

FoCUS Committee Meeting
Tuesday 13th August 2019
2pm – 4.30pm
Trust Headquarters, Leatherhead

Minutes of the Meeting

Attendees:

Area Group Representatives:

North West	Tracey Hayes, Larisa Orlova, Sharan Kaur Dhani
West	Janice Clark, Pam Moonan (Co-Chair)
East & Mid	Rachel Cocklin, Helen Smith
South West	

Surrey and Borders Partnership (SABP):

Justin Wilson, Medical Director (Co-Chair)
Emma Binley, Head of Participation, Experience & Improvement
Julie Gaze, Director of Governance and Planning
Angela Devon, Associate Director of Therapies (part of the meeting)
Tham Dewar, NW Locality Associate Director (part of the meeting)

FoCUS Support Team:

Jane Ahmed, Surrey Coalition of Disabled People
Lucy Finney, LF Solutions (taking minutes)

1. Welcome and apologies

Apologies were received from Rosemary Moore, Claud Norris, David Muir, Jo Lynch, Maggie Gairdner, Lorna Payne and Clare Burgess.

2. Minutes of the previous Committee meeting – 14th May 2019

The minutes were agreed as an accurate record.

3. Actions & Matters Arising from February 2019 FoCUS Committee Meeting

Actions

No	Action	Responsibility
1	Jo Lynch to arrange for David Muir to visit a Safe Haven. Completed. Jo Lynch has contacted Stanley to set this up.	Jo Lynch
2	David Muir would like to be involved in the LD work as the LD Governor. Completed. Karen Dodd, Mandie MacLennan and Lucy Finney are liaising to help David become more involved. We will continue to ask our Governors for People with Learning Disabilities to become involved in pieces of work the Division is doing when it is appropriate to their Governor role.	Julie Gaze Karen Dodd
3	The Trust to think about how they can provide cross border information at Members Days. Completed. I have provided FoCUS' feedback to the Communications team who run our Members events. I have shared FoCUS's request that our presenters need to be prepared to be clear who does provide services in an area if we do not and wherever possible for the literature available at the events to reflect this also. Janice Clark suggested the Comms department establish a relationship with the Aldershot Wellbeing Centre as they hold a lot of information and may be able to help with this.	Julie Gaze
4	FoCUS to hear more about the Primary Care Mental Health Services at local FoCUS area meetings. Completed and members will hear from the GP Integrated Mental Health Services (GPIMHS) at the September and October Area Groups.	Jo Lynch Lucy Finney
5	Janice Clark and Maggie Gairdner to have further discussions around the discharge leaflet meetings. Completed.	Maggie Gairdner Janice Clark
6	Julie Gaze to find out what the STP/ICS work streams are doing around dementia.	Julie Gaze

	<p>Completed. Julie requested information about workstreams around dementia from Helen Rostill and will provide a summary of this to FoCUS. They are also looking to involve a person who uses services or a carer who is involved in dementia in their group (covering Surrey Heartlands) and they are interested to pursue this. Julie will draft a short email detailing what they are looking for in terms of involvement and ask what is available in Frimley.</p> <p>Janice Clark suggested that FoCUS receive regular updates on dementia as there are worrying disconnections and misinformation and gave examples of these and Julie agreed to see how this could be progressed.</p>	
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4. Positive Reports from local area meetings

The positive reports from local area meetings were noted.

5. Participation Update, Emma Binley

Emma is the new Head of Participation, Experience and Improvement at the Trust and attended the meeting to provide an update on the Trust's participation.

Please refer to the attached Participation FoCUS Report.

Emma highlighted the following:

- Emma joined the team in June and works with Nikki Green who is the People, Participation and Experience Lead and Joanne Massey-Shand who is the Involvement & Volunteering Manager; they will soon recruit to a Participation Co-ordinator role who will work on patient experience, Your Views Matter and people participation.
- The main piece of work they will be focussing on is the Participation Strategy which will be discussed at the Working Together Group next week. They are hoping to hold a day where everyone that attends can have input into co-producing the Strategy.

Janice Clark said that the Working Together Group have been working on Social Prescribing and felt it would be feasible to finalise this as well as working on the Strategy.

