

FoCUS
West Area Group Meeting
Thursday 13th June 2019
1pm – 3pm
High Cross Church, Knoll Road, Camberley

Minutes of the Meeting

Attendees: TH, Tony Hall, Chris Hall, Janice Clark (West FoCUS Rep), Pam Moonan, Nina Cornwell, David Muir

Victor Hochberger (Catalyst), Rita Gbedabu (SABP Older People's Service), Donna Davies (Advocate), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes)

1. Welcome and apologies

Apologies were received from Natasha Hall, Nikki Jenkins (Andover Mind), Catherine Wheeler (CPA), Ian Penfold, Carol Frost (CMHRS Manager, Aldershot Centre for Health), Linzi Gardner (CMHRS Manager, Surrey Heath), Louise Doyle (SABP Older People's Services)

Attendees were welcomed to the meeting and introductions were made.

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

Accuracy

Page 4: Chris Hall noted that Rushmoor Borough Council are looking at reducing the number of 'disabled' parking spaces from 16 to 8.

Subject to the changes above 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.

Matters arising

The meeting Tony Hall refers to has been scheduled with Ian Macpherson, Jo Lynch and Julie Gaze to talk about the issues Tony has raised.

Tony Hall commented that there is conflicting information on carers and volunteers and would like this clarified. Janice Clark clarified that a person's role as a carer is not seen as volunteering; this is described in law. Tony would like easy-read information to be able to communicate the difference between a volunteer and carer. Janice agreed to provide the definition used by the Trust.

The following definition of a carer is used by the Princess Trust for Carers.

“A Carer is anyone who cares unpaid for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.”

This definition is recognised in law (The Care Act 2014) and does not include anyone who provides care as part of their employment or through their involvement with a voluntary organisation. Where caring is part of paid employment or volunteering other terms are used such as care worker; support worker; personal assistant and so on. It can be very confusing when the word “carer” is used to describe a paid employee or a volunteer.

Actions from April 2019 Meeting

1	FoCUS would like to ask about the other 10 people who were not identified as people using services or carers – are they members of the public? Completed. The 10 people who didn't identify as carers or lived experience were members of the public who were just interested in volunteering.	Nikki Green
2	There are also rumours that payment will be card only in the new parking arrangements at the Aldershot Centre for Health where the NE Hants and Farnham CMHRS is located. It is feared this will impact on patients and staff. Janice Clark suggested FoCUS write to Rushmoor BC as a group that meets at Aldershot Centre for Health to let them know how this will impact on them. Completed – we have since	Janice Clark Support team

	<p>learnt that this is not the case and payment can be by cash.</p>	
<p>3</p>	<p>FoCUS would like to ask the Trust who is responsible or represents Learning Disabilities on the Carers Action Group? Ongoing. Ann Stevenson has since replied saying “We don’t have a specific staff member but it is based on someone coming from the services which can be a different person each time”.</p> <p>Janice Clark clarified that they don’t have people representing groups, it is about carers in general. The Carers Action Group is unlike Focus as it looks at the strategic actions for carers in the Trust, delivers a Carers Action Plan; is developing a carers strategy, and measures what the Trust does for carers - the standards are called the Triangle of Care.</p> <p>Tony said there are 8 people who believe that some information doesn’t get through to FoCUS Committee and this is an expression of his own personal concern and voices of others, however, did not give examples of this to the meeting or highlight what these are to the support team.</p> <p>Chris Hall suggested that FoCUS have to be consistent about what is an SABP issue and what isn’t.</p> <p>Some FoCUS members asked for clarification about the process of how issues are brought to FoCUS.</p>	<p>Ann Stevenson</p>

FoCUS would like to know where they can get further information and clarification of benefits that came into law regarding VAT and claiming back this amount. How do people claim things for mobility?

Post meeting note: The various disability organisations provide this information; Action for Carers (Surrey) or Citizens Advice can also help with this. It is information that is also available directly via the web.

3. Feedback from FoCUS Committee

Jane Ahmed ran through the FoCUS Committee Summary highlighting the following:

- Sharon Spain who is the acting Chief Nurse officer attended FoCUS Committee for the first time.
- Additional feedback about the Safe Havens was given 'attachment 2'. There was also discussion about those intoxicated and who may want to use the safe haven and the Trust explained how they handled these situations.
- The Trust agreed to keep a log of those turned away from the safe havens due to being intoxicated if FoCUS think it would be helpful.
- Positive news is now fed directly back to staff and FoCUS received comments that this is appreciated and makes staff feel valued.
- FoCUS received a one-page summary for the Carers Report but FoCUS Reps feel it lacks detail of the larger report, misses vital information and it was agreed that both reports would be circulated to FoCUS in future.
- The Trust agreed that carers needs may change and therefore assessments need to be reviewed, however this is down to the reality and practicality of making it happen.
- The Trust want to provide the 'whole family' approach more effectively and this is a cultural shift as well as a system and policy shift.
- 30 people attended the Volunteers Open Day, 22 of which completed an application form.
- The Working Together Group have chosen to work on Social Prescribing as their first topic. Please contact Nikki Green at the Trust if you are interested in being involved (nikki.green@sabp.nhs.uk).
- The Trust's recruitment team met the People's Participation team to develop a training support package to support people with lived experience who are supporting the organisation.
- The Trust hope to look at the suggestion of a feedback from at some point in the future.
- Lots of work and initiatives have taken place to drive the standard of care across the Working Age Adult pathway.
- Lack of Learning Disability/easy read materials at Members Days in addition to poor signage.
- The Trust have been focussing on supporting people with a Personality Disorder for some time and have undertaken a comprehensive training programme on positive risk taking.

- The Trust acknowledged that there has not been enough attention in reviewing the offer provided for rehabilitation services and they have now held several workshops which have identified some gaps that lead on to a bigger piece of work to be completed. Margret Laurie House, as a rehab function, is needed as part of this pathway.
- The Trust are looking at treatment offered in community teams as they know there are slight differences that need to be standardised.
- The Annual Plan for 2019-20 sets out changes to make services better, what they will do to help staff to do their jobs well, how they will improve their buildings and how money is being spent.
- The recruitment of a new Chief Nurse Officer is nearing conclusion and a formal announcement will be made when possible.
- There has been a formal letter from East Surrey CCG to confirm they are working more closely with Surrey Heartlands ICS with a view to moving into Heartlands in a year.
- Stephanie Forster has left the Trust and a new Communications Director has been appointed, Marcel Berenblut, who will pick up the strategy piece of the equality work. Rosemary Moore spoke about being involved in the recruitment of the new Communications Director, however felt that there was no person that uses services involved in the process.
- There are no official changing place toilets across SABP and the Trust are not in a position they would want to reduce anything they do currently have that meets people and their family's needs.

Janice spoke about carers assessments being reviewed and noted that it is a matter of law that carers must be re-assessed if their circumstances, or the person they care for circumstances, change – it is a duty under the Care Act. It was agreed this would be brought to the Trust's attention.

Pam Moonan has been in contact with Nikki Green but has yet to hear back about these opportunities – the support team will follow this up for Pam.

Janice clarified that there is a movement away from inpatient care for those who have a Personality Disorder and are in crisis however, there is concern from the family perspective they may not choose to do this or are unable to take on these responsibilities. A small workshop took place and the Trust heard from carers who are worried they may take on responsibilities they are ill-equipped to undertake.

Changing place toilets - Chris Hall spoke about a recent consultation suggesting that any new build should have changing place toilet facilities and FoCUS agreed to raise this to the attention of the 24/7 ACU redevelopment project group. Further information can be found here: <https://www.gov.uk/government/consultations/changing-places-toilets>

Jane Ahmed updated that the recent meeting about the discharge leaflet was positive following intervention from Maggie Gairdner and the psychiatrist team understood the points FoCUS were raising. This will be on the July FoCUS Agendas and FoCUS have asked to see the discharge leaflet (which is now called Transfer leaflet) prior to the meeting and the support team will try their best to organise this.

Members raised they feel they have a lot of information sent through via email and asked the support team to look at how this can be managed.

Members have not heard anything further from the Trust on their Digital work since many members attended and contributed to the Digital Information workshop held last December. The support team will contact Helen Potter for an update and whether it is likely any further groups will be held.

Tony Hall is talking to system analysts in Kent, Surrey and Sussex (KSS) and noted that systems are not talking to each other. Janice Clark explained that SystmOne has never been configured properly and the work the Trust are undertaking around SystmOne is specific to SABP; they have now fixed the issues with proper recording of care planning and these should be able to be recorded and printed off but there are no fields for carers. Tony disagreed and wanted to ask what interaction the Trust had with KSS?

Tony Hall updated that the ICP (Integrated Care Partnership) in Guildford is going well and they are talking about extending the GP mental health teams provision to 11 centres. Frimley Health, through United Communities, had a presentation about it and they are looking at funding for this next year.

Rita Gbedebu said they have integrated care teams in Hampshire and while not in GP surgeries they do work together. If a person doesn't meet the criteria for secondary mental health services they take this on and the Mental Health Practitioner will link with the CMHRS. This is being piloted. The GP will refer to the integrated care team.

