

FoCUS

South West Surrey Area Group Meeting Wednesday 5th June 2019 1pm – 3pm

Guildford Baptist Church, Millmead, Guildford GU2 4BE

Minutes of the Meeting

Attendees: Rosemary Moore (SW FoCUS Rep), Paul Earl, Linda Galligan, David Muir (SW FoCUS Rep), Tony Hall (arrived later in the meeting)

Paul Alexander (Service Manager Guildford CMHRS), Nicky Boydon (Clinical Team Lead, Guildford CMHRS), Jon Jeffries (Service Manager for Liaison Psychiatry), Sue Shaw (Volunteer, Pastoral & Spiritual Care SABP), Anne Cornell (Interim Sector Manager Older People's Team), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Claud Norris (SW FoCUS Rep), TMG, Donna Davies (Advocate), Caroline Hampshire.

1. Welcome, introductions and ground rules

Jane Ahmed welcomed members and reminded the group of the meeting ground rules.

Jane highlighted that it is National Volunteers Week and thanked all members for giving up their time to contribute to FoCUS, particularly the FoCUS Reps who give up additional time to support FoCUS work.

2. Minutes of previous meeting (April 2019)

Accuracy

TMG noted some accuracy points in the minutes and these have been amended.

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 2019:

1	TMG advised that there is currently a leaflet for those up to the age of 18, but there is nothing saying what there is for people up to age 25. It needs to be made clear throughout the paperwork that the Young People's service is available up to age 25 and have this cascade throughout. University students are going to the safe haven and there needs to be discussion about whether this is the right/suitable place for them. TMG agreed to give her views on this to Georgina as members views are welcomed. The support team will put TMG in touch with Georgina Foulds. Completed. Georgina has contacted TMG.
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David Muir recently attended an SABP Members Day and noted the lack of easy-read information, particularly as it was an event around Autism. The group discussed this further and were disappointed these matters have not been addressed as they have been raised by David and FoCUS for some time.

The support team clarified that David is part of a group meeting with the Trust to review Trust literature and decide what would benefit from being in easy-read. This work is ongoing. David has also recently highlighted the lack of easy-read information at Members Days to Julie Gaze, the Trusts Director of Governance and Planning, who has taken an action to ensure going forward those planning Member events (Communications Department) ensure that easy-read information is always available and should be part of their check-list when planning events.

Rosemary Moore had some questions regarding how the Older Adult Community Team link with Victoria Ward. Unfortunately Rosemary had to leave the meeting early and in her absence Anne Cornell explained that they respond when advise that one of their patients been admitted and also communicate with the ward in advance if someone is likely to be admitted. The Community team attend ward meetings when discharge planning meetings take place.

Wards have improved sending out reminders to Community teams to ensure they are aware patients have been admitted whether they are on their caseload or not.

3. Feedback from FoCUS Committee

Jane Ahmed ran through the FoCUS Committee Summary highlighting the following:

- Sharon Spain who is the acting Chief Nurse officer attended FoCUS Committee for the first time.
- Additional feedback about the Safe Havens was given 'attachment 2'. There was also discussion about those intoxicated and who may want to use the safe haven and the Trust explained how they handled these situations.
- The Trust agreed to keep a log of those turned away from the safe havens due to being intoxicated if FoCUS think it would be helpful.
- Positive news is now fed directly back to staff and FoCUS received comments that this is appreciated and makes staff feel valued.
- FoCUS received a one-page summary for the Carers Report but FoCUS Reps feel it lacks detail of the larger report and it was agreed that both reports would be circulated to FoCUS in future.
- The Trust agreed that carers needs may change and therefore assessments need to be reviewed, however this is down to the reality and practicality of making it happen.
- The Trust want to provide the 'whole family' approach more effectively and this is a cultural shift as well as a system and policy shift.
- 30 people attended the Volunteers Open Day, 22 of which completed an application form.
- The Working Together Group have chosen to work on Social Prescribing as their first topic. Please contact Nikki Green at the Trust if you are interested in being involved (nikki.green@sabp.nhs.uk).
- The Trust's recruitment team met the People's Participation team to develop a training support package to support people with lived experience who are supporting the organisation.
- The Trust hope to look at the suggestion of a feedback from at some point in the future.
- Lots of work and initiatives have taken place to drive the standard of care across the Working Age Adult pathway.
- Lack of Learning Disability materials at Members Days in addition to poor signage.

