

FoCUS
East & Mid Surrey Area Group Meeting

Monday 2nd July 2018
1pm – 3pm

Reigate Baptist Church, Sycamore Walk, Reigate

Minutes of the Meeting

Attendees: David Murphy, Val Murphy, Veena Gheerawo, Rachel Cocklin, Clifford Wright.

James White (Senior Support Worker, SeeAbility), Nadine Hickman (SeeAbility), Juliette Flynn (SABP), Zaahirah Saab (CMHRS Manager, Tandridge), Liz Holland (SABP), Kathy Penrose-Lewis (SABP), Philippsia Greenway (Transformation Manager SABP), Jane Ahmed (Involvement Facilitator), Lucy Finney (LF Solutions)

Apologies: Mary Whitfield, Marion Price, Helen Smith, Stephanie S, Chris Linde, Ted Pottage, Shahieda Sujee (CMHRS Manager), Don Illman, Kate Steele-Newman.

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

Accuracy

The minutes were agreed as an accurate record.

Please note once the minutes are approved they will be published on SABP's website, if you do not wish your name to appear please let LF Solutions know.

Actions from June meeting

1	Support team to find out further details about 'Enrich'. Completed, please refer to the documents circulated.	Lucy Finney
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2	<p>People’s Experience Report: E&M FoCUS believed the document was an improvement on the Expert Report however members still found some printing on colours was difficult to read and suggested that any quotes or comments used should be attributed to people.</p> <p>Completed and noted by the Trust.</p>	Jo Lynch
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David Murphy asked about the Enrich Pilot and was confused as it duplicates what is already out available out there - how will this help in the community – what about confidentiality? It was agreed the Trust would be asked for clarification.

2. Updated FoCUS Committee Actions

Lucy Finney ran through the FoCUS Committee Actions that have been updated so far which included:

No	Action
1	<p>Discharge Leaflet: Currently with Jo Lynch and Maggie Gairdner for review. Jo Lynch to provide FoCUS with a publication date when available. In progress</p>
2	<p>SPA: FoCUS raised a query that another steering group has been set up to work on this and those involved in the original steering group do not seem to be involved. Maggie Gairdner to take this back to Georgina Foulds for clarification.</p> <p>Maggie Gairdner is discussing this with Georgina Foulds who is leading the project</p>
4	<p>Advanced Statements and Decisions included on SystemOne: Jo Lynch and Lucy Finney to liaise regarding FoCUS members involvement in this working group. Those involved from FoCUS to take the concerns raised at Committee to this working group – this includes concerns with care plans highlighted.</p> <p>The Advance statements policy was approved in June. Once this is published we can circulate the guidance in the policy for people using services to FoCUS. Advance statements are on the agenda for the September area groups for people to be involved in their implementation.</p>
6	<p>Out of date literature: there appears to be out of date information at Farnham Road Hospital about the local police liaison officer. The Trust to ensure this is updated and maintained.</p> <p>Completed.</p>
9	<p>Workforce Development – staff survey: FoCUS asked if some</p>

	areas/departments in the Trust responded better than other areas to the staff survey and Gavin Wright will provide the response rate for each area. Complete and information attached.
13	Janice Clark to draft a response to the Personal Health Budget consultation and circulate to Reps (consultation closes on 8 th June). Completed.

3. Local Issues

Compliments and Good News

David Murphy recently attended the E&M Mental Health Stakeholders meeting where they heard from SABP and commissioners that they have secured 9 out of the 13 current beds to remain at Langley Green Hospital after March 2019. It was also understood that the options for a new hospital in the East include land for redevelopment on the East Surrey (SASH) hospital site or redeveloping the Meadows in Epsom.

David showed members a document of the proposed new site development at the Abraham Cowley Unit (ACU).

Local Issues

David Murphy asked about the issues the SW FoCUS group regarding signage at Woking safe haven and concerns the West area group brought up about Aldershot relocation. There was no update with regard to the signage at Woking safe haven as yet, however the Trust are aware that the location of the Aldershot safe haven is not ideal for those coming from outlying areas and will be reviewing the location.

Clifford Wright raised the issue of the waiting times for CAMHS; it was acknowledged that the Trust is aware and are working on this. It was agreed FoCUS will monitor this for improvements going forward.

Clifford also raised his dissatisfaction with the lack of response from the Director of HR at the Trust as at a recent Quality meeting he had asked about the staffing levels as the Trust have spent a lot of money on agency and bank staff over the last year. The support team explained that the Trust reported at the last FoCUS Committee that they are working on ways to increase permanent staff such as introducing term-time only contracts. Clifford suggested that the Trust have more mental

health nurses train with them and then ensure they stay employed with the Trust after their training is complete.

