

**FoCUS**  
East & Mid Surrey Area Group Meeting

Monday 2<sup>nd</sup> December 2019  
1pm – 3pm

Park House, Randalls Road, Leatherhead, KT22 0AH

---

Minutes of the Meeting

**Attendees:** Rachel Cocklin (FoCUS Rep), Veena Gheerawo, Mary Whitfield, Stephanie S, Angela Dale, Jane Sellars, David Murphy, Val Murphy, Clifford Wright, Jan Angus, Ivy Hawkins, Rosemary Moore

Rachel (Clinical Lead, Home Treatment Team, SABP), Geoffrey Dimba (Manager, Home Treatment Team, SABP), Gardner Gwashavanu (Epsom & Mole Valley CMHRS Manager, SABP), Jane Ahmed (Involvement Facilitator), Lucy Finney (LF Solutions)

**Apologies:** Helen Smith (E&M FoCUS Rep), Dotty Cridland (Complaints and PALS Manager).

Stephanie Spiteri has asked to become a FoCUS Rep again and the group were pleased to welcome her back to this role.

**1. Minutes of previous meeting and matters arising (October 2019)**

Accuracy

The minutes were agreed as an accurate record.

Matters arising

Stephanie S commented on the response received from Action 7 of the September 2019 minutes regarding the Home Treatment Team and that there is only one person on the night shift for the whole of the E&M area. Stephanie and other members felt that the response was not good enough particularly as there is no psychiatric liaison during the night.

Home Treatment Team clients shouldn't have to go to A&E if being treated by the team. The main issue is that one person having to answer telephone calls and also deal with an emergency can lead to gaps in being able to see people. Rachel thanked Stephanie for her comments and hopes that at some point in the future during the night the Home Treatment Team will consist of one qualified and one unqualified person, however this has not been discussed yet. David Murphy commented how the Trust justify just having one person, which isn't enough in case of emergency. How do the Trust measure that only one person is needed – where is the proof?

Jan Angus understands that Epsom hospital has been given some money for winter pressures, part of which will be used to fund 24 hour Psychiatric Liaison over the winter and they are hoping to continue this after the winter.

David Murphy spoke about the Action 1 of the September minutes which covers what the Trust are doing regarding carers policies and the development of carers champions querying how people get involved with the Trust if they can't get to an event?

David also thanked the Trust for the reply about Margaret Laurie House.

Stephanie S asked if there is there an update on Margret Laurie House and was referred to Action 3 of the September minutes. Stephanie also asked if there has been an update about the Crisis Overnight Support Service review and FoCUS will ask the Trust when it is expected to be completed.

#### Actions October 2019 meeting

1	E&M FoCUS members like to know the percentage of patients of each consultant who have an up to date care and contingency plan (consultant name redacted) but would like to know which service. They would also like to a representative from the Trust to attend each FoCUS meeting to present the findings. <b>Ongoing. The Trust's information management team are working to build a report that will give information for Q1. I hope to be able to update with a timeline for this. Jo Lynch.</b>	Jo Lynch
2	Following Action 6 from the September meeting; Rachel Cocklin reported that the experience using Sussex PALS has been poor recently.	Jo Lynch

	<p>E&amp;M FoCUS members would appreciate being updated after contract meetings with Sussex Partnership take place so they can learn of any issues and feedback can be given. <b>Ongoing. Jo has passed this onto contracts and our working age adult leads for the contract and will send on information which may be appropriate.</b></p>	
3	<p>Clifford Wright has received a letter to say that as a Trust member he is no longer able to ask questions at the Council of Governor meetings. This has left Clifford feeling disempowered and he would like to know if he is the only person to receive this letter or whether it has been sent to all Trust members?</p> <p><b>Completed. Julie Gaze Confirmed that there has been no move to stop any member of the public asking questions at the Council of Governors meetings. The last two Council meetings had been overrun and there had not been enough time to invite questions from members of the public at the end of the meeting. The Trust have therefore moved this slot to the start of the meeting so members of the public have the opportunity to ask their questions early on in the meeting to avoid this happening again.</b></p> <p><b>In Clifford has been contacted to invite him to join them earlier, during the lunch time, to give him this additional opportunity to talk about any questions he was thinking about raising.</b></p> <p>Clifford also suggested the Trust work harder to keep people involved in sub-groups better informed about meetings.</p>	Julie Gaze
4	<p>How can people using services and carers be involved in the GPIMHS/PCN's going forward as part of a user group? <b>Completed. Following the recent announcement that Surrey Heartlands Integrated Care Partnership has been awarded £5.7m by NHS England, we have an exciting opportunity to transform health and wellbeing of people with complex mental health conditions living in Surrey.</b></p>	Dr David Kirkpatrick / Judi Mallalieu

