

**FoCUS**  
West Area Group Meeting  
Thursday 14<sup>th</sup> March 2019  
1pm – 3pm  
Aldershot Centre for Health, Hospital Hill, Aldershot

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Minutes of the Meeting

**Attendees:** Janice Clark (FoCUS Rep West & SABP Carer Governor), Nina Cornwell, Natasha Hall, Chris Hall, David Muir (FoCUS Rep SW), Tony Hall, Jenny Barlow, Veronica Kamerling

Catherine Wheeler (CPA), Sue Peck (CPA), Clare Burgess (CEO Surrey Coalition of Disabled People), Donna Davies (Advocate), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes)

## 1. Welcome and apologies

Apologies were received from Colette Lane, TH, Carol Frost (CMHRS Manager, NE Hants) and Linzi Gardner (CMHRS Manager, Surrey Heath).

Attendees were welcomed to the meeting and introductions were made.

## 2. Minutes of the previous meeting and matters arising (January 2019)

Jane Ahmed informed the group that the Recovery College are keen to offer courses however are struggling to find venues in Surrey; if any FoCUS members have any contacts or are able to suggest accessible locations with parking please contact the support team who will pass this information to the Recovery College.

Jane made two nominations for Care Awards, one for FoCUS Reps who were unfortunately unsuccessful in their category and one for Colette Lane; Jane was pleased to report that Colette won this award.

## 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 January 2019 Meeting

1	<p>Following the announcement from the Trust that Farnham residents will now be treated under the NE Hants CMHRS, FoCUS had suggested that the SW and West areas monitor this move. FoCUS would like to ask for an update and how it is working as NE Hants is not an integrated team?</p> <p><b>Completed. We are well into the process of reviewing the individual care needs with a view of transferring care to North East Hants if appropriate. We are reviewing each individual's Recovery need between the two teams. We aim to have this completed by 31<sup>st</sup> March 2019.</b></p> <p><b>A copy of the letter that we are sending out to the GPs in the local area that narrates the reasons for the transferring of care, the impact for their service users and the contact details for the two team managers, has been circulated to FoCUS.</b></p> <p><b>Copies of the letters that we are planning to send to service-users and their carer's that will be effected by the pending move have also been circulated to FoCUS. Service-users have also been informed by their care-coordinators where appropriate.</b></p>
2	<p>A FoCUS member spoke about individuals in Surrey who called a 'crisis service' over the Christmas period and received a very poor service and will now be putting in an official complaint. Tony was asked to confirm which Crisis service was called to confirm whether this was the Crisis Line and whether this can be looked at further by SABP.</p> <p><b>Completed. This has been escalated to the CQC and Jo Lynch will arrange a meeting with the CQC to talk about this.</b></p>
3	<p>One of the plans in the 10 Year Forward View is seven day crisis support. FoCUS would like a representative from the Trust to come and speak about the 10 Year Strategy for Mental Health and what the Trust will do and when? <b>Completed. We would be happy to come</b></p>

	<p><b>and give a presentation to FoCUS area groups on the Long Term Plan which was published earlier this month. We usually present our annual Operational Plan, which describes our plans for the coming year, to the FoCUS Committee in April/May and will be happy to share this with the Area Groups then also.</b></p>
4	<p>Do the Trust know how many people using the Borders Health Centre live in Guildford Borough and therefore are consequently under the NE Hants and Farnham CMHRS? How are their social care and carers assessments organised and does this work successfully? <b>Completed. At this point in time the Trust has no people using our services that are open to The Border Practice, Aldershot and open to Guildford CMHRS.</b></p> <p><b>The Trust however has a total of 3 people using our services that are open to The Border Practice, Aldershot and are managed by 3 separate CMHRS teams outside of the North East Hampshire locality. The management of their adult social care needs and carers assessments sits with the integrated CMHRS team that the person using our services is open to. There have been no issues that have arisen through this arrangement that the Trust is aware of but please do let us know if you have experienced any issues.</b> <b>Tham Dewa</b></p>

#### Matters arising

Jane received feedback from Tham regarding the audit of the CMHRS letters and asked for details to be included in the minutes:

