

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

Monday 4<sup>th</sup> June 2018  
1pm – 3pm

Park House, Randalls Road, Leatherhead, Surrey

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Minutes of the Meeting

**Attendees:** Rachel Cocklin, Veena Gheerawo, David Murphy, Val Murphy, Clifford Wright, Kate Steele-Newman, Rosemary Moore (NW Rep)

Jon (Mary Frances Trust), Tracey Pettit (Complaints & PALS Manager, Zeenat Mosaheb (Complaints & PALS) , Lucy Finney (LF Solutions)

**Apologies:** Jane Ahmed (Involvement Facilitator), Mary Whitfield, Marion Price, Don Illman, Helen Smith, Stephanie S, Chris Linde.

**1. Minutes of previous meeting and matters arising (April 2018)**

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.*

Actions from March meeting

1	E&M FoCUS asked about suggested dates for the half-day workshops that have been proposed in early summer regarding the future of FoCUS. An update was not provided as the FoCUS Committee actions have not been completed as yet and the group would appreciate further information. <b>Completed. Jo Lynch is currently working with Jonathan</b>
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	<b>Warren to identify a date in early June and this will be communicated when agreed.</b>
2	Jane Ahmed to contact the SABP Communications department to introduce the leaflet 'Right from the Start' about physical health issues to do with early psychosis which she learnt about at the Healthy Partnerships Event. <b>Completed.</b>

Rosemary Moore commented that she felt there is a big problem the way the FoCUS Committee is working and there is no mention of how FoCUS will move forward; Rosemary will write to the Reps to explain her concerns.

## 2. Feedback from FoCUS Committee, May 2018

Lucy Finney ran through the FoCUS Committee meeting Summary and highlighted the following:

- There has been a lot of discussion about the Discharge Leaflet and the Trust recognised the lack of progress around this stressing this does not reflect the work FoCUS has contributed so far. Unfortunately, a date cannot be given for publication as yet, however FoCUS will be updated as soon as this has been agreed.
- Funding has been agreed for the Single Point of Access (SPA) which will launch in October 2018. If staffing proves an issue the Trust will roll this out in a phased way initially.
- There was lots of discussion around Advanced Decisions and Advanced Statements and FoCUS will have input into this work going forward with presentations to the local area groups in September. There is a working Group looking at these and suggestions from FoCUS have been taken forward to this. Clifford Wright explained that the Advanced Statements/Decisions will not work without compliant care plans and the support team explained that Reps had pointed this out at FoCUS Committee and FoCUS will continue to monitor this.
- FoCUS also heard that the Care Plans at Waverley CMHRS are out of date and that they have a waiting list of 50 people due to staff shortages. Maggie Gairdner agreed to look at this issue further and noted that there are some staff shortages in terms of permanent staff.
- Issues regarding the ACU were discussed, particularly entering and leaving the main entrance. It was noted that Elaine Braithwaite (lead Governor and NW FoCUS Rep) will be leading a Task and Finish Group to look at a working arrangement for the café/shop.

Members present queried why volunteers cannot run the shop and it was noted that there were no staff to manage them at present.

- Gavin Wright gave a presentation on SABP workforce and highlighted four areas they will be focussing on:
  - Valuing staff
  - Health and wellbeing
  - Communication
  - Fair treatment

Rosemary Moore commented on a pilot called 'Enrich' where people are trained, and then paid, to provide peer support to people upon discharge; Rosemary has asked Gavin about the funding for this and she has also asked for a leaflet about it. Members were surprised that this has already started and were not aware of it. David Murphy commented that there is a desperate need for peer group support as agencies are suffering from lack of support and funding. This will be isolating if it is only being piloted in one area.

- The Group discussed the lack of CMHRS Managers at local area meetings although they had previously been reassured that local CMHRS Managers will attend.
- Rosemary Moore spoke about the update circulated about the Transformation Programme.
- The Group discussed the Involvement Workshop which is taking place on 29<sup>th</sup> June and the support team encouraged FoCUS Members to attend if they are able.
- FoCUS had asked the Trust about what is provided for survivors of abuse and would also like to know if staff at local CMHRS's are trained in different forms of abuse i.e. ritual and satanic?

### **3. Local Issues**

#### Compliments and Good News

There were no good news or compliment stories.

