

**FoCUS**  
East & Mid Surrey Area Group Meeting

Monday 2<sup>nd</sup> September 2019  
1pm – 3pm

Holy Trinity Church, Carlton Road, Redhill, RH1 2BX

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Minutes of the Meeting

**Attendees:** Rachel Cocklin (E&M FoCUS Rep), David Murphy, Val Murphy, Stephanie S, Ivy Hawkins

Claire Baillie (SABP, CTPLD), Jacqui Renfree (Manager LD Health Services SABP), Gardner Gwashavanu (Epsom & Mole Valley CMHRS Manager), Lisa Nash (LD and Autism Team SCC), Elouise (Grange Centre Bookham), Tessa Emery (Action for Carers), Katie (LD Liaison Nurse East Surrey Hospital), Jane Ahmed (Involvement Facilitator), Lucy Finney (LF Solutions)

**Apologies:** Helen Smith (E&M FoCUS Rep), Mary Whitfield, Don Illman, Annabel Collyer, Veena

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

Accuracy

Page 2 – note that it is the additional 4 beds at Langley Green hospital.

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 July 2019 meeting

1	<p>FoCUS has heard from people who have a disability that there is difficulty parking at Gatton Place – often there are cars that don't have blue badges parked in these spaces. Zaahirah Saab agreed to take this back as an action. <b>Completed.</b></p> <p><b>Only blue badge holders should park in the disabled bay, but there are a limited number of spaces. Zaahirah has spoken to the concierge in Gatton who confirms that it is only people who have a blue badge that park in the disable bay and if he comes across anyone that doesn't have a blue badge, he asks them to move. There are two bays and if they are both occupied and another blue badge driver needs to park then they have a swing bay/loading bay that he asks them to use or otherwise he makes provision for them to park in a normal bay but in front. He said generally he doesn't think this is an issue at the moment and he patrols the car park regularly all day.</b></p>
2	<p>FoCUS has asked the Trust to ensure that Action for Carers are aware of the work and impact for carers of the new care pathways and Louise Wiggins will take this forward. <b>Completed. This has been raised with Ann Stevenson and a session on care plans is going to be arranged with Action for Carers in October, this could also cover the care pathways work.</b></p> <p>Tessa Emery from Action for Carers noted that they were trying to arrange an event about Care Plans in October for East Surrey but it is now likely it will be January/February 2020.</p>
3	<p>FoCUS felt that every carer should be written to and informed of the new pathway and Louise will raise this. <b>Completed. This was raised with Ann Stevenson and Angela Devon, and they do not envisage a letter going out to all carers about the care pathways, but information could be put on the carers page of the website if that would be helpful. We do not have a full list of all carers and not all carers may want to receive a letter about care pathways.</b></p> <p><b>FoCUS members felt that it would be nice to receive a letter giving an update occasionally as they don't often receive information. FoCUS felt that the Trust should be promoting this work to FoCUS. It would be good to offer alternatives to websites and internet access.</b></p>

## **2. Feedback from FoCUS Committee**

Please refer to the FoCUS Committee Summary previously circulated.

Jane Ahmed updated the following:

- FoCUS have two new Reps Sharan in the NW and Pam in the West.
- The Trust will continue to ask their Governors with a learning disability to become involved in work that the Trust is doing around learning disabilities when appropriate to their Governor role.
- The dementia workstream are looking to involve a person who uses services or a carer (who is involved in dementia) in their group (covering Surrey Heartlands). The Trust are drafting an email to outline what they are looking for in terms of involvement.
- FoCUS have asked for regular updates regarding dementia.
- The Trust's new Head of Participation, Improvement and Experience, Emma Binley, came along to the meeting to update on participation work.
- Emma gave an update on the work of the Participation team and noted they are recruiting a new Participation Coordinator role.
- The Working Together Group has been working on social prescribing and looking at whether they can co-produce, design and implement the People, Participation and Experience Strategy and hope to hold a day in October or November where everyone can input.
- The Trust are looking to develop, co-produce and co-deliver participation training for staff and those who wish to participate; support structures for volunteers and participants; participation in QI projects; participation in recruitment and developing training and the communications strategy. They've also reviewed other organisations to see what participation work they are doing.
- The Carers reports highlighted continuing difficulties with SystmOne and meetings are taking place to see how they can build something to capture carers information. FoCUS has also suggest the Trust explore why people may decline a carers assessment.
- There is a need to be clear on care pathways for young carers.
- FoCUS members who are carers were recently asked what top 5 things they would like in the Carers Strategy and FoCUS heard that the suggestions submitted have been included in the Strategy. This is currently with Comms and will then go to the Board.