Larisa is interested in people participation and submitted some suggestions to the Trust a few months ago via FoCUS Committee around how co-production should work and that in future the Trust must include people with lived experience. Larisa asked Emma to contact her as she has a number of questions and suggestions around volunteering and participating.

Larisa has helped with recruitment of volunteers and sometime ago a Peer Support worker role was advertised, however this did not come to fruition. FoCUS has been told the Trust are progressing this but staff are not ready to work with volunteers at this point. Emma acknowledged that this had taken place and informed members that they will be meeting with Ward Managers next week to find out why the Trust didn't work to follow through on the commitment and intentions and what barriers staff may be facing.

Emma recognised the importance of volunteers and those with lived experience and explained that in the Trust she previously worked for those involved in participation were paid for their time to show that it is valued. Larisa agreed and wants to spread the good work.

In terms of timescales to move this work forward a date will be agreed in September for people to come together to plan the co-production day which will take place in October or November.

Larisa asked about admin support for the Working Together Group and suggested they contact those attending the Working Together Group at least a week in advance to remind them of the meeting and ask if there are any transport requests etc. Emma advised that once the Participation Co-ordinator is in post they will be the link between FoCUS and the Working Together Group and will coordinate this.

The Committee thanked Emma for her time.

6. Carers Reports

FoCUS were provided with a summary of the Carers Report, the full Carers Report and the Young Carers Report.

The following was raised:

Main report:

Page 5: Janice Clark spoke about the continuing difficulties with SystemOne and that a meeting with Nathan Halcrow will take place soon to talk about how they will build something to capture carers information and also what they want to record i.e. what information and where this should go?

Page 5: When asked if a person would accept the offer of a carers needs assessment, 23 said no – it would be good to explore why those people said no – what are they being offered?

Page 7: totals for Carers Prescriptions by designations (top left) notes that 75 people were referred; Janice highlighted this figure relates to the Older People's service in Epsom not the Hollies. In a future Carers Strategy FoCUS would like to see more work around how to encourage staff to refer for Carers Prescriptions.

Summary report:

The summary report has a section for Young Carers and talks about 'parent carers'; FoCUS Reps were not clear about the definition of the term and it was explained that it is parents who have significant caring responsibilities.

Previously FoCUS members have been asked about the top 5 things they would like to see in the Carers Strategy; these have not been included in the summary and FoCUS would like an update. Janice Clark explained that that these top 5 suggestions have been included in the Strategy which is currently with Communications and will then go to the Board.

Young Carers Report:

When talking about young carers FoCUS suggested the Trust need to be clear about care pathways as there is muddled thinking about how young carers are involved in care planning. There is a need to understand what the Care Act says about the whole family approach to ensure this is right and to understand what is not acceptable. The first task is to ensure that the adult or sibling, in the young person's life, who is receiving services gets support and a care plan is in place that supports the whole family; the main aim is to prevent children and young people having to take on caring responsibilities.

General

Julie Gaze queried whether the Carers Strategy will give the right framework to tap in and tackle these issues raised or whether the Trust need to do something now to communicate these? Janice Clark advised that in any programme of

training it needs to be clear who carers are, challenges they face, why they are important and what can be done to recognise and support them. There are statutory obligations to carers that have to be met but the Strategy needs to look at what the Trust will do accompanied by an Action Plan. It was agreed a conversation about what the Trust want to achieve and how they can do this needs to happen with Governors and the Board.

Ann Stevenson and Emma Binley are working on developing staff caring policies and carers champions to highlight they are a group that need to be looked after; it may be that in the future there will be a Participation Lead specifically for carers etc. Julie Gaze noted that the Trust want to engage better as an employer for those with a caring responsibility and they are approaching this in a number of different ways.

7. People's Experience Report

Please refer to the previously circulated People's Experience Report.

FoCUS Reps were pleased that the report has a better layout, is clearer and easier to read however there continues to be white writing on coloured background that is difficult to read. Jane Ahmed suggested the Trust use coloured borders to highlight instead of coloured backgrounds. Julie Gaze assured FoCUS that the Trust are clear about the message around accessible information but it may take time to filter through. The People's Experience Report will soon come under the Participation Team and Emma took these points on board.

Whilst the report is better laid out some FoCUS Reps would still like more detail so that FoCUS can track teams performance, particularly around the Your Views Matter data. Julie Gaze commented that following feedback the Trust have tried to slim down what is communicated but will note the request for further detail particularly around team performance and Your Views Matter.

