

FoCUS
East & Mid Surrey Area Group Meeting

Monday 4th March 2019
1pm – 3pm

Reigate Baptist Church, Sycamore Walk, Reigate, RH2 7LR

Minutes of the Meeting

Attendees: Rachel Cocklin (E&M FoCUS Rep), Veena Gheerawo, Mary Whitfield, David Murphy, Val Murphy, Annabel Collyer, Angela McIntosh-White, Rosemary Moore (SW FoCUS Rep)

Tuda Fenwick (Carer Support Adviser, Action for Carers), Lisa Roberts (Surrey Young Carers), Gardner Gwashavanhu (Mole Valley CMHRS), Zaahirah Saab (Tandridge CMHRS Manager), Jane Ahmed (Involvement Facilitator), Lucy Finney (LF Solutions)

Apologies: Don Illman, Kate Steele-Newman, Stephanie S, Helen Smith.

1. Minutes of previous meeting and matters arising (January 2019)

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 January 2019 meeting

1	E&M FoCUS members asked about the working group meetings for the Care Pathway that had been run by Angela Devon and queried whether these had now finished and whether the Trust have updated those on the group as to whether there are any further	Jo Lynch
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	<p>meetings? Completed. These have now finished. We had a series of meetings and workshops and there are no more planned. The meetings were arranged as needed and took a variety of formats to increase involvement. We also had workshops and people who use services, carers, staff, commissioners and partner organisations and completed the development work. The care pathways have been developed from this joint work and the training has happened in 9 of the 11 teams. We finish in mid-March. It will be reviewed at the Transformation Board.</p> <p>Rosemary Moore commented that FoCUS Members found that the consultations for people using services and carers were fragmented, discussions were not complete and feedback not received. Rosemary queried what happened to the suggestions made that don't seem to have been implemented. Lisa Roberts recently attended a meeting with the Trust who are working on a booklet for carers and want to include young carers.</p> <p>As CMHRS Managers Gardner and Zaahirah confirmed that they are implementing the care pathway and training for staff and suggested that maybe the work around people using services and carers is ongoing?</p>	
2	<p>FoCUS members suggested that they would like to hear more about the Older People's Single Point of Access (TOPs) and would like to know if it is a 24 hour service. Completed and hope to be at the April meetings.</p>	<p>Jo Lynch Sharon Gregory</p>

Matters arising

Action 2 from the December 2018 minutes: David Murphy reported that trying to get the repairs completed at the Redhill Safe Haven is a shambles and staff and people using the safe haven need an apology as there is no movement on fixing these issues. This has been going on for a year.

Action 4 from the December 2018 minutes: Mary Whitfield queried who would be taking the position on the Transformation Board (rehabilitation services) as it is not clear from the response and Carol Pearson has now left Surrey Coalition of Disabled People. Please can the Trust also confirm when the next meeting is scheduled for as there has not been one since October 2018. It was noted that this really relates to Margaret Laurie house and until this is decided FoCUS may not hear further.

Action 6: Further to this action Mary Whitfield provided FoCUS members with some links to information about the police and mental health services. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714851/s135-rights-leaflet-CR_JGv1.pdf
C:\government\uploads\system\uploads\attachment_datafile714851\s135-rights-leaflet-CR_JGv1.pdf
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714854/s136-rights-leaflet-CR_JGv2.pdf

2. Local Issues

Compliments and Good News

Val and David Murphy have visited Zaahirah's team at Tandridge CMHRS and have already had one referral which is good news.

Lisa Roberts has been invited to the Trust to talk about developing things for young carers.

Local Issues

Mary Whitfield commented that the service carers continue to receive in East Surrey is not of the standard expected and this has been the case since Rethink ceased to offer carers support. Action for Carers has taken over the contract from East Surrey Carers but the offer is minimum.

Carers are supposed to receive an integrated service which is not occurring and when this is queried with the Trust carers are passed to John Bangs or Chrissie Caines who provide little response.

A recent event took place for carers in East Surrey and the group were informed that only 16 carers had been invited, meaning Action for Carers workload in East Surrey is 16 people. Those carers present commented that this is an unrealistic figure and there are far more carers that need

reaching. Carers have raised their concerns with Surrey County Council, Action for Carers, etc. but it is the responsibility of SABP to ensure that their carers are being looked after. Support for carers in East Surrey needs to be seriously looked at as a matter of urgency.

