



FoCUS

South West Surrey Area Group Meeting Wednesday 6th March 2019 1pm – 3pm

Guildford Baptist Church, Millmead, Guildford

Minutes of the Meeting

Attendees: Paul Earl, Linda Gilligan, David Muir (SW FoCUS Rep), Claud Norris (SW FoCUS Rep), Alex Lepkowski, Rosemary Moore (SW FoCUS Rep), Tony Hall, TMG

Donna Davies (Advocate), Sue Shaw (Volunteer Pastoral & Spiritual Care Team), Paul Alexander (CMHRS Manager, Guildford), Nicky Boydon (CMHRS Clinical Team Lead, Guildford CMHRS), Anne Cornell (Interim Sector Manager Older People's Team), Donna Davies (Advocate), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Caroline Hampshire (Welcome Project), Natasha Cumberland (CMHRS Manager).

1. Welcome, introductions and ground rules

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

If any member would like their travel expenses paid via BACs in future please let the support team know.

The Recovery College are keen to offer courses however are struggling to find venues in Surrey; if any FoCUS members have any contacts or are able to suggest accessible locations with parking please contact the support team who will pass this information to the Recovery College.

2. Minutes of previous meeting (January 2019)

Accuracy

Add Anne Cornell to the attendees of the January meeting.

The minutes were agreed as an accurate record subject to the changes above.

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

Page 5: There is discussion about recent CQC visits to SABP and Rosemary Moore said that often carers are not aware of these visits. A surgery in her area has cards available from the CQC asking for comments and this should be happening within the Trust when the CQC visit.

Paul Earl agreed that the Trust should be advising carers and people who use services of planned visits should they wish to comment. Alex Lepkowski informed members that it is possible to register with the CQC to hear about any visits taking place and for commenting on these.

FoCUS members felt that there is a lack of information about FoCUS on hospital wards and would like to ask the Trust how regularly Ward Managers or Matrons receive information about FoCUS and whether it could be discussed during a person's discharge meeting? Paul Alexander suggested linking with Matrix to raise the profile of FoCUS as they have a weekly presence on wards.

Actions from January 2019:

1	It was agreed that FoCUS would ask if the People's Experience Report includes a breakdown of the different informal complaint areas so they are able to see where issues are arising? Completed: Thanks – we can include themes from PALS/informal complaints in the next report which will be in 6 months' time. Alternatively, we can provide the quarterly complaints/PALS report which is presented at the	Jo Lynch
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	<p>Trust Board in public if people would find that helpful.</p>	
2	<p>FoCUS queried who decides whether a complaint has been satisfactorily resolved – there needs to be an acknowledgement from the person making the complaint that the Trust has responded to the persons satisfaction and it should be highlighted if not.</p> <p>Completed. If the concerns were looked at locally (i.e. a PALS query), then people have the right to ask for their complaints to be formally investigated through the complaints process if they don't believe that their concerns have been satisfactorily addressed.</p> <p>If the complaint is investigated through our formal complaints process, we address the concerns raised and in doing so will reach a view as to whether the complaint has been satisfactorily resolved. Of course the person who made the complaint can also reach their own view as to whether this is the case. The issue is that a complainant may on occasion not agree that we have satisfactorily addressed their concerns and should this be the case, we will work further with them to try and reach a resolution. However, it remains that invariably, on occasion, the person may still feel that the matter has not been resolved and it remains the case that they can exercise their right to approach the Parliamentary and Health Service Ombudsman. However, I should make it clear that it remains our priority to endeavour to resolve concerns to people's satisfaction.</p>	Dotty Cridland
3	<p>How many of the messages left on the PALS answerphone are answered within 24 hours and who can a person using services or carers complain to about poor service from PALS? Completed. We do not have figures for the query about the messages. We aim to answer within 24 hours and I know we have been unable to achieve this aim in all cases in recent months. However, we have recruited a new member to our team who is now focusing in this area and I am pleased to report that we are now responding to</p>	Dotty Cridland

