

FoCUS

North West Surrey Area Group Meeting

Monday 11th June 2018

Hythe Centre, Staines

Minutes of the Meeting

Attendees: Rosemary Moore (NW FoCUS Rep), Glenys Nay, Leanda Hargreaves, Larisa Orlova (NW FoCUS Rep), Tracey Hayes (NW FoCUS Rep), Margaret Phillips

Duncan Slowman (CMHRS Manager Spelthorne and Runnymede), Carol Gibson (Complaints & PALS), Louise Taylor (CMHTOP), Lucy Finney (LF Solutions, minute taking), Jane Ahmed (FoCUS Involvement Facilitator).

Apologies:

Apologies were received from David Keen, Gina Keen, Elaine Braithwaite, Kathryn Nisbett, Hank Sohota, Jane Cooper, Amy Crellin, Irene Christmas and Pattie Lopez (SABP ACU).

1. Welcome, introductions, ground rules

Jane Ahmed welcomed Members to the meeting and introductions were made.

Rosemary Moore spoke about the training that Reps have recently received on Charing meetings and today Rosemary will co-chair/facilitate with Jane.

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

Accuracy

The minutes of the April meeting were agreed as an accurate record.

Minutes will be on the SABP website.

Actions from March Meeting

1	Ask Tham for the name of the new Hub in Chertsey.	Tham Dewa
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	Completed. A new name for the Hub has not been agreed yet, however when this happens Duncan Slowman will let FoCUS know.	
2	Page 3 – It was suggested that the Intensive support team for older adults to come to a future FoCUS meeting. Completed and noted for a future meeting.	Support Team Jo Lynch

3. Feedback from FoCUS Committee

Please refer to the FoCUS Committee Summary circulated with the Agenda.

Jane Ahmed and Rosemary Moore ran through the FoCUS Committee meeting Summary and highlighted the following:

- There has been a lot of discussion about the Discharge Leaflet and the Trust recognised the lack of progress around this stressing this does not reflect the work FoCUS has contributed so far. Unfortunately, a date cannot be given for publication as yet, however FoCUS will be updated as soon as this has been agreed.
- Funding has been agreed for the Single Point of Access (SPA) which will launch in October 2018. The Trust have started their recruitment process and if staffing proves an issue the Trust will roll this out in a phased way initially.
- There was lots of discussion around Advanced Decisions and Advanced Statements and FoCUS will have input into this work going forward with presentations to the local area groups in September. There is a working Group looking at these and suggestions from FoCUS have been taken forward to this. **WHEN IS THIS WORKING GROUP?** Rosemary Moore said that Advanced Statements should be in place anyway and should not have to wait for a policy.
- FoCUS also heard that the Care Plans at Waverley CMHRS are out of date and that they have a waiting list of 50 people due to staff shortages. Maggie Gairdner agreed to look at this issue further and noted that there are some staff shortages in terms of permanent staff.
- Issues regarding the ACU were discussed, particularly entering and leaving the main entrance. It was noted that Elaine Braithwaite (lead Governor and NW FoCUS Rep) will be leading a Task and Finish Group to look at a working arrangement for the café/shop. The Group discussed other problems such as the men on Claire ward now having their meals on the ward and they are not happy about this. Larisa Orlova has recently completed a course at the ACU and having been

there understood the need for the security around the airlock. She also visited Anderson ward which she was very impressed with. GOOD NEWS.

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

The Trust also looked at reasons why people become agency or bank staff and found this is around flexibility; the Trust will look at providing more flexible contracts for example around term-time only working to offer better arrangements and provide better staffing consistency. Rosemary Moore commented on a programme called 'Enrich' where people are trained, and then paid, to support people upon discharge; Rosemary has asked Gavin about the funding for this and she has also asked for a leaflet about it. Larisa Orlova and Tracey Hayes have already received this training and will provide support either on a paid or voluntary basis. This provides additional transitional support for people being discharged for up to four months after discharge. This is currently being piloted in the ACU. Tracey explained how this works and more information can be found at ...They do meet the person once on the ward to introduce themselves. This is funded through a research project.

- Julie Gaze gave an update detailing the Trust's Annual Plan
- The Group discussed the lack of CMHRS Managers at local area meetings and were pleased that Duncan was present today. Maggie Gairdner is working to ensure representation from Managers.
- Rosemary Moore spoke about the update circulated about the Transformation Programme.
- The Group discussed the Involvement Workshop which is taking place on 29th June and the support team encouraged FoCUS Members to attend if they are able.

With regard to questions to the Trust Jane drew the groups attention to questions from the E&M group who asked that Jonathan Warren should come to local area meetings. This has been agreed with the Trust and work will take place to organise this.

Elaine Braithwaite had concerns about making a complaint about the care of a loved one and suggested that information about how to do this should be included on the electronic noticeboards in waiting rooms.