Rachel Cocklin felt that volunteering for the Trust is a very complex process and wondered whether there is there a simpler way of doing this – there is quite a bit of travel involved in getting to HQ and a blood test is also required. Rachel was concerned that this may put people off volunteering?

The Involvement Workshop held on Friday 29th June at Trust HQ was discussed and some FoCUS Members felt that the feedback session after lunch could have been a little more structured as it was hard to know what to suggest with such an open question. The outcomes will be presented at the August FoCUS Committee and fed back to the wider FoCUS membership in September.

4. CMHRS Update

Juliette Flynn attended the meeting today on behalf of Shahieda Sujee and introduced Zaahirah Saab as the new manager of Tandridge CMHRS and she will attend the Redhill and Reigate meetings.

The CMHRS continue to run the coping skills courses with the Recovery College and they hope to have more courses in the East soon.

They are trying to recruit more staff for social care and they are in the process of doing this.

Transformation work is getting underway in the CMHRS's at present and there are roadshows taking place with people using services and carers who would like to be involved in these pathways.

David Murphy had the impression there was a reluctance to refer to the new 72 hour bed provision at Community Housing and Therapy and asked Juliette if she was aware of this – which she was not. Juliette explained that anyone who would benefit from this service is referred to the Home Treatment Team who would make contact with the individual; the only time there may be reluctance is if all the beds were taken but then they would use beds on the other side of the Trust.

4. Suicide Prevention, Liz Holland & Kathy Penrose-Lewis

Liz Holland explained that the Five Year Forward View is a Government key document which sets out what all mental health services have to achieve in the next five years and all mental health organisations must reduce suicide rates by 10% by 2021. Most organisations including SABP work around suicide prevention. In England one person every 90 mins dies of suicide – in Surrey the rate is 9.1 people per 100,000 which is slightly below the 10 national rate – however this is still too many people. This equates to around 92 deaths from suicide in Surrey equivalent to 1% of all deaths in Surrey.

As an organisation SABP have signed up to the Zero Suicide Alliance which will form part of their strategy around suicide prevention. SABP felt uncomfortable about setting a target as there can never be an acceptable threshold or target for suicide and by joining the Zero Suicide Alliance the Trust's aim is to achieve zero suicides – they may not achieve the target at times along the way but this is their aim.

The strategy has four areas:

1. Supporting high risk groups
2. Reducing access to means
3. Training and education
4. Understanding data

All groups are co-produced and were open for anyone to join, although they are now full, however the working group will keep FoCUS up to date with what is happening.

In October 2016 the Trust received a £50k grant and looked at what suicide prevention training is currently available as they wanted to formalise training for staff working in services and people using and caring for people using services. With the funding the Trust have created their own training which has been co-produced with families, friends, carers and staff and includes real-life stories and videos.

There are two tiers of training, one for clinical staff which is a one day course targeting those working in clinical assessment services (such as HTT, Psychiatric liaison) but available to all staff working in clinical roles. This training looks at how it feels to be at the point of suicide, confidentiality, consent, sharing information, monitored risk assessment and formulation and writing of crisis plans. Family members share their stories at the start of the training which is very powerful.

The second tier is through the Recovery College with whom they have created a suicide prevention training model which is similar to the clinical training but with adjustments. So far, this training has been run three times at the Recovery College and has been a positive experience both for staff, carers and families.

They are creating a new resource information pack called 'people who have been affected by suicide' which is a locally focused support leaflet/information.

The Zero Suicide Alliance and SABP are working together to say that if they accept and look at everyone who touches mental health services, potentially any death could be avoidable and prevention work carried out. The Strategy is aligned to what Public Health are doing in Surrey as only 28% of people who commit suicide have contact with mental health services.

The group discussed environmental risks for suicide and Liz explained that the second part of the strategy is addressing environmental issues; they know that some of the environments are more purpose built than others and the Trust are looking at how they manage the risk around these. This is a big part of the strategy and will link in with Public Health.

David Murphy asked about the 80% of people who commit suicide who are not known to service and asked what the Trust are doing with the local police to encourage them to be aware? Liz explained that the Trust are having conversations with Public Health as contact with services that are outside SABP needs to be via Public Health. It is recognised they need to provide training and therefore the conversation is around who will provide the training, whether it will be SABP or another external organisation. Other providers do have training packages written for emergency services used in other areas with good feedback.

