



FoCUS

South West Surrey Area Group Meeting Wednesday 6th June 2018 1pm – 3pm

Guildford Baptist Church, Millmead, Guildford

Minutes of the Meeting

Attendees: Paul Earl, Linda Galligan, David Muir, Claud Norris, Alex Lepkowski, TMG, Simon Tester, Rosemary Moore (FoCUS Rep NW), Sandy Riddle, Alice Knight

Jackie Forbes (Action for Carers Surrey), Lisa Roberts (Surrey Young Carers), Donna Davies (Advocate SDDP), Zeenat Mosaheb (Complaints & PALS), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Caroline Hampshire, Member A, Liz Patroe (CCG), Simon Telling

1. Welcome, introductions, ground rules

Jane Ahmed, the FoCUS Involvement Facilitator, welcomed attendees to the meeting and introductions were made.

2. Minutes of previous meeting (April 2018)

Accuracy

Item 7, paragraph 4; should be amended to read 'Guy informed the group that they do try to resolve issues locally and when this is not possible it will have to go through the complaints process'.

Item 7, paragraph 3; Simon Tester reported that he was surprised/bemused at how the Trust had worked out the percentage not confused.

Subject to the changes above 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 April 2018:

1	Jane to request the Suicide Prevention Strategy from SABP Communications team. Completed.
2	Jane to print out the emails from the Trust regarding the suicide prevention meetings and send them to Simon Tester. Completed.
3	Feedback to the Trust that SW Members suggested including the list of what to pack for a hospital stay in the following areas: <ul style="list-style-type: none">• Inpatient and CMHRS reception areas.• Include the list of items that can't be taken in to hospital. Completed.
4	Circulate the templates around mental capacity, advances statements and decisions to FoCUS once signed off from the PAG. Ongoing.

3. Feedback from FoCUS Committee

Jane Ahmed ran through the FoCUS Committee meeting Summary and highlighted the following:

- There has been a lot of discussion about the Discharge Leaflet and the Trust recognised the lack of progress around this stressing this does not reflect the work FoCUS has contributed so far. Unfortunately, a date cannot be given for publication as yet, however FoCUS will be updated as soon as this has been agreed. Lisa Roberts wished it to be noted in the minutes that she has tried several times to engage with the Trust to produce a leaflet suitable for young carers and it is very frustrating that she has not had a response.
- Funding has been agreed for the Single Point of Access (SPA) which will launch in October 2018. If staffing proves an issue the Trust will roll this out in a phased way initially.

- There was lots of discussion around Advanced Decisions and Advanced Statements and FoCUS will have input into this work going forward with presentations to the local area groups in September. There is a working Group looking at these and suggestions from FoCUS have been taken forward to this. The SW Group discussed this further and were pleased to be involved in this work going forward and wished to stress that the Care Plan is the critical document to ensure that other documents such as Advanced Statements and Decisions and Crisis & Contingency Plans work.
- FoCUS also heard that the Care Plans at Waverley CMHRS are out of date and that they have a waiting list of 50 people due to staff shortages. Maggie Gairdner agreed to look at this issue further and noted that there are some staff shortages in terms of permanent staff.
- Issues regarding the ACU were discussed, particularly entering and leaving the main entrance. It was noted that Elaine Braithwaite (lead Governor and NW FoCUS Rep) will be leading a Task and Finish Group to look at a working arrangement for the café/shop.
- Gavin Wright gave a presentation on SABP workforce and highlighted four areas they will be focussing on:
 - Valuing staff
 - Health and wellbeing
 - Communication
 - Fair treatment

Rosemary Moore commented on a programme called 'Enrich' where people are trained, and then paid, to provide peer support to people upon discharge; Rosemary has asked Gavin about the funding for this and she has also asked for a leaflet about it. Members were surprised that this has already started and were not aware of it.