*“This is quite a dynamic situation and since the audit quite a lot has gone in to standardising letters that go out.*

*With the roll out of the Single Point of Access (SPA) all initial appointment letters will be standardised as people using our services referred in to services will be receiving their appointment letters via SPA. By the end of March 2019 all referrals will be going through SPA so this aspect will be complete by that time.*

*With letters following assessment that go out to GP’s and People using our service, all CMHRS teams use a standardised letter.*

*In the teams there are processes in place which are supported by admin to ensure that letters following assessment are sent out within 7 days. However, outcome of assessments is fed back via telephone prior to the letter going out. With the new assessment process being brought in with SPA, CMHRS teams have changed the way assessments are done which will enable people using our service to get the outcome of the assessment and the plan of care on the same day in the majority of cases.*

*We are continuously looking at ways to improve communication with all stakeholders and the Trust is actively looking at ways to implement E-Docs and E-Referrals (electronic) to improve the sending out of letters and discharge summaries as well as receiving referrals.”*

### **3. Local Issues – Good news, Compliments and Issues**

#### Good News/Compliments

Janice Clark updated that those living in the Surrey Heath CMHRS area will now usually get inpatient care at Farnham Road Hospital unless due to pressure on beds they will have their inpatient care elsewhere.

Tony Hall updated that there is good work around the Care Act going on and outstanding issues are being joined up.

There is a self-advocacy group which is open to everyone (Treat Me Well).

During a recent visit to Juniper Ward at Farnham Road Hospital, a member was very impressed with the staff who were supportive and welcoming in all aspects of their work.

#### Local issues

West FoCUS would like to hear how the volunteer recruitment day went on 25<sup>th</sup> February 2019.

Chris Hall would like an update from Katy Matthews regarding outcome after flagging concerns raised as Action 6 from the December 2018 minutes.

Catherine and Sue gave a brief CPA update:

- New advice and information sessions held on the second Thursday of a month have now begun and are open to all carers. This is not a carers support group but an opportunity to meet the Carer Practice Advisors and ask for advice and information.

Janice Clark asked whether these sessions will be open for carers of those with dementia and Sue was sure it can be developed to include these people.

David Muir asked Catherine and Sue to feedback to Action for Carers that if a carer or person using services has a learning disability and a mental health concern it is not always dealt with.

FoCUS members would like to ask the Trust about inpatient services for those with an eating disorder – is there a specialist unit for this service?

#### **4. Feedback from FoCUS Committee**

Jane Ahmed talked the meeting through the FoCUS Committee Summary highlighting the following:

- Surrey Coalition of Disabled People have a new CEO, Clare Burgess who attended the FoCUS Committee meeting.
- FoCUS thanked the Trust as the majority of CMHRS managers have recently been attending local FoCUS meetings.
- Positive comments will be sent to the staff member directly with the divisional Director copied in.
- Nikki Green came to explain how the new Working Together Group will run and that it is not just for FoCUS members but for those more widely interested in involvement. The quarterly Reps meeting will be the first Working Together Group looking at potential topics to take forward. There will then be two further meetings before the next FoCUS Committee to discuss the issue. The group will be action-led and not for further discussion of the topic. People will be supported to attend in a variety of ways by the participation team.
- The Trust held an open day on 25<sup>th</sup> February to recruit volunteers and in the first instance looking to recruit people who use services and carers; this will be followed up by other events.
- FoCUS Reps suggested paying for training courses for those people who have been volunteering with the Trust for some time to help with their work in the Trust and recognise their contribution.