8. SABP Responses to Local Issues/Questions

Q3: FoCUS Reps thanked the Trust for the data provided on those who have been turned away from Safe Haven's over the last 6 months and would like this monitoring to continue.

Q4: The response from the Trust details what should happen but does not acknowledge what has happened and Jane Ahmed outlined the circumstances. There needs to be more proactive communication between people using

services and carers to explain the situation when a Care Coordinator leaves and how long the person using services will have to wait to be assigned a new one.

Q6: Janice Clark updated that the Governors have raised an issue around young people in transition from CAMHS and it seems there is a wide spread issue that young people are let go from CAMHS services at 17, however according to the Minister for Mental Health Services and Suicide Prevention there is a national drive to keep young people supported up to the age of 25. Some young people are leaving the service without any information about prevention or crisis. Angela Devon explained that the Trust have submitted a bid with a focus on transition for ages 18-24 years and hopefully they will get money to address these issues which will be more community based.

Rachel Cocklin felt there needs to be a period after a young person turns 18 where they are considered to be a young person and can have help dealing with things.

Julie Gaze acknowledged that there are lots of different layers including what the Trust can do better to support people graduating from CAMHS services with what is in place now. There is lots more work that needs to be done and Julie suggested sharing the following link with FoCUS:

https://www.bbc.co.uk/news/av/stories-49155954/i-ll-lose-my-mental-health-care-when-i-turn-18-why?intlink_from_url=https%3A%2F%2Fwww.bbc.co.uk%2Fnews%2Fhealth&link_location=live-reporting-map.

Emma Binley suggested working with adult services so they understand what CAMHS services provided and help with the transition this way.

Q7: FoCUS Reps felt this question wasn't answered in full, however Justin Wilson updated that he is very much involved in the GP clinics for Mental Health and the Trust are trialling a weekly clinic at Surrey University combined with working directly with the University wellbeing clinic and also the local GP surgeries in the area. FoCUS Reps suggested that more public information need to be available and highlighted that a recent article showed that the majority of students would like their parents involved should they have a mental health illness.

Q8: This is another example for lack of information for carers.

Q9: FoCUS are concerned to learn that the Psychiatric Liaison teams aren't

training acute hospital staff in autism spectrum disorders and Justin Wilson agreed that this important topic should be covered. Justin suggested discussing with the acute Trusts how they are working with people with autism with a view to providing this training.

Angela Devon advised that a Darzi fellow will soon be joining their meetings and working on a project to get mental health training in the acute sector and Angela will raise this. CMHRS and inpatient staff who have felt de-skilled around autism have been attending training and each CMHRS will also have a talk about autism and the camouflage effect which can lead to misdiagnosis. The Trust are trying to be informed by research.

Q11: FoCUS Reps felt the response didn't answer the question and focussed on Frimley Park Hospital, however FoCUS wanted to know if the Trust have a Learning Disability Strategy? One of our FoCUS Reps has been asking for some time how the Trust communicate to those with a Learning Disability.

Julie Gaze explained that there is a Council of Governors Task and Finish group reviewing easy read information and the suite of leaflets available. They are keen to consider whether the 'house style' needs to change to allow teams and departments to create and revise easy read information to fit with this. There is a Communications Strategy about accessible information. The Trust have also discussed moving all communications to be easy read in the first instance and therefore accessible for all.

There is a Strategy in terms of Learning Disability Social Care provision and the Social Care Charter sets out how they wish to approach and support people with a Learning Disability to live more independently.

Janice Clark highlighted that there is no information about carers who have a learning disability and it is important this information is available.

Q13: FoCUS appreciated the apology from the Trust but didn't understand why things haven't progressed and are now waiting for a new person to start to re-ignite this work.

Larisa Orlova commented that the Trust gained useful information from the Digital workshop held last December which included suggesting the Trust provide a similar feedback platform on their website to www.iwantgoodcare.com, a 'you said – we did' board etc. There has been no further communication to update those interested in how this work is progressing.

It was agreed that the Digital team will be asked to explain the intent for people using services and carers going forward.