- The Group discussed the lack of CMHRS Managers at local area meetings although they had previously been reassured that local CMHRS Managers will attend. Paul Earl raised concerns that many senior managers only work part-time at the Trust including those psychology, making services thin on the ground, and meaning staff are often not available. Zeenat confirmed that the Trust have been advertising for full-time staff and unfortunately there are not a great amount of people applying. Paul felt this was not good for people using services.
- Rosemary Moore spoke about the update circulated about the Transformation Programme and Lisa Roberts suggested that as Members, people who use services and carers, they need to be involved in the commissioning process at the beginning so that the correct service is commissioned.

- The Group discussed the Involvement Workshop which is taking place on 29th June and the support team encouraged FoCUS Members to attend if they are able. Many of the SW members thought this was just wasting more money to do more of the same work that has already been fed into.

4. Local Issues from FoCUS members

Good news and Compliments

Some carers in the group spoke about the 'carers emergency card' they had been given by the mental health team. When registering for the card the carers gives two emergency contacts who can be contacted in the event the person carrying the card has an accident or is taken unwell. The emergency services are alerted to the fact that there is someone who needs to be looked after. If a carer is unable to give any emergency contacts they are asked to state this and in the event that none of the contacts provided are available someone will be sent to ensure the cared for persons needs are met. Members with experience of the card commented that it is a good service and works well. Cards are available in GPs surgeries.

There has been a shortage of permanent care co-ordinators at Guildford CMHRS and one member spoke about their experience of the process of their loved one (who does not have a care coordinator) being transferred to social care; the good news is that they now have someone to support them, however the transfer hasn't happened and this has been ongoing for 18 months.

Local issues

Simon Tester reported that he has been in contact with three medical professionals who have all commented that there are internal problems with SABP; Simon would like it noted that among medical professionals there are concerns. Simon would also advise anyone using services to get copies of their notes where possible so they can check what has been recorded.

Simon also commented on the reduction in days made by the Trust to respond to complaints and suggested that as they are now getting twice the amount of complaints they shouldn't be cutting the response rate until they can satisfactorily meet the original timescales.

Alice Knight has had her assessment, however felt it didn't go well; whilst she received information about support into colleges and employment she was not given any support with day to day living. The person carrying out the assessment does not engage in issues and asks what support the person wants, but how are they supposed to know what is available to them?

Jane Ahmed had received issues from a person who was unable to attend the meeting who had called the Crisis Line every night for two months, both before and after midnight, and found it to be constantly engaged. Zeenat was sorry to hear this person's experience and confirmed that there are only two practitioners working every night and if they are busy it can be difficult to get through. FoCUS would like to know if there is an answerphone available on the Crisis Line and Zeenat agreed to find out. If the Crisis Line has an answerphone FoCUS suggested including a message to let people know where their local safe haven is and opening hours.

Rosemary Moore recently visited Victoria Ward in Farnham Road hospital and explained that there isn't any user involvement or information about FoCUS available on the ward. Whilst Jane Ahmed has already visited Farnham Road Hospital she is happy to speak to the Trust about visiting Victoria Ward.

The group appreciated the Carers report however found that the graphs are still too small and cannot be read easily; please can the size be increased.

5. CAMHS Update, Nicola Dykes

Unfortunately, CAMHS were not present at the meeting.

6. CMHRS Update

Unfortunately, there was no representation from the CMHRS at the meeting.

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

Zeenat explained that the report is the second edition of the new style report; prior to this there was a quarterly Expert Report and the feedback received was that there was a lot of information which was not user friendly. This feedback was taken away and the new style was produced.

It is a working document and the Trust welcome feedback for continual improvement.