- The Trust have been focussing on supporting people with a Personality Disorder for some time and have undertaken a comprehensive training programme on positive risk taking.
- The Trust acknowledged that there has not been enough attention in reviewing the offer provided for rehabilitation services and they have now held several workshops which have identified some gaps that lead on to a bigger piece of work to be completed. Margret Laurie House, as a rehab function, is needed as part of this pathway.
- The Trust are looking at treatment offered in community teams as they know there are slight differences that need to be standardised.
- The Annual Plan for 2019-20 sets out changes to make services better, what they will do to help staff to do their jobs well, how they will improve their buildings and how money is being spent.
- The recruitment of a new Chief Nurse Officer is nearing conclusion and a formal announcement will be made when possible.
- There has been a formal letter from East Surrey CCG to confirm they are working more closely with Surrey Heartlands ICS with a view to moving into Heartlands in a year.
- Stephanie Forster has left the Trust and a new Communications Director has been appointed, Marcel Berenblut, who will pick up the strategy piece of the equality work. Rosemary Moore spoke about being involved in the recruitment of the new Communications Director, however felt that there was no person that uses services involved in the process.

David Muir asked who the Director of Learning Disabilities is at SABP as he would like to be more involved in his role as Governor.

The conversation returned to easy-read information with some FoCUS members feeling that it is shameful that these issues have not been resolved by the Trust. Some FoCUS members present also suggested that that FoCUS papers such as the minutes should be in an easy-read format or geared to the individual. The support team will discuss this with the Trust. Rosemary Moore felt that paperwork can often cause some members problems.

Jo Lynch is the contact person with the Trust and Jane Ahmed will email her to ask her to ensure that speakers at meetings send presentations in advance and that they are in the correct format.

The minutes of the FoCUS Committee note that Reps commented that Members day are Surrey focussed when they should be condition specific and Rosemary Moore queried what this meant? Jane Ahmed explained

that any Member of SABP can attend a Members Day no matter where it is held and if people from Hampshire attend a venue in Surrey the Trust should be able to say who provides the equivalent service in Hampshire if not provided by SABP.

David Muir also pointed out that a venue used for a recent Members Day was not suitable as it was not accessible for all. David has raised this point with Julie Gaze who has an action to follow this up with those booking events to ensure venues are accessible going forward.

4. Local Issues from FoCUS members

Good news and Compliments

There was no good news or compliments reported.

Local Issues

David Muir raised concern about the problems he has accessing transport to several meetings held by the CCGs of certain areas, particularly Guildford & Waverley and other areas in SW. The FoCUS support team clarified that unfortunately FoCUS is unable to pay transport to attend these type of events as they are not SABP events. David has met with Julie Gaze and the support team who are helping him navigate who he can contact if transport is provided, unfortunately the Trust cannot provide transport for David in his Governor role to all external events. The support team will follow this up with David and the Trust.

Tony Hall suggested a problem with the accuracy of the minutes suggesting that questions are closed down and not escalated to FoCUS Committee. Tony was confused as to the role of a FoCUS Rep and how issues are answered or taken to Committee and the support team explained this. In summary not all issues/questions will go to FoCUS Committee if they can be answered/resolved before the next meeting and if FoCUS members are happy with the response. FoCUS Reps represent the views of members at the quarterly meetings.

Rosemary Moore highlighted that often SABP Members can't get to Members Days as transport is not provided and she felt the Trust need to do something about this. FoCUS Members would like to ask the Trust to give them a clear indication of what people are entitled to as a Member of SABP (also in easy-read) and can Trust rethink their position on transport to Members day.

Jane Ahmed read aloud a question from TMG who could not be present at the meeting but asked “What is being done about the unsuitability of safe havens for the young adult age group as the atmosphere can often be that similar to a mental health hospital ward - not suitable for those young adults who are experiencing mental health difficulties, perhaps for the first time?”

TMG would also like to ask what the Trust is currently doing to support and reach out to this young adult age group overall? Are there any gaps in this service and what can be done by FoCUS to address this – or is there another more appropriate, time effective way to address this?

Paul Alexander commented that the safe havens do refer on to the CMHRS and often these referrals are for young people aged 18-24 years old. Some FoCUS members felt that when a person turns 18 they are an adult and should use adult services – why is this 18-24 year old age group different? Anne Cornell suggested that raising this question gives an opportunity to reflect how the space and the resources at the safe haven may be of use to everybody or to strengthen the approach.

Tony Hall commented that they are all project driven to look at the ideal model and that the 18-24 year age groups is based on project feasibility study.

Jane was also asked to raise a question relating to autism and the experience of a family who have had a long wait without any contact from CAMHS and now have mental health concerns. It was suggested that PALS are contacted again, but FoCUS could ask a further question if required.

5. Service Updates

Sue Shaw wished to highlight that Victoria Ward at Farnham Road Hospital now care for both men and women which is excellent.

5.1 Older Adults, Anne Cornell

Anne works with older people with mental health conditions but is always interested in what else is going on in the wider arena, although it can be difficult to be involved with everything.

