please contact LF Solutions:</u> office@lf-solutions.co.uk Tel/Text 07727 273242</p>

Glossary of Abbreviations:

AMPH	Approved Mental Health Professional
AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapy
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Programme Approach
CPA	Carers Practice Advisor
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CQUIN	Commissioning for quality and innovation
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
OT	Occupational Therapist

PALS	Patient Advice and Liaison Service
PETS	Patient Experience Trackers
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
RC	Responsible Clinical (psychiatrist under the Mental Health Act)
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self-Directed Support
SPA	Single Point of Access
STP	Sustainability and Transformation Partnerships
SHIPP	Surrey High Intensity Partnership Programme
STEPPS	Systems Training for Emotional Predictability and Problem Solving