

FoCUS
West Area Group Meeting
Thursday 12th December 2019
1pm – 3pm
Theta Building, Lyon Way, Frimley, GU16 7ER

Minutes of the Meeting

Attendees: Janice Clark (West FoCUS Rep), Pam Moonan (West FoCUS Rep), Chris Hall, Tony Hall

Amanda McVicker (Surrey Heath CMHRS Manager), Stanley Masawi (Deputy Associate Director for SW Locality), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes)

1. Welcome and apologies

Apologies were received from Colette Lane, David Muir, Nina Cornwell, Carol Frost (NE Hants and Farnham CMHRS Manager).

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

Accuracy

The minutes were agreed as an accurate record.

Actions from October 2019 Meeting

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| 1 | Judi Mallalieu kindly provided information on the PCN's however, FoCUS would like clarification of the PCN's in Camberley as there were not listed and whether the Bartlett Group of surgeries are together? Completed. Surrey Heath have been one of the successful Primary Care Networks to deliver the community mental health transformation programme across Frimley ICS. However, as they are a big PCN (approx. 100k population) which would require 2 teams to cover only half of their population will be covered by the new model in this first wave and I'm happy to talk you through this. |
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	<p>They have not yet pinned down which of the Surrey Heath surgeries will be included in this approach (to answer your specific question below) however it is being driven by level of presenting need for serious mental illness. I have copied in Christy Tilney the local commissioner who is driving delivery of this transformation at a local level how I am sure would be happy to discuss with you, as would I.</p> <p>FoCUS members present felt that the information given contradicts what has been heard elsewhere. The support team will contact Christy Tilney to ask if contracts have been agreed and if she can provide a further information/update as this is still not clear.</p>
2	<p>West FoCUS thanked Amanda for her reply to Action 4 regarding referrals to the SPA but would like to know whether as part of the Policy does it say what the person or the GP does if they don't hear from the SPA?</p> <p>Completed. A summary of our procedures are as follows:</p> <ol style="list-style-type: none">1) Emergency referral – we will attempt contact by telephone and if unable to triage by telephone, we will either i) forward to the relevant team for a rapid response ii) telephone the referrer back to decide on next steps2) Urgent referrals – we make two attempts of contact to the person referred on two separate days and then the referral is discussed in the multi-disciplinary meeting to determine next steps3) Routine referrals – the referrer will be contacted by telephone if this is clinically appropriate. <p>The GP (and/or other referrer) will receive a written response to ALL referrals, except in the case when the referral is forwarded onto a service other than working age adults to review e.g. when the person is over the age of 65 or under the age of 18 when that service would respond once they have reviewed. When the person is referred on to another specialist service e.g. neurodevelopmental, IACCESS, perinatal etc. we would write to the GP/referrer to advise them.</p> <p>Any routine appointment letter to CMHRS is generated by SPA and so this will be received by post. The person referred may also receive information by post if this is clinically relevant e.g. crisis information, signposting to relevant community resources.</p>

	<p>Therefore, if the person referred AND the GP do not hear an outcome by post and/or telephone this would not be expected and we would welcome independent contact to determine the reason. I would be happy to explore this with the person concerned should they wish to call.</p> <p>Tony Hall reported that Ian Penfold has passed this information on to David Muir so that he can contact the person involved.</p> <p>Janice Clark commented that when the Trust speak about Drug & Alcohol services they often only mention i-access and don't speak about the reciprocal service for Hampshire. This does not give equity to the population of NE Hants and Farnham and there needs to be more inclusion. It was agreed that this would be highlighted to the Trust.</p>
3	<p>Do the Learning Disability team refer for Carer Prescriptions? Completed. Polly confirmed they don't provide this. The carer would need to access this through their GP.</p> <p>In terms of music and dementia - there is a project in its infancy at the moment, which is a collaborative effort between psychology, music therapy, and physio which is around movement and singing for people with dementia. It sounds very exciting so watch this space! Updates.</p>
4	<p>Invite Forensic Services to present at a future meeting. Completed and will be arranged by the support team.</p>

