

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

Monday 3<sup>rd</sup> September 2018  
1pm – 3pm

Holy Trinity Church, Carlton Road, Redhill

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Minutes of the Meeting

**Attendees:** Rachel Cocklin, Don Illman, David Murphy, Val Murphy, Clifford Wright

Maria (Meadows Memory Service), Melanie Cookson (Senior Social Worker Integrated Services, Gatton Place, SABP), Joanna Macpherson (Independent Mental Health Network Coordinator), Helen Potter (Electronic Patient Record [EPR] Solutions Lead, SABP), Jane Ahmed (Involvement Facilitator), Lucy Finney (LF Solutions)

**Apologies:** Stephanie S, Helen Smith, Veena Gheerawo, Mary Whitfield, Marion Price, Ian Stronge, Shaheida Sujee (CMHRS Manager)

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

Jane Ahmed explained that there has been a request from another FoCUS area to produce the meeting ground rules and agendas in easy read and this is currently being developed by the support team. To make meetings more inclusive other areas are also using additional cards during the meeting such as 'not relevant', 'I do not understand' and 'I agree', however the E&M group did not feel it was necessary to use these additional cards at present.

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 July meeting

1	FoCUS Members asked about the Enrich Pilot and some were confused as it duplicates what is already out available in the community - how will this help in the community – what about confidentiality? <b>Completed. The Enrich project is a research project which supports people preparing for and leaving hospital. The plan is that it will enhance the services that already exist with a Peer support role. We are happy to arrange for the Enrich lead to come to a future area group to discuss with you how this is progressing and what difference it is making if that would be helpful.</b>	Jo Lynch
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Members agreed they would like to hear more from the Enrich lead and the support team will organise for them to attend a future FoCUS meeting. David Murphy expressed concern about confidentiality.

**2. Feedback from FoCUS Committee**

Jane Ahmed fed back from the August FoCUS Committee meeting and highlighted the following:

- One FoCUS Member is involved in a working group looking at the easy read documents provided by the Trust.
- Issues regarding air conditioning at the ACU (Abraham Cowley Unit) in the hot weather were addressed and the Trust updated on measures put in place to combat these.
- FoCUS had previously asked what is available for survivors of abuse and were not happy with the response given as it was particularly slanted towards what is available for children. Justin Wilson agreed that many people with mental health problems have experienced abuse and this service needs to be for adults also and the Trust need to address this. Kate Steele-Newman felt this was good news but suggested that every professional in the Trust should be trained in this area. Melanie Cookson commented that every member of staff will be trained under adult safeguarding so they are able to look at planning a way forward for those who have suffered abuse, whether historic or current. Don asked about reporting into MASH and how quickly they respond (Multi-agency Safeguarding Hub) and Melanie explained that MASH will screen

any referral and code it to say how quickly they need to respond, it is usually fairly quickly.

- Outcomes from the Involvement workshop were discussed and FoCUS heard that the Trust want to move from an 'experience' model to a 'participation' model working with people who use services and carers to achieve this. The overall aim is to increase opportunities for participation by 50% in the next year. A participation team will be formed to work on this in partnership and FoCUS will be involved.
- The Trust believe that the Single Point of Access will be the face of SABP and are committed to carer and user involvement which has been at the heart of the project. They are working hard to ensure the interfaces between services are safe. Leaflets for the new service will be co-designed with those using services and carers. Band 3 call handlers will be supported by Band 6 call handlers and a Band 7 clinical lead. Don asked if call handlers will have triaging sheets and expressed his concern that the pilots had not been tested wider than referrals from GPs. Helen Potter explained that staff will have a set triage form to standardise the thresholds to ensure people are being referred into the correct service of SABP. A huge training programme is in place including real-life scenarios for call handlers and since the pilot the scope has changed although agreed that the Trust haven't carried out a like for like pilot, however, there will also be a considered phased roll-out.

FoCUS asked about developing a referral system to other organisations such as Community Connections and the Trust agreed that this is something they should be doing and will be working with them to develop training.

- FoCUS heard that patient records are kept for 30 years, however they will not go back this far on SystemOne. However, a person can request a copy of their records via a 'Subject Matter Access Request' process.
- FoCUS Committee heard an update around Care Pathways and a presentation on this has been circulated to FoCUS members. The group discussed the development of 'care clusters' which will try and standardise the offer for people and classify the way people present. Reps did raise issues that in some of the work streams it can be difficult to get back into services once discharged, however FoCUS heard from Maggie Gairdner that they are working with GPs on the development of this model.
- The Trust are looking at configurations and the layout at the ACU (Abraham Cowley Unit).

