

FoCUS
West Area Group Meeting
Thursday 14th June 2018
1pm – 3pm
High Cross Church, Knoll Road, Camberley

Minutes of the Meeting

Attendees: David Muir (FoCUS Rep SW & SABP Governor), Janice Clark (FoCUS Rep West and SABP Governor), Nina Cornwell, Jenny Barlow, TH, Chris Hall, Tony Hall, Natasha Hall, Simon Tester, Fiona Maxwell-Stuart

Rita Bedabu (CMHTOP NE Hants and Farnham), Nikki (Wellbeing Centre), Catherine Wheeler (CPA, Surrey Heath CMHRS), Tom Lake (Governor, Berkshire Healthcare Trust), Carol Frost (CMHRS Manager), Donna Davies (Advocate SDPP), Fay Nel (CMHTOP Surrey Heath), Guy Whalley (Complaints & PALS), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes)

1. Welcome and apologies

Apologies were received from Fi Biggs (Healthwatch Hampshire), Colette Lane, Donna Brown (FoCUS Rep), Ian Penfold, Gardner Gwashavanhu (Surrey Heath CMHRS Manager).

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

Accuracy

The following items were raised by Chris Hall and will be amended where necessary:

Actions from January meetings – Chris asked what the Carers Respect Programme is and who is involved in the Carers Action Group (CAG). Janice Clark explained that it was a project run by the Trust between staff and carers as there were a number of incidents of breakdown in relationships and communication between carers and SABP. Ann

Stevenson and Chrissie Caines set up some meetings so that these difficulties could be addressed in a positive way and come to a mutual respect of each other's situations; Janice gave examples of this. In terms of the CAG, carers are invited from FoCUS.

Part of Chris's comments were on Section 75 and that as a new member she had to go on the web to find out about it. How do those who don't quite understand it and may not have access to the internet find out more information? Janice explained that a Section 75 can be all sorts of agreements but the one SABP have with SCC (Surrey County Council) is an agreement based in Law giving the local authority the ability to delegate social work to the Trust. They are currently reviewing this in Surrey who want to maintain integrated teams so that social workers work alongside clinical workers in the same locations but they may separately focus on their legal duties.

A3 – January; At the March FoCUS meeting Colette Lane from the Recovery College talked about new meetings she will be running gathering people's opinions about what people wanted and the group asked Carol Frost if she had any update about this. Unfortunately, Carol has not spoken with Colette about this but noted that the CMHRS have also been trying to get everyone's opinions about what they would like to see. Tony Hall spoke about the Your Voice Counts project which is a joint venture between Hampshire and Healthwatch Surrey and David has been asked to represent this.

P5: regarding the set of CQC inspection standards – are they published and who will monitor them? Janice confirmed that the CAG will monitor this and it is guidance as opposed to standards that are given to inspectors when inspecting mental health services.

Page 5: David Muir spoke about how he can take issues and concerns regarding Learning Disabilities forward and it was explained that this would be via FoCUS. Janice also noted that as a Governor David could submit questions and have them responded to, however David felt this was difficult for him and that no-one had properly listened to him in the past. However, it was noted that David felt that the current chairman Ian Macpherson is now listening to him.

Page 6, paragraph 2 – please add 'Natasha Hall who as a volunteer of the Recovery College was part of the team winning the Gold Care Award.'

P6 regarding personal health budgets; Janice explained that previously these were only for those eligible for continuing health care and the consultation was about rolling out personal health budgets to other groups of people using health and social care services which would include and those with mental health concerns. Jeremy Hunt has indicated that in the future it would be good to merge health and social care plans and roll up personal health budgets with social care payments. Janice submitted a response from FoCUS and made the point that people may need support to manage a personal health budget and they couldn't assume that family members could provide that support.

The policy for Advanced Statements and Advanced Decisions has been agreed and the Trust are looking at how to provide training on these to staff as they will be key elements of the assessment process for those using services and carers.

Actions from April's Meeting

1	David Muir, as a Learning Disability Governor does not feel that STP events are communicated well to him and others by the Trust – as a Governor David should be hearing about these events. FoCUS agreed to feed this back to the Trust Communications Department and ask the Trust if they have any influence on making sure that the presentations at the STP events have an easy read version available and also meet the Accessible Information Standard? The Communications Department will follow this up with the relevant STP.
2	Janice to send through information about Personal Health budgets. Completed.
3	Tony Hall to feedback to Healthwatch that they are welcome at FoCUS meetings if they are supporting a person who uses services or a carer to attend or if they are relaying a person's issue/concern. Completed.
4	Christina Hall to speak to the FoCUS support team to suggest ways FoCUS can make meetings and paperwork more accessible for those who may need information in a simpler format. Completed. Ongoing work with the FoCUS support team.
5	Helen Berentzen to send Lucy Finney easy-read information available about the EIIP team.
6	Helen Berentzen to pass back to the EIIP the suggestion from FoCUS that easy-read information for young carers be developed. Completed.
7	Carol Gibson to send Ian Penfold details of the Complaints and PALS team at Frimley Park Hospital. Completed.