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 (CYP) 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 18th November and the participation will come to the next round of FoCUS meetings in January.
- The Section 75 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.
- A response was received regarding interaction with Universities.
- The Trust confirmed that each acute hospital has their own approach to training, some include this in their induction for new staff and others as stand-alone training, however it is not mandatory.
- The service does not provide specific carer training.
- Additional staff are being recruited to Children's teams where assessment and treatment demand is more significant (NW and SW CAMHS).
- Maggie Gairdner outlined interventions offered for the EUPD (Emotionally Unstable Personality Disorder).
- The Trust responded regarding parking issues at Aldershot Centre for Health and will contact NHS Property Services to explore the situation.
- Public Health England launched 'Every Mind Matters' the first national NHS mental health campaign on World Mental Health Day. The response ran through the different ways the trust promotes mental health.
- With regard to day care provision the Trust confirmed this is not currently part of the plans for the redevelopment of the ACU. The consideration of day care will be fed into the 24/7 project but is not currently the model under consideration.

Janice Clark spoke about the Trust looking at extending some services for 18-25 year old's and explained that Surrey Young Carers already have a service for this age group and suggested the Trust involve them to see what ideas and experience they may have.

Janice is pleased to see that crafts are being used to brighten up areas as some of the CAMHS services are not located in family friendly

settings; anything the Trust can do to re-set them in the community would be welcomed – i.e. schools, community centres.

It was noted that the CAMHS Youth Advisers (CYA) are involved in creating job descriptions and FoCUS would like to ask that they also include young carers in this work.

The Policy Assurance Group were looking at a policy for families when visiting inpatient and community teams and highlighted that this was light on what facilities would be made available to families; toys were mentioned but not what else families may need. When considering their redevelopment work the Trust should think about such things as where nappy changing could be provided and the Equality Impact Assessment should have consideration for breastfeeding mothers.

4. Local Issues

Good News and Compliments

Tony and Chris Hall spoke about courses run by the Job centre which gives not only mental health support but gives a pathway to employment and this is all linked to reablement for those that need it.

The Recovery College was promoted at the Independent Mental Health Network (IMHN) Annual Event; good feedback was received and further people to signed up. Pam Moonan also promoted FoCUS at the event and Helen Clack from Surrey County Council also came along.

FoCUS members were pleased that the Discharge Leaflet will soon be trialled at the CMHRS's and this will be circulated to FoCUS members for information.

FoCUS members were kindly reminded that it would be helpful if good news stories related to Trust staff and services so they can be passed on appropriately and the relevant member of staff or service can receive these.

Local issues

Tony and Chris Hall recently had a productive meeting with Jo Lynch (SABP) and Clare Burgess (Surrey Coalition of Disabled People) where it was confirmed that anything anyone wants to say should be recorded at these FoCUS meetings and if this is not done, in line with NHS

Frameworks, the matter can be escalated to Julie Gaze. If anyone has any concerns they can raise them at the FoCUS meeting and whether they get taken to committee will be based on guidelines, for example that where there are issues relating to SABP these will be taken forward to the Trust but other related matters that are not within the brief of FoCUS will be recorded outside of the FoCUS notes for information.

The support team confirmed that all SABP related issues are taken to the FoCUS Rep meeting and on to FoCUS Committee and whilst they may not become an agenda item for discussion, the Trust will provide a response to questions asked. As FoCUS members are aware FoCUS cannot highlight individual issues to the Trust for response but can take forward matters more generally if there appears to be a widespread ongoing issue or concern.

Tony is involved in a multi-agency framework and asked how a safeguarding concern would be raised at FoCUS meetings and then taken on to Committee to be looked at by those present including police and Councillors; Tony also asked for clarification of the roles of the police and Councillors at FoCUS Committee. Janice Clark explained that a safeguarding issue relating to an individual could be raised with the support team but not reported on at the meeting; however, safeguarding as a general issue can be raised at meetings. The support team clarified that FoCUS Committee meetings are not, and never have been, attended by the police or Councillors and the membership is made up of FoCUS Reps and Trust Directors (as noted in the Terms of Reference).