Zaahirah commented that the CMHRS have a Carers Practice Liaison role and they offer carer assessments to all referrals however, Zaahirah was not sure where the shortfalls are in terms of those attending carer events.

Carers present feel that mental health carers who have been identified are not getting the special knowledge and support required. When a person first becomes a carer they need to know information and law around various Acts. Tuda from Action for Carers explained that this came up follow a recent meeting and they are trying to get different professionals to come and speak. The support group run by Action for Carers is advertised in the Newsletter which reaches 800 carers; this group runs on the second Monday of the month at St. Mary's Church centre in Reigate from 1.30pm – 3pm.

Zaahirah commented that in Redhill the carer is encouraged to attend the new patient assessment clinics to be identified and receive information.

Carers commented that they often don't get to see the CPA (Carers Practice Adviser) and they also don't attend FoCUS meetings – how will they find out how to meet carers needs? Zaahirah suggested Bridget come to the April meeting and this was agreed.

Rosemary Moore highlighted that any FoCUS member that is a carer can attend the Carers Action Group where it is possible to speak directly to Ann Stevenson (SABP) and Jamie Gault (CEO Action for Carers).

Many carers present also felt that there are lots of meetings for carers to attend, but often they don't have the time. The Trust need to have a dedicated Carers Lead that does not have another role.

Carers have been told that there is £10k set aside and thought it would be put towards speakers etc. for their meetings, however this appears to have been absorbed into the Trusts general fund which is disappointing.

The gap after Rethink closed has been a real problem and commissioners didn't look at what carers needed they just commissioned a new service.

3. Feedback from FoCUS Committee

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

- 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 to discuss the issue. 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.
- 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 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.
- The Carers and Young Carers report was discussed.
- CQC visits and well-led inspections to the Trust have been positive.

- Staff leaving the Trust include Billy Hatifani, Liz Holland and Jonathan Warren.

Mary Whitfield commented on the Carers Report highlighting that the report makes the assumption that everyone is clear what is being talked about. The support team suggested this may be because the report is produced for the Board, however going forward the Trust will provide FoCUS with a clearer one page update. FoCUS suggested that reports should include a summary of actions, timelines and be written for a wider audience.

FoCUS would also like to ask the Trust if the CQC spoke to carers during their visit?

Members highlighted that information in the Carers Report that informs the graphs needs to come from a consistent source – the report notes that some information comes from SystemOne, some from an audit carried out manually and other from Your Views Matter – this is confusing.

Members were also concerned about continuity of information and why FoCUS do not receive the Triangle of Care Inpatient Self-Assessment? Where does the information come from in connection with the other carers report?

4. CMHRS Update

Zaahirah Saab, Tandridge CMHRS & Gardner Gwashavanhu

The main thing happening at present is the consultation for the Managers of CMHRS's which is looking at Tandridge and Reigate coming under one management and Epsom and Mole Valley under one management, Zaahirah and Gardner respectively. This consultation is about leadership and therefore services will continue to be delivered as they are now.

Rachel Cocklin asked about staffing levels of the Home Treatment Team and Zaahirah agreed to find out and report back.

Gardner has recently finished the self-assessment for Information Standards.

There is a pot of money from Mole Valley Council for people using services to attend a health and wellbeing session and they are in the process of trying to get as many people as possible along to attend.

5. 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.

Lisa Roberts commented that she has heard that the SPA is not routinely asking whether a person is a carer it was agreed that this would be fed back to Georgina Foulds.

Mary Whitfield advised the group that she has already written a response to Ann Stevenson, Chrissie Caines and Rachel Brennan and would like it submitted as part of the consultation. In her response Mary explains that she does not believe drafting the Strategy should proceed at this time as both the Carers National Strategy and Surrey County Council's Carers Strategy "A Life Outside Caring" are both awaiting the Green Paper on social care before they proceed. Why are SABP not waiting for the Green Paper national strategy?

Mary went on to say that one of the major issues for mental health carers is the over production of strategies and guidance and a failure to make clear the inter connectedness between all these documents.

Carers present at the meeting would like the following considered for the Strategy:

- Specialist dedicated contact for mental health carers.
- The Trust should have a dedicated Carers Lead (i.e. it is their only role).
- Mandatory carer training for all staff including PALS.
- Communication:
 - Improved communication with carers that are not recognised as a carer by the patient. Often parents/relatives are involved in a person's care but not given permission to know about or be involved in the persons care. The carer does not need to know details of treatment but would benefit knowing about medication side-effects etc. A carer also has valuable information about the person that services may not know about or see.