	<p>telephone messages promptly.</p> <p>If a person remains dissatisfied with our final response, it remains open to them to approach the Parliamentary and Health Service Ombudsman with their concerns.</p>	
4	<p>Advanced statements need to be done properly and FoCUS would like to ask the Trust if they have learnt from other Trusts about how to do Advanced Statements well? Completed: We have more work to do to develop a suitable approach to our support for Advance Statements and would like to involve you in our participation work to help this progress. This would include learning from other organisations if they are further forward than us.</p>	Jo Lynch
5	<p>TMG asked about the safe haven leaflets for young people aged between 18-24 and suggested the Trust distribute leaflets to Surrey University – there is nowhere appropriate for those aged between 18-24 to go. Completed: We will distribute the Safe Haven leaflet to Surrey University. Anyone can attend the Safe Havens and young people aged 18-24 would be very welcome to attend also.</p> <p>FoCUS would like to suggest developing a leaflet for young adults 18-24 and there is nothing for them as FoCUS did not feel that the adult safe haven would be an appropriate place for them. Paul A explained that CMHRS managers visit universities in their local area and provide them with leaflets and information.</p>	Jo Lynch Georgina Foulds
6	<p>There are a number of issues that have been raised about Coghlan Lodges and due, in part to some of the personal experiences noted, it was suggested that this be forwarded to Georgina Foulds so she can work through the issues with the person individually when permission is received from them that this can be forwarded. Ongoing.</p>	Georgina Foulds
7	<p>How many different panels exist within in the Trust and why are there so many? How many people using services are informed they will be discussed at a panel and fed back to afterwards to tell them what the outcome or new plans are? What role do they play within the Trust when they come up with action points</p>	Jo Lynch

	<p>and plans to help or manage people using service or find out how the Trust can do better but questions or action points remain unanswered? Completed: There are 2 main panels running to help us support people, carers and families. These are the Risk Management Panels and the Personality Disorder Forum. People are generally informed that their care and support will be discussed at the panel for our teams to seek specialist advice. The outcomes of the panel vary but can contribute to enhanced care planning, access to other resources or placements or as a support for our teams to feel that they have had an opportunity to explore someone's care and support with a wider group of experts</p> <p>People should be involved and there are examples of where a person using services has been part of the presentation about their care to the Panels. If it would be helpful, we could ask a Chair of one of the panels to attend a future FoCUS Committee to explore further?</p>	
8	<p>FoCUS would like to ask about the CEO's use of social media, particularly Twitter, and whether this is the most productive use of their time. Are 'tweets' written by the CEO or drafted by the Communications department? Completed: Social media is a really important tool for connecting directly with people who use our services, families, staff, communities and partner organisations in real time – people can converse directly with me as CEO. We can create real engagement with large numbers of people in seconds through social media such as Twitter which we would find really hard to do through other communications methods. It is a great tool for raising awareness of mental health issues and being able reach people like the Secretary of State for Health directly with messages around parity of esteem and whole person approaches. The communications departments support's me, and all Directors, with their Twitter accounts as required. Fiona Edwards</p>	Jo Lynch Fiona Edwards

3. Local Issues from FoCUS members

Good news and Compliments

David Muir was pleased that his voice is being heard and will be having a meeting with Julie Gaze on Tuesday.

Paul Alexander met with Paul Earl and agreed there is a gap in services working with adult males and proposed developing a Men's group. Setting this up is now underway and Paul was pleased to confirm that Wetherspoons are happy to facilitate this meeting.

Local Issues

Rosemary Moore commented that there isn't information on the ward about PALS and FoCUS.

Rosemary was also concerned about discharge and commented that discharge is often carried out without proper consultation and process are not being followed.

Paul Alexander suggested inviting a ward manager along to a future meeting to give an inpatient update.

TMG commented further on one of the Questions to the FoCUS Committee and wished to clarify that the drug referred to, continually being out of stock) is Bromocriptine.

4. CMHRS Update, Paul Alexander

Paul updated that Guildford CMHRS are fully staffed for health staff and have one social work vacancy which they are planning to fill shortly, however they are generally seeing everyone within the CCG timescales.

They are also moving forward with planning a men's group as reported under Good News.

TMG asked whether Guildford CMHRS now has a substantive manager in post and whether they will continue to use bank staff? Paul was pleased to confirm that he is in the permanent role of CMHRS Manager for Guildford. In September they will have no locum staff and they also have newly qualified staff starting in September. The Trust are very keen to future proof their service and have been getting students in early.