- Ann Stevenson and Emma Binley are working on developing staff caring policies and carers champions – the group would like to ask about the role of Carer Champions.
- Emma Binley will be taking over as the Carers Lead at the Trust when Ann Stevenson retires at the end of the year.
- FoCUS were pleased with the People's Experience Report but fed back that there continues to be white writing on a coloured background; the Trust acknowledged this and are aware this must be improved but it can take time for the message to filter through. This report will soon come under the Participation team and Emma took these concerns on board.
- Data on those turned away from safe havens due to intoxication has been recorded. FoCUS were pleased that this is being recorded but queried the figures provided which begin at the start of the year, however FoCUS did not ask the Trust to start recording this until after the February Committee. FoCUS also asked how this is logged as this has not been in operation in the experience of those who use it in Redhill and possibly Epsom?
- The Trust have submitted a bid to focus on the transition to adult services for 18-24 year olds and hope to get some money to address the issues which will be more community based.
- Justin Wilson is very much involved in GP clinics for mental health and is trialling a weekly clinic as Surrey University as well being directly working with the University wellbeing clinic and also the local GP surgeries in the area.
- CMHRS and inpatient staff who felt de-skilled around autism have been attending training and each CMHRS will have a talk about autism.
- FoCUS wanted to know if the Trust have a Learning Disability Strategy as one Rep has been asking how the Trust communicate with those with a learning disability. There is a Governor's task and finish group looking at easy read information and whether the SABP 'house style' needs to be amended so that teams can easily produce easy read documents.
- FoCUS appreciated the apology and update around the digital work but did not understand why engagement hasn't progressed. The Digital team will be asked to explain the intent for people using services and carers going forward.
- The Your Views Matter contract is up for renewal soon and some Reps suggested that the [www.iwantgoodcare.com](http://www.iwantgoodcare.com) style feedback should be considered to be used by the Trust as part of this review but other Reps felt that this type of feedback may give the

opportunity to for people to leave false or negative reviews which would not help those in crisis looking for support.

- Issues regarding the social time at the safe haven highlights the lack of social evening groups available in Surrey.
- Discussion took place about Discharge/Transfer from Community services, and Tham Dewar informed FoCUS that Care Plans can be printed off SystemOne, however if there are issues please let him know so he can support teams to do this properly.
- It was agreed that people using services shouldn't be hearing about discharge at the point they are discharged and if individuals are experiencing problems please raise them with the team managers, PALS or Tham Dewar who can establish if there are problems with individual teams.
- There is currently no Discharge Policy in place but a Clinical Team Lead has been asked to draft a process so they have a policy in the future.
- Borderline Personality Disorder is now often referred to as EUPD (Emotionally Unstable Personality Disorder).
- The Trust are working closely with Mary Frances Trust and have developed a Step Down programme for those who have finished STEPPS and want a little more support. Some people will continue under SABP Services and some will be discharged. Catalyst will provide the same Step Down programme in the West.
- Treatment by choice will be provided but will be based on what is suitable for the person at the time, however if the person does not meet the criteria they will not receive the service.
- Angela Devon explained clusters a little more fully but highlighted that the most important thing is the clinical relationship. When the cluster a person will be in has been decided it will be reviewed frequently. Rachel Cocklin spoke about the managing intense emotions course which had previously run in the East however unfortunately the Recovery College don't have the resources to run these in the East. Rachel will be asking about this.
- Is there an opportunity to go on a waiting list for a course?
- Children's services remains a large focus for the Trust although waiting lists have improved over the summer.
- The Trust are focussing on compassionate, collaborative leadership, joy at work and generally the overall culture of working together and creating a better organisation to work for.
- Heather Caudle will soon be joining the Trust as Chief Nurse.