Tony said there is good work going on and there was a presentation at the Surrey Heath AGM covering the Integrated Care System which can be found here: <http://www.surreyheathccg.nhs.uk/policies-publications/public-meetings/public-meetings-2019/14th-may-2019/1351-public-meeting-presentation-14-05-19/file>

David Muir would like feedback from the Carers Action Group in case an issue regarding Learning Disability arises. The support team and advocate will work with David to review the CAG report to FoCUS Committee when received so that any LD issues can be highlighted to David.

4. Local Issues – Good news, Compliments and Issues

Good News/Compliments

Tony Hall spoke about a campaign for Learning Disability (LD) awareness working with Mencap. LD week is 17th – 23rd June and they are working across Surrey with different LD nurses who are planning information awareness sessions into the hospitals. David Muir will be the LD rep at these stands to give his experience and awareness of what he does in his role. Surveys from Healthwatch, the CQC and others are available at the stands. It is hoped that the Mayor and Michael Gove will attend and launch the LD week at Frimley Park.

Tony Hall also explained that there was due to be a learning disability walk around so that nurses are aware of challenges people with a learning disability face when attending hospital, however this was cancelled. Each hospital will have a stand to raise awareness on mental capacity and it was hoped that one to one's would be provided to staff so they could understand a patients view, however this is no longer happening either.

Janice Clark highlighted that this week is Carers Week and there is lots happening across Surrey including the launch of the national GP Quality Markers which will be important for the new primary mental health services as they are a set of standards that carers should expect at their GP surgeries.

Last week Sharon Spain, Acting Chief Nurse and lead for Quality and Risk, organised a meeting for Janice with the CQC as she criticised them for not mentioning carers at all in their latest inspection report. Janice

made some suggestions as to how the CQC could respond to some guidance re Carers by NICE, to be published next year.

Janice has also written to her MP, Michael Gove, about the very low level of Carers Allowance, as part of the Carers Week national campaign.

TH thanked Nic (support team) for organising transport so promptly.

Local issues

David Muir recently attended the Surrey and NE Hampshire AGM and reported that there was no mention of Learning Disability (LD); there was also lots of mentions of carers but no mention of carers with a LD. David was disappointed as a carer with LD may find it hard to know where to go to get information. Janice noted that this point was made clearly through FoCUS and the Carers Strategy. When the final Strategy comes out FoCUS must ensure it's in there and then the Trust must act. David would like this issue to go to commissioners and it was agreed this would be passed to Guy Hill of the Independent Mental Health Network.

FoCUS asked what would happen with the learning disability services when Surrey County Council split with SABP under the Section 75 Agreement? Jane Ahmed explained that at other focus meetings members heard that SABP don't want to split and are awaiting to hear further how this will look. They are in negotiation about the detail of where teams will sit and how they will work.

FoCUS heard that Surrey County Council had to break with SABP as the council has to carry out its statutory duties and were not able to do so under the S75 Agreement.

Chris Hall had meeting with Shelly Head who told her that some people will move to other care practitioners and Chris is now not sure if there will be anyone based nearby. Janice did not believe this is set in stone and agreed that it's not appropriate for people to have to travel to get their social care or carers assessment, it should be a joined up process and people should reach out to them. Rita reassured members that no matter the decision it will not interrupt services. She said that Hampshire have also dissolved their Section 75 Agreement but they still work together.

TH has read the documents for the Care Programme Approach but does not believe that what is stated happens in reality – is it naive to expect processes and policies should be followed without people being silenced

and discharged? The Trust are making important decisions about care and treatment without listening to the person that it involves - policies and procedures have not been followed for some time. What changes have they made to discharge and how do they monitor these are working?

Janice Clark explained to TH this is why they are ending the S75 Agreement in Surrey as some statutory duties cannot be delivered by Surrey and Borders. Janice feels there is something wrong with the Hampshire system believing there is a care pathway problem and they are not operating in the correct way. We know that SABP Older People's in patient services find it hard to get engagement with Hampshire County Council to get discharge until the point of discharge has been reached (even though guidance states that discharge planning should start at the point of admission) - there is a pervasive problem. In terms of the CPA policy it will be reworked in light of this, however FoCUS will need to test this out.

It was suggested that Jason Brandon from Hampshire County Council be invited back to West FoCUS to speak about the care pathway in Hampshire.

The group discussed access to medical records and one member queried whether there is any other information about a person that may influence decisions about their care? Janice said that the CPA has to be an assessment of both health and social care – a whole person, whole family approach.