The Committee discussed the website www.iwantgoodcare.com and how FoCUS Reps felt the Trust could provide something similar to give feedback on SABP services. However, Julie Gaze advised that the system for collecting feedback currently is via Your Views Matter and she was not sure if the Digital team are looking at this going forward. Emma Binley noted that the contract for Your Views Matter is due to be renewed soon and they will be looking at the best platform and will consider this suggestion. Some FoCUS Reps were concerned that people will leave false or negative reviews which may not be helpful to someone seeking help in a crisis – it's about getting the balance right.

Q15: With regard to food being allowed into a safe haven, Justin Wilson was sure this would be permitted if the person attending was diabetic.

The response to the comment from FoCUS about social time at the safe havens noted that 'it is hoped that those who do not necessarily need to attend safe havens for social reasons can attend groups outside of safe havens' highlights the lack of services or groups for people to attend in the evening.

Julie Gaze was recently asked about a conversation at the West FoCUS group around the role of the Governor being a point of contact when a person in crisis may be seeking help. Julie has clarified this answer but reiterated that it is not the role of a Governor or FoCUS Rep to be a point of contact for a person in crisis. For information Julie will share information about the role of a Governor with FoCUS.

9. FoCUS Report: Discharge

Please refer to the attached FoCUS Report: Discharge from Community Services.

Tham Dewar spoke to this report and ran through the responses given noting:

- Care plans can be printed off SystmOne. If there are issues please let Tham know so the team can be supported to do this.
- Feedback on the Discharge/Transfer leaflet has been received and collated and they are now working to finalise this.
- People should not be hearing about discharge at the point of discharge this should happen early on and they are pushing this through with the care pathway work. Jane Ahmed pointed out that the Trust are saying

what should happen but FoCUS are hearing this is not happening. FoCUS suggested an audit to gauge people's experience of the discharge process, however it was felt this may not be possible as the Trust may not be able to contact people no longer under services. If people are experiencing the issues discussed or feel their discharge is inappropriate please raise this with the team managers at the time. Tham is also happy to speak to people individually to find out if problems are team specific.

- Details around the process if a person is not happy with their discharge will be in the Transfer of Care (Discharge) leaflet, however as noted previously this should be raised initially with the team manager and escalated via PALS.
- It was acknowledged there is no clear process or discharge policy in place which is not unique to SABP. Tham has asked a clinical team lead to draft a process/procedure so they can have a Policy in the future. Janice Clark advised that any Discharge Policy or Procedure needs to be overarching across all services particularly as local policies can be difficult to track down and often don't marry with the overarching policies.

Acute general hospitals usually have discharge panels with the Local Authority colleagues to ensure the right support is in place, with the end of the Section 75 Agreement FoCUS asked about the possibility of holding weekly transfer meetings? Tham explained that Surrey County Council are considering setting up hospital discharge teams based in the acute hospital and the discharge coordinator will be linking in with them so their adult social care needs are met. Tham also advised that the 'Consistent Practice' team meeting takes place weekly to look at support and this will continue.

With all the Surrey County Council changes Angela Devon explained that the Trust will need to look in detail at the care pathway and will do their best to ensure people don't fall through the gaps.

10. FoCUS Report: Personality Disorder, Angela Devon

Please refer to the attached FoCUS Report on Personality Disorder.

Angela asked for questions and the following was discussed:

- Psychiatrists now often refer to Borderline Personality Disorder as Emotionally Unstable Personality Disorder (EUPD) as this indicates the meaning; generally the latter term is preferred.

- Diagnosis of a Personality Disorder may be made in one assessment on the basis of a good history, however this is not usually a quick diagnosis and is based on how someone has been over a long period of time.
- If a person feels they have the wrong diagnosis they are able to challenge this, however a person with EUPD is more likely to have comorbidities and other mental health issues.
- SABP is not involved in the funding for the Mary Frances Trust (MFT) work which is funded by the CCG and social care separately, however they are working closely with MFT and have developed a STEPP down programme for those who have finished STEPPS but want a little more support and to have some additional sessions. Some attending these sessions will still be in services and some will be ready for discharge.
- Catalyst will be providing the same STEPP down service in the West and everyone will have access to additional support.
- The NHS funding has provided money to the Trust, some of which has been spent on the STEPPS programme.