With regard to Margaret Laurie House FoCUS would like to ask the Trust when they think it will be reviewed again as not knowing this can be unsettling for staff and clients.

### **3. Local Issues**

#### Compliments and Good News

Stephanie S felt the Home Treatment Team has improved and the care has improved. They now seem to be taking notice of the Crisis and Contingency plans a person may have in place.

#### Local Issues

Mary Whitfield was unable to attend the meeting and asked Jane to raise an issue about the Carers Report as this includes inaccurate information. The bottom of page 6 (the age of carers who took part) had 36 responses but the breakdown in the columns has 80 people? Similarly, the ethnicity of participants again has 36 responses but the figures show 93 including 54 gypsy or Irish traveller ethnicity. Mary queried whether information distributed had been checked? FoCUS would appreciate a comment from Ann Stevenson.

FoCUS Members have asked for a copy of the Recovery in Practice document and the support team have asked if this can be shared.

Ian would also like FoCUS to ask the Trust the percentage of patients of each consultant who have an up to date care and contingency plan (consultant name redacted) but would like to know which service. Ian would also like a representative from the Trust to attend each FoCUS meeting to present the findings.

Rachel Cocklin has become increasingly concerned about the safety of Coral Ward at Langley Green Hospital used by SABP patients. There have been a number of incidents recently that are worrying such as Absent Without Leave (AWOL), drugs on the ward and concern that people have been denied access to medical treatment and doesn't seem a safe place to be sending people. Rachel is keen to ensure the Trust have a safe environment for Surrey patients. It has also been noted that Surrey patients have been told to go to Sussex PALS for concerns – is this correct?

David Murphy asked how patient care could be affected if the Enabling Independence team are split out from the Trust? Gardner was not able to provide an answer but would happily share this information if he finds it out. The Trust are working hard to ensure the service runs as smoothly as possible.

Stephanie S spoke about the Home Treatment Team (HTT) and that during the evening there is only one person on the nightshift for the whole of the E&M area. This person has to do assessments but also has to answer the phone and therefore can't attend to those who may be calling – there needs to be two nurses on. If a person is under the HTT they should be able to contact them.

One member spoke about the Crisis House (Lilias Gillies House) and suggested that area for those being brought in who may be in crisis should be separate from those who are in the supported living. When a person is in crisis it can feel uncomfortable and overwhelming going into what is essentially someone else's home particularly when those who are there are settled. The member reported that they are very good and treatment was good but it doesn't feel right – for those living in there bringing a crisis patient in can disturb the balance.

There appears to be an issue when someone calls the Home Treatment Team (if they are currently under them) and they are not able to speak to the person calling for a number of hours. The person may then call the SPA who tell them to call the Home Treatment Team and often people can spend a whole night being batted between the two services.

### **3. Update from the Learning Disability Services, Claire Baillie**

Claire is part of the Community Team for People with a Learning Disability and explained that this is a multi-disciplinary team with range of professionals who are part of the team. They operate on an open referrals system and accept them from anyone but has to be in relation to the person with a learning disability and health needs. The East Community team is split across two bases, Gatton Place and Ramsey House in Epsom.

The role of the team is more around facilitating people to access mainstream services, primary and secondary health rather than supporting them separately.

They have an intensive support service which runs from 8am – 8pm whose main focus is to support those in the community with complex needs or who may be challenging or in a mental health crisis and the place where they live need more support to manage the person to prevent them having to go to hospital.

Most of the referrals will come via the community teams and they will see the person is going into crisis.

If the additional support doesn't work for a person they have a small inpatient mental health service with seven beds.

There are disability liaison nurses in each of the acute hospitals across Surrey and they will support those admitted to hospital and educate nursing staff to ensure they can meet the needs of the person while they are in hospital. There has been lots of work over the last few years in training and educating and in acute hospitals they also train up staff to become Learning Disability Champions, these staff have more knowledge etc.

