

FoCUS

South West Surrey Area Group Meeting Wednesday 3rd July 2019 1pm – 3pm

Godalming Baptist Church, Queen Street, Godalming

Minutes of the Meeting

Attendees: Paul Earl, Linda Galligan, David Muir (SW FoCUS Rep), Claud Norris (SW FoCUS Rep), TMG, Tony Hall

Anne Cornell (Older People's Community Mental Health Team for Guildford & Waverley), Donna Davies (Advocate), Natasha Cumberland (Service Manager Waverley CRT), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Caroline Hampshire (Welcome Project), Rosemary Moore (SW FoCUS Rep), Sue Shaw.

1. Welcome, introductions and ground rules

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

2. Minutes of previous meeting (June 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

Page 9 of the March minutes – with regard to the Coalition Newsletter Tony Hall wished to flag up concerns that the newsletter is not communicated to residents groups. It was raised at Surrey Heath Public meeting that residential groups were unaware of the good work being done for the most vulnerable in Surrey and took the action to raise this with Surrey Councillors to include the Surrey Coalition News so that it could be distributed to the resident groups within NW and SW Surrey.

A question to the last FoCUS Committee related to autism and further to this FoCUS would like to ask that while someone is waiting for an autism diagnosis (children and adults) if the person develops severe mental health concerns (emergency) who should they contact?

Actions from June 2019:

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| 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. Ongoing. The support team will address this with the Trust at their next contract review in August. | 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. Completed. | Support Team Jo Lynch |
| 4 | Support team to liaise with David Muir and SABP regarding transport to external events in his Governor role. Completed. David has been provided with information that shows him which meetings he is able to attend with transport provided as a Trust Governor. | 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. Ongoing. This has been allocated to the Trust | Jo Lynch Support Team |

| | Communication Team. | |
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| 6 | <p>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.</p> <p>Completed and noted.</p> <p>Angela Devon acknowledged that there wasn't enough consultation around this change.</p> <p>Tony Hall noted the brilliant work and that there are awareness sessions on the launch of the SPA to manage the expectations of end users and keep them up to date.</p> | Jo Lynch |
| 7 | <p>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. Completed. The support team has liaised with Mandie McLennan who will contact David about joining relevant Board walk arounds.</p> | 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? Completed. We do not have any plans to develop a young adult Safe Haven and maybe we could suggest that people have specific care plans about what would help them in a crisis, using the Safe Haven being part of that?</p> <p>In addition, we have our Mindful Service for 16-25 year olds which is an outreach service to engage with hard to reach young people who would not traditionally choose to use mainstream services. The Trust can provide more information about this</p> | Jo Lynch |

team if people would find that helpful.

It was agreed that FoCUS would ask for more information about the Trust Mindful Service for those aged 16-25 years old.

TMG noted that rapid response team is used for some people instead of them going to safe haven and queried if this is this a better option for university students? Safe Haven is not always a suitable place for young people.

TMG noted that comments in the June minutes queried why the Safe Haven isn't suitable for someone who is 18 years old and TMG said as she works in the university sector she sees there are issues around perfectionism, around social media and there are other issues to do with university specifically and awareness of mental health issues. University's often offer basic information; an article in the Times newspaper states that university freshmen declaring mental illness when they first come into university is up 73% in 4 years. TMG referred to a Nationwide study on university students and access to mental health services and the results highlight that 55.9% of students have access to help with mental health the most common help coming from their GP. The survey also noted that for some who may attempted suicide it took 6 months to get NHS appointment. Universities are tending towards peer support but there are concerns around confidentiality. Often children and parents don't know how to handle things and they need to know where to go and what to do. TMG suggested forwarding the articles to the Trust.

FoCUS would like to suggest that SABP become involved in university induction and to be more visible with an emphasis on wellbeing rather than looking at a student as potentially having a mental illness. Students need to know where to go if they have a problem.

It was noted that Paul Alexander, CMHRS Manager in Guildford, has links with the University of Surrey but FoCUS was unsure of the detail.