- FoCUS asked the Trust to consider Non-Exec patient roles as it is important to have lived experience within the workforce.
- The Trust agreed there is no consistent Trust wide approach to those being paid for attending Committees and this is adhoc at present. There needs to be a core set of principles jointly developed that can be applied so people are clear.
- Complaining about a person who is providing treatment or caring for someone on a ward can be difficult and this was recognised by the Trust and will be fed back to the teams. The Trust will also make it clear to people using services and carers that PALS are able to help with the process if a person wants to change the person treating them.
- The Trust recognised the issues raised regarding PALS and it was reported that the team should now be fully staffed. A dedicated member of the team will now be working on providing faster responses to telephone calls.
- The Trust updated on the Annual Plan.
- FoCUS are awaiting a response from Georgina Foulds regarding people being turned away from Safe Havens if they are intoxicated. FoCUS suggest the Trust keep a tally of those turned away from the safe haven so a record is kept.
- Reps feel the reduction of people scrutinising the Quality Assurance Committee is disappointing, however the Trust commented that they did not make the decision lightly. FoCUS have suggested that each of the three Governors bring an issue to the Quality Assurance Committee for discussion. The Chair, Stephen Firn has offered to come to the next FoCUS Committee meeting and area groups.
- FoCUS addressed the problem of a person using services having to find & pay for their own transport to Safe Havens and Georgina Foulds will feedback on this and a number of other questions.
- The carers and young carers report was discussed. FoCUS felt that carer awareness training should be mandatory for all staff.
- The Trust acknowledged that the carers report is not accessible and therefore going forward will provide FoCUS with a one-page report. Janice Clark commented that Ann Stevenson has tested out, with young people, the young carers report that was circulated and agreed it was probably best as an internal document and the Trust will think again about what they produce for young people.
- CQC visits to the Trust and the well-led inspections have been positive.
- Staff leaving the Trust include Billy Hatifani, Liz Holland and Jonathan Warren.

## Questions for Response:

Q1: regarding the need for more satellite safe havens; Georgina Foulds confirmed there have been discussions with commissioners in the past and will take this forward to the Crisis Care Concordat for discussion.

Q9: This question was not answered by the Trust and will be followed up by the support team.

Tony Hall commented that has been working with the new PALS and Complaints staff at the Trust who seem to be working well.

Tony also spoke about lessons learnt and how they will be holding Governors and the CEO accountable.

Some FoCUS members suggested looking at other locations for the meetings such as Hart or Farnham and the support team will look into this further.

FoCUS members queried whether the Terms of Reference for FoCUS need to be updated to reflect that Farnham patients are now under the NE Hants CMHRS. This will be taken back to FoCUS Committee for discussion.

## **5. CMHRS Update**

No CMHRS Managers were present at the meeting to provide an update.

## **6. Carers Strategy**

FoCUS were asked to suggest the top 5 things they would like to see in a future Carers Strategy. Ann Stevenson asked members, via the support team, to be mindful that it would be helpful if suggestions were small, achievable suggestions around the three main areas they are concentrating on which include Staff Carers, Better Communication and Young Carers.

- Recognition of carers that may have a disability – sight, hearing impairment, physical disabilities, LD and special needs addressed and adjustments relevant to a person's particular disabilities.
- Communications are accessible i.e. letters.
- Staff workers - some staff carers may not feel comfortable sharing their caring status in the work place but others don't mind. Those

who do not want to share may feel they can't use the established carers support services as they have a professional role with the carers support and would feel uncomfortable receiving carers support from either service. There needs to be something more confidential and independent for staff members who are carers.

- Respite care for young carers – a life outside of caring - to include education, accessible communication etc.
- Carers assessment and care plans are an ongoing problem.
- The carer members of the Farnborough Carers group would appreciate more involvement of Trust services and Hampshire Social Care. The carers feel that they now know little about how Hampshire Social care operates; how to access it and what it can offer to Mental Health carers and young carers.
- Carers and medicines management needs dedicated work for those prescribing medications. Various medications are only prescribed on a weekly basis and therefore if a pill is lost or dropped or it is a bank holiday it can throw the person out of sync and can be difficult to get an emergency prescription. Pharmacists operate differently and also carers have noticed that the more flexible carer friendly approach has ended as prescribing rules seem to have been tightened up. The carers requested that the Trust must give greater thought to how medicines are prescribed by perhaps prescribing a 2 or 4 week supply that the pharmacist holds on to and dispenses on a weekly basis as needed by the person. FoCUS recognise that the Trust have done lots of work around people being responsible for their own medicines but often people can be too ill to do so and then this is left to the carer. Bank Holidays also are a concern for running out of medication.
- Medicines management and young carers: it is not acceptable for a person under 16 to be collecting medicine.
- Chemists – some are not overly efficient.
- It is a refreshing move for the Trust to evidence how they have done something or intend to do it, however, there needs to be an auditing strategy in place.