- Sussex Partnership have agreed to keep 9 beds at Langley Green Hospital after March 2019.
- FoCUS asked about the 15 step QI programme which undertook visits looking at reception areas in the different CMHRS's noting that there may be an opportunity for receptionists to identify people who have called that may be friends or relatives that have not been identified as carers.
- The E&M group asked about the complex process some volunteers go through in order to volunteer with the Trust and it was noted that they will be looking at pathways for volunteering in the participation work and would like to work with FoCUS on this.
- It was felt that the Carers report should be circulated more widely and that the case studies should be made available to the new working age adults Transformation Programme to see where checks and balances are needed and Maggie Gairdner will take this forward.
- It was made clear to FoCUS that the Trust ensure that positive reports given to FoCUS are fed back to staff.
- Fiona Edwards has returned to work at the Trust on a part time basis after illness and will be taking on a fuller role in September.

### **3. Local Issues**

#### Compliments and Good News

Don Illman was pleased that the Chairman of Surrey and Borders, Dr Ian McPherson, recently attended the Mid and East Mental Health Stakeholder Group meeting to talk about STPs and mental health services in the East of Surrey.

#### Local Issues

FoCUS Reps want to ask local members about their knowledge of advocacy as they believe it is not very clear at present. Many members present were aware of the organisations that provided the service but are not sure what they offer. Kate Steele-Newman spoke to an advocate recently and found them very helpful. There were some differing experiences around the table.

Ian Stronge submitted a question regarding SystemOne and asked what participation people using services or carers have in helping IT staff in developing SystemOne. The more general issue is not just capturing symptoms but how they are prompted to select and define. Helen Potter

explained that her role is a new position and is to be a conduit between clinicians and the IT department to help address issues. Helen confirmed that, at present, there is no co-production with people using services or carers and this is a deficit. Helen explained that later in her talk on Advanced Statements and Decisions she will be asking for volunteers to attend workshops and develop a forum to discuss issues, and other concerns regarding SystemOne.

Helen advised that the Trust got it wrong in terms of the way SystemOne was configured and it was built in a way that didn't work. One of the key problems is that SystemOne works in a 'unit' and there is currently only one unit for the whole Trust which impacts on things such as drop-down menus as there is one for the whole Trust; they are also not able to use a lot of the functionality because of this. The Trust are now looking at moving to a multi-unit system configured specifically for each service meaning far greater functionality. The SPA (Single Point of Access), the Perinatal and the CAMHS Eating Disorder services will be used as a pilot to move into a lone unit and this time next year the Trust can evaluate whether it has been successful and whether this will then be rolled out across the Trust. Helen acknowledged that they had tried to build SystemOne like RIO and this does not work. SystemOne does have its flaws, however Helen has had experience of working with it in another Trust where it worked well as it is highly configurable.

#### **4. Advanced Statements & Decisions, Helen Potter, Electronic Patient Record Solutions Lead**

Helen attended the meeting to speak to FoCUS about how Advanced Statements and Advanced Decisions could be captured on SystemOne and explained that the Policy around this has been revised and approved. It now gives much clearer guidance on what should be included. There is a template that has been designed and, following input from FoCUS, an alert that can be generated. However, this alert is not live yet as it cannot be revoked and the alert remains if the person changes their mind; therefore they are looking at the best way to alert staff.

Helen suggested that maybe an alert or pop-up is not the right way to highlight this information as it is not valid until someone lacks capacity.

At present the process for including an Advanced Statement or Decision is to complete a form, uploading it and making reference to it in the CPA. Helen and her team have drafted an idea around having a mental

capacity template which includes everything such as best interest, advanced statements, etc. and will include notification there is an Advanced Statement or Decision - the idea being that this is the first point that the lack of capacity is noted and rather than a separate alert. The core assessment has been re-designed and they are carrying out an overhaul and streamlining the buttons and this will be on the list to be built into these. There is no quick fix and there needs to be a more targeted piece of work alone.

