

FoCUS

North West Surrey Area Group Meeting Monday 9th July 2018 Christ Church, Jubilee Square, Woking

Minutes of the Meeting

Attendees: Tracey Hayes (NW FoCUS Rep), Larisa Orlova (NW FoCUS Rep), Elaine Braithwaite (NW FoCUS Rep & SABP Governor), Rosemary Moore (NW FoCUS Rep) Glenis Nay, Angie Taylor

Sue Shaw (Volunteer Assistant Chaplin), Kathy Penrose-Lewis (SABP), Susie Gray (Property Director, SABP), Amy (County Care), Duncan Sloman (CMHRS Manager Spelthorne and Runnymede), Lucy Finney (LF Solutions, minute taking), Jane Ahmed (FoCUS Involvement Facilitator).

Apologies:

Apologies were received from David Keen, Gina Keen, Julia Longrigg (CPA), Pattie Lopez (SABP), Kathryn Nisbett, Hank Sohota, Irene Christmas.

1. Welcome, introductions, ground rules

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

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

Accuracy

The minutes of the June 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 June Meeting

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| 1 | <p>Question 9 in the 'Local issues for response' document asks the Trust about the weekend opening hours at Woking safe haven. The Trust agreed to ask commissioners if they would like to ask people using the service whether the opening hours continue to meet their needs and FoCUS would like to ask the Trust to keep them updated after these conversations.</p> <p>Completed. The Trust will be meeting with commissioners and will ask them if the current opening hours at the weekend in Woking Safe Haven still meet the needs of the people. The Trust will feedback to FoCUS and the keep the group updated.</p> <p>FoCUS would like to ask the Trust to review their signage at the Woking safe haven as a number of members found that it was very difficult to find.</p> <p>Completed. We are really sorry that people using Woking Safe Haven have found it difficult to find the Safe Haven because there is not clear signage. The Trust will work with the communication department to ensure that appropriate signage is provided for the safe havens before the end of the month of July 2018.</p> | Jo Lynch Georgina Foulds |
| 2 | <p>The NW group discussed a leaflet about the Trust's Pastoral and Spiritual care team and noted they are excellent at supporting people on wards. FoCUS would like to ask the Trust to look at what they say they provide in the leaflet as it does not seem that all of these services are being provided in practice?</p> | Jo Lynch |
| 3 | <p>Emma Lambdin agreed to find out what commissioned beds for young people are available outside Surrey and about transition to adult services.</p> | Emma Lambdin |

3. Updated FoCUS Committee Actions

| No | Action |
|----|---|
| 1 | Discharge Leaflet: Currently with Jo Lynch and Maggie Gairdner for review. Jo Lynch to provide FoCUS with a publication date when available. In progress |
| 2 | 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. Maggie Gairdner is discussing this with Georgina Foulds who is leading the project |
| 4 | 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. 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. |
| 6 | 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. Completed. |
| 9 | Workforce Development – staff survey: FoCUS asked if some 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. |

4. Local Issues

Good News/Compliments

Tracey Hayes commented that the training for the Enrich programme was good and praise goes to Stanley and Linda.

Rosemary Moore was very impressed with the new Hub in Chertsey, Unither House, and commented that one of the reasons it is so good is that it is a dedicated building for SABP services, the location is near to the station and the town centre and has parking. Duncan Sloman reminded members that the new Hub will cover two CMHRS's, Spelthorne and Runnymede.

Children's services will also be accommodated towards the rear of the building with their own entrance and the Trust are looking at the potential for using this area as a safe haven if funding is available. They have been liaising with the local sports centre and have managed to get some discounts arranged for staff. Duncan also pointed out that the Peter bus (hopper) runs every hour on the hour. A satellite service will continue at the Cedar centre in Ashford. Rosemary urged members to go visit the new Hub if they get the opportunity.

Larisa Orlova has offered to volunteer at the new Hub to support the new service. Larisa was also helping the recruitment process and met the senior administrator from Mole Valley and she hadn't heard about the good news Larisa had given previously about two nurses in Mole Valley and this led members to query how good news reported to FoCUS Committee circulated to staff? Larisa also commented that it is reported that Mole Valley CMHRS work with patients longer than other CMHRS's, however Larisa did not think that this was negative, they ensure that people using services are fully recovered as the care they are providing is outstanding.

Larisa commented that the Transformation Board workshop that took place recently regarding the SPA and pathways through the CMHRS was brilliant and those attending were happy with the results. Larisa would like to give her compliments to Amanda Cummings and Georgina Foulds.

Rosemary Moore spoke about pastoral care and commented that this is a good service but there are not enough volunteers. Rosemary introduced Sue who is a chaplaincy volunteer and visits wards as someone who is not family or staff and someone people can talk to – as a listener. Sue has been going to Farnham Road Hospital for a year and only currently visits Victoria Ward. They are very much in need of volunteers who can go and listen to people and they also need volunteers for people who use services who have a faith, belief or religion and that may like to have a Sunday service; currently this can only take place for two Sundays a month. Sue felt the service is not adequate and cannot cover the whole Trust all the time; the focus is trying to find more volunteers who are suitable. It was agreed that 'pastoral care' would be added to the list of speakers for local area groups.