FoCUS asked about support for new staff who often get burned out and go on sick leave. Paul explained that the Trust have a programme for new nurses and within the Trust and Guildford CMHRS there is a philosophy to support staff who in turn will give good quality care to patients. Both Paul and Nicky want a team built on relationships and work well together; they also try to focus on social aspects which allows them to pull together as a team.

David Muir asked whether they train people with a learning disability and Paul commented they don't do this as they have a separate service for learning disabilities, however, do train on autism.

When asked about interaction between the CMHRS and CMHTOP (Older People's service) Anne Cornell explained that the Managers are regularly in contact and it is essential they work together. The Trust have a graduation policy process meaning when people reach 65 they don't automatically come to the Older People's service - each individual case is considered separately.

TMG expressed an interest in how teams are working with social workers and Paul confirmed that they are an integrated service and are line managed by Paul. It is slightly different in Older Adults but they do have social workers.

David Muir suggested there is a lack of information for those with a learning disability in an acute hospital. David would like to suggest inviting a representative from the Learning Disability service to FoCUS meetings.

Paul Alexander met with Paul Earl and agreed there is a gap in services working with adult males and proposed developing a Men's group. Setting this up is now underway and Paul was pleased to confirm that Wetherspoons are happy to facilitate this meeting.

5. Feedback from FoCUS Committee

Jane Ahmed talked the meeting through the FoCUS Committee Summary highlighting the following:

- Surrey Coalition of Disabled People have a new CEO, Clare Burgess who attended the FoCUS Committee meeting.

- FoCUS thanked the Trust as the majority of CMHRS Mangers attended local FoCUS meetings.
- Positive comments will be sent to the staff member directly with the Divisional Director copied in.
- Nikki Green came to explain how the new Working Together Group will run and that it is not just for FoCUS members but for those more widely interested in involvement. The quarterly Reps meeting will be the first Working Together Group looking at potential topics to take forward. There will then be two further meetings before the next FoCUS Committee move forward with the work. The group will be action-led and not for further discussion of the topic. People will be supported to attend in a variety of ways by the participation team.
- The Trust held an open day on 25th February to recruit volunteers and in the first instance were looking for people who use services and carers.
- FoCUS Reps suggested paying for training courses for those people who have been volunteering with the Trust for some time to help with their work in the Trust and recognise their contribution.
- The FoCUS asked the Trust to consider non-Exec patient roles as it is important to have lived experience within the workforce.
- The Trust agreed there is no consistent Trust wide approach to those being paid for attending Committees and this is adhoc at present. There needs to be a core set of principles jointly developed that can be applied so people are clear.
- Complaining about a person who is providing treatment or caring for someone on a ward can be difficult and this was recognised by the Trust and will be fed back to the teams. The Trust will also make it clearer to people using services and carers that PALS are able to help with the process if a person wants to change therapist.
- The Trust recognised the issues raised regarding PALS and it was reported that the team should now be fully staffed. A dedicated member of the team will be working on faster responses.
- The Trust updated on the Annual Plan.
- FoCUS are awaiting a response from Georgina Foulds regarding people being turned away from Safe havens if they are intoxicated. FoCUS suggest the Trust keep a tally of those turned away from the safe haven so a record is kept.
- Reps feel the reduction of people scrutinising the Quality Assurance Committee is disappointing, however the Trust commented that they did not make the decision lightly. FoCUS have suggested that each of the three Governors bring an issue to the Quality Assurance Committee for discussion. The Chair, Stephen Firn has offered to come to the next FoCUS Committee and area groups.

- An FP10 is a prescription from a GP.
- The carers and young carers report was discussed. FoCUS felt that carer awareness training should be mandatory for all staff.
- The Trust agreed that the Carers Report is not accessible and will provide FoCUS with an easier to follow more concise one-page report in the future.
- The CQC visits and well-led inspections of the Trust have been positive.
- Staff leaving the Trust include Billy Hatifani, Liz Holland and Jonathan Warren.

Claud Norris and David Muir are due to re-visit Farnham Road Hospital to look at the Communication Windows. Claud felt that many of the Trust staff still don't know how they work.

Send example of specific drug to the Trust to see if its available?