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| <p>Natasha Cumberland advised that there are staff members who have gone on to work at universities and they maintain links with them. Natasha agreed to find out more information about the locality of what they do for universities.</p> <p>Paul Earl suggested universities have mental health support, such as a safe haven on campus; there needs to be something on site.</p> <p>Tony Hall has been working in coproduction in universities – we need to communicate the crisis/SPA number. Tony will put these stories to Healthwatch Surrey so they can take this up.</p> | |
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3. Local Issues from FoCUS members

Good news and Compliments

Tony Hall spoke about Learning Disability week and also updated that he met with the CEO, Jo Lynch and Julie Gaze who have said they want to educate senior management on learning disabilities and the Mencap Campaign (Treat Me Well). Hopefully they will pick up the gaps in service that David Muir has highlighted and his work with the Recovery College helping to address the gaps.

DM reported there is quite a few lessons learnt and he can work with the Recovery College so that next year it is a better year and more organised.

Anne Cornell updated that the Older People's service have found a locum consultant to replace that had left and from September there will be a substantive person in post.

TMG was pleased to see in the Transfer leaflet that training for staff on Advanced Statements is planned.

Local Issues

Tony Hall said that it's time for a change and to be open, honest and transparent in what we say and what we do in mental capacity and safeguarding. We have been campaigning for joined up working of health and social care but not every individual is being listened to. Angela

Devon acknowledged the good work Tony undertakes and advised that SABP are trying to address issues and improve and this is part of the care pathway work.

Claud Norris also felt that members attend meetings but nothing moves forward and there is no joined up thinking and it becomes demoralising and depressing.

David Muir was disappointed that he had not been made aware of a workshop on 'positive risk taking' and Angela explained that the 'positive risk taking' workshop is not part of the Recovery College it is through the Trusts work on Personality Disorder and is for staff; Angela will chat to David about this off-line.

4. Transfer Leaflet

Natasha presented the Transfer leaflet to the group, unfortunately there were no large print copies available and therefore Jane Ahmed agreed to post these to members requesting this. Natasha asked the group for comments:

- TMG asked if are crisis and contingency plans are included and Natasha confirmed they are. It is important that crisis and contingency plans are reviewed regularly as part of a person's care, it should be a live document.
- Is there anything in the leaflet that says the crisis and contingency plan or Advanced statement must be current i.e. done within 3-6 months. FoCUS feel it should specifically state that these documents need to be current - i.e. within a three month period. Angela Devon expressed concerns about saying a three month - don't specify 3 months as it reflect the needs of people and suggested say that it needs to be current.
- Surrey Young Carers have consulted with young carers and young adult carers about the Transfer leaflet and they found it was too long and the language was not appropriate for their age.

Tony Hall spoke about how to join up different people with different roles. Often when people are discharged back to community care they don't know where to go.

TMG asked when the leaflet will be finalised and Jane explained that comments collated from FoCUS will go to the consultants and the CMHRS managers - Natasha agreed to update on the timeline for publication.

5. Working Age Adult Care Pathways, Angela Devon

Angela Devon attended the meeting to update the group on the Working Age Adult Care Pathways explaining there has been lots of input and it is an ongoing document. Please refer to the attached presentation.

The Trust started looking at care pathways in 2014 and the difficulties people were having and what the best treatments they could be offered. They recognised they needed to develop new care pathways as they were conscious they weren't doing as well as they could be in relation to Care Plans, Crisis and Contingency Plans etc. and they didn't feel the service was truly recovery focussed. The Trust want people to experience care that is about working together and equal partnership and a big focus of this work was thinking about the family and some fantastic carers have been part of the development work. The Trust were also aware the demand in mental health is increasing significantly and staff find it difficult to cope with the demand to deliver the service they want. They have also had recruitment difficulties, had cuts introduced and therefore it can be difficult with the demand going up and budget reducing.

The Trust will be working hard to reduce the level of suicides, increasing the involvement of families and looking at those with long term mental health conditions and they wanted to focus on thinking about this group. They are keen to achieve a better experience for people using services and carers and also ensure the staff experience is better and this involved getting the recovery model embedded, pathways to be much clearer, getting evidenced based best practice in teams and looking at resources.

Transformational changes going on at the same time within the Trust include pathways for those with Personality Disorder, Primary Care Networks (three pilot sites for mental health staff to work in GP practices), focus on long term conditions, diagnosis of dementia (and those falling through the gaps) and acute care pathway work which has been successful; and the care pathways which will inform the CMHRS work.

Paul Earl was surprised that he has never been asked to be involved in many of the things Angela spoke about and felt as if he had been left on the side-lines. Angela explained that the Trust have tried lots of different ways to involve people such as asking staff to invite people who use services and carers to be involved, posters displayed in the CMHRS's and information sent to FoCUS.