After discussion it was suggested that the button to prompt for Advanced Statements or Decisions could be included when completing the Crisis and Contingency plan as this is done at initial assessment and again at each review. The whole Crisis and Contingency plan is expressing a person's wishes and every Care Plan has a section for the person who is using services views to be embedded – therefore Advanced Statements and Decisions is woven into all this work, however it doesn't stand alone and explicitly state wishes. Helen didn't believe an alert will overcome the problems raised and they need to look at where best to include this as it should be considered at every key point of the care pathway.

Clifford Wright noted that there is an ongoing problem that not all people using services have Care Plans and some are not consulted about their Care Plans. Helen said that looking at compliance of Crisis and Contingency plans is equally as poor.

The Trust also need to ensure that it is utilised in the way it should be – in the right place at the right time and this is where the development of a Mental Capacity template will help as an Advanced Statement or Decision will be at the forefront as soon as it has been assessed.

Helen would like to form a working group to co-produce this and then embed this information when it is needed in the Mental Capacity template which has been developed but not been put together. The working group can be shown what is built, what think of the wording, other suggestions and then and getting it live.

Clifford didn't feel that Surrey County Council (SCC) and SABP are working jointly to provide social care assessments and Helen noted that SCC and SABP have written this policy together so the guidance represents both sides of this. All health and social care professionals, no matter their discipline, would follow the same system.

Kate Steele-Newman asked if staff will be qualified to help people using services to complete the form and make it a success and Helen commented that mandatory training is part of CPA and Mental Capacity Act training – so not specifically on how to write these but this does come under these areas. There is guidance for the person using services and member of staff.

Helen will compose an email about her proposed workshop to inform FoCUS of what she is looking for from volunteers.

When Helen was asked how the Trust will embed a culture of routinely reading Advanced Statements or Decisions when a person lacks capacity she commented that it is about having several different routes, having it accessible and having the prompt in the pathway where the question is raised.

The group thanked Helen for her time.

## **5. FoCUS Rep Elections**

FoCUS Rep elections are held every 2 years and Jane Ahmed explained that there are 4 Reps for each area with one of these 4 for a carer Rep.

Jane ran through the timeline for the elections and this information will be circulated after week commencing the 17<sup>th</sup> September.

## **6. CMHRS Update**

### CMHRS

Melanie Cookson (Senior AMHP) updated that locally in Reigate staffing is at full capacity.

The biggest change for the CMHRS will be the SPA (Single Point of Access) which will come into force in October and will roll-out in the East initially. Systems are beginning to be put in place to manage this mainly to look at day to day appointments to allow these referrals from GPs.

Don Illman asked about parking for patients at Gatton Place and Melanie noted that it is limited for everyone and suggested that anyone parking at Gatton Place let both receptions know where they have parked.

## CMHTOP

Maria works in the Mid team CMHTOP, and said they are struggling to recruit and retain staff, they are not sure specifically why but recruitment will now be a rolling process to see if they can get people in and possibly introduce more flexible, part-time work.

The older people's teams will soon be introducing TOPS (Triage of Older People's Services) which is being trialled at the moment and will come to the Mid team in November. They won't now receive faxed referrals from GPs, these will be received electronically and then be allocated and they hope it will have an impact within the service of reducing pressure elsewhere and allow them to be more available to refer to more urgent cases, freeing up duty workers.

Parking is available at the Meadows but can be challenging for community workers.

Don asked about the lack of staff in the Home Treatment Teams (HTT) and whether this will impact the SPA and what contingency plans will be in place to counteract this? Helen Potter commented that they have done a massive drive for SPA recruitment which has been very creative and they are well along the way. In terms of the HTT they will have a rapid response worker to carry out the 'within 4 hour' assessment, should they arise, that will come under the SPA budget and who will carry out the assessments. This is in addition to, not adding to, the HTT current workload.

## **7. FoCUS Survey**

The annual FoCUS survey is now due and the support team would really appreciate Members completing this as soon as possible. Forms can be returned electronically or via free post to Surrey Coalition of Disabled People.

## **8. Date of next meeting**

The next meeting will take place on Monday, 1<sup>st</sup> October 2018, Park House, Randalls Road, Leatherhead

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

**Next FoCUS Committee meeting: 13<sup>th</sup> November 2018**


**Actions – General**

1	The Enrich Lead to be invited to a future FoCUS meeting to talk about the project.	Support Team Jo Lynch

**Contact details for your Support Team**

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**Glossary of Abbreviations:**

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
CAG	Carers Action Group
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