Tony Hall asked if members know about the Surrey Coalition Newsletter and suggested people view this online <https://surreycoalition.org.uk/news/>

TMG asked about the minutes from the 5th September 2018 and specifically about autism training for staff and asked for an update: *(Extract from September minutes: Action 4: Jo Lynch to look at where the Trust are with regard to specialist Autism (AAA) training and will discuss with colleagues. **Completed. Last year, all our CMHRS staff were supported with enhancing their knowledge of autism through team training. We are looking into how to take this forward again and to include inpatient teams.)***

6. Draft Carers Strategy

FoCUS were asked to suggest the top 5 things they would like to see in a future Carers Strategy. Ann Stevenson has asked members to be mindful that it would be helpful if suggestions were small and achievable around the three main areas they are concentrating on which include Staff Carers, Better Communication and Young Carers.

- External support for carers – the onus currently is on the carer to make the contact, the Trust should be proactively following up with carers to find out why they may not be attending meetings etc. Some carers feel very much alone and unsupported as Action for Carers are not engaging as should be.

- The Trust need to ensure that carers who have physical or mental health concerns are proactively being supported – this could be something very basic such as a regular phone call.

7. Date of next meeting

Date of Next Meeting: Wednesday 3rd April 2019, 1pm – 3pm at the Wilfrid Noyce Centre, Crown Court, High Street, Godalming, GU7 1DY.

Issues to go to next FoCUS Committee meeting on 14th May 2019.

Actions

1	FoCUS feel the Trust should be advertising planned visits from the CQC so that people using services and carers are able to contact them to comment. Please can the Trust advise whether visits are advertised to people using services and carers and if not whether this is something the Trust can implement? How do the CQC currently gain the views of people using services and carers?	Jo Lynch
2	FoCUS members felt that there is a lack of information about FoCUS on hospital wards and would like to ask the Trust how regularly Ward Managers or Matrons receive information about FoCUS? Another suggestion is to mention FoCUS during a person's discharge meeting? Paul Alexander (CMHRS Manager) suggested linking with Matrix to raise the profile of FoCUS as they have a weekly presence on wards.	Jo Lynch
3	Following on from Action 5 of the January minutes FoCUS would like to suggest developing a leaflet for young adults aged 18-24 as FoCUS did not feel that the adult safe haven would be an appropriate place for them. Paul A explained that CMHRS managers visit universities in their local area and provide them with leaflets and information.	Georgina Foulds
4	FoCUS would like to suggest inviting a ward manager along to a future meeting to give an inpatient update.	Jo Lynch
5	FoCUS would like to invite a representative from the	Jo Lynch

	Learning Disability service to FoCUS meetings.	
6	Claud Norris and David Muir are due to re-visit Farnham Road Hospital to look at the Communication Windows.	Jo Lynch
7	FoCUS referred back to the minutes of July 2018 and specifically referring to autism training for staff and asked for an update: <i>(Extract from July minutes: Action 4: Jo Lynch to look at where the Trust are with regard to specialist Autism (AAA) training and will discuss with colleagues. Completed. Last year, all our CMHRS staff were supported with enhancing their knowledge of autism through team training. We are looking into how to take this forward again and to include inpatient teams.)</i> Please can the Trust provide an update around taking this forward to inpatient teams.	Jo Lynch
8	Following the response from the Trust to Question 6 in the Local Issues for Response document FoCUS clarified that the drug in questions, continually being out of stock is Bromocriptine. Please can the Trust comment on whether this is a drug that is routinely held as it never seems to be available?	Jo Lynch Simon Whitfield

Contact details for your Support Team

<p><u>For Member support please contact:</u> Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People Tel: 01483 456558 Text: <u>077809 33053</u> Email: clare.burgess@surreycoalition.org.uk Email: jane.ahmed@surreycoalition.org.uk Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL www.surreycoalition.org.uk</p> <p><u>For Meeting support please contact LF Solutions</u> Lucy Finney / Office Tel / Text: 07727 273242 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk</p>

Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group

CMHRS	Community Mental Health Recovery Service
CPA	Care Planning & Assessment
CPA	Carers Practice Advisor
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CQUIN	Commissioning for quality and innovation
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PETS	Patient Experience Trackers
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self Directed Support
SHIPP	Surrey High Intensity Partnership Programme
STEPPS	Systems Training for Emotional Predictability and Problem Solving