#### Local Issues

Clifford Wright asked where the Crisis House is located now and it was confirmed that in the East this service is now being run by Community Housing & Therapies at Lillias Gillies House in Coulsdon. Access to the Crisis House respite care is via the Home Treatment Teams who continue to manage the persons mental health care and treatment throughout their stay, which can be up to 72 hours.

David Murphy explained that the local Stakeholder group had recently had a presentation from the organisation providing the service and heard from someone who had used it who commented that whilst the staff are very helpful and caring it lacks a community feeling.

Clifford Wright asked about Langley Green Hospital and whether the contract will still be finishing in March 2019? FoCUS recently heard that this is still the case and will ask the Trust for an update as to whether they have anything further to report.

#### **4. CAMHS**

Unfortunately, the CAMHS Manager gave her apologies for the meeting and the presentation will be re-scheduled.

Members were disappointed that CAMHS were unable to attend the meeting and Clifford Wright commented that in Bookham there have been children who have had to wait for 6-9 months before they see a psychiatrist, get any treatment or to see a specialist and some have had to wait 2 years.

#### **5. CMHRS Update**

Unfortunately, there was no CMHRS Manager present to provide an update.

#### **6. Questions to PALS, Tracey Pettit, Complaints & PALS Manager**

Tracey explained that the report is the second edition of the new style report; prior to this there was a quarterly Expert Report and the feedback received was that there was a lot of information which was not user friendly. This feedback was taken away and the new style was produced. It is a working document and the Trust welcome feedback for continual improvement.

This report covers activity from October 2017 to March 2018 and highlights include:

- Page 3 gives key facts about SABP and the population served. Tracey pointed out that the Trust provide only Drug and Alcohol services in the Hounslow and Brighton and Hove areas.

- Tracey updated that the response to the staff survey was very good with the Trust scoring 3.84 out of 5 for engagement which is better than average for mental health Trusts.
- The Dementia Study won Best Mental Health Initiative at the ehi Awards.
- With regard to Compliments, PALS and Complaints they have investigated 47 complaints, received 312 compliments and had 220 PALS contacts.
- In March 2018 they changed their timeframe for responding to complaints and these are now responded to in 25 working days; at the end of April they were up to 80% of complaints responded to. This trend continues and investigators are investigating in a timely way and the process has improved.
- P5: During October – March, results from Your Views Matter showed that out of 1932 people, 1340 people (69%) were satisfied with the services received; 104 out of 144 (72%) carers were satisfied with the services and 91% of people would recommend the service to friends and family.
- P7. The Trust have received their first outstanding rating from the CQC under the well-led domain this was for the Deacon Unit in Epsom.
- All the residential social care services have a 'good' rating from the CQC apart from Hillcroft which requires improvement in one area.
- The Trust are developing and rolling out the suicide prevention strategy and Liz Holland is spear-heading the Quality Improvement (QI). They are encouraging lots of teams to take on small QI projects and part of this is around suicide prevention – the Trusts aim is to have zero suicides.
- Tracey pointed out the appendices giving feedback about the working age adult and inpatient services and was happy for members to contact her with any questions after the meeting.

Rosemary Moore felt the document was an improvement on the Expert Report however members still found graphs to be too small and printing on colours was difficult to read.

Members asked about the closure of the Drug & Alcohol inpatient unit, Windmill House, and Lucy Finney updated that this is now closed and detox inpatient services have moved to Maidstone in Kent. It is recognised that this may be some way to travel for people living in Surrey and should a person be admitted they will be worked with to ensure travel needs are met. Providers are keen for more ambulatory detox to take place within the community and negate an inpatient stay.

Members discussed the videos that are shown to the Board and Governors highlighting people's individual experiences of services. Rosemary believed that the wider FoCUS membership should have sight of these videos for information and experience.

Rosemary noted that the quotes given in the People's Experience Report are not attributed to anyone.

## 7. Date of next meeting

The next meeting will take place on Monday, 2<sup>nd</sup> July at Reigate Baptist Church, Sycamore Walk, Reigate, RH2 7LR.

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

**Next FoCUS Committee meeting: 7<sup>th</sup> August 2018**


### **Actions – General**

1	Support team to find out further details about 'Enrich'.	Lucy Finney
2	People's Experience Report: E&M FoCUS believed the document was an improvement on the Expert Report however members still found some printing on colours was difficult to read and suggested that any quotes or comments used should be attributed to people.	Jo Lynch

## Contact details for your Support Team

For Member support please contact:

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## Glossary of Abbreviations:

AMP	Approved Medical Practitioner
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
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