To attend the Aldershot Safe Haven after 8pm you have to be in crisis and lots of people find that the two social hours, 6pm – 8pm, is not enough and perhaps the Trust should look at flexing the times of the social and crisis hours with the need. Janice suggested this may be a commissioning issue and that the social element of the safe havens spilled out of the crisis work – this demonstrates a need for a social interaction type of service for people, particularly in the evening.

There has previously been a suggestion box at the safe haven in Aldershot and FoCUS would like to suggest this is kept out at all times for suggestions.

Tony Hall thanked David Muir for what he has achieved in the last few years; a User Led Organisation Committee for Learning Disability has been set up through Mary Hendricks at Surrey County Council and this will be announced during LD Week.

David Muir asked where people from Farnham with a mental health issue would go as he has been told that Aldershot Centre for Health is not the right place to go.

4. Older People's Service, Rita Gbedebu

Louise Doyle was unable to attend the meeting and Rita, Sector Manager for NE Hants and Farnham gave the following overview.

Rita covers those experiencing mental health conditions over 65 years old or 18 years and above for those who may have early onset dementia.

Referrals usually come via the GP but for the last year they have had a Single Point of Access called TOPs (Triage for Older People's Service) and they now link in with the main SPA (Single Point of Access). They are currently working hard to recruit clinicians.

If someone needs services they go through their GP as most clients will need a physical health check-up initially as physical health problems affects their client group. When a referral is received clinicians will triage and book appointments for consultants, nurses etc. to see the patient. A routine referral is 2-4 weeks, an urgent referral is 5 days (but most teams try to respond on the same day) and an emergency referral is 4 hours. The service does accept self-referral if a person has been discharged within 6 months. The Older Adults service doesn't have a waiting list.

The service support people with their treatment plan, intervention and link with the families and care workers so they work with the Triangle of Care model a lot; they also work with the persons GP and other services such as speech and language, social services - all that are relevant in the persons care.

If a person's treatment in the community is not working they will consider hospital admission and whether they will be formally admitted or not – if the person doesn't have the ability to decide they use the Mental Health Assessment appropriately. When in hospital the community team still link with the inpatient ward and ensure they are part of the discharge process when the time is right.

If an individual is fit for discharge the team also support them back into the community and do so until they are settled; once settled they are discharged back to their GP.

Tony Hall spoke about his experiences being part of a clinical trial for Alzheimer's and one research centre is in Guildford. Tony asked Rita if she is aware of this prevention work? Rita is not specifically aware of this work but the Trust encourages research and they have a research consent form to involve people so they can work towards prevention and better treatment in the future.

Janice Clark asked Rita whether discharge processes within Surrey and Hampshire are different; she is aware it can be difficult discharging from the Meadows? Rita acknowledged this and explained that in Hampshire the ward team refers the patient to the County Council at an earlier stage. The Meadows often leave it late to involve the Council and often then Hampshire does not have capacity to send people on time, however they are encouraging them to do this. If a ward is struggling with discharge they will ask the Care Coordinator in the CMHTs to follow up with the social workers to attend meetings to ensure safe discharge.

The memory clinic is at Aldershot Centre for Health and is where a person from the NE Hants area will go for a formal diagnosis of dementia. When formally diagnosed the person will attend the post diagnostic clinic where they will talk about how they can be supported and what social services provide so they know where to go.

Janice explained that there is a huge drive to diagnose as many people as possible but there are no corresponding support services - this could lead to an explosion of diagnoses with no support at the end of it - the development of a support service by both health and social care is not there.

FoCUS noted there is lots of work around working age adult urgent response such as safe havens, spa etc. but there are no protocols for emergencies around older people who have dementia and it often takes a safeguarding situation placing families at risk, which brings it to the attention of social services.

5. CMHRS Update

Linzi Gardner was unable to attend the meeting but provided the following update for Surrey Heath CMHRS.

Please accept my apologies for this week's meeting. I have a clash in my diary with another meeting I need to attend. A quick update from Surrey Heath CMHRS:

- We are now linked with the SPA so all of our referrals go via the single point of access.
- More linked up working with Community Connections and the Welcome Project – this should strengthen our links with the community and help us provide a broader range of interventions/support for people’s mental health and wellbeing.
- Rapid Response is now available across the SW locality (shared between the 4 teams – Waverley, Guildford, Surrey Heath and NE Hampshire) until 8pm every night to support the Single Point of Access respond to emergency referrals in a timely manner. The SPA team are gatekeepers for this extended service.

FoCUS members asked if the SPA is now open to all and if so this needs to be made clear?

6. Date of next meeting:

The next meeting will take place on Thursday 11th July 2019, 1pm – 3pm at Theta Building, Lyon Way, Frimley, GU16 7ER.