- Confidentiality is not a reason not to make sure family is excluded when they are the ones most involved. Simplify channels of communication – a carer may need to speak to someone who is involved to prevent deterioration and crisis.
 - In the event of a crisis it would be good to have a clear pathway about who to contact – ensure people know this and communicate to all carers.
 - Simplify where to access support and information – too many leaflets and information gets out of date quickly. Personal contact cannot be underestimated.
- The Strategy should accommodate carers that are out of the area of the person they care for and vice versa.
 - Ensure Action for Carers are offering a Carers Assessment for those carers who are not under SABP but need support.
 - Get carers together to share experiences; meetings need to be local and led by a professional with expert knowledge.
 - Staff more carer orientated: carers need to be more valued by psychiatrists – many carers feel that psychiatrists feel they are unimportant.
 - The drive for improvement should be paramount – inpatient care is non-existent and psychiatrist support falling short.
 - Stop asking carers to go to PALS! It is a stressful and unsatisfactory process.

Mary Whitfield spoke about the “Life outside caring” document from Surrey CC and on Page 28 there is a consultation with carers which lists what the carers wanted; at the top of Page 30 are areas for development for carers feedback and these will be developed further once the National Carers Strategy is published – will the Trust be able to do the same thing?

Lisa Roberts provided a list of suggestions to be included in the Strategy around Young Carers.

6. Date of next meeting

The next meeting will take place on Monday 1st April 2019, 1pm – 3pm at Holy Trinity Church, Carlton Road, Redhill, RH1 2BX.

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

Next FoCUS Committee meeting: 14th May 2019

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Actions – General

1	Carer Pathway meetings (Action 1 from the January minutes): consultations for people using services and carers were fragmented, discussions were not complete and feedback not received. FoCUS queried what happened to the suggestions made that don't seem to have been implemented?	Jo Lynch
2	Trying to get the repairs completed at the Redhill Safe Haven is a shambles and staff and people using the safe haven need an apology as there is no movement on fixing these issues. This has been going on for a year.	Georgina Foulds
3	FoCUS queried who would be taking the position on the Transformation Board (rehabilitation services) as it is not clear from the response from Maggie Gairdner. Please can the Trust also confirm when the next meeting is scheduled as there has not been one since October 2018.	Jo Lynch Maggie Gairdner
4	Zaahirah Saab to invite Bridget (CPA at Tandridge CMHRS) to the April FoCUS meeting.	Zaahirah Saab
5	<p>Carers</p> <ul style="list-style-type: none"> • FoCUS would like to suggest the Trust need a Carers Lead that does not have another role and who dedicates their time solely to carers issues. • Carers have raised their concerns with Surrey County Council, Action for Carers, etc. about the poor offering for carers in East Surrey but it is the responsibility of SABP to ensure that their carers are being looked after. Support for carers in East Surrey needs to be seriously looked at as a matter of urgency. • With regard to the Carers Strategy why are the Trust not waiting for the Social Care Green Paper before proceeding (both the Carers National Strategy and Surrey CC Carers Strategy are awaiting this before they go ahead)? One of the major issues for mental 	Ann Stevenson

	<p>health carers is the over production of strategies and guidance and a failure to make clear the inter-connectedness between all these documents.</p> <p>Carers Report:</p> <ul style="list-style-type: none"> • FoCUS members welcome a one page carers report to FoCUS Committee and would also like to suggest that the report include a summary of actions being taken, timelines and be written for a wider audience as much of the current report assumes the person reading knows the background etc. • FoCUS would also like to ask the Trust if the CQC spoke to carers during their visit? • Members highlighted that information in the Carers report that informs the graphs needs to come from a consistent source – the report notes that some information comes from SystmOne, some from an audit carried out manually and other from Your Views Matter – this is confusing and not consistent. • Members were concerned about continuity of information and why FoCUS do not receive the Triangle of Care Inpatient Self-Assessment? Where does the information come from in connection with the other carers reports? 	
6	Rachel Cocklin asked about staffing levels of the Home Treatment Team and Zaahirah agreed to find out and report back.	Zaahirah Saab
7	FoCUS has heard that the SPA is not routinely asking whether a person is a carer it was agreed that this would be fed back to Georgina Foulds.	Georgina Foulds

Contact details for your Support Team

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For Meeting support please contact LF Solutions

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Glossary of Abbreviations:

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
CAG	Carers Action Group
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