

FoCUS Committee February 2018 Issues & Responses

Questions to the Trust for a Response

East & Mid

1. Members felt the changes to the new People's Experience Report were a great improvement, however the layout of pictures and graphs needs to be far improved as the print is too small for the graphs and statistics (**SW**).

FoCUS Members asked about the CQC ratings on Page 7 of the new People's Experience Report noticing a number of 'requires improvement'. FoCUS would like to know how the Trust address these ratings and what they are putting in place to improve the 'requires improvement' score?

Thank you for your feedback. We will work with the new design on and see what difference we can make in the next report.

CQC – we have been working with the services on action plans since the Comprehensive inspection in February 2016. The main action plan was completed by December 2016. We are meeting with CQC inspection team in February to discuss with them the areas which we are able to evidence change. I attach a copy of the 'You said-We did' document that describes the actions we have taken to meet the regulation requirements. CQC will visit us again in 2018 and this time some of our core services will be inspected. These inspections will be unannounced and the services CQC choose are likely to be those services which current have a rating of 'Requires Improvement'.

North West

2. The NW group understand the Trust have started a Complaints Scrutiny panel and have revised the way in which they work with the aim to shorten the investigation timescales and provide a speedier response to families. The Trust reported to FoCUS that this is going well in the early stages and as agreed please can the Trust provide FoCUS with an update.

We have introduced a new set of timeframes for our complaint responses since 1st October 2017.

Our improvement plan is to improve our performance from 50% to 75% of complaints responded to within 49 days. A new process started at the commencement at quarter three (Q3) to improve our timeliness of response, where we now are focussed on the management of timelines and working with divisional colleagues to drive up our performance.

At the end of Q3 we delivered 62.5% of responses within 49 days which still falls short of ensuring a good experience for people we serve. Of the nineteen complaints received during the quarter, seven have been completed (five were completed early or on time and two were over the 49 day timeframe). However, in addition to these seven complaints, a further nineteen complaints have been completed from previous quarters.

Of the twelve active complaints we have 'stopped the clock' on one due to lack of consent to share and eight of the remaining eleven complaints are due to meet the timescale. We continue to focus on getting the quality of responses right considering the experience of the person who receives the response and doing this in a timely way.

South West

3. FoCUS has heard that there are some leaflets on noticeboards in Farnham Road Hospital for groups that have not been running for some time and often there may not be any information on display in the CMHRS's. FoCUS would like to ask the Trust to explain how information displayed is kept up-to-date and relevant and who is responsible for this in the Wards and community teams?

On our wards each board has a specific focus e.g. Mental Health Act, Therapies... those services work closely with the wards and routinely attend the wards to update notice boards and provide up to date information. In addition, each ward has a lead administrator who has the responsibility in collaboration with the ward team to ensure out of date information is discarded and replaced with current information.

It was also noted that some Community Connection services did not have any advocacy leaflets or information about the Trust and FoCUS would like to know what leaflets the Trust provide to other community mental health services, and who is on the circulation list to receive these?

Currently the only leaflets we routinely issue to Community Connections and other mental health services outside of the Trust are those relating to the Crisis Line and Safe Havens. Following this suggestion we will make contact with other local providers to see what leaflets from our existing materials they would be interested in receiving from us and ensure stocks are supplied.

West

4. People's Respect:
FoCUS understand that the Carers Respect programme is about attitudes and when things go wrong, coming to a common understanding. FoCUS would like

to ask the Trust when this piece of work will be available for people who use services – a People’s Respect Programme. This will allow people using services and carers to talk to staff to address issues around lack of respect from both sides. This is evidenced by the following examples:

- 4.1 FoCUS Members have heard about poor experiences at the Hollies recently particularly relating to people arriving for appointments only to be told their psychiatrist is off ill. FoCUS would like to ask the Trust to ensure that if someone is off sick community teams please make a respectful phone call as early as possible to the person or the carer informing them of the cancellation; it can be very stressful for the carer to get the person they care for out, find and pay for parking etc. and the lack of communication may make them feel not valued.
- 4.2 FoCUS would like to suggest that the Carers Assessment is renamed ‘Carer Needs Assessment’ as often people believe it is an assessment of the care they are giving, not what their needs may be as a carer.
- 4.3 A FoCUS Member recently incurred two fines from the car park at the CMHRS in Aldershot, both due to circumstances beyond their control. Other FoCUS Members had also heard of similar experiences where appointments are running late or other situations which can cause stress and anxiety for those attending the CMHRS and which lead to a fine. Whilst FoCUS are aware that the Trust do not operate the car park they would like the Trust to be aware of these issues and raise them with the car park authority to try and alleviate some of the stress, anxiety and worry for a person about returning to their car in time (particularly when the camera monitoring the cars is situated near the main road).

FoCUS would like there to be flexibility in terms of issuing penalty notices particularly for those whose appointment runs over or is running late – should the Trust then be responsible for paying any fine incurred? Some suggestions on alleviating worry included - clearly accessible ‘top up’ machines located inside Aldershot Centre for Health or being able to pay by card and only paying for the time you are there.

FoCUS are also concerned whether the payment machines are accessible as they do appear to comply with the Equality Act; the keypad is small and entering a registration number can cause unnecessary worry for the person.

We have been in contact with Aldershot Centre for Health Facilities Managers who advises us that assistance is given by an attendant who is on site for the majority of operating hours less lunch and comfort breaks. In addition members of the reception team are very helpful answering and assisting with any concerns. They also report that they have discussed accessibility and believe they are

compliant. We would also encourage people to speak to our receptionist at ACFH to discuss any parking concerns or immediate issues to help support.

5. For information question:

There have been requests recently from FoCUS Members to hold local area meetings at Trust inpatient settings and this was brought to the Reps meeting for discussion. Reps were not in favour of holding meetings in inpatient services for a variety of reasons and felt it was more about ensuring people have a voice, so they are able to feed into the system.

Reps were pleased that Jane Ahmed will be visiting services to attend community meetings where she hopes to gather concerns and refer back on their behalf.

What Jane is starting is working well, however it is apparent there is inequity across the two inpatient sites (ACU and FRH); the ACU hold community meetings but these are not held at FRH; there is no literature at FRH main reception but there is lots at the ACU; not all wards at both sites have the FoCUS poster displayed and when it is displayed it was only on the carers notice board; do FRH have an equivalent role to that of Pattie Lopez at the ACU? In order for people using inpatient services to share their experiences they need better access to information and to share information better and this needs to be equitable across the two sites.

Community meetings are held weekly and provide a constructive forum for people to discuss issues connected with community living within the hospital... this forum has been running for at least 10 years at the ACU. We are however adopting a the 'safe wards' model of mutual help meetings, this is a voluntary meeting of all people and the staff on duty, to be held preferably first thing in the morning, and preferably every day (and certainly no less than three times a week). These meetings will replace the weekly community meeting.

Our staff across both Farnham Road Hospital and the Abraham Cowley Unit have received training to be able to implement the mutual help meetings. In the absence of the weekly community meetings at Farnham Road Hospital the implementation of the daily mutual help meetings has been easier.

Farnham Road Hospital has a number of volunteers who undertake some of the role of the Patient Liaison Workers at ACU.