Amanda McVicker explained that any safeguarding issues should go through the Surrey Safeguarding Hub (the MASH team). Amanda kindly provided the meeting with a diagram showing the safeguarding route for children and adults. It was agreed it would be helpful to ask the Trust for information on how a FoCUS member would raise a safeguarding issue, who will be accountable for this and who the safeguarding leads are.

Amanda also explained that who is responsible and the route a safeguarding issue will take will depend on whether it's a criminal route or safeguarding route.

It was agreed that FoCUS will ask the Trust for a presentation on safeguarding at a future meeting.

6. Section 75 Update, Stanley Masawi

In April 2019 Surrey County Council gave notice to SABP terminating the Section 75 Agreement which allows integrated working between the Local Authority and SABP. This split was effective from 31st October 2019 and Social Care workers will now be based at Surrey County Council offices and managed by Surrey County Council staff. Social Care teams have been leaving the CMHRS's since 11th November and this concluded, with all social workers gone, by 2nd December.

Amanda McVicker updated that social workers in Surrey Heath left on 11th November however they still have joint working as some people using services are under both teams. A representative from social care comes to their Multi-Disciplinary Team meetings every Thursday to discuss shared care, risk and referrals. This is the same in Guildford and the team is managing the transition reasonably well and coping with this.

Those living in Ash needing a social care assessment or present with a social care need have been signposted to Guildford and Waverley.

As an organisation the Trust are learning from what happened when Hampshire split with Hampshire County Council.

Amanda stressed that health and social care teams continue to work really closely together and still have contact almost daily so that if a person using services is flagged up with social care they call the Trust staff and let them know. Surrey Heath have been trying to make sure the relationships remain for the benefit of people using the services.

Surrey Heath lost 6 social workers, 1 admin and the support worker and in return they have 2.5 Mental Health Practitioners; one of the full time roles is filled by a person that used to be an AMHP (Approved Mental Health Practitioner); and the part time person also used to be an AMHP. Since social workers left the teams caseload has reduced slightly but not enough for the number of staff they now have.

Janice Clark spoke about Hampshire County Council and that it is difficult to clarify their pathway, what they do, how they do it and how they access services. FoCUS do not have a relationship with anyone from Hampshire County Council and are not sure where to take issues that arise. Janice will attend a meeting set up by Diane Woods with Hampshire staff to address this however is yet to hear when this meeting will take place and in the meantime will write to Hampshire commissioners to highlight these

concerns. People are coming out of SABP care who haven't had social care assessments etc.

FoCUS suggested that a comparison between the way Surrey County Council works and the way Hampshire County Council works would be helpful. Janice spoke about the relationship the Trust have with SCC and the collaborative approach to working, however noted that a person may be in the middle of a Care Programme Approach by Hampshire but would still have to go through the Council Triage Single Point of Access; this is different to how the Trust work with Surrey County Council who have a professional portal for referrals. Stanley explained that the setup is similar in Hampshire however in Hampshire people are encouraged to self-refer and in terms of working together, they meet on a monthly basis with their Hampshire County Council counterparts to look at any areas of learning and how they can better work together. The approach that Amanda alluded to is something they want to embed.

Janice noted that in Surrey people using services and carers have been involved from the outset in the transition process from Section 75 and had the opportunity to say what best looks like in terms of social care. It has been a very open process all along, however Hampshire do not appear to involve people using services and carers as evidenced by their absence from FoCUS.

The meeting discussed Surrey County Council's reasons for the split noting that mental health social workers are now able to do more 'social work' and being outside of the Trust they can do this better and reach those who have an entitlement to social care but couldn't get access to it as the social workers were in secondary care. In addition, Trust systems could not record or report sufficiently to ensure SCC met their statutory duties in line with the Care Act. Amanda McVicker clarified that social workers didn't carry out any clinical work but they were taught coping skills to help people recover; many social care staff have moved across to the Trust as it encompasses more scope of work.

