

## FoCUS

### North West Surrey Area Group Meeting

Monday 11<sup>th</sup> March 2019

Christ Church, Jubilee Square, Church Street East, Woking, GU21 6YG

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### Minutes of the Meeting

**Attendees:** Tracey Hayes (FoCUS Rep NW), Rosemary Moore (FoCUS Rep SW), Larisa Orlova (FoCUS Rep NW), Karl Atreides, Ian

Matthew Crees (Woking CMHRS), Selina (CPA Woking CMHRS), Lucy Finney (LF Solutions, minute taking)

**Apologies:** David Keen, Gina Keen, Glenis Nay, Duncan Sloman, Pattie Lopez (Patient Liaison, ACU, SABP), Jane Ahmed (FoCUS Involvement Facilitator).

#### 1. Welcome, introductions, ground rules

Lucy Finney welcomed the group, gave apologies and reminded those present of the meeting ground rules.

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

##### Accuracy

The minutes of the January 2019 meeting 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.	NW FoCUS would like to hear more about Older People's Services and their Single Point of Access. <b>Completed and attending April area meetings.</b>	Jo Lynch Sharon Gregory
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## Matters arising

Page 3: Rosemary Moore referred to the person who was moved at short notice from Farnham Road Hospital and was concerned about discharge and transfer in general. Ian commented that moving someone at short notice is acceptable if it is for clinical need reasons.

## **3. Local Issues**

### Good News/Compliments

Larisa Orlova would like to thank Tham who has been very supportive her.

### Issues, Comments and Suggestions

Rosemary Moore spoke about the clash of meetings meaning that people can't attend meetings they may want to. This was recognised by the support team who assured members that FoCUS meetings are booked well in advance and checked to ensure they don't clash with any other Trust or planned mental health meetings that are known about at the time.

Karl Atreides raised an issue affecting GPs in the area who are struggling to refer people to secondary mental health services (i.e. CMHRS Woking). Karl felt that the CMHRS are cherry picking who they take on. Many of those people referred don't need a psychiatrist, CPN or care coordinator they need to be passed on to therapies; this means people are not being treated and are falling through the gaps. Karl then gave examples of people being turned down when trying to access secondary treatment.

Matthew Crees commented that those under the CMHRS can't just be referred to therapies they have to have a whole package of care and have an assessment process. The SPA (Single Point of Access) is now a large part of this decision making process. IAPT may refuse the referral on the basis of risk and the CMHRS will do an assessment to say that the risk can be managed and safe.

Larisa Orlova agreed that there is a gap between primary and secondary services and often people are bounced around the system. Under the Five Year Forward view mental health services have to bridge this gap; one hour is also not long enough to assess and diagnose someone. The Recovery College does not provide therapy or treatment.

Matthew spoke about the roll out of the SPA explaining that Woking CMHRS came under the SPA in February. Rosemary Moore and Karl Atreides do not feel that the SPA will be able to assess a person properly and Larisa explained that she has been involved in the setup of the SPA and the staff are well trained and also have a clinician sitting with them to be able to take over the call should this be necessary.

Matthew explained that the SPA will triage the person and establish risk, as they will have done an initial checks there is a higher pick up of people who are appropriately referred to the CMHRS.

There is also a change to the way people are assessed in the CMHRS. The assessment is usually completed within 24 hours following which a meeting will take place with a senior clinician, psychiatrist, psychologist, CMHRS Manager and a social worker to discuss the case and look at the options. There has been a higher demand recently leading to delay and to address this the CMHRS are now booking people in outside assessment clinic times.

FoCUS members asked about long term plans for preventative measures rather than crisis care particularly as there is now £2.3 billion available under the NHS Long Term plan.