Issues, Comments and Suggestions

Tracey Hayes asked whether a report will be available summarising the outcomes from the Quality Improvement project around CMHRS reception areas (15 steps)? Larsia Orlova followed up by asking if the Trust will be caring on with the 15 steps programme and the support team explained that they had been told that this would not be continuing at the moment. Larisa felt it is very important for it to continue so that best practice can be shared and practice that may not be so good can be improved. Things need to be done quickly – reports take too long to be drafted, circulated and acted on.

The Reps were recently sent an email suggesting including the use of additional cards at meetings for people with a learning disability to help meetings feel more inclusive and this will be trialled at the West FoCUS meeting on Thursday.

Rosemary Moore raised concerns about FoCUS and felt that the separation of the area groups is problematic and the attendance at local area meetings is fluid. Reps need to be working together more outside of meetings and will be discussing the accountability of Reps at the Reps meeting.

Last Friday was the Involvement Workshop run by the Trust to look at how the Trust can improve their engagement and involvement. Those present heard how East London Trust carry out involvement as they have been rated 'outstanding' in this area. Members discussed this and some felt that Jonathan Warren wants to introduce some methods from East London Trust into SABP. Jane ran through some of the things they do at East London Trust that contributes to making them outstanding. Elaine Braithwaite commented that this Trust needs to treat volunteers better. Members asked for a copy of the presentations given at the Workshop.

Larisa commented that one of the best working parts of the Trust is the Recovery College, however some of the students are having issues accessing courses, either due to physical problems or additional mental health concerns such as social anxiety. Larisa often helps out at the Recovery College and meets students prior to the courses so they don't feel anxious. Can the Trust look at how these courses can be more accessible and perhaps be part of a person's care plan - there are a lot of students that want to attend but cannot.

The courses at the Joseph Palmer centre are not well attended and these need to be promoted more widely.

5. Suicide Prevention Update, Kathy Penrose-Lewis

Kathy Penrose-Lewis explained that the Five Year Forward View, which is a Government key document, 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 for reducing suicide as there can never be an acceptable threshold or target 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 working groups covering the following 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 from Health Education England to look at 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. The Trust starting a collaborative working group made up of carers, those using services and clinicians who have contributed to creating this training.

There are two tiers of training, one for clinical staff which is a one day bespoke 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 local and national data, confidentiality, consent, sharing information, monitored risk assessment and formulation and writing of crisis plans. Training is going well and so far six teams have undergone

the training. 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 and is four models over four weeks. 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.

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.

Rosemary Moore asked about figures relating to inpatient suicide and what the Trust are doing to prevent this as inpatient suicides are the ones we should be most concerned about. Kathy was unable to answer the question at the meeting but agreed to take this away as an action.

SPIN (Suicide Prevention Information Network) is another element of the Trust's Suicide prevention strategy and they look at different areas of those affected by suicide.

The Group thanked Kathy for her time.

6. CMHRS Update, Duncan Sloman

Duncan commented that staffing at Woking CMHRS is relatively ok with a few shortfalls in the social care team. Spelthorne CMHRS saw a number of CPN's leave but they have re-established this and are now only lacking two AMHPs (Approved Mental Health Practitioners). Runnymede have three

clinicians on maternity leave and they are looking at merging the Spelthorne and Runnymede teams slightly earlier so Spelthorne can support Runnymede where necessary with any staffing shortages. Dr Wynne will be joining Runnymede and there is a new consultant psychologist starting in August – recruitment is going well and rolling adverts for CMHRS posts are being used so they can react quickly to those applying.

There are plans to move Woking CMHRS to a new location in the future but this will depend on resources; when Unither House is finished and when the Cedar Unit has been refurbished Woking will be considered and an option appraisal will be considered.

7. Community Hubs Update, Susie Gray, Director of Property

Susie joined the Trust 18 months ago and one of the Strategies she has been working on is the creation of community Hubs; Hubs meaning a location in an area where they can bring together a number of different Trust services and can operate from a single building thus making it easier for people to find the location and staff to work better cross-divisionally. It also enables the Trust to manage the cost of their estate; the more buildings they have the more the expense and they are aware that any money spent on buildings is taking away from front line services.

The project has also enabled the Trust to take on buildings that are in a better state of repair and have a better environment for staff and clients.

The Hub programme has been running for several years now and there are currently Hubs in Redhill (Gatton Place) and Frimley (Theta) and a small satellite Hub in Tandridge recognising that the geography of Surrey can make travelling difficult for people.