After bereavement staff are supported by the ASSIST team and the family will be supported by the Trust's Family Liaison Lead which is a position new to the Trust from May this year. Carol Gibson explained that Sarah works as part of the risk and safety team and she will be involved in contacting the family and is sure that Sarah will be aware of all cases the group are referring to. Sarah will be involved in the case throughout the Trusts Serious investigation.

The Group discussed the opening hours of the safe haven and felt that they should all be open at the same time for consistency. The Trust will note this with the commissioners. Duncan noted that the Trust are hoping to open a new safe haven in Chertsey to negate some of the travelling and transport issues. Can the Trust keep FoCUS updated when they have spoken to commissioners to confirm that the opening hours still meet their needs.

FoCUS would like to ask the Trust to ensure signage at the Woking safe haven has better signage as a number of members found that it was very difficult to find.

4. Local Issues

Good News/Compliments

Tracey Hayes attended the Picnic in Painshill Park to celebrate 70 years of the NHS and told the group that it was a really nice event.

Glenys had a compliment for Woking CMHRS after her loved one attended the Woking walk-in clinic who were not helpful with their situation. The care co-ordinator was called and was very helpful calling the walk-in clinic to explain the situation which was of great help.

Larisa and Tracey were very happy by the way that the training for the Enrich course was delivered and run.

Issues, Comments and Suggestions

Larisa has still not received an answer to her complaint that PALS are not responding and how long it takes to answer a complaint. Carol explained that they usually respond within three days and Carol will speak to Larisa in the break.

Larisa is very keen to continue to help the Trust and keep volunteering.

Rosemary showed a leaflet of about the pastoral and spiritual care team and noted they are excellent how they should support people on wards, however those providing this care are very thin on the ground – there needs to be so much more of this. Can the Trust look at what they say they provide in the leaflet as it does not seem that all of these services are being provided in practice.

5. CAMHS Update, Emma Lambdin (Primary Mental Health Worker)

Emma came to the meeting to talk about CAMHS (Child and Adolescent Mental Health Service).

CAMHS provide support to children, young people and families from the age of 5 up to 18; there are other specialist services (Mindsight Surrey) that can cover even younger and the Perinatal mental health services.

CAMHS clinics are in St Peters and Ashford and cover Woking, Runnymede, Spelthorne and West Elmbridge. Clinics have nurses, psychiatrists, primary mh workers etc.

They work with a range of mental health problems in the young and their families and in the young it may be emerging mh problems and preventative work. 60% of her work is in the community primarily in schools to support children's mh wellbeing and this also supports parents to learn how they can help their children. 40% of work is in clinic providing assessment and treatment work. Most of this they try to incorporate parents in this as much as possible. They use Gillick Fraser guidelines to help if they are Gillick Fraser confident and have the capacity to make decisions as an adult would. From 13 and older they should have capacity but they do encourage them to include parents.

They try to work holistically and involve children and parents where possible and recognise that being a carer (even of a sibling) can have an impact on their mental health – they can be supported by Surrey Young Carers.

They may also provide sessions with parents (if the child is very young) to help support a child with strategies around managing emotions and behaviours. Since Mindsight Surrey CAMHS became a broader service in 2016 they have a number of partnerships and agencies under this umbrella and these include Barnardo's, National Autistic Society. They have recently attended Flash training to help empower parents and young people who may be self-harming. This helps and gives tools to parents to help them deal

with this and the most helpful ways to support a young person who may be self-harming.

Work with a range of mild to severe mental health problems, predominantly anxiety and depression and some other difficulties. Under the Mindsight Surrey CAMHS umbrella there is also the eating disorder service, looked after children, care leavers – working with adult care around transition and some are provided by voluntary organisations and some covered by the Trust.

There are long waiting lists and which is managed by Beacon and there was initially no threshold meaning there were far higher referrals than anticipated which has meant in different areas of Surrey this has shown up in waiting times. In the NW they have managed this by increasing their assessment clinics and up to 6 young people are seen every day for an initial assessment. This means wait for treatment has increased as there is less time for this and also due to turnaround of staff. Targets are 8 weeks to assessment. The Trust and commissioners are working on reducing these waiting times. Referrals to CAMHS can come via the GPs, schools etc.

The EIIP work from 14 and up and there is some overlap at times. They are in the same building as the EIIP and will be moving to Unilever House later this year.

Handover to adult MH services how does this work – normally a clinician will look at the young person's date of birth and plan with them whether they will need adult mental health services beyond their 18th birthday. There will be a transition process which will involve the young person and their family. Duncan Slowman commented that they will ask the CMHRS to get involved from 17 and a half to help a smoother transition when they move to adult services.

CYP Havens are up and running in Guildford, Spelthorne and Epsom.

Rosemary asked about beds for young people who need an inpatient stay as Surrey do not have any. Emma said that there are a number of beds outside of Surrey available. This would be a last option for a young person and they do have the Hope service if a young person needs to be looked after.