Janice Clark understood an amended bid was submitted in partnership with Berkshire Trust and asked for assurance that the work done in the co-design will be respected and delivered. Angela was not involved with the amendments and therefore couldn't comment; they have money for the community aspect of the service but have not heard about whether they have money for the crisis part of the bid. Angela will attend a clinical meeting in September which will include Anna Preston and Berkshire staff and they will share their learning and work sharing protocols etc. Both Surrey Heartlands and Frimley have received funding.

Larisa Orlova expressed concern about premature discharge of those with a Personality Disorder and that the 20 week STEPPS programme may not be sufficient for some people; Angela agreed and advised the person will receive the STEPPS programme when they are ready for it and will stay in the service if they need to.

Larisa also felt that there is no 'treatment by choice' however, Angela explained that there are a number of different types of intervention for Personality Disorder which are taken on a stepped approach and they will offer treatment for other conditions. They look at the person as a whole and their needs, discuss treatment by choice and provide what is suitable for the person at that time, however if they do not meet the criteria they won't be offered specific interventions. The Trust are developing a DBT programme in one of the bids that will be suitable for those who are not quite so high risk but will benefit from these skills.

Janice Clark asked about clusters relating to this and in terms of the wider discussion about clustering how the Trust can be sure, by classifying people into clusters, that they are in the right cluster and how this works with the person centred approach? Angela explained that clustering is a way of thinking about what a person's difficulties are and the impact and severity of these difficulties. Within this they then look at people's individual needs and a range of interventions which are condition specific; but the most important thing is the clinical relationship and how to make a person's experience better. Once a decision on a cluster has been made initially it will be reviewed frequently and should be reviewed when a person's condition changes.

11. News and Feedback from the Trust, Justin Wilson

Justin Wilson provided the following updated:

- Children's services remain an enormous focus however, the waiting list is improving over the summer.
- The Trust is running well from a financial point of view but cost pressures are around agency use, one to one staffing on Older People's wards and trying to recruit Doctors to the Children's services. These costs have evened out in terms of savings made elsewhere.
- Sharon Spain, Chief Nurse has now left SABP and Heather Caudle will soon join the Trust in this role.
- The Trust are focussing on compassionate, collaborative leadership, joy at work and generally the overall culture of working together and creating a better organisation to work for which in turn has an impact on those being cared for.

Helen Smith would like the Trust to provide FoCUS will an updated Action Plan and Julie Gaze agreed this would be a good idea but would make it broader in terms of QI and will work with Emma to draft something.

12. Checkout: How did you find overall accessibility of documents and satisfaction of responses?

Overall FoCUS Reps found documents to be accessible, concerns regarding the People's Experience Report were noted earlier in the minutes.

13. Date of next FoCUS Committee Meeting: Tuesday 12th November 2019 (Reps 12.45pm – 1.45pm, FoCUS Committee 2 - 4.30pm)

Summary of actions following FoCUS Committee:

No	Action	Responsibility
1	FoCUS suggested the Communications department establish a relationship with the Aldershot Wellbeing Centre as they hold a lot of information and may be able to help providing this cross border information.	Julie Gaze Comms Department
2	Julie will provide a summary of the information requested about workstreams around dementia. The workstream are looking to involve a person who uses services or a carer who is involved in dementia in their group (covering Surrey Heartlands) and they are interested to pursue this. Julie will draft a short email detailing what they are looking for in terms of involvement and ask what is available in Frimley.	Julie Gaze
3	FoCUS would appreciate receiving regular updates on dementia as there are worrying disconnections and misinformation and Julie agreed to see how this can be progressed.	Julie Gaze
4	FoCUS Reps thanked the Trust for the data provided on those who have been turned away from Safe Haven's over the last 6 months (due to intoxication) and would like this monitoring to continue.	Jo Lynch
5	FoCUS are concerned to learn that the Psychiatric Liaison teams aren't training acute hospital staff in autism spectrum disorders. As per discussions at FoCUS Committee SABP will discuss with acute Trusts how they are working with people with autism with a view to providing this training.	Lorna Payne Sharon Gregory
6	It was agreed that the Digital team will be asked to explain the intent for people using services and carers going forward.	Doug Stewart
7	Julie will share information about the role of a Governor with FoCUS.	Julie Gaze
8	The Trust note the request for further detail in the People's Experience Report, particularly around team performance and Your Views Matter.	Julie Gaze Emma Binley