There has been a variety of work taking place including developing new recovery care plans which have completely changed and they have transformed the Crisis and Contingency plans to be more user friendly which people using services and carers have been helping to develop. However, Angela did recognise that not everyone has a care plan and there is a huge push to ensure those coming into the service will get a new one and then looking at those that haven't had one at all. They have developed material and guidelines to improve staff practice and worked hard on the care pathway.

TMG suggested resilience training for staff and Angela said they have mindfulness training and are talking a lot about staff wellbeing and looking at reflective practice for which they have just received funding and hope this will have a huge impact.

The care pathways have been based on clusters. When a person comes into the service their needs and problems are looked at and can be mapped against these pathways to look at the best options for them. They are changing the assessment pathway so they are very holistic and all carers and family are involved. Physical health is also looked at and they are also engaging with Community Connections who can often offer a person something better to help them engage with communities and make the best use of what is available.

When a person comes into the service the first session is developing a Care Plan, Crisis and Contingency Plan and they will undergo a full physical health check. Staff will talk to the person about what they need, what they want to achieve and how best to meet this. This is a much more fluid service and focuses on interventions which are very clear with different tiers of interventions depending on people's needs.

The Trust hope to assess the outcomes in the future to see if things are working.

David Muir offered his assistance in making the slides more accessible and easier to understand and Angela thanked him for his offer.

6. Community Recovery Team (CRT) / Older Adults Update

CRT

Waverley CRT, as a locality, provide 12 hours service before they hand over to the Home Treatment Team. Waverley are open out of hours on Tuesdays and the Friday out of hours work is shared between all the

teams in the locality (Guildford, Waverley, Surrey Heath and NE Hants). There has not been a huge amount of calls during the out of hours period and they will continue to monitor this.

Care Pathway training has been delivered to Community teams and they are working proactively to ensure new people in the service are offered care plans and follow the assessment process; they will work with Angela Devon to ensure the team are confident in the new way of working.

The team are nearly fully recruited and they have also just employed a Band 4 practitioner who does not have a psychology background and will not prescribe medication, however they will facilitate psychology interventions and support physical health checks; this is a new initiative introduced.

Your Views Matters – meetings once a month with stakeholders.

Impact of S75 - there is no further update and the timeline remains October.

Tony – are you aware of the promotion to ask for additional volunteers?

Anne Cornell – Older People's Service:

Anne explained that the Community Mental Health Teams for older people in Guildford and Waverley were separate teams, however they are now working together as one team. They are still based at two locations one in Godalming and the other at the Larches in Farnham Road Hospital and it can be challenging to ensure communication within the team is good.

They are concentrating on re-accreditation for the memory services with the Royal college of Psychiatry and have a planned meeting on 4th September when external people will come along to talk to the team, people using services and carers.

Older People's services have a single point of referral and each team used triage referrals from GPs independently, however this has now been consolidated and there is a core group of people handling referrals across the county to ensure consistency for all.

The teams have been trying to increase the interventions that they are offering such as three clinics running for those post diagnostic alongside the Dementia Navigators from the Alzheimer's Society and this is proving

helpful for patients and carers. They Continue to run Memory Matters and lifestyle matters (Occupational Therapy led intervention).

Paul Earl asked if GP services are mental health aware and would like to hear suggestions about how to get additional support.

FoCUS will ask the Trust for copies of the new carer handbook.

FoCUS would like to ask if the Psychiatric Liaison team train acute hospital staff on autism spectrum disorders as well as mental health?

7. Date of next meeting

Date of Next Meeting: Wednesday 4th September 2019, Godalming Baptist Church, Queen Street, Godalming, GU7 1BA.

