

FoCUS

North West Surrey Area Group Meeting Monday 10th September 2018 Chertsey Halls, Heriot Road, Chertsey

Minutes of the Meeting

Attendees: Tracey Hayes, Rosemary Moore, Glenis Nay, Paul Graham, Sylvia Jones, Colin Jones, Leanda Hargreaves

Alison & Fabby (Support Workers, Spelthorne Supported Living) Duncan Sloman (Runnymede & Spelthorne CMHRS), Leigh White (Carer Practice Adviser), Helen Potter (Electronic Patient Record Solutions Lead, SABP), Lucy Finney (LF Solutions, minute taking), Jane Ahmed (FoCUS Involvement Facilitator).

Apologies: David Keen, Gina Keen, Irene Christmas, Kathryn Nisbett, Hank Sohota, Elaine Braithwaite, Larisa Orlova.

1. Welcome, introductions, ground rules

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

Jane Ahmed explained that there has been a request from another FoCUS area to produce the meeting ground rules and agendas in easy read and this is currently being developed by the support team. To make meetings more inclusive other areas are also using additional cards during the meeting such as 'not relevant', 'I do not understand' and 'I agree'.

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

Accuracy

Sue Shaw's attendance at the meeting to be moved to the organisation/staff list.

The minutes of the July meeting 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 July Meeting

1	Pastoral care to be added to the list of speakers for local area groups. Completed.	Jo Lynch Lucy Finney
2	Please can the Trust provide a copy of all the presentations that were given at the Involvement Workshop on 29 th June. Ongoing. They are very large documents and we are looking at the best way for these to be shared.	Jo Lynch
3	Kathy Penrose-Lewis is to report back figures relating to inpatient suicide and details what is put in place by the Trust to prevent this. Completed. Information regarding this was circulated to Members.	Kathy Penrose-Lewis

Matters arising

Tracey Hayes asked about the Discharge Leaflet and whether the Trust are now ready for this to be circulated. Duncan Sloman briefly updated that he believed that it was currently held up as it is being reviewed by the clinicians. FoCUS will ask for an update.

Rosemary Moore spoke about the 'Protocol of Choice' which is a joint protocol around discharge which includes SABP. Rosemary will send Duncan this information. Jane suggested Rosemary bring this back to the October meeting if she has a question she would like to raise through FoCUS.

3. Feedback from FoCUS Committee

Jane Ahmed fed back from the August FoCUS Committee meeting and highlighted the following:

- One FoCUS Member is involved in a working group looking at the easy read documents provided by the Trust.
- Issues regarding air conditioning at the ACU (Abraham Cowley Unit) in the hot weather were addressed and the Trust updated on measures put in place to combat these.
- FoCUS had previously asked what is available for survivors of abuse and were not happy with the response given as it was particularly slanted towards what is available for children. Justin Wilson agreed that many

people with mental health problems have experienced abuse and this service needs to be for adults also and the Trust need to address this.

- Outcomes from the Involvement workshop were discussed and FoCUS heard that the Trust want to move from an 'experience' model to a 'participation' model working with people who use services and carers to achieve this. The overall aim is to increase opportunities for participation by 50% in the next year. A participation team will be formed to work on this in partnership and FoCUS will be involved.
- The Trust believe that the Single Point of Access will be the face of SABP and are committed to carer and user involvement which has been at the heart of the project. They are working hard to ensure the interfaces between services are safe. Leaflets for the new service will be co-designed with those using services and carers. Band 3 call handlers will be supported by Band 6 call handlers and a Band 7 clinical lead. A huge training programme is in place including real-life scenarios for call handlers and since the pilot the scope has changed.
- FoCUS asked about developing a referral system to other organisations such as Community Connections and the Trust agreed that this is something they should be doing and will be working with them to develop training.
- FoCUS heard that patient records are kept for 30 years, however they will not go back this far on SystmOne. However, a person can request a copy of their records via a 'Subject Matter Access Request' process.
- FoCUS Committee heard an update around Care Pathways and a presentation on this has been circulated to FoCUS members. The group discussed the development of 'care clusters' which will try and standardise the offer for people and classify the way people present. Duncan commented that no matter what team you go to there will be the same care and input and there is a huge cost implication if the Trust get it wrong. Helen Potter advised that the clusters only cover Working Age Adult and the Older Persons services. Reps did raise issues that in some of the work streams it can be difficult to get back into services once discharged, however FoCUS heard from Maggie Gairdner that they are working with GPs on the development of this model.

Paul Graham asked whether the Drug and Alcohol service sits outside of the SPA and Helen Potter believed it did sit outside of the SPA, however the Trust will operate a 'no wrong door policy' and the person would be referred on to the Drug & Alcohol service.