<p><b>Surrey and Borders Partnership will be working with a wide range of stakeholders to provide support for people with serious mental illness closer to their communities and homes. Staff from NHS, social care and the voluntary sector will be working closely with GPs to improve local services for people.</b></p> <p><b>Please save the date for an event planned to share more detail with you on Thursday 14th November 9.30am – 11.30am, at HG Wells Conference Centre, Church St E, Woking GU21 6HJ.</b></p> <p><b>Registration details will be shared shortly.</b></p> <p>Jan Angus suggested that those who coordinate meetings across the Trust work hard to ensure that there are not clashes with meetings going forward, as has happened recently therefore allowing people to attend events that are relevant to families. Before arranging a meeting date please check whether other SABP meetings are happening in other parts of the county.</p>	
--	--

## 2. Local Issues

### Compliments and Good News

Stephanie S complimented the following members of SABP staff:

- Dr Fialo who recently went out of his way to help Stephanie when she was distressed; she has also heard lots of positive reports from others about him.
- Rachel Bennet who is very helpful and makes Stephanie's life easier.
- All the staff at the Safe haven in Epsom who Stephanie always finds very helpful.

Jan Angus commented that the SABP Members day at the Harlequin in Redhill on therapies was outstanding and the psychologist talk on 'trauma informed care' was very good. Overall it was an outstanding event.

## Local Issues

Rosemary Moore commented that people from the East still have to go to other areas for inpatient treatment and this is a problem. Rosemary was reminded that a business case regarding a new hospital in the East will be submitted to the Executive and an update can be expected in the New Year.

The group would like an update on how the Single Point of Access is working in the New Year.

### **3. Feedback from FoCUS Committee**

Jane Ahmed ran through the FoCUS Committee summary and highlighted the following:

- Heather Caudle the new Chief Nurse attended her first FoCUS meeting.
- The Children's and Young People's service attended to talk about participation in CYP services.
- The long wait times for routine Autism and ADHD appointments within the CAMHS service were recognised.
- FoCUS highlighted the lack of support for family members living with a sibling with severe mental health and learnt that the Trust offer family therapy as the impact on the family can be immense.
- The Trust expected 35 people to attend the Strategy day on 18<sup>th</sup> November and the participation will come to the next round of FoCUS meetings in January.
- The S75 agreement was discussed and will be updated on later in the meeting.
- The confusion between the names for the SPA and the Crisis line was discussed and the Trust will be thinking about how this should be branded recognising this needs to be worked on and think about the best name for the number and how this will be communicated. They will also look to see if there is any data around consequences of the confusion to the public.
- The Trust acknowledged that the East of the County need hospital provision and the Trust want to address this and diminish travel.

FoCUS members discussed that the transition between CAMHS and Adult Mental Health services can be difficult and heard experiences of young people who didn't know where to turn in crisis as they were uncomfortable going to the adult safe haven. FoCUS Committee heard

that there are some new local developments following a successful bid to develop community model and part of this will be looking at what an 18-25 year old service may look like, however these conversations have not started yet. FoCUS members were pleased however felt there needs to be more immediate help for those transitioning into adult services. FoCUS learnt there are some services available for 18-25 year olds and FoCUS would like to ask the Trust exactly what these services are? Would the Trust consider making the age limit higher than 25 when transitioning to adult services? Can they go higher than 25 or up to age 30?

Gardner Gwashavanu explained that there is a Transition Guide the Trust work with and when a young person reaches 17 years and 6 months old the working age adult service work with the CAMHS Team on this transition for the 6 months prior to the young person's 18<sup>th</sup> birthday. They will have a joint meeting with the CAMHS worker and identify the needs of the young person coming to the CMHRS. The CMHRS teams are aware of these transition issues and Gardner will take the points back that members have raised.

The mindful service works with young people up to 25.

Some members commented that when reading out the FoCUS Committee summary the points should be more succinct to allow more time for other discussion; however it was noted that there may be members who find it helpful to have the summary read aloud as they may not find reading and digesting the information easy.

#### **4. Proposed locations for Services, Philipsia Greenway**

Philipsia is with the property team at SABP and oversees the Hub programme. Philipsia joined the meeting to speak to FoCUS members about proposed location of community services in the Mid Surrey area.

The Trust have a few reasons for now considering looking at the location of community services in the Epsom, Ewell and Mole Valley areas. They have quite a few community services in West Park in different buildings and they are looking at how they can bring them together. The Clarendon House lease (Dorking) is not coming to an end soon but the Trust are looking at whether they can they bring these services into new premises.