Susie is here to talk about the new Hub which will be located in Chertsey which will be a self-contained building with a large car park, close to public parking, close to the station and near the high street and bus services.

They have acquired this building and are about to start works to fit the building out after a consultation period with staff about what is suited to being located there. The Trust have land at the St Peter's Hospital site which is underutilised and a decision was made to sell this for residential development and for the Trust to move services out of isolated buildings into a Hub.

Teams that will be located at the new Hub include Older Adult, LD, Drug & Alcohol, Children's services, CMHRS and some therapy services amongst others and they will all come together when they move in around October this year. Susie reiterated Duncan's earlier comment that the Trust are looking at working on an area that could be used a safe haven out of hours.

The Cedar Unit in Ashford will be refurbished and provide satellite services when complete. They also looked at closing other smaller buildings and are pleased that so many other parts of the organisation are coming together at Unither.

Susie is happy to run more open days or individual tours for those who have not yet had the opportunity to look around Unither House.

Rosemary Moore asked about the Older People's Services and Susie explained that they will be moving from St Peter's to the new Hub. There is an option to create a satellite Hub in Woking which will be used to run clinics.

Glenis Nay asked whether there will be a satellite service in Ashford and Susie said they may keep Burgess Way in Staines open to allow for the refurbishment of the Cedar Unit and they will also be talking to Ashford & St. Peter's Hospital (ASP) to see if they can hold clinics in Ashford.

There is a hopper bus that runs between Ashford and St. Peter's Hospitals and they have been talking to ASP about the free bus stopping at Unither House as the Trust are very mindful of the people in Spelthorne. Rosemary felt that the hopper bus may not be suitable as frames cannot be taken on to the bus. Susie was not aware of this and advised that they are also talking to the County Council about making this a proper bus route which would address some of the issues raised.

Glenis felt that some people using services will find it very difficult to get to appointments with these difficult transport links and Susie addressed this. In the longer term Spelthorne and Ashford will be back in the Cedar unit. Duncan said that they are currently liaising with people to see where they would prefer to be seen. Susie explained that when opening a Hub there is a communications work stream and a process around making sure that everyone is informed about any planned moved etc.

Susie commented that the Trust would be open to hearing suggestions about how the space in the reception area is used and Rosemary Moore said that more information needs to be provided on the ground floor with

access to computers so that people know whose who and how are things being done.

Elaine Braithwaite wondered whether people in different teams could be given the responsibility for leaflet displays and information and Susie said that they are trying to get to a point where building coordinators just look after their building; their sense of responsibility needs to be improved and ownership is important. At Unither House there needs to be behaviour change and they have a working group established so everyone agrees the behaviours that are acceptable. They are currently looking at the best way of storing and displaying information.

Larisa suggested having pictures of staff and separate maps of the building. Leaflets should be set out in an orderly way and it's important for services such as Community Connections to be away from the other leaflets. Susie acknowledged that so many leaflets can look messy and can be out of date very quickly – the Trust need to look at different ways this information can be provided. Elaine suggested TV screens or moving boards – Susie explained that the problem with this is that they often do not have enough content for it to be scrolling.

With regard to signage Susie acknowledged that this can be tricky when sharing a building with other organisations and a challenge is also to do with the shape of the SABP logo and they are trying to tackle this. At Unither House they deliberately tried to pick a building which they could have sole occupancy of so signage can be placed where most appropriate and as large as needed.

8. Date of next meeting: Monday 10th September 2018, Chertsey Hall, Heriot Road, Chertsey.

Issues to go to next FoCUS Committee meeting, 7th August 2018

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| 1 | One FoCUS member recently reported 'good news' to the FoCUS Committee about two nurses in Mole Valley, however it seems that this has not been reported back. FoCUS would like to ask the Trust about the process of communicating good news back to staff following the FoCUS Committee. |
| 2 | Please can the Trust provide an update as to when the feedback from the QI project around CMHRS Reception areas will be available to FoCUS? Members also felt it was important to continue with the 15 steps so that best practice can be shared and practice that may not be so good can be improved. Things need to be done quickly – reports |

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| | take too long to be drafted, circulated and acted on. |
| 3 | <p>FoCUS members commented that one of the best working parts of the Trust is the Recovery College, however some of the students are having issues accessing courses, either due to physical problems or additional mental health concerns such as social anxiety. Some volunteers often meet students prior to the courses so they don't feel anxious. Can the Trust look at how these courses can be more accessible and perhaps be part of a person's care plan? There are a lot of students that want to attend but cannot.</p> <p>The courses at the Joseph Palmer Centre are not well attended and need to be promoted more widely.</p> |
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Actions

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| 1 | Pastoral care to be added to the list of speakers for local area groups. | 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. | 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. | Kathy Penrose-Lewis |

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:

office@lf-solutions.co.uk Tel/Text 07727 273242

Glossary of Abbreviations:

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| AMP | Approved Medical Practitioner |
| 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 |