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

Next FoCUS Committee meeting August 2019:

	<p>At the May FoCUS Committee FoCUS raised the point that carers assessments must be reviewed, which the Trust agreed with but noted it was down to reality and practicality of making this happen. FoCUS would like to highlight to the Trust that it is a matter of law that carers are re-assessed if their circumstances, or the person they care for circumstances, change – it is a duty under the Care Act.</p>

Actions – General

1	<p>Tony Hall commented that there is conflicting information on carers and volunteers and would like this clarified. Janice Clark clarified that carers can be volunteers but not all carers are volunteers. The definition of carer excludes those who support people in a voluntary or paid capacity and Janice agreed to</p>	<p>Jo Lynch Ann Stevenson Janice Clark</p>
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	provide this definition. Tony requested easy-read information to be able to communicate the difference between a volunteer and carer.	
2	Some FoCUS members asked for clarification about the process of how issues are brought to FoCUS. Completed. The support team will circulate the FoCUS Terms of Reference and also a flow chart detailing how issues are brought to FoCUS Committee.	Support team
3	FoCUS would like to know where they can get further information and clarification about the benefits that came into law regarding VAT and claiming back this amount. How do people claim things for mobility? Note: The various disability organisations provide this information; Action for Carers (Surrey) or Citizens Advice can also help with this. It is information that is also available directly via the web.	Jo Lynch
4	Changing place toilets - a recent consultation suggests that any new build should have changing place toilet facilities and FoCUS would like to draw this to the attention of the 24/7 ACU redevelopment group. Further information can be found here https://www.gov.uk/government/consultations/changing-places-toilets	Jo Lynch
5	Members noted that they receive a lot of information via email and asked the support team to look at how this can be managed.	Support team
6	Members have not heard anything further from the Trust on the digital work/plans since many members attended and contributed to the Digital information workshop held last December. The support team will contact Helen Potter for an update and to find out whether it is likely any further groups will be held.	Helen Potter
7	Tony Hall is talking to system analysts in Kent, Surrey and Sussex (KSS) and noted that systems are not	Helen Potter

	<p>talking to each other. Janice Clark explained about SystemOne, which was never been configured properly. The work the Trust are undertaking around SystemOne is specific to SABP; they have now fixed the issues with proper recording of care planning and these should be able to be recorded and printed off but there are no fields for carers. Tony disagreed and wanted to ask what interaction the Trust had with KSS?</p>	
8	<p>Support team to pass on details of TH and David Muir to Nikki Green to join the Working Together Group. Completed.</p>	Support team
9	<p>David Muir recently attended the Surrey and NE Hampshire AGM and reported that there was no mention of Learning Disability (LD); there was also lots of mentions of carers but no mention of carers with a LD. David was disappointed as a carer with LD may find it hard to know where to go to get information. It was noted that this point was made clearly through FoCUS and the Carers Strategy. David would like this issue to go to commissioners and it was agreed this would be passed to Guy Hill of the Independent Mental Health Network.</p>	Support team Guy Hill
10	<p>FoCUS have discussed social care in Hampshire and it was suggested that Jason Brandon from Hampshire County Council will be invited back to West FoCUS to speak about the care pathway in Hampshire.</p>	Support team Jo Lynch
11	<p>To attend the Aldershot Safe Haven after 8pm a person has to be in crisis and lots of people find that the two social hours, 6pm – 8pm, is not long enough and perhaps the Trust could look at flexing the times of the social and crisis hours depending on need. FoCUS are aware this may be a commissioning issue but this clearly demonstrates a need for a social interaction type of service for people, particularly in the evenings.</p>	Jo Lynch
12	<p>There has previously been a suggestion box at the safe haven in Aldershot and FoCUS would like to suggest this is kept out at all times for suggestions.</p>	Jo Lynch
13	<p>David Muir asked where people from Farnham with a</p>	Carol Frost

	mental health issue would go as he has been told that Aldershot Centre for Health is not the right place to go.	
14	FoCUS members asked if the SPA is now open to all and if so this needs to be made clear.	Jo Lynch

Contact details for your Support Team

For Member support please contact:
 Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People
 Tel: 01483 456558 Text: [077809 33053](tel:07780933053)
 Email: clare.burgess@surreycoalition.org.uk
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For Meeting support please contact LF Solutions:
lucy@lf-solutions.co.uk Tel/Text 07727 273242

Glossary of Abbreviations:

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
AMHP	Approved Mental Health Practitioner
CAG	Carers Action Group
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
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
FRH	Farnham Road Hospital
GPimhs	GP Based mental health teams
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
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
STP	Sustainability and Transformation Plans