Two options will be taken to the Exec Board in a few weeks' time (a two site or three site option) and Philipsia circulated plans showing these. The

lease for Trust Headquarters in Leatherhead is coming to an end in a couple of years and they now have the opportunity to speak with the current lease holder to get more space. The Trust are looking at whether this may allow them to run corporate and community services (CMHRS etc.) on one larger site and have a smaller building in Epsom as the majority of patients come from Epsom and Ewell (this is the two site option). The three site option includes continuing with a site in Dorking. They are currently talking to staff and stakeholders about potential benefits to having a site housing both corporate and community or whether there needs to be premises in each of the local areas i.e. corporate in Leatherhead and keeping services in Dorking.

Philipsia asked FoCUS members from a carer or person using services point of view what might work best? The Trust are keen to get feedback from all stakeholders so it can be included in the papers that are taken to the Board.

Jan Angus felt there would be lots of advantages to having a big site in Leatherhead and if it is going to be located at the current Headquarters this has good access to council parking and good transport links. It also has the advantage that everything is in one place for those who may be transitioning between services which will help as the location will be familiar etc. In summary Jan sees huge advantages of having all services close together and close to corporate staff.

Rosemary Moore agreed with Jan and felt that the Leatherhead office is vastly underused.

Stephanie S suggested the Trust could use Headquarters during the evenings and at weekends to hold courses, run therapy sessions, and also be a venue that the Recovery College could use as they struggle to find venues in the mid Surrey area. Members agreed that the site should be available for use by the Recovery College as many people in the area want to access courses and are not able to. Stephanie also felt it is a good idea to keep a building in Epsom as it can be distressing for those who may not be well going into a big environment such as the Leatherhead office.

Clifford Wright asked if the proposed buildings will have a small unit to accommodate the inpatient services in East Surrey and was informed that this would not include inpatient services.

Stephanie would like to see the Home Treatment Team based in Leatherhead or Epsom as traffic is awful and they often can't get to appointments quickly.

Philipsia agreed with Stephanie's comments and advised that the Trust are looking at how staff work as a whole and that the person should work from the site that is the closest to the person they will be visiting. There is a whole conversation about how they will work in the future taking place.

Geoffrey Dimba explained that they are trying to work in a Hub approach so staff don't have to come to Redhill and have better planning and allocating days in advance.

Philipsia was asked if this will replace the Brickfield Centre and Clarendon House and she advised that this will depend on which option the Board accepts; if they go with the two site option they would no longer have Clarendon House in Dorking and would need to think about how they hold sessions in Dorking as and when necessary as Mole Valley is a large area.

Philipsia recognised the parking issues at a number of locations and the Trust have to start looking at other parking arrangements when making these decisions.

Gardner understands that any future building located in Epsom will be in the town centre to minimise travel.

Mary Whitfield asked about the current status of the corporate building and whether they had considered moving premises and Philipsia confirmed it is a leased building ending in 2021 and that moving premises was one option considered.

## **5. Section 75 Update, Gardner**

Section 75 is an Agreement between the Local Authority and SABP to deliver integrated health and social care. In April 2019 Surrey County Council gave notice to SABP that they would withdraw their social workers from 31<sup>st</sup> October 2019.

Social workers in the East have now moved out; for Mole Valley and Tandridge they moved in the second week of November and Epsom moved out on the 22<sup>nd</sup> November. This has changed the setup of the team and with social workers moving back into their localities.

Moving forward SABP staff will be working with the social care teams who will attend mental health meetings and CMHRS staff will attend social care weekly meetings this will ensure joint working for those using services that need support from health and social care.

At Clarendon House social workers have recently moved and the CMHRS will now only have healthcare staff. Mole valley and Epsom have recruited two Mental Health Practitioners to replace the social workers. They have also recruited two nurses and recruitment continues on an ongoing basis. There is a gap in the teams in terms of social workers and the Trust are using agency staff where they can.

The duty worker is available at all times supporting the teams for those that call in crisis. They are making sure people are seen on a weekly basis and are continuously supported and they are working to ensure the service is supported as much as possible.

Stephanie S commented that Farmside have admin staff who are very stretched and suggested recruitment of front of house staff would be beneficial. Gardner commented that each team is recruiting an extra admin staff for additional support and in the meantime gaps are filled by agency staff. They are doing their best to ensure they address as much as possible the changes in the service and Managers are constantly reviewing their plans.

David Murphy asked about recruitment at Reigate and Tandridge and Gardner confirmed that they are also trying to recruit they and they will also be using the duty/rapid response using the same ethos.

The Joint working and liaising between the health and social care teams is going well and they have ensured they continue to communicate, have joint meetings and ensure joined up care as much as possible.

Ivy Hawkins asked how this will affect carers and the person they care for? Gardner noted that most people using services have been given information for support and they are trying to see people each week; the duty worker is supporting service users if they go into crisis as noted previously.