This report covers activity from October 2017 to March 2018 and highlights include:

- Page 3 gives key facts about SABP and the population served. Zeenat pointed out that the Trust provide only Drug and Alcohol services in the Hounslow and Brighton and Hove areas.
- Zeenat updated that the response to the staff survey was very good with the Trust scoring 3.84 out of 5 for engagement which is better than average for mental health Trusts.
- The Dementia Study won Best Mental Health Initiative at the ehi Awards.
- With regard to Compliments, PALS and Complaints they have investigated 47 complaints, received 312 compliments and had 220 PALS contacts.
- In March 2018 they changed their timeframe for responding to complaints and these are now responded to in 25 working days; at the end of April they were up to 80% of complaints responded to. This trend continues and investigators are investigating in a timely way and the process has improved.
- P5: During October – March, results from Your Views Matter showed that out of 1932, 1340 people (69%) were satisfied with the services received and 104 out of 144 (72%) of carers were satisfied with the services and 91% of people would recommend the service to friends and family. Members noted the positive feedback included in this page and felt that to make it more realistic they should have included some negative feedback. The meeting discussed the terminology around how complaints are recorded and felt referring to formal complaints as just 'complaints' can be misleading; members suggested that formal complaints should be noted as 'formal complaints' and contacts should state that they include informal complaints. The SW group would also like the Trust to include any learning from the complaints received and responded to.

Claud Norris and other members explained that often people have given up complaining as nothing happens. Rosemary Moore commented that at the last committee meeting Elaine Braithwaite suggested that Maggie Gairdner read some of the online reviews about the ACU if she had not done so already.

- P7. The Trust have received their first outstanding rating from the CQC under the well-led domain this was for the Deacon Unit in Epsom.
- All the residential social care services have a 'good' rating from the CQC apart from Hillcroft which requires improvement in one area.
- The Trust are developing and rolling out the suicide prevention strategy and Liz Holland is spear-heading the Quality Improvement (QI). They are encouraging lots of teams to take on small QI projects and part of this is around suicide prevention – the Trusts aim is to have zero suicides.
- Zeenat pointed out the appendices giving feedback about the working age adult and inpatient services and was happy for members to contact her with any questions after the meeting.

Alice spoke to the group about the difficulties staff may face building trust with someone who is autistic and that mental health services need people trained well. Alice gave the example of an inspirational trainer called Phoebe Caudwell and felt that the Trust could learn from her. Further information can be found at <http://www.phoebecaldwell.co.uk/>

8. Date of next meeting

Date of Next Meeting: Wednesday 4th July, Godalming Baptist Church, Queen Street, Godalming, GU7 1BA

Issues to go to next FoCUS Committee meeting on 7th August 2018

Actions

1	FoCUS has just learnt about the 'Enrich' pilot where people are trained, and then paid, to provide peer support to people upon discharge. FoCUS would like to know more about this service and how it is funded; many members were also surprised that this has something that has already started and yet FoCUS are not aware of it.	Lucy Finney Jo Lynch
2	<p>Zeenat to confirm whether the Crisis Line has an answerphone message when the line is engaged. FoCUS would also like to suggest that any answerphone message include details of local safe haven's and opening times.</p> <p>Completed: The Crisis Line already has an automated message requesting callers to leave a message when the lines are busy and this is how they pick up the voicemails. Having the details of all the safe havens as an automated message would be too long as they can't have just the local ones and will need all of them.</p> <p>Note: The crisis line should not just have an engaged dialling tone and the Trust have asked if FoCUS can tell them when there was problems with the line and they can look into it.</p>	Zeenat Mosaheb
3	Jane Ahmed to speak to the Trust about visiting Victoria Ward to provide information about FoCUS.	Jane Ahmed
4	Graphs in the Carers Report at still too small and difficult to read – please can the size be increased.	Ann Stevenson Jo Lynch
5	FoCUS members recognise that staff may find it difficult to build trust with someone who is autistic and that mental health services need people trained well. An example of an inspirational trainer called Phoebe Caudwell was given and some members felt that the Trust could learn from her. Further information can be found at http://www.phoebecaldwell.co.uk/	Jo Lynch

Contact details for your Support Team

For Member support please contact:
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For Meeting support please contact LF Solutions

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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
CPA	Care Planning & Assessment
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
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self Directed Support
SHIPP	Surrey High Intensity Partnership Programme

STEPPS	Systems Training for Emotional Predictability and Problem Solving
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