Primary care liaison nurses work in GP practices to support those accessing primary care and making reasonable adjustments. They also do health promotion and support people to access screening appointments and encourage GP practices to send letters in an easy read format or work with people who may have phobias about going to the GPs and get them used to the environment.

They will invite people in if they can access the teams base to work with individuals and their support networks in a clinical style therapy assessment to get a full holistic picture of the person. If this is not appropriate the team will visit the person in their home environment. There is lots of joined up working and formulation to get the right plan for the individual.

They look at accessible care plans for people and make an individualised care plan for a person thinking about whether the individual can actually access this and supporting them to understand as much as possible the Trust's plan for their support.

The team work with a wide range of people with varying disabilities and those with a complex learning disability may be introduced to specialist services.

Stephanie S asked about weekends and if they are concerned that someone may be in crisis they do they inform them about the SPA (Single Point of Access)? Claire explained that if they are working with someone that may need support out of office hours it is likely they are already supported by the intensive support team who will do whatever is deemed appropriate for the individual and their network.

Stephanie S felt there was a lack in the Working Age Adult community teams and felt there people that need help at the weekend and it would be great to have the same for people with complex mental health issues. There is nothing in place for people that can't get through the weekend but are not in crisis. A check-in point even just a call makes people able to manage. Gardner explained that the Working Age Adult provision is Monday to Friday and during weekends and Bank Holidays the Home Treatment Team will take over.

The team also help people with Health education so they understand why they need to attend their screening appointments.

The team only covers autism if the person has a learning disability. They do have an autism diagnostic service and also small service for those who have complex needs. The Neuro development service provides diagnostic assessment of people with autism and assesses and treats for ADHD.

Stephanie S asked for a definition of a learning disability and Claire explained that often people with a learning difficulty are being referred to the service but there is a clear distinction between learning difficulty and learning disability. A learning difficulty is when someone may have dyslexia but the criteria for a learning disability would be an IQ of 70 or below but the person would also need to have other enduring issues from birth or before 15, developmental delay disorder – i.e. things that may not change in terms of social skills, ability to learn, independence and they look at these factors altogether.

People used to transition well into the Adult teams when they were joined up but they are now separate and the children's Learning Disability team became part of CAMHS and the transition is now not as smooth.

David Murphy asked how GPs know how to deal with people with an learning disability and Clare explained they have training and access to packages which include pain profiles and other screening tools.

#### **4. CMHRS Update**

With regard to staffing Reigate and Tandridge have recruited a psychologist who will be full time with the team. Epsom and Mole Valley have successfully recruited a full time Occupational Therapist who will be starting in a few weeks' time. They have also recruited an associate practitioner who will work closely with the nurses and will be supporting the Care Coordinator and will have a case load of people who use services.

The recruitment of nurses remains an ongoing concern, they have been trying to recruit for a while and held some interviews in early August.

There is no further specific information on the S75 but they are working towards this happening at the end of October. They are looking at their caseloads and have information on those who will be staying in health, those who fall into social care only and those who fall between health and social care. More work needs to be done to identify the support structure that will be put in place.

Epsom they are running the STEPPS group at the moment and as mentioned have recruited a lead Occupational Therapist (Heather) covering all East teams.

Stephanie S asked what the Occupational Therapist will offer in Epsom and Gardner explained they sit alongside other professionals and do specific work – if they have identified a person using services with specific needs they can carry out an assessment, they also run groups.

Gardner agreed to provide more information on what Occupational Therapists can offer and hoped to bring Heather to a future meeting so she can talk about occupational therapy.

#### **5. Date of next meeting**

The next meeting will take place on Monday 7<sup>th</sup> October 2019 at Park House, Randalls Road, Leatherhead, KT22 0AH.