Emma will find out information about the bed issue in Surrey and commissioned beds available.

The Hope is for children and young people with a mental health problem and the service sits between tier 3 (moderate to severe) and tier 4 (inpatient) run by SABP and SCC, they can have their education there if they are not attending school due to their mental health issues.

Most Surrey schools will have a policy around young carers, identifying them and putting in support for them. Schools will also have support for other children and Emma's role is to link in with school and identify who may have risk factors that could lead to a mental health problem.

The Group thanked Emma for her time. Transition to adult services; inpatient beds – separation from home environment and FLASH.

6. CMHRS & CMHTOP Update

Louise updated that services are based at Hayworth House and last year Woking joined Hayworth House and they've been together for a year and working in a merged sense.

It has recently been decided that they will become a NW Services and will now work at Unifer house alongside the other NW services.

The intensive support service was one step above the local CMHT and will stop in July and will be more integrated with the CMHTS. There is a new care pathway and they will be working in nursing homes across the NW – 2 x CPNs, 2x assoc practitioners and will go in the care homes but still have meetings within the local CMHT. Working with the CMHTS and the rest of the nursing staff will work on the functional diagnosis, bipolar, depression etc. They are coming together as one big services. Has there been consultation on this remodelling and Louise noted that this has just started.

There is question about the names of the CMHRS teams in the area and Runnymede and Spelthorne will be at unifer house and a satellite will remain at Cedar Unit. The Peter bus will be diverted to go to the Ashford site through Chertsey – Rosemary said they won't take wheelchairs. Louise said they have different transport for Hayworth House. Unifer is very accessible for disabled people. RM said that Unifer house is an excellent venue. Duncan said that they can always see people in their own homes and the Recovery College will also be able to provide more courses. It is likely that the name will remain as Runnymede & Spelthorne CMHRS and asked members what they thought – the group discussed this and felt that the name suggested should remain. The medical model has been worked out to cover both areas and Duncan felt they have looked at everything.

Older Adults will keep their identified areas and doctors although they have merged.

Larisa asked if they will accommodate the recovery college and Duncan hoped that the new layout would accommodate this. Rolling advert have appointed to every position come the middle/end of July.

8. Questions to PALS on the People's Experience Report

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

Rosemary Moore asked about complaints that may have been noted on the NHS Choices website and Carol updated that should someone put a negative comment on it is picked up by the communications team and they will liaise with PALS or the service manager to provide feedback where appropriate. Complaints and PALS do not monitor this but will work to produce words.

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

- Page 3 gives key facts about SABP and the population served. Xx pointed out that the Trust provide only Drug and Alcohol services in the Hounslow and Brighton and Hove areas.
- Carol updated that the response to the staff survey was very good with the Trust scoring 3.84 out of 5 for engagement which is better than average for mental health Trusts.
- The Dementia Study won Best Mental Health Initiative at the ehi Awards.
- With regard to Compliments, PALS and Complaints they have investigated 47 complaints, received 312 compliments and had 220 PALS contacts.
- In March 2018 they changed their timeframe for responding to complaints and these are now responded to in 25 working days; at

the end of April they were up to 80% of complaints responded to. This trend continues and investigators are investigating in a timely way and the process has improved.

- P5: During October – March, results from Your Views Matter showed that out of 1932, 1340 people (69%) were satisfied with the services received and 104 out of 144 (72%) of carers were satisfied with the services and 91% of people would recommend the service to friends and family.

Rosemary Moore commented that at the last committee meeting Elaine Braithwaite suggested that Maggie Gairdner read some of the online reviews about the ACU if she had not done so already.

- P7. The Trust have received their first outstanding rating from the CQC under the well-led domain this was for the Deacon Unit in Epsom.
- All the residential social care services have a ‘good’ rating from the CQC apart from Hillcroft which requires improvement in one area.
- The Trust are developing and rolling out the suicide prevention strategy and Liz Holland is spear-heading the Quality Improvement (QI). They are encouraging lots of teams to take on small QI projects and part of this is around suicide prevention – the Trusts aim is to have zero suicides.
- Xxxx pointed out the appendices giving feedback about the working age adult and inpatient services and was happy for members to contact her with any questions after the meeting.

Tracey Pettit, Complaints and PALS manager leaves at the end of June and the Trust have now recruited to her role.

9. Date of next meeting: Monday 9th July 2018, Christchurch, Jubilee Square, Woking

Issues to go to next FoCUS Committee meeting, 7th August 2018

Actions

Contact details for your Support Team

For Member support please contact:
Carol Pearson and Jane Ahmed at the Surrey Coalition of Disabled People
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For Meeting support please contact LF Solutions:
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Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
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
STP	Sustainability and Transformation Plans
SHIPP	Surrey High Intensity Partnership Programme
STEPP	Systems Training for Emotional Predictability and Problem Solving