

FoCUS
West Area Group Meeting
Thursday 7th March 2018
1pm – 3pm
Theta Building, Lyon Way, Frimley

Minutes of the Meeting

Attendees: Janice Clark (FoCUS Rep West & Governor), David Muir (FoCUS Rep SW), Tony Hall, Christina Hall, Nina Cornwell, Janice Renalls, Colette Lane, Donna Brown (FoCUS Rep), Fiona Maxwell-Stewart, Jenny Barlow

Carol Frost, (Service Manager NE Hants CMHRS), Sarah Wickens (People's Experience Project Coordinator, SABP), Catherine Wheeler (Carers Practice Adviser), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes).

1. Welcome and apologies

Apologies were received from Faye Nel & Jillian King (CMHTOP Managers) and Ian Penfold.

Jane Ahmed welcomed Members to the meeting, introductions were made, and Members were reminded of the meeting rules.

Colette Lane has been a user of services for some time and wanted to become a service user voice as part of her recovery. Over the years Colette has fed back comments into the Trust and has recently been asked to speak to anyone that has used the Hollies or the NE Hants CMHRS to find out about good or not so good experiences as the Trust would like to learn from these. People are listening and now is the time to share any experiences. This feedback will be confidential, and names will not be shared with services; please share what you can with Colette so that she can feed back this important information. Colette can be contacted via email on Colette.lane@sabp.nhs.uk.

Janice Clark was pleased with the appointment of Jonathan Warren as he is a very 'grass roots' person. He is currently acting CEO whilst

Fiona is away ill and is supporting staff to find out what does and does not work for them. He is very much in favour of involvement and would like to get Neil Churchill from NHS England (lead on patient involvement) to do some workshops with FoCUS Members.

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

Accuracy

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

Julie Cook submitted comments in the carers piece and these will be added to the January minutes.

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's Meeting

- 1 Information about people's rights and what they can expect from a Care Act Assessment be a topic for a future FoCUS meeting.
Completed and noted as a future topic.

- 2 *For Information:*
FoCUS Members liked the new People's Experience Report, however found the section on the CQC ratings to be lacking detail. Some FoCUS members suggested there were no metrics included and would also like to see the details of wards etc.
Completed. Response from Jo Lynch: If it would be helpful, I can provide the public Trust Board CQC update to the group. Also, the Trust would like to include a FoCUS page in the next experience report. It would be good to know what metrics/details people would find helpful to see (the CQC You said, We did document has been circulated in the interim.)

- 3 Can the Trust tell FoCUS if there is an action plan with timescales from the action plan in the Carers Respect programme document?
Completed. All of the actions from the Respect Programme are on the Carers Action Plan.

With regards to the new carers pack this will be going to the next

Carers Action Group in March we will then have a completion date.

- 4 Please can the Trust inform FoCUS when the carer respect panels are taking place and how carers can be involved?

We have had a communications drive with the Carers Respect Programme and have advertised widely. This has been through the e-bulletin, Trust intranet and Partnership People, we have also had a poster developed for display in the teams.

Janice asked for copies of these posters as many FoCUS Members are not aware of this and asked how will information get to them?

3. Feedback from February FoCUS Committee

Jane Ahmed ran through the FoCUS Committee Summary and the following was highlighted and discussed:

- Action 7 Carers Respect Programme: Janice Clark explained that the Carers Respect Programme was established as a number of carers had some problems with staff members and vice versa so they set up a project where they invited carers and staff to talk honestly and openly about the kind of problems they had in understanding one another with the aim of coming to a common understanding and respect. As a result, the staff started to understand the complexities of people's lives and carers started to understand the limitations on staff, particularly when confidentiality is involved etc. They have now set up Carers Respect Panels and any problems can be taken to the Panel which will be happening quarterly, so they can improve the communication, understanding and respect. Since this has happened FoCUS Members have asked for a People's Respect Programme and this is now being looked at.

Tony Hall has had a discussion with Fiona Edwards about reporting and she agreed to take this up and he is awaiting an update on this. They are thinking of changing the slant on involvement and from April they are trying to look at 'this is the challenges faced and this is what we did to address them'.

