

FoCUS

South West Surrey Area Group Meeting Wednesday 2nd October 2019 1pm – 3pm

Wilfrid Noyce Centre, Crown Court, High Street, Godalming, GU7 1DY

Minutes of the Meeting

Attendees: Rosemary Moore (SW FoCUS Rep), Paul Earl, Linda Galligan, TMG

Sue Shaw (SABP Chaplaincy volunteer), Sonya Scammell (Property Project Coordinator, SABP), Paul Drury (CTPLD Manager), Jo Patel (SABP Comms Manager), Paul Alexander (Guildford CMHRS Manager), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Claud Norris (SW FoCUS Rep), David Muir (SW FoCUS Rep), Dorothy Cridland (Complaints and PALS Manager), Donna Davies (Advocate)

1. Welcome, introductions and ground rules

Jane Ahmed welcomed members and reminded the group of the meeting ground rules.

FoCUS are trialling easy-read agendas at the October meetings and these have been circulated alongside the normal agenda. Members were asked for their views; feedback was positive from most members and it was suggested the person speaking should have their title included. However, Rosemary Moore suggested that it needed to be clearer that the person talking will be doing a presentation with a discussion to follow.

FoCUS will continue to trial the use of a sheet where people can write down issues or good news that is not relating to SABP services and

members are welcome to make a note of these or photograph them at the end of the meeting.

Jane asked for those who may raise local issues to be noted in advance so that those with local issues will have time to raise them.

2. Minutes of previous meeting (September 2019)

Accuracy

TMG asked for corrections to Page 5 and these have been actioned.

Actions from September 2019:

1	<p>FoCUS members often find it difficult to navigate to the FoCUS pages on the SABP website. Ongoing. Is there anything else that you can share with me about their request? For instance, did they want to reduce the number of clicks to find the page (at the moment, it is two clicks from the homepage to their page), or change the title, or is there something else that would help?</p> <p>This will really help me to take a look and see what's feasible and how I can help.</p> <p>Rosemary Moore felt that when visiting the Trust website the most recent publications or news should be the most visible such as the Annual Report. Jo Patel explained that things get put on as news items, however the website is structured so that people can easily navigate where they want to go. Rosemary agreed that she would meet with Honey from Comms to explain her views further.</p>	Jo Lynch Comms
2	<p>FoCUS thanked the Trust for the work they are currently doing in Surrey University, however highlighted that the school of Veterinary Medicine, which is part of the University, behaves as an independent unit and these cohort of young people are least likely to approach wellbeing centres. FoCUS would like to ask the Trust to please get in touch with the Vet School at the University of Surrey also. Completed. We now have some clinical sessions in reaching to Surrey University so have highlighted this to the relevant clinicians.</p>	Jo Lynch
3	<p>FoCUS thanked the Trust for the information provided</p>	Jo Lynch

	<p>on how they engage with Surrey University, however would like to know whether the Trust are involved with other Universities in Surrey and NE Hants and whether they are being supported? Many students are away from home and away from anyone that knows them well. Wellbeing centres in Universities have fewer councillors than before and lots of students have barriers to approaching wellbeing centres, therefore the Trust need to train staff to find other ways to engage with students.</p> <p>Completed. As the previous response – we can provide more information about the approach with Surrey University which is the main University on the SABP patch.</p> <p>FoCUS would welcome more information about the approach with the University of Surrey but would also like to know how they support other Universities in their patch. The August FoCUS Committee minutes note that the Trust are trailing weekly clinics in Surrey University and SW FoCUS would like to ask how this is going and how long the trail will run for – will this will be replicated in other Universities across Surrey?</p>	
4	<p>SW FoCUS would like to ask when the change of term from Borderline Personality Disorder (BDP) to Emotionally Unstable Personality Disorder (EUPD) came about and why clinicians use both and why the name has changed? Completed. Below is the link to the Re-think explanation and the change in name for people’s information however there is no specific date that is referred when a change occurred.</p> <p>https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-conditions/borderline-personality-disorder/</p> <p>Borderline personality disorder (BPD) is also known as Emotionally Unstable Personality Disorder (EUPD). In England, doctors use both of these terms.</p> <p>Paul Alexander further explained that they tend to use EUPD as people may get confused thinking they are on the borderline for personality disorder and EUPD is a far better descriptor. Personality Disorders often have traits of other personality disorders and hopes that clinicians are using a wider conversation regarding symptoms and</p>	Jo Lynch