Dr Kate Jefferies is leaving in July and they have appointed a new consultant who will be with the Waverley patch and on the care home pathway.

5.2 CMHRS Update

The CMHRS service will now be called CRT (Community Recovery Team) and the Home Treatment Team will also be known as a different name. FoCUS members would like it noted that changing the names of services is confusing to both staff, people who use services and carers.

Guildford CMHRS is the only community team that doesn't have a waiting list in the Trust and they are doing well. There are no current vacancies but the split with Surrey County Council (SCC) colleagues (S75 Agreement) may cause some issues and Maggie Gairdner will devise a letter to explain this. A Section 75 is the agreement with the local authority and SABP to provide mental health services to the local population. SCC have not been able to do some of the work around the Care Act and therefore would like to split from the Trust.

David Muir spoke about Board walk arounds and would like to be involved with these, he always misses those particularly relating to Learning Disabilities. The support team will ask Mandie McLennan to contact David about this.

Paul Earl raised concerns about his recent experiences with his social worker and asked how the end of the Section 75 agreement will affect him. Paul Alexander explained that most people with a social worker will be asking this however, at present the Trust will not know what the SCC model looks like until October. The Trust has said it disagrees with the approach and wants to remain impartial.

5.3 Psychiatric Liaison, John Jefferies

The Psychiatric Liaison team are based in the Royal Surrey County Hospital (RSCH) and are a Core 24 compliant service. Part of the Five Year Forward View from NHS England said that Liaison teams had to meet a certain standard and core compliment of staff.

The team at the RSCH are fully established with a 24-hour service and now has 11 full time clinicians and 2 full-time equivalent consultant psychiatrists. They offer mental health support to people in A&E and those in the acute hospital. The team will see someone in A&E within 1 hour and on the ward will see someone within 1 hour in an emergency or if not they will be seen within 24 hours. The team also train and teach acute hospital staff about mental health.

The meeting discussed mental health patients being seen in A&E and Jon advised that if the person has a physical health need that would be treated prior to being seen by Psychiatric Liaison - they will respond as soon as they get the referral.

The team became Core 24 in April 2018 along with St. Peter's and East Surrey Hospital became Core 24 compliant in April this year; three out of the five acute hospitals are Core 24 compliant.

They recently went through planned accreditation essentially looking at best practice and they are waiting for a decision back which goes to the Board at the end of June.

Jon explained that the RSCH hold a Mental Health Steering Group meeting from a RSCH Strategy point of view and will send details for circulation to the support team should people wish to be involved.

6. Date of next meeting

Date of Next Meeting: Wednesday 3rd July 2019, Godalming Baptist Church, Queen Street, Godalming, GU7 1BA.

Issues to go to next FoCUS Committee meeting on 13th 2019.

Actions

1	Support team to find out who David Muir can liaise with in the Trust about Learning Disabilities in his role as LD Governor. Completed. The Director of Learning Disabilities in the Trust is Phillipa Alisiroglu and the support team will work with David Muir to help him connect better with the service.	Support Team
2	FoCUS Support team to speak with the Trust about FoCUS papers being easy-read.	Support Team Jo Lynch
3	Jane Ahmed to contact Jo Lynch to ask her to ensure that all speakers/presenters to FoCUS sent any presentations/paperwork in advance of the meeting and in the correct format i.e. no writing on coloured backgrounds, difficult to read graphs etc.	Support Team Jo Lynch

4	Support team to liaise with David Muir and SABP regarding transport to external events in his Governor role.	Support Team
5	FoCUS Members would like to ask the Trust to give them a clear indication of what people are entitled to as a Member of SABP (also in easy-read) and can Trust rethink their position on transport to Members day.	Jo Lynch Support Team
6	FoCUS understands that the CMHRS and HTT will be changing their names and would like it highlighted to the Trust that changing the names of services is confusing for both staff, people using services and carers.	Jo Lynch
7	David Muir spoke Board walk arounds and would like to be involved with these, he always misses those particularly relating to Learning Disabilities. The support team will ask Mandie McLennan to contact David about this.	Mandie McLennan
8	<p>What is being done about the unsuitability of safe havens for the young adult age group as the atmosphere can often be that similar to a mental health hospital ward - not suitable for those young adults who are experiencing mental health difficulties, perhaps for the first time?</p> <p>FoCUS would also like to ask what the Trust is currently doing to support and reach out to this young adult age group overall? Are there any gaps in this service and what can be done by FoCUS to address this – or is there another more appropriate, time effective way to address this?</p>	Jo Lynch

Contact details for your Support Team

For Member support please contact:
 Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People
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 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

For Meeting support please contact LF Solutions
 Lucy Finney / Office Tel / Text: 07727 273242
 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk

Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CAG	Carers Action Group
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