- Carers Report: There are two standards for improvement and one is carers satisfaction; the general satisfaction in the Trust is quite good but Janice highlighted that on page 4 there are a number of

things that fall below the red line and the number of carers offered carers assessments, which should be in the 70%'s, is way down at 17% for the last quarter they have stats on. Another target would be to increase the target for carers having an assessment within three months of being identified as a carer – there is an aim to get this improved, ideally it should be happening at the same time as the service user is assessed.

With regard to the ethnicity of carers on page 7 Janice asked about the percentage of people using services and carers that are from black and minority ethnic groups (BME) and FoCUS were told they are only about 10% of the mental health population, however if you look at the ethnicity of carers only 2% are BME. Through the Carers Action Group, they know that language is a barrier and they can now look at this more in-depth.

The Trust are sharing expertise with Surrey County Council to identify more young carers but aware more work needs to be done on patient pathways. The first graph on Page 6 asks if someone has 'ever felt prevented from telling the Trust things that could have been useful' and FoCUS have asked the Trust to ask why people may have been prevented from telling them. FoCUS also noted that the writing and Graphs in the report are too small and the colours do not work well.

- FoCUS received an apology about the delay with the Discharge leaflet which is now with Maggie Gairdner who is the new Director for Mental Health Working Age Adults.
- Safe Haven review: FoCUS asked a number of questions which were responded to by the Trust. It was noted that the funding cost for Aldershot Safe Haven is £237,000 not £23,700 noted in the minutes (typo). FoCUS Reps also commented that the leaflet does not read well giving contradictory information and the Trust will look at this further.

Donna Brown asked about public transport around Aldershot Safe Haven, noting that buses often stop at 7pm or 10pm and people are unable to access the Safe Havens from these more outlying areas.

David Muir would like easy read information about how to get to Safe Haven's and available transport links. Carol Frost highlighted

the Oasis service in Farnborough Cove which is also available. Tony Hall spoke about a document that shows the locations of Safe Havens, however Members had seen this.

It was noted that the Single Point of Access (SPA) will be in place later this year and those in crisis will be triaged and if necessary a rapid response team will visit them. Some FoCUS Members suggested that Safe Havens be located in acute hospitals as bus routes are already geared to run there, however not all members agreed they would like Safe Havens in acute hospitals. Janice Clark commented said that St. Peters and Royal Surrey County Hospital have advanced psychiatric liaison teams under the new Core 24, however Frimley Park Hospital is not part of this yet, although psychiatric liaison is provided. There are a range of options such as the crisis line or SPA, Safe Haven and A&E with advanced psychiatric liaison for someone in crisis.

- Discharge, Care Plans & Communication: FoCUS Reps felt that the topic of Care Plans had not been addressed fully in the Trust's response. The Trust are disappointed to hear about issues with discharge and medication reviews and agreed to look at individual cases further if any FoCUS member would like to do so. The Trust are looking at pathways across Working Age and Older Adults and acknowledged issues that need sorting out; they are not perfect and hopes the redesign sees an improvement. Carol Frost reported that SystemOne doesn't currently allow for good quality care plans to be printed and this is frustrating for staff.
- Update on the way forward for FoCUS: FoCUS Reps met with Jo Lynch, who manages the FoCUS Contract for the Trust, and it was agreed that it was not quite the right time to move into the new style of Committee. Jonathan Warren suggested Reps meet with experts in participation to see how FoCUS may look in the future.
- Questions from local area groups: Jane ran through the questions submitted from the area. Janice said that the Trust acknowledged the parking issues at Aldershot Centre for Health and Lorna Payne commented that they need to look more carefully at access provided to services. Carol Frost said that the CMHRS will ensure they have clear instructions in their appointment letters and include a picture of the parking instructions, so people have this in advance. Carol also pointed out that it is possible to appeal a parking fine and outlined the process for this.

- Annual Plan and Future Projects: The Single Point of Access (SPA) is now unlikely to be implemented in this quarter and conversations with commissioners continue regarding funding. The Trust are refurbishing the Abraham Cowley Unit (ACU) to create single bedrooms with ensuite whilst ensuring they keep the same number of beds. FoCUS would like to ask if the Trust if they would consider increasing the number of beds at the ACU?