	<p>how they relate to particular diagnoses.</p> <p>It was noted that the Recovery College run an educational course on EUPD.</p>	
5	<p>Following comments at FoCUS Committee please can the Trust keep FoCUS updated about whether autism training will take place at the acute hospitals?</p> <p>Completed. We will keep you updated. Our liaison teams also provide bespoke training on many topics to support the acute hospitals and autism training has started led by our learning disabilities teams and psychology. We also train staff on the use of the Mental Health Act.</p> <p>SW FoCUS thanked the Trust for the information on training in acute hospitals and would like to ask if the autism training is optional and whether the Trust provide acute hospitals with carer training?</p>	Jo Lynch
6	<p>One of our FoCUS members is a service user and a carer for their mother who is also a service user in the Trust but under a different service (i.e. working age adults and older people's). It is often difficult to sort things out for the person being cared for because nothing seems to be connected and the Trust can't seem to get information from one department to another. If you are the person using services and are seen to be dealing with an issue it is assumed you don't need help – which is often far from the case. How can the Trust make it easy for a service user to get information and sort things out for the person they care for who is under another service in the Trust?</p> <p>To follow</p>	Jo Lynch
7	<p>A FoCUS member reported still finding information on notice boards at the Redwood Centre which are months out of date and Natasha agreed to follow this up with Paul Alexander and to ask why the date and notice about the Men's group have been removed.</p> <p>Completed. Paul Alexander reported that the Men's group has been suspended due to the Section 75 withdrawal. Paul hopes that social care colleagues will get the group back up and running and it can then be advertised again. Paul Earl thanked Paul A</p>	Natasha Cumberland

<p>as it was his initiative to begin the group, although unfortunately it was not well attended. There are many priorities but it is important to know what Surrey County Council's plans are going forward and this will not be known until the end of October. Many FoCUS members agreed that the delay of information from Surrey County Council regarding social care responsibilities is unsettling.</p> <p>Sue Shaw agreed the Men's group is a good idea but suggested there is a problem getting information to people so they can see what is happening. It was suggested that any future promotion include wards and the safe havens.</p>	
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Page 8 of the FoCUS Committee minutes note that Children's services remain a focus and that waiting lists have improved; FoCUS understands that waiting lists have improved as additional staff have been recruited to provide diagnosis, however treatment may not happen for a year or more. Can the Trust indicate to FoCUS the waiting time for treatment in Children's services and what action is being taken on this?

3. Local Issues from FoCUS members

Good news and Compliments

TMG was pleased Justin Wilson and clinicians will be visiting Universities.

Members were please that the Trust are pursuing funding for new services for 18 – 25 year olds.

Local Issues

FoCUS would like to ask what are the differences between CAMHS Mindsight Surrey and the CAMHS Mindful service?

Rosemary Moore highlighted that the Annual Report does not cover the good work carried out by SABP volunteers particularly highlighting spiritual care and queried whether the leaflet on volunteering is reflected in the Annual Report? Jo Patel agreed to feed this back.

Sue Shaw agreed to report on what is available for staff and patients in the chaplaincy service and this will be circulated to Members.

4. Abraham Cowley Unit Redevelopment Update, Sonya Scammell & Jo Patel

Sonya and Jo attended the meeting to talk about the 24/7 programme, what is going on and the Trust's current position. The 24/7 programme is about providing modern mental health care into the next century and ensuring this can be delivered.

Following extensive consultation SABP decided to build three new mental health hospitals, one in Guildford, one in Chertsey and one in East/Mid Surrey. This is a major investment to provide care and aid recovery.

Farnham Road Hospital opened in 2015 and now Phase II, looking at the ACU (Abraham Cowley Unit) in Chertsey, has begun with a third and final Phase in the East being developed and it is hoped they will have an update towards the end of the year.

The Trust want to create respectful places, ensure 24/ hour assessment and treatment, reduce stigma and improve staff satisfaction with better places to work.

The ACU currently has 73 beds split across four wards and following the part new build and part refurbishment they will move to 80 beds comprising of five sixteen bedded units. Four working age adult wards and one older people's ward.

At the start of the project a user group was developed who help shape proposals and this includes clinicians, admin staff, people who use services and carers. They meet bi-monthly and help to ensure that the final plan is fit for purpose.

Sonya explained they have appointed a design team and are working with them to ensure the Trust brief fits the site and delivers the accommodation required; ensuring there are checks and balances to make sure they've picked everything up.

Referring to the handout (attached) Sonya explained that the new build is the T shape section in the top left of the plan which is on the site of the current day hospital and they will decant people to other areas before they

can demolish this area. The other ward blocks will be refurbished and extended.