FoCUS would like to ask the Trust who is responsible or represents Learning Disabilities on the Carers Action Group?

## **7. Date of next meeting:**

The next meeting will take place on Thursday 11<sup>th</sup> April 2019, 1pm – 3pm at Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY.

**Issues to be taken to the FoCUS Representatives/ Committee Meeting:**

**Next FoCUS Committee meeting 14<sup>th</sup> May 2019:**

1	FoCUS members queried whether the Terms of Reference for FoCUS need to be updated to reflect that Farnham patients are now under the NE Hants CMHRS? This will be taken to FoCUS Committee for discussion.

**Actions – General**

1	<p>Please can you update FoCUS on the Volunteer Recruitment day held by the Trust on 25<sup>th</sup> February 2019. <b>Completed.</b></p> <p><b>We had a great day at our first Open Recruitment Day for volunteers. We had no idea what to expect and were pleasantly surprised! We met some really lovely people who were so keen to volunteer and had great passion, interest and skills.</b></p> <p><b>30 people attended the day; 22 people completed application forms and were interviewed. 3 people were redirected to the Recovery College. Out of the initial 25 people, 13 identified as having lived experience and 2 as carers.</b></p> <p><b>We have since had telephone interviews or face to face interviews with another 4 people who were unable to make the day.</b></p> <p><b>10 people wanted to work on the Working Age Adult MH wards, 4 people were interested in joining the Working Together group and 6 people were interested in either working with PALS or at CAMHS or CMHRS.</b></p> <p><b>We are working with staff to appropriately place these people so the experience is fulfilling and rewarding for both sides.</b></p>	Nikki Green
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2	FoCUS members would like to ask the Trust about inpatient services for those with an eating disorder – is there a specialist unit for this service?	Jo Lynch
3	Question 9 from the FoCUS Committee documents to be answered by the Trust.	Support Team Jo Lynch
4	Investigate options for meeting locations in Hart and Farnham.	Support Team
5	FoCUS would like to ask the Trust who is responsible or represents Learning Disabilities on the Carers Action Group?	Ann Stevenson
6	<p>The West group have discussed medicine management and included some thoughts in the response to the Carers Strategy. FoCUS could like the Trust to consider ways of making collections more user/carer/family friendly?</p> <p>Extract from minutes for information:</p> <ul style="list-style-type: none"> <li>• <i>Carers and medicines management needs dedicated work for those prescribing medications. Various medications are only prescribed on a weekly basis and therefore if a pill is lost or dropped or it is a bank holiday it can throw the person out of sync and can be difficult to get an emergency prescription. Pharmacists operate differently and also carers have noticed that the more flexible carer friendly approach has ended as prescribing rules seem to have been tightened up. The carers requested that the Trust must give greater thought to how medicines are prescribed by perhaps prescribing a 2 or 4 week supply that the pharmacist holds on to and dispenses on a weekly basis as needed by the person. FoCUS recognise that the Trust have done lots of work around people being responsible for their own medicines but often people can be too ill to do so and then this is left to the carer. Bank Holidays also are a concern for running out of medication.</i></li> <li>• <i>Medicines management and young carers: it is not acceptable for a person under 16 to be collecting medicine.</i></li> </ul>	Jo Lynch Simon Whitfield

## 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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[www.surreycoalition.org.uk](http://www.surreycoalition.org.uk)

For Meeting support please contact LF Solutions:

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**Glossary of Abbreviations:**

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
AMHP	Approved Mental Health Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CMHT OP	Community Mental Health Team Older People
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
FRH	Farnham Road Hospital
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
MAC	Medical Advisory Committee
NICE	National Institute for Clinical Excellence
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
SMS	Short Message Service i.e. text message
STP	Sustainability and Transformation Plans