- The Trust are looking at configurations and the layout at the Abraham Cowley Unit (ACU). Rosemary Moore commented that three Members of the NW Group sit on the project board for this work and would be happy to take members any concerns forward.

- FoCUS asked about the 15 step QI programme which undertook visits looking at reception areas in the different CMHRS's noting that there may be an opportunity for receptionists to identify people who have called that may be friends or relatives that have not been identified as carers. It was noted that there is a group that has met about the 15 Steps project and they have agreed to look at three issues around reception areas. The NW group would like to ask for more information about this group and whether people who use services or carers are able to join.
- It was felt that the Carers report should be circulated more widely and that the case studies should be made available to the new working age adults Transformation Programme to see where checks and balances are needed and Maggie Gairdner will take this forward.
- It was made clear to FoCUS that the Trust ensure that positive reports given to FoCUS are fed back to staff.
- Fiona Edwards has returned to work at the Trust on a part time basis after illness and will be taking on a fuller role in September.
- The Trust have agreed that 9 beds will continue to be available in the East at Langley Green Hospital following March 2019.

4. Local Issues

Good News/Compliments

Sylvia Jones commented that Spelthorne Family Carers will be meeting with their MP next week to discuss the lack of provision for carers and people using services in their area. They also had someone from the Mary Frances Trust come and speak to them recently as they are taking over provision for carers in the area. The group discussed the lack of provision for carers groups in the Spelthorne area and Duncan Sloman commented that the CMHRS have been holding some out of hours carers groups. Sylvia explained that they used to meet with Lisa but have not had the opportunity to do so recently. Duncan noted points from the discussions and will take them back.

Duncan Sloman updated about a photography course run at Staines library, following which a person who uses services wrote to the CMHRS and was very complimentary about the group and the environment in which it was run and because of this the person has built positive relationships and been able to move on. They will be displaying the photography work in the library. Other groups such as gardening are also being run and ultimately they would like to get people who use services to facilitate the groups so they are self-run.

Tracey Hayes recently raised a question to FoCUS Committee about visitors to the ACU having to be escorted to and from the wards which feels very formal and makes the environment feel like a prison. After a recent visit Tracey was pleased that the Trust had listened and visitors no longer need to be escorted in and out.

Issues, Comments and Suggestions

Paul Graham has had contact with iaccess and complimented the staff on the ground, however felt that the system for referrals is a law unto itself and is run like a different organisation. The structure of the referral process and what thresholds are required seems to change from clinician to clinician.

Rosemary Moore recently received the Action for Carers Newsletter and noted that some carers groups were not included in this.

Glenis Nay asked about the Carer Practice Adviser (CPA) at Woking CMHRS as there has not been anyone in post and asked for an update about a replacement. Duncan will find out and report back.

With regard to Action 3 from the July minutes regarding suicide prevention Paul Graham commented that the response mentions that the inpatient environments have been assessed and are ligature free, however FoCUS would like to know if the Trust have authority to remove personal property or items of clothing from an individual? Tracey Hayes commented that each person is assessed on a risk basis.

5. Advanced Statement & Advanced Decisions, Helen Potter

Helen attended the meeting to speak to FoCUS about how Advanced Statements and Advanced Decisions could be captured on SystemOne and explained that the Policy around this has been revised and approved. It now gives definitions and much clearer guidance on what should be included.

There is a template that has been designed and, following input from FoCUS, an alert that can be generated to show an Advanced Statement is there. However, this alert is not live yet as if a persons' Advanced Statement is revoked the alert remains as if it has been filled in, therefore they are looking at the best way to alert people.

At present the process for including an Advanced Statement or Decision is to complete a form, upload it and making reference to it in the CPA. However Helen felt that another template on the system will not work well and

suggested it needs to be embedded in the care pathway; reference to the Advanced Statement or Decision is only needed when a person lacks capacity.

With regard to Advanced Directives FoCUS asked if clinical need ever overrides this; Helen confirmed that the Mental Health Act overrides an Advanced Decision, however there is some specific wording about ECT and Helen will find out what this says.

Helen acknowledged that SystemOne has been configured poorly and the Trust are aware of what is wrong and are making headway to correct this. It is a highly adaptable system and have monthly call-ins with other Trusts to share learning. The Trust currently sits in one 'unit' so it cannot be tailored specifically to each service and the Trust are now building a 'unit' for each service so that it can support a clinical model and guide staff through the pathway. They will move from a system that has hindered staff to one that will support staff.