There is a process to phase the work ensuring services are maintained at all times, people using services are not disrupted and that safety, security and dignity is maintained. They have learnt lessons from the building of Farnham Road Hospital and are using best practice. Every room is a single en-suite and whilst the Trust want to ensure it is cutting edge now they are also thinking what it will be like in 3 years' time.

Sonya talked through the floor plan and highlighted:

- Extended the front.
- Included changing places facilities.
- The airlock is reduced to a two door system from three doors.
- The café and family visiting room is behind the airlock so people can visit off the wards.
- Tribunal suite includes interview room.
- The therapies space is also for community patients.
- Combination of kitchen, gym, therapy rooms etc.
- First section on the new wards will be a staff area offices.
- One section for males and one for females with own living space and a shared dining and activity room.
- There is a 136 Suite and access is more private and not through the front door.
- The Older Adult ward will be where Blake Ward currently is and there will be a small extension; they can then group those with similar needs together.
- Wards are connected and staff can move easily between the wards.
- Upstairs will be further Working Age Adult wards and it will also house IT, the Home Treatment Team, Research and Development as well as interview rooms, advocacy teams and multi-faith rooms.
- Every ward will have access to their own garden space and those on the first floor will have access to roof terraces (larger than Farnham Road Hospital) and access to a ground floor garden. Gardens will be designed so that flowers are in bloom throughout the year.
- There will be a multi-use sports garden with access managed by staff. The therapy space will also have garden access.
- Some rooms are clustered for personalised care for those with similar diagnosis – each will have own living room space.
- There is a multi-use sports space.

- The presentation gives an idea of what the gardens may look like and plans ensure flowers are in bloom all year round. They have also thought carefully about furniture.
- The ward office will be situated near the bedroom zones and similar to Farnham Road Hospital.
- There will be 16 older adult beds and 64 Working Age Adult beds; overall bed numbers will increase once work has started on the East site.
- Male and female will have separate bedroom areas but will have mixed communal areas there will also be a single sex lounge in the bedroom area.

FoCUS members would like to know the size of the sports garden.

Paul Earl asked if what is on the plans is what is expected to be delivered and Sonya and Jo confirmed that what has spoken about is what is being provided in the current plans.

Sonya was asked about access to the ACU and parking and confirmed that the architects are looking at where pavements go and where car parks are located. There is a small amount of free parking at the ACU and further parking on the St Peter's hospital site who are increasing their parking by building a multi-storey car park, however this parking is not free.

In terms of timelines an outline business case has been submitted and went to the Executive and Trust Board in April and was approved. The outline business case includes details such as expected costings, scope and services and they are now drilling down into the detail and working towards the full business case which will be costed and presented to the Trust and Executive Board for final sign off. The application will soon be submitted to planning with an expectation to start on site in April 2020 and Sonya ran through the different phases of work. It is a complex programme with lots of phases and moves and working closely with operational colleagues with operational complexities while running an operational hospital.

Paul Earl asked about those who are nearing discharge but remain on an acute ward which is probably not appropriate for their needs – having an intermediate/step down ward prior to discharge would be helpful for them. Paul Alexander said this has been thought about and discussed but not sure if this ever got started. FoCUS will suggest this to the Trust.

Members learnt that laundry rooms will be available for patients and FoCUS highlighted problems with clothes going missing from laundry rooms at Farnham Road Hospital and hoped that lessons have been learnt.

TMG highlighted that there seems to constantly be an issue with managing beds, how is this being managed? Sonya explained that once the third phase is underway in the East there will be more beds.

When Sonya was asked who will keep an eye on the therapeutic environment such as gardens etc. she explained there are different aspects of responsibility but it is everyone's obligation to report issues however, maintenance will be the responsibility of Facilities; the therapies area will be managed by the Therapies team etc. In terms of the physical environment the Trust are mindful that rooms may be damaged and therefore equipment used can be turned around quickly so the room is up and running as soon as possible.

5. Learning Disability Services Update, Paul Drury

Paul manages the West Community Team for People with a Learning Disability (CTPLD) covering West Surrey and NE Hants; the team have three bases one in Aldershot Centre for Health, one in Unither House, Chertsey and one at Casia House in Guildford. They have 15 members of staff covering psychology, psychiatry, occupational therapy, speech and language, art and drama, counselling, support workers and they have just had approval to appoint a dietician.

The service is for adults with a learning disability from the ages of 18-65 years old. A learning disability is defined as anyone with an IQ under 70 who also has a difficulty with associated social function. There is a difference between a learning disability and a learning difficulty; those with a learning difficulty may also have a learning disability and co-morbidity of autism or other and can come under their service. Formal assessments are carried out and this will give an IQ score and can be done in child or adulthood.