Tony Hall congratulated the teams for the work they are doing and recognised the partnership working but felt there are lots of gaps. As part of a role Tony holds outside FoCUS he will take the action to speak to someone in the CCG as most of the cases falling into the gaps are from Farnham and Aldershot.

Stanley wanted to let FoCUS know that in order to support Trust managers they are introducing a weekly safety huddle meeting so managers can

bring issues about the Section 75 split to senior managers to try and nip any problems in the bud. The safety huddle will include CMHRS managers and senior clinicians to ensure that issues felt by the CMHRS can be raised.

Chris Hall suggested this split is now referred to as something other than Section 75 as this has now happened and this point was noted. It was agreed that Section 75 Transition was the term being used in the Trust for the new arrangements.

Tony Hall requested the Trust provide information on the process of Section 75 Transition in easy-read or an easily understandable format.

Janice Clark commented that FoCUS and the Governors are waiting for the easy read task and finish group to finish their work and they can then advise everyone around what model and language will be used for easy read. FoCUS agreed to ask the Trust when the easy read task and finish group expect to complete their work.

The Trust Communications department is working to develop a communication about the transition arrangements.

7. AOB

Janice Clark understands that dementia will now be considered in the mental health service arena and queried what difference will this make? It was agreed that FoCUS would ask the Older People's manager to comment on this.

8. Date of next meeting:

The next meeting will take place on Thursday 9th January 2019, Theta Building, Lyon Way, Frimley, GU16 7ER.

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

Next FoCUS Committee meeting February 2020:

1	FoCUS have recently noted that when the Trust speak about Drug & Alcohol services they often only mention i-access and don't speak about the reciprocal service for Hampshire. This does not give equity to the population of NE Hants and there needs to be more
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	inclusion. FoCUS would like to highlight this to the Trust.

Actions – General

1	Following Action 1 of the October minutes FoCUS members present felt that the information given regarding PCN's in Surrey Heath contradicts what has been heard elsewhere. The support team will contact Christy to ask if contracts have been agreed and if she can provide a further information/update as this is still not clear.	Lucy Finney
2	FoCUS are pleased the Trust are looking at extending some services for 18-25 year old's and noted that Surrey Young Carers already have a service for this age group and would like to suggest the Trust involve them to see what ideas and experience they may have.	Jo Lynch
3	FoCUS are pleased to see that crafts are being used to brighten up areas as some of the CAMHS services are not located in family friendly settings; anything the Trust can do to re-set them in the community would be welcomed – i.e. schools, community centres.	Jo Lynch
4	It was noted that the CAMHS Youth Advisers (CYA) are involved in creating job descriptions and FoCUS would like to ask that the Trust also include young carers in this work.	Jo Lynch
5	FoCUS would like to ask the Trust for information on how a FoCUS member would raise a safeguarding issue, who will be accountable for this and who the safeguarding leads are.	Jo Lynch
6	FoCUS would like to have a presentation on safe guarding at a future meeting.	Jo Lynch
7	FoCUS would like to ask the Trust to provide information on the process of Section 75 Transition in easy-read or an easily understandable format. Can the Trust let FoCUS know when the easy read task and finish group expect to complete their work?	Jo Lynch Julie Gaze
8	FoCUS understands that dementia will now be considered in the mental health service arena and	Rita Gbedebu

queried what difference will this make? It was agreed that FoCUS would ask the Older People's manager (Rita) to comment on this.	
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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: 077809 33053 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@lf-solutions.co.uk Tel/Text 07727 273242</p>

Glossary of Abbreviations:

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
AMHP	Approved Mental Health Practitioner
CAG	Carers Action Group
CAMHS	Child & Adolescent Mental Health Services
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
CYA	CAMHS Youth Advisors
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
EUPD	Emotionally Unstable Personality Disorder
FRH	Farnham Road Hospital
GPIMHS	GP Based mental health teams (GP Integrated MH Services)
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
PCN	Primary Care Network
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
SPA	Single Point of Access
STP	Sustainability and Transformation Plans