4. Local Issues – Good news, Compliments and Issues

Good News/Compliments

Tony Hall spoke about the recent United Communities meeting run by Healthwatch Hampshire and there will continue to be future meetings. Another carer also found this a good event and felt the flipchart exercise could be shared by Healthwatch Hampshire.

Fiona Maxwell-Stewart recently put a complaint into PALS and she was impressed how quickly it was responded to and how positively it was handled.

Janice Clark reported that David Muir and Carol Frost have both been short-listed for Care Awards and the ceremony takes place on 20th March.

Jenny Barlow would like to thank Aldershot CMHRS for their support with the Carers Group. The Recovery College gave a good talk at the last meeting and encouraged people to sign up.

Christina Hall commented that the Recovery Colleges courses are excellent and would encourage Members to forward information on. Please can the Trust advertise the Recovery College at Members days.

Local issues

There were no local issues reported.

5. Mental Capacity, Caroline Hewlett

Caroline attended the meeting to talk about mental capacity and Deprivation of Liberty Safeguarding.

Caroline explained the following:

Mental Capacity Act: The ability to make a particular decision or take a particular action for yourself at the time the decision or action needs to be taken, these can be more routine decisions about daily activities or more serious and significant decisions such as moving home or refusing medical treatment. Mental Capacity is always decision specific and time specific.

The underlying principles are always to presume people have capacity unless there is a reason to assume they don't i.e. they may be intoxicated in which case they can wait until the person has capacity or if they have a learning disability take the time and effort to communicate in appropriate way for them. Decisions made are always the least restrictive and, in the person's, best interest.

The definition is an impairment or disturbance of mind or brain which can be temporary or permanent.

The Act relates to people aged over 16 but there is a Children's Act that covers under 16s. The basic test for capacity looks to see if the person can understand and retain information long enough to make a decision, and whether they can they weigh that information as part of making a decision or communicating the decision.

Mental Health Act: They have two sets of professionals involved, Approved Mental Health Practitioners (AMHPs) and doctors the role is to coordinate the process and arrange the assessment. Doctors will make a recommendation and the AMHP will make an application based on this or not, looking at risk to that person and risk to other people.

The principles of the Mental Health Act are that decisions must be taken with a view to minimising the undesirable effects of mental disorder, be the least restrictive, respectful, participation, effectiveness, efficiency and equity.

Advance Statements and Advanced Decisions: An Advanced Decision is when a person is capacitated saying what treatment they want or don't; this usually covers physical conditions and can be overruled by the Mental Health Act under Section 3, whilst taking the person's decision into account. The exception is if a person gives a validated Advanced Decision for refusing Electroconvulsive Therapy this must be respected and can only be overruled for urgent, necessary treatment.

An Advanced Statement is when a person who is capacitated making their intentions and decisions heard when they are ill such as who they would like involved in their care etc.

Janice Clark spoke about problems around the newly drafted Discharge Leaflet in which FoCUS wanted to have information about Advanced Decisions and Advanced Statements, however the medics took out reference to these and their reasoning was because they don't use them. Caroline explained these are person centred and whilst staff may not agree with what someone wants, if they are capacitated the Trust should listen to them. The Carers Action Group sees both as essential pieces of information, but they are not used routinely and there is a concern about lack of knowledge and understanding about the vital use of both of these documents. Caroline informed Members that there is a revised Policy which underpins that this should be part of the Care Programme Approach process.

When asked how the Trust know a person has an Advanced Statement Caroline said that it should be uploaded onto SystmOne and the Care Coordinator should be logging this on the system or it should be written into the Care Programme Approach. If there is cause to believe an Advanced Statement exists it should be followed, if they are not sure and don't follow the Advanced Statement this is not a defence.

Janice suggested Advanced Statements should be one of the Alerts to come up on the front page of SystmOne so that staff can easily see that one has been made. As it is a key standard for the Triangle of Care the Trust should enact Advanced Decisions and Advanced Statements.

Christina Hall asked how an A&E department will they know if a person has an Advanced Statement or Decision and Donna Brown suggested that all NHS Trusts should be linked. Janice Clark suggested the message in a bottle could be adapted for mental health?