The service offer a range of therapeutic interventions and if the person has verbal skills they can have talking therapies and those who cannot talk are able to access art and drama therapy. The team carry out succinct pieces of work with the individual and then discharge however, they can be referred back if needed; there are waiting lists but a person will be prioritised if needed.

Learning disability have an intensive support service and if someone is at home having a difficult time the service can visit them and help to try and avoid a hospital admission. The Winterbourne case has changed how learning disability services are provided and they now try to get people to remain at home for as long as possible and the intervention service provide support; this has had a big positive impact on hospital admissions and length of stay.

The team have good links with acute services and have liaison nurses in acute hospitals so that they can help those in hospital who have a learning disability get reasonable adjustments made for them. GPs are encouraged to do health checks for people with a learning disability once a year and the liaison nurses work with them to identify these people and get these checks done.

Rosemary Moore highlighted a recent case regarding learning disability services that is currently ongoing within the Trust and Paul confirmed that as a result of this lessons have been learnt and the plan is more stringent and he gave examples of these.

The team try their best to engage with carers who are invited to the initial screening clinic and asked for their opinion and views; they engage as much as possible providing the person using services gives consent and listen to them if lessons are learnt. TMG clarified that the service is required by law to engage with carers to hear what they have to say.

As part of QI (Quality Improvement) the team are keen to receive feedback on the service provided at Casia House in Guildford and people using services and carers will be invited to be involved.

When asked how the service liaise with carers if the person receiving services no longer has capacity and Paul explained that carers can refer the person in and if they did not have capacity a best interest decision would be made and carers would be involved; if the decision is for intervention from learning disability services is to go ahead then they would continue.

Anyone can refer into the service including GPs, family, parents etc. unless a psychiatric review is needed which needs to be referred by a GP.

6. CMHRS Update, Paul Alexander

Paul updated that they are losing 7.5 social work staff on 31st October (7.5 care coordinators) and this will put pressure on the service in respect of assessments, who they care for and interventions that can be provided. They are not aware of the Surrey County Council plan as explained previously and this is creating anxiety and consequently they are doing more anxiety management with people using services.

Social care colleagues will not lose their jobs but are being taken back under the management of Surrey County Council. Paul suggested inviting social care colleagues to a future meeting to explain how they will be working going forward.

Despite losing staff Paul confirmed that the time from assessment to referral will remain unchanged – 28 days for routine referrals, 5 days for urgent referrals and 4 hours for emergency referrals.

Paul Earl would like to ask FoCUS if he can receive the minutes in audible form?

7. Date of next meeting

Date of Next Meeting: Wednesday 4th December 2019 at Godalming Baptist Church, Queen Street, Godalming, GU7 1BA

Issues to go to next FoCUS Committee meeting on 12th November 2019.

1	Following Action 3 of the SW September Minutes and also August Committee minutes, SW FoCUS would welcome more information about the approach the Trust take with the University of Surrey and would also like to know how they support other Universities in their patch. The August FoCUS Committee minutes note that the Trust are trialing weekly clinics in Surrey University and SW FoCUS would like to ask how this is going and how long the trial will run for – will this will be replicated in other Universities across Surrey?
2	SW FoCUS thanked the Trust for the information on training in acute hospitals and would like to ask if the autism training is optional and whether the Trust provide acute hospitals with carer training?
3	Page 8 of the FoCUS Committee minutes note that Children's services remain a focus and that waiting lists have improved; FoCUS

	understands that waiting lists have improved as additional staff have been recruited to provide diagnosis, however treatment may not happen for a year or more. Can the Trust indicate to FoCUS the waiting time for treatment in Children's services and what action is being taken on this?
4	FoCUS would like to ask the Trust if they have considered or are planning a step down or intermediate ward in the ACU redevelopment for those people nearing discharge and where an acute setting is no longer appropriate for them?

Actions

1	Rosemary Moore felt that when visiting the Trust website the most recent publications or news should be the most visible such as the Annual Report. Jo Patel explained that things get put on as news items, however the website is structured so that people can easily navigate where they want to go. Rosemary agreed that she would meet with Honey from Comms to explain her views further.	Jo Patel Communications
2	FoCUS members would like to know the size of the sports garden planned at the ACU.	Sonya Scammell
3	A FoCUS member asked if they can receive FoCUS paperwork in audible form?	Support Team

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: 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 Finney / Office Tel / Text: 07727 273242 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk</p>

Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Planning & Assessment
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
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self Directed Support
SHIPP	Surrey High Intensity Partnership Programme
SPA	Single Point of Access
STEPPS	Systems Training for Emotional Predictability and Problem Solving