When asked about confidentiality if someone contacts Samaritans etc. Liz explained that they are not part of the Trust services and will have their own way of sharing information internally. When looking at consent the Trust look at sharing information within Trust services and are looking at how they share this information outwards. They are ensuring staff know they can share general information and they can also listen. There are two national frameworks around confidentiality and best practice around what you share when you break confidentiality and the Trust are looking at these.

Liz has asked for regular meetings with her counterparts across other areas in the region so they can have conversations and share ideas. They also have regional suicide prevention meetings with each CCG and each STP and access to the Data Surveillance Dashboard that all people in the region can feed into. Part of the training includes talking to and teaching clinicians how to self-care so they are in the best position to provide care.

Liz was asked if they provide information about suicide prevention to universities and Liz explained that they would like to share the situations they use in the videos as part of any training, however again this comes under Public Health as it is not an SABP service.

Next steps will be to continue to scale up and spread the training; the Trust have developed a bespoke suicide prevention package for GPs and delivery of this is going well so far and they are now looking for extra people to build up their bank of trainers. They are looking at creating an e-learning package and online training plus how they share this with other local organisations who have expressed an interest.

The group thanked Liz for her time.

5. Community Hub Update, Philipsia Greenway

The Trust are looking to open a new Community Hub at the end of October in Chertsey which will house services such as the CMHRS, older adults, some support teams, D&A – there are about 10 different services that are likely to be based in the building and is the biggest of the Hubs so far.

Some of the services across the whole of Surrey who have teams based in the NW such as IAPT will be moving into this building also. It is the biggest of the Hubs so far and is quite central with good parking and transport links.

David Murphy asked about parking and whether it was free and Philipsia confirmed that parking was a big issue at the other hubs and they have 116 spaces at the site with a public car park next door. They do have a number of services moving in those who have to go out to deliver services will be prioritised.

As they have learnt so much from opening these hubs they need to go back and look at what they have learnt that can be reviewed at the ones

they have done before and how to move forward. David Murphy said the soundproofing at Gatton Place is very good compared to that at Shaw's Corner. They asked staff at the hubs what has and hasn't worked so they don't make the same mistakes again.

6. Date of next meeting

The next meeting will take place on Monday, 3rd September 2018, Holy Trinity Church, Redhill, RH1 2BX.

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

Next FoCUS Committee meeting: 7th August 2018

1	<p>FoCUS Members who recently attended the E&M Mental Health Stakeholders meeting heard from SABP and commissioners that they have secured 9 out of the 13 current beds to remain at Langley Green Hospital after March 2019. It was also understood that the options for a new hospital in the East include land for redevelopment on the East Surrey (SASH) hospital site or redeveloping the Meadows in Epsom.</p> <p>Members also had site of a document showing the proposed new site development at the Abraham Cowley Unit (ACU).</p> <p>Can the Trust please update FoCUS regarding the situation at Langley Green Hospital and the proposed new sites for development in the East.</p> <p>Is there a document that shows the proposed new site development at the ACU that can be circulated?</p>
2	<p>Some FoCUS Members suggested that volunteering for the Trust is a very complex process and wondered whether there is there a simpler way of doing this – there is quite a bit of travel involved in getting to HQ and a blood test is also required. Are all volunteering roles subject to this detail and does this put people off volunteering?</p>

Actions – General

1	<p>FoCUS Members asked about the Enrich Pilot and some were confused as it duplicates what is already out available in the community - how will this help in</p>	Jo Lynch
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	the community – what about confidentiality?	

Contact details for your Support Team

For Member support please contact:

Carol Pearson and Jane Ahmed at the Surrey Coalition of Disabled People

Tel: 01483 456558 Text: [077809 33053](tel:07780933053)

Email: carol.pearson@surreycoalition.org.uk

Email: jane.ahmed@surreycoalition.org.uk

Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL

www.surreycoalition.org.uk

For Meeting support please contact LF Solutions

Lucy Finney / Office

Tel / Text: 07727 273242

Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk

Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CMHT	Community Mental Health Team
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
NICE	National Institute for Clinical Excellence
OAP	Out of Area Placement
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PICU	Psychiatric Intensive Care Unit

PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
RAG rating	Red/Amber/Green risk rating scale
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self-Directed Support
SMS	Short Message Service i.e. text message
SPA	Single Point of Access
STEPPS	Systems Training for Emotional Predictability and Problem Solving
STP	Sustainability and Transformation Plans