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

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| 1 | SW FoCUS would like to ask for more information about the Trust's Mindful Service for those aged 16-25 years old. |
| 2 | <p>A big concern for SW FoCUS is around University students and how they are supported with wellbeing and how they find out about mental health services.</p> <p>In the university sector there are issues around perfectionism, around social media and there are other issues to do with university specifically and awareness of mental health issues; university's often offer basic information. An article in the Times newspaper states that university freshmen declaring mental illness when they first come into university is up 73% in 4 years. FoCUS referred to a Nationwide study on university students and access to mental health services and the results highlight that 55.9% of students have access to help with mental health the most common help coming from their GP. The survey also noted that for some who may attempted suicide it took 6 months to get NHS appointment. Universities are tending towards peer support but there are concerns around confidentiality. Often children and parents don't know how to handle things and they need to know where to go and what to do. Please refer to the attached articles.</p> <p>FoCUS would like to suggest that SABP become involved in university induction and to be more visible with an emphasis on wellbeing rather than looking at a student as potentially having a mental illness. Students need to know where to go if they have a problem.</p> |

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| 3 | A question to the last FoCUS Committee related to autism and support whilst awaiting diagnosis; further to this FoCUS would like to ask if someone (child or adult) develops severe mental health concerns (emergency) whilst waiting for an autism diagnosis who should they contact? |
| 4 | Do the Trust's Psychiatric Liaison team train acute hospital staff in autism spectrum disorders as well as mental health? |

Actions

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| 1 | David Muir suggested including stakeholder and Recovery College events in the Coalition News. Completed. Thank you for this suggestion. Unfortunately we are unable to include every event and meeting in the newsletter because we are limited on how many pages we can include. We try to include information relevant for the whole of Surrey & North East Hampshire. We can certainly consider promoting one Recovery College course if this is something they would like us to do (or a more general article about the Recovery College). For information, Coalition News goes out to around 2000 people and almost 1000 of these are in print (to people with no email) so it is very important that we do consider the size of each edition. Clare Burgess, CEO Surrey Coalition of Disabled People. | Support Team |
| 2 | Page 9 of the March minutes – with regard to the Coalition Newsletter, Tony Hall wished to flag up concerns that the Newsletter is not legible or accessible. Completed. Thank you for giving this feedback. If you would like to contact us directly to let us know which bit was not legible we would be very happy to look into this for you. We produce Coalition News in audio format if this would be of interest, the link to this is on our website and we also send out a CD recording. To ask for Coalition news in audio format please contact the Surrey Coalition office. Clare Burgess, Surrey Coalition of Disabled People. | Support Team |
| 3 | Outstanding Action from July meeting: FoCUS Members would like to ask the Trust to give them a clear | Jo Lynch Comms |

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| | <p>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.</p> <p>Completed. Regarding the benefits of membership these are set out in the membership leaflet, which is also available in easy-read, the link to which is included below.</p> <p>Unfortunately we are unable to offer transport to our Members' Day which is held at Trust HQ.</p> <p>Previously, if we used a venue where public transport links are not good, we have provided a mini bus shuttle from the nearest train station. However, as Trust HQ is so close to Leatherhead train station, we do not feel the need to provide a minibus from Leatherhead train station. Our policy has always been to provide information on how to get to a venue, either by car or by public transport, and to provide information about parking including disabled spaces, but unfortunately we have never been in a position to organise transport for our Foundation Trust (FT) members or indeed to reimburse travel expenses. (The one exception is those members who are Governors).</p> <p>We do have leaflets on our website in Standard, Easy Read and Large Print formats which mention travel expenses around involvement i.e. we pay travel expenses for FoCUS Members to attend FoCUS meetings - see the Easy read Focus leaflet. While FT members get 'invitations to events' (but not transport) - see the easy-read Membership leaflet .</p> <p>However, we will discuss whether 'dial a ride' transport might be an option for those with mobility problems to attend if they live nearby.</p> | |
| 4 | <p>Natasha Cumberland advised that there are staff members who have gone on to work at universities and they maintain links with them. Natasha agreed to find out more information about the locality of what they do for universities. Completed. Justin Wilson, SABP</p> | Natasha Cumberland |

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| | Chief Medical Officer, provides a weekly clinic at Surrey University combined with working directly with the University wellbeing clinic and also the local GP surgeries in the area. | |
| 5 | FoCUS would like to know a timeline for publication of the Transfer leaflet and Natasha agreed to find out and report back. Completed. We are unable to provide a specific time-line for publication of the leaflet as this will be dependent on the feedback that is received however the Trust will keep the group updated with when it is due to be published and circulated. | Natasha Cumberland |

FoCUS has asked for copies of the Carers handbook and they can be found here: <https://www.sabp.nhs.uk/our-services/advice-guidance/info-carers-families/carers-handbook>

Contact details for your Support Team

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| <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> Lucy Finney / Office Tel / Text: 07727 273242 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk</p> |
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Glossary of Abbreviations:

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| 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 |

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| 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 |