Deprivation of Liberty Safeguards (DoLS): Surrey created DoLS after an incident in the mid 90's. When this first came in to effect there was an argument around what would 'normally' be expected for people with certain conditions, however there is new case law that says if it's a 'normal' deprivation for anyone it's a deprivation for everyone. DoLS is for people in supported living or in hospitals and is around care and support - does person lack capacity to consent to be in that place?; are they under supervision and control and has the state been involved? Caroline would not expect to see many in working age adults, but they are starting to see

increases around learning disability as there is the added requirements of 'irresponsible or aggressive' so more may be seen in the Learning Disability Service.

Tony Hall had some questions regarding mental capacity and was asked to take these to Caroline Hewlett outside of the meeting.

Janice would like Caroline to come back to FoCUS to talk about 'nearest relative'.

6. CMHRS Update

NE Hants CMHRS have just undergone the Foundation Standards which is an internal inspection. They had to achieve a 95% in every one of 5 domains in order to get good and Carol was delighted to report that they received a 'good' rating. They have also been accredited externally by the Royal College of Psychiatry and are now only one of 5 CMHRS's accredited in the country. FoCUS Members congratulated Carol and her team.

They also had an anonymous touching thank you letter from a carer which Carol read out which really impacted the team and made them feel valued and a reminder of why they do what they do.

The new service manager for Surrey Heath is Gardner Gwashavanhu.

As a CMHRS they are trying to look at what people using services and carers want and may find useful and following this heard that 'acceptance and commitment' therapy would be valued and will run in May/June. They are also trying to look at how they can get together with people in a more formal way to look at how and what they offer to ensure its useable and what people want.

Family therapy is under consultation about whether it should be closed; Carol uses them a lot for more complex cases.

7. Date of next meeting:

The next meeting will take place on Thursday 12th April 2018 1pm – 3pm, at Aldershot Centre for Health, Hospital Hill, Aldershot.

Issues to be taken to the FoCUS Representatives/ Committee Meeting:

Next FoCUS Committee meeting 8th May 2018:

Actions – General

1	<p>In the January minutes FoCUS asked the Trust when the Carer Respect Panels are taking place and how carers can be involved. The response was: <i>We have had a communications drive with the Carers Respect Programme and have advertised widely. This has been through the e-bulletin, Trust intranet and Partnership People, we have also had a poster developed for display in the teams.</i> Please can FoCUS see copies of thee posters as many FoCUS Members are not aware of this – how will information get to Members and carers?</p>	<p>Jo Lynch Ann Stevenson</p>
2	<p>Following the Safe Haven review at FoCUS Committee it was noted that Safe Havens have been located near to public transport, however the West group are concerned that there are very few transport links to the Aldershot Safe Haven from the surrounding areas with many bus services often finishing between 7pm and 10pm. Therefore, people are unable to access the Safe Havens from these more outlying areas.</p> <p>FoCUS would like to ask if easy read information is available about how to get to Safe Haven’s and transport links?</p>	<p>Jo Lynch</p>
3	<p>Please can the Trust advertise the Recovery College at Members days.</p>	<p>Jo Lynch</p>
4	<p>FoCUS would like to ask the Trust whether Advanced Statements and Advanced Decisions could be included as one of the Alerts to come up on the front page of SystmOne so that staff can easily see that one has been made. As it is a key standard for the Triangle of Care the Trust should enact Advanced Decisions and Advanced Statements.</p>	<p>Jo Lynch</p>
5	<p>Members would like Caroline Hewlett or another</p>	<p>Jo Lynch</p>

Member of staff to come back to FoCUS to talk about 'nearest relative'.	
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Contact details for your Support Team

<p><u>For Member support please contact:</u> Carol Pearson and Jane Ahmed at the Surrey Coalition of Disabled People Tel: 01483 456558 Text: 077809 33053 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</p> <p><u>For Meeting support please contact LF Solutions:</u> lucy@lf-solutions.co.uk Tel/Text 07727 273242</p>
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Glossary of Abbreviations:

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
FRH	Farnham Road Hospital
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
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
SMS	Short Message Service i.e. text message
STP	Sustainability and Transformation Plans