Matthew assured members that their budget has been cut and not increased. Sometimes headline figures do not give detail of where this money is being spent but services like the SPA have cost a considerable amount of money. The new perinatal service which has been in place since the end of last year applied for special funding to develop this new service. The CMHRS is about mental health and social care therefore jointly funded by Surrey County Council who are in financial trouble. Matthew added that it's not just about funding there is also difficulties recruiting staff nationally, however the Trust are working on this continually.

Matthew spoke about a trial starting in Chertsey call the Primary Care Networks which is an intermediate service between primary and secondary care. Primary Care Networks are about bringing GP practices together in networks with other local services, such as community, mental health, social care and the voluntary sector, to look after local populations and help to join services up at a local level, focusing on the specific needs of these local populations.

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

Lucy Finney 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 that the majority of CMHRS managers are now attending 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 move the actions forward. 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 instances looking for people who use services and carers.
- 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.
- The FoCUS asked the Trust to consider non-Exec patient roles as it's 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. The NW group felt that contracts should be in place for anyone who is paid by the Trust. FoCUS would also like know about the timeline for developing these core set of principles and be involved in this work.
- 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 clearer to people using services and carers that PALS are able to help with the process if a person wants to change therapist.
- 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 be working on faster responses.
- 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 and area groups.
- An FP10 is a prescription from a GP.
- The carers and young carers report was discussed. FoCUS members felt that carer awareness training should be mandatory for all staff.
- The Carers Report currently circulated to FoCUS by the Trust are not accessible and going forward they will provide FoCUS with a one-page update.
- CQC visits and well-led inspections to the Trust have been positive.
- Staff leaving the Trust include Billy Hatifani, Liz Holland and Jonathan Warren.

## **5. CMHRS Update, Matthew Crees**

Care pathways work – the Trust are now using care clusters in their work and a person will be put into a cluster according to their diagnosis; work over the last year has built a care pathway around these and the different levels of input needed. A cluster is based on an assessment and Matthew spoke more about these explaining that the CMHRS have a remit from cluster 4 upwards.

FoCUS members would like to see the chart relating to the care clusters.

There has been work on pathways to work out specific interventions and levels of help and there is lots of room for individualised support from what is available and they are moving towards incorporating this into the way the Trust work. Some clusters are resource intensive; those with high level needs need to be offered a number of interventions. It is also important that there is a recovery based approach.

With regard to physical health checks there is a CQUIN (Commissioning for Quality and Innovation) standard that says the GP will do annual physical health checks and the CMHRS will aim to do these for those who are new to the service. Lorna Jamison is currently working with GPs on physical health checks to see where the barriers may be to carrying them out.

The group briefly discussed Adult Social Care assessments, how a holistic approach should be applied and when carers are identified should have a

carers assessment. Carers may be eligible for a Carer Break payment which is £300.

Rosemary Moore spoke about the Triangle of Care self-assessment tool.

## 6. Carers Strategy Question

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

Those carers present agreed to email any suggestions to the support team.

**7. Date of next meeting:** Monday 8<sup>th</sup> April 2019, Hythe Centre, Thorpe Road, Staines, TW18 3HD.

## Issues to go to next FoCUS Committee meeting, 14<sup>th</sup> May 2019

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### Actions

1	Following a question to FoCUS Committee about who is paid to attend different committees the NW group felt that contracts should be in place for anyone who is paid by the Trust. FoCUS would like to ask for the timeline in developing the core set of principles for payment of people attending committee meetings referred to at FoCUS Committee and would also like to be involved in developing these.	Jo Lynch
2	FoCUS members would like to see the chart relating to the care clusters.	Jo Lynch

### 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: <u>077809 33053</u> 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</p>
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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:**

AMPH	Approved Mental Health Professional
AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapy
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Programme Approach
CPA	Carers Practice Advisor
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
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
RC	Responsible Clinical (psychiatrist under the Mental Health Act)
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self-Directed Support
STP	Sustainability and Transformation Plans
SHIPP	Surrey High Intensity Partnership Programme
STEPP	Systems Training for Emotional Predictability and Problem Solving