It was noted that when reviewing those on the caseload the Trust have found that predominantly, over half, on the joint caseload have primarily health needs; about a third have both joint health and social care needs and a small percentage of people have primarily social care needs.

Rachel Cocklin asked how many staff the CMHRS in Tandridge are short and Gardner agreed to follow this up with Zahiraah.

Ivy Hawkins asked about care coordinators and Gardner explained about those who may have a care coordination need. Those with a high need have been allocated a care coordinator straight away; duty staff are available help those who do not have a care coordinator in place.

Jan Angus felt there was confusion as in most cases the care coordinator, whether SABP or Surrey County Council have spoken to the person using services to explain what is going to happen, and because this can be stressful quite often the person will not have retained or understood what has happened. Please can carers be informed when there are changes so they understand and can help the person using services understand.

## 6. CMHRS Update, Gardner Gwashavanu

Gardner reiterated that the CMHRS continues to operate as usual, the only change being that social workers have moved out.

## 7. Date of next meeting

The next meeting will take place on Monday 6<sup>th</sup> January 2019 at Reigate Baptist Church, Sycamore Walk, Reigate, RH2 7LR.

## Actions to be taken to the FoCUS Committee/Reps Meetings:

### Next FoCUS Committee meeting: February 2019


## Actions – General

1	In response to Action 6 of the September minutes FoCUS Members felt that Home Treatment Team clients shouldn't have to go to A&E if being treated by the team. Many members did not think the response was good enough. The main issue is that one person having to answer telephone calls and also deal with an emergency can lead to gaps in being able to see people; one person isn't enough in case of emergency.	Jo Lynch
---	--	----------

	Rachel (clinical lead) thanked members for their comments and hopes that at some point in the future cover at night will consist of one qualified and one unqualified person, however this has not been discussed yet. FoCUS would like to ask how the Trust measure that only one person is needed – where is the proof?	
2	FoCUS members spoke about the Action 1 of the September minutes which covers what the Trust are doing regarding carers policies and the development of carers champions and would like to know how people get involved with the Trust if they can't get to an event?	Emma Binley
3	Is there any further update on COSS (Crisis Overnight Support Service) review; FoCUS would appreciate a timeline for completing this review.	Georgina Foulds
4	FoCUS members suggested that those who coordinate meetings across the Trust work hard to ensure that there are not clashes with meetings going forward, as has happened recently, therefore allowing people to attend events that are relevant to families. Before arranging a meeting date please check whether other SABP meetings are happening in other parts of the county at the same time.	Communications Department
5	E&M FoCUS would like an update on the Single Point of Access to be given next year.	Jo Lynch Support Team
6	<p>FoCUS members discussed that the transition between CAMHS and Adult Mental Health and were pleased that there may be local developments in looking at what a service for 18-25 year olds may look like, (however these conversations have not started yet). FoCUS members feel there needs to be more immediate help for those transitioning into adult services and asked if there is anything that can be put in place in the interim?</p> <p>E&amp;M FoCUS also learnt there are some services available for 18-25 year olds and would like to ask the Trust exactly what these services are?</p> <p>Would the Trust consider making the age limit above 25 years old when transitioning to adult services?</p>	Jo Lynch

7	Gardner will ask Zahiraah Saab to confirm how many staff the CMHRS in Tandridge are short of.	Gardner Gwashavanu Zahiraah Saab
---	---	--

### 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: <a href="tel:07780933053">077809 33053</a>                  Email: <a href="mailto:Clare.Burgess@surreycoalition.org.uk">Clare.Burgess@surreycoalition.org.uk</a>                  Email: <a href="mailto:jane.ahmed@surreycoalition.org.uk">jane.ahmed@surreycoalition.org.uk</a>                  Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL  <a href="http://www.surreycoalition.org.uk">www.surreycoalition.org.uk</a></p> <p><u>For Meeting support please contact LF Solutions</u>                  Lucy Finney / Office                  Tel / Text: 07727 273242                  Email: <a href="mailto:lucy@lf-solutions.co.uk">lucy@lf-solutions.co.uk</a> / <a href="mailto:office@lf-solutions.co.uk">office@lf-solutions.co.uk</a></p>
---

### 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	Community Mental Health Team
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
GPimhs	GP Integrated Mental Health Services
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate

NICE	National Institute for Clinical Excellence
OAP	Out of Area Placement
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
RAG rating	Red/Amber/Green risk rating scale
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self-Directed Support
SMS	Short Message Service i.e. text message
SPA	Single Point of Access
STEPPS	Systems Training for Emotional Predictability and Problem Solving
STP	Sustainability and Transformation Plans