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

**Next FoCUS Committee meeting: 12<sup>th</sup> November 2019**


**Actions – General**

1	At the FoCUS Committee Emma Binley talked about the work the Trust are doing regarding carers policies and the possible development of carers champions – the E&M group would like to ask what a carer champion would be and their role?	Emma Binley
2	Data on those turned away from safe havens due to intoxication has been recorded and was included in the responses from the Trust at August Committee. Whilst FoCUS were pleased that this is being recorded Members queried the low figures provided which appear to begin at the start of the year, however FoCUS did not ask the Trust to start recording this until after the February Committee. FoCUS also asked how these are logged as this does not appear to have been in operation in the experience of those who use it in Redhill and possibly Epsom?	Jo Lynch
3	With regard to Margaret Laurie House FoCUS would like to ask the Trust when they think it will be reviewed again as not knowing this can be unsettling for staff and clients.	Jo Lynch
4	E&M FoCUS raised an issue about the Carers Report as this includes inaccurate information. The bottom of page 6 (the age of carers who took part) had 36 responses but the breakdown in the columns has 80 people? Similarly, the ethnicity of participants again has 36 responses but the figures show 93 including 54 gypsy or Irish traveller ethnicity. FoCUS queried whether information distributed had been checked and would appreciate a comment from Ann Stevenson.	Ann Stevenson
5	E&M FoCUS members like to know the percentage of patients of each consultant who have an up to date care and contingency plan (consultant name redacted) but would like to know which service. They would also like to	Jo Lynch

	a representative from the Trust to attend each FoCUS meeting to present the findings.	
6	FoCUS has become increasingly concerned about the safety of Coral Ward at Langley Green Hospital used by SABP patients. There have been a number of incidents recently that are worrying such as Absent Without Leave (AWOL) and drugs on the ward and it doesn't seem a safe place to be sending people. FoCUS are keen to ensure the Trust have a safe environment for Surrey patients – please can the Trust comment. It has also been noted that Surrey patients have been told to contact Sussex PALS for concerns – is this correct?	Jo Lynch
7	Concerns re the E&M Home Treatment Team (HTT): FoCUS expressed concern that during the evening there is only one person on the nightshift for the whole of the E&M area. This person has to do assessments but also has to answer the phone and therefore can't attend to those who may be calling – there needs to be two nurses available. If a person is under the HTT they should be able to contact them.	Jo Lynch
8	FoCUS members discussed the Crisis House (Lilias Gillies House) and suggested that area for those being brought in who may be in crisis should be separate from those who are in the supported living. When a person is in crisis it can feel uncomfortable and overwhelming going into what is essentially someone else's home particularly when those who are there are settled. The member reported that they are very good and treatment was good but it doesn't feel right – for those living in there bringing a crisis patient in can disturb the balance.	Jo Lynch
9	There appears to be an issue when someone calls the Home Treatment Team (if the person is currently under them) and they are not able to speak to the person calling for a number of hours. The person may then call the SPA who tell them to call the Home Treatment Team and often people can spend a whole night being batted between the two services.	Jo Lynch
10	FoCUS heard from the LD team about their out of hours service and some FoCUS members felt there is nothing in place in the Working Age Adult service for people that	Jo Lynch

	can't get through the weekend but are not in crisis. FoCUS feel that a check-in point, even just a call makes people able to manage. Can the Trust comment on what would be available for those who are not in crisis but find it difficult to cope at weekends and Bank Holidays? What can be put in place to help people who don't need a crisis service but do need brief contact?	
11	Gardner agreed to provide more information on what Occupational Therapists can offer.	Gardner Gwashavanu

### 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: <a href="tel:07780933053">077809 33053</a>                  Email: <a href="mailto:Clare.Burgess@surreycoalition.org.uk">Clare.Burgess@surreycoalition.org.uk</a>                  Email: <a href="mailto:jane.ahmed@surreycoalition.org.uk">jane.ahmed@surreycoalition.org.uk</a>                  Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL  <a href="http://www.surreycoalition.org.uk">www.surreycoalition.org.uk</a></p> <p><u>For Meeting support please contact LF Solutions</u>                  Lucy Finney / Office                  Tel / Text: 07727 273242                  Email: <a href="mailto:lucy@lf-solutions.co.uk">lucy@lf-solutions.co.uk</a> / <a href="mailto:office@lf-solutions.co.uk">office@lf-solutions.co.uk</a></p>
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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