Leanda Hargreaves asked what the Trust are doing to address these issues and Helen updated that there is a massive drive to move it to a workable Electronic Patient Record system and a pilot will take place with the SPA and Perinatal services the first to have a new 'unit' tailored to them and the CAMHS Eating Disorders Service will be one of the first to move from the single 'unit' to their own 'unit'. Once these three projects are completed they can evaluate how this has worked and whether it can be rolled out across the Trust.

When asked who is responsible for the driving this new work Helen confirmed that Doug Stewart is the CCIO (Chief Clinical Information Officer) reporting to Lorna Payne and Toby Avery is the Chief Information Officer and they will be the drivers behind the testing of this. When asked about budgets for the projects Helen confirmed these three projects are funded and on budget.

Helen felt there is a gap between the digital department and people who use services and carers and strongly feels that people using services should be involved in any developments. She is not aware of one forum in the Trust where people using services and carers have an input into digital solutions and would very much like to hear the views of FoCUS Members should they be interested not only about the Advanced Statement and Decisions but also wider digital issues. Helen will compose an email to inform FoCUS of what she is looking for from volunteers to be part of a working group.

Members asked Helen about dual diagnosis and whether there would be two forms to complete or records on the system. Helen advised that whilst

services may be in their own 'unit' each person will have one record and everyone is able to input into the record and see all the information in the system.

Access is on a community unit and SABP is on a mental health unit and these need to be pulled together.

Rosemary Moore commented that none of this will work until the issues around care plans has been resolved and patients are involved in their plans. Helen noted this and said that there are many things they could do but realistically they won't happen overnight, however they are looking at things such as a mobile version of SystemOne, electronic signatures and things that will encourage clinicians to sit down and complete care plans with people.

The group thanked Helen for her time.

6. CMHRS Update

There is no further information regarding Unither House but work is underway and it is likely that services will move in at the beginning of November.

In terms of staffing AMHPs (Approved Mental Health Practitioners) are difficult to recruit, however they are fully staffed on the health front. They have one bank CPN but have all other roles filled.

Pete Williams has stepped down as an CMHRS Area Manager and Tham Dewa will now cover the West area and Shahieda Sujee the East.

7. Rep Elections

FoCUS Representative elections are held every 2 years and Jane Ahmed explained that there are 4 Reps for each area with one of these 4 positions held for a carer Representative.

Jane ran through the timeline for the elections and this information will be circulated after the last local area meeting, week commencing the 17th September.

8. FoCUS Survey

The annual FoCUS survey is now due and the support team would really appreciate Members completing this as soon as possible. Forms can be returned electronically or via free post to Surrey Coalition of Disabled People.

9. Date of next meeting: Monday 8th October 2018, 1pm – 3pm at the Hythe Centre, Thorpe Road, Staines-Upon-Thames.

Issues to go to next FoCUS Committee meeting, 13th November 2018

Actions

1	Please can the Trust given an update on when the Discharge Leaflet will be ready for circulation.	Jo Lynch
2	Rosemary Moore to send Duncan Sloman information on the Protocol of Choice.	Rosemary Moore
3	Will the Drug and Alcohol services be included in the SPA?	Jo Lynch
4	Have the Police been involved in development of the SPA?	Jo Lynch
5	Duncan Sloman to take back the points raised about the lack of provision for carers groups in Spelthorne.	Duncan Sloman
6	The NW group would like to ask for more information about the group Chaired by Evonne Hunt looking at the outcomes of the 15 Steps Project and whether people who use services or carers are able to join?	Jo Lynch
7	The NW group discussed iaccess and from experiences shared heard that the referral system is run like a different organisation and that the threshold seems to change from clinician to clinician. Please can the Trust clarify the referral pathway and criteria to the iaccess service.	Jo Lynch
8	Duncan Sloman to provide an update about whether the CPA role at Woking CMHRS is due to be filled.	Duncan Sloman
9	With regard to Action 3 from the July minutes regarding suicide prevention, the response received includes mention that the inpatient environments have been assessed and are ligature free, however FoCUS would like to know if the Trust have authority to remove personal property or items of clothing from an individual?	Liz Holland Support Team
10	Advanced Directives/Decisions and ECT. Helen Potter	Helen Potter

	confirmed that the Mental Health Act overrides an Advanced Decision, however there is some specific wording about ECT and Helen will find out what this says.	
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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: <u>077809 33053</u> 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> office@lf-solutions.co.uk Tel/Text 07727 273242</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
STP	Sustainability and Transformation Plans
SHIPP	Surrey High Intensity Partnership Programme
STEPP	Systems Training for Emotional Predictability and Problem Solving