3. Feedback from FoCUS Committee

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

- There has been a lot of discussion about the Discharge Leaflet and the Trust recognised the lack of progress around this stressing this does not reflect the work FoCUS has contributed so far. Unfortunately, a date cannot be given for publication as yet, however FoCUS will be updated as soon as this has been agreed.
- Funding has been agreed for the Single Point of Access (SPA) which will launch in October 2018. The Trust will roll this out in a phased way initially. Nina Cornwell asked if the service was open to anyone and Carol Frost confirmed this will be the case.
- There was lots of discussion around Advanced Decisions and Advanced Statements and FoCUS will have input into this work going forward with presentations to the local area groups in September. There is a working Group looking at these and suggestions from FoCUS have been taken forward to this. Janice commented that the Trust want to develop a template for these but people using services can write their own.
- Issues regarding the ACU were discussed, particularly entering and leaving the main entrance. The Trust recognised this issue and are re-thinking how this may work. It was noted that Elaine Braithwaite (lead Governor and NW FoCUS Rep) will be leading a Task and Finish Group to look at a working arrangement for the café/shop.
- Gavin Wright gave a presentation on SABP workforce and highlighted four areas they will be focussing on:
 - Valuing staff
 - Health and wellbeing
 - Communication
 - Fair treatment
- The Group discussed the Involvement Workshop which is taking place on 29th June and the support team encouraged FoCUS Members to attend if they are able.
- Julie Gaze updated about the annual plan. Janice Clark said that there is currently a £3m overspend within the Trust as they are providing more services than they are commissioned for. David Muir spoke about the annual plan and will be asking Julie Gaze why they have not mentioned Learning Disabilities; however it was pointed out that there is some work on strategic direction for people with Learning Disability, however it is not clear what this work would

look like. FoCUS would like to ask the Trust what this work will look like.

With regard to the response to questions about safe havens it was noted that SABP and partners are looking to review the location of the safe haven in the West and would welcome FoCUS members input, particularly those who live locally; they are also looking at providing satellite safe havens. Nina Cornwell suggested that a better place for a safe haven would be Farnborough as this provides easier transport links from many outlying areas. Carol Frost highlighted the OASIS service which is also available in Farnborough which works the same as the safe haven (further information – Oasis does not have a CPN present but can provide transport to the Aldershot Safe Haven if a CPN is required).

It would be useful for the People's Experience report to say whether there are any trends in the types of complaints and comments that were given so this can be based on evidence. Fiona felt that the response did not address what is a complaint or a concern; it does not make it clear and it was noted that Guy Whalley will address this in the PALS update later in the meeting.

4. Local Issues – Good news, Compliments and Issues

Good News/Compliments

It was noted that Tony Hall would like to be a FoCUS Rep with immediate effect and that Chris Hall is also considering this role.

Janice Clark announced that it is carers week this week and SABP are holding a number of events to support carers. Surrey Heath had a tea party yesterday afternoon and this was a joint and happy event.

As part of carers week Chris put herself down for some carer events which include a manicure and a boat trip.

Carol Frost mentioned that Gardner, the new CMHRS Manager in Surrey Heath, spent some time with Janice after the last meeting and he wanted to pass on that he valued this, found it helpful and thanked Janice for her time.

Fiona Maxwell-Stuart reported that she has been impressed with the discharge from Surrey Heath CMHRS.

Chris Hall has been accepted as a volunteer at the Recovery College.

Natasha Hall attended the Picnic in the Park and reported that it was a good event. Tony Hall felt it was a good joint working relationship and was a good event. It's the start of a good journey and joined up working partnerships and co-production will be the way forward.

Local issues

Jane received an email from a member who wanted to draw people's attention to the STOMP campaign which is about stopping over medicating people with a learning disability or autism. Further information can be found here: <https://www.england.nhs.uk/learning-disabilities/improving-health/stomp/>

Janice Clark was concerned that as a number of services for people in Surrey Heath are received in NE Hants, there is no information available at Theta (Surrey Heath Mental Health Hub) about what happens in Hampshire. These are accessible to the Surrey Heath and particularly Ash people i.e. the Farnborough carers group, the Wellbeing Centre, the Aldershot Safe Haven etc. Janice would like the Trust to recognise the areas that people may be using services in, to be included in the information provision at local CMHRS's. Fiona Maxwell-Stuart took part in the 15 steps inspections and also found this was the case.

Tony Hall attended the 'Face the enemy event' Healthwatch event. Tony also spoke about Surrey Heath Veterans and had recently attended one of their meetings. Jane Ahmed commented that she does liaise with Surrey Heath Veterans and they are aware of and have input to FoCUS. Jane also noted those who run this group are concerned about people attending their meetings who are not from a forces background as hearing discussions about war can be quite traumatic.

TH raised concerns about poor experiences at her CMHRS ranging from having no involvement with care planning to being discharged without review. TH noted that she had heard this from other people also and was not an isolated concern. It was noted that discharge without notice has been looked at by FoCUS previously and from this the Discharge Leaflet was intended to help. TH will speak to Carol Frost and Guy Whalley after the meeting.

Simon Tester spoke about his experiences of being discharged during going through a complaints process and felt that it shouldn't take 2 months for a person to receive a copy of their care plan. Janice explained that this is why they are having a Section 75 review as assessments in the Surrey area are not Care Act compliant; social care plans need to be agreed and the person using services should have a copy signed by both themselves and the Trust – to meet the requirements of the Care Act. Surrey County Council is aware that a lot of what is going on is not in line with the law. Janice agreed to share with FoCUS an email that explains the S75 agreement, that she sent to fellow FoCUS Reps who had requested it.

Janice mentioned that a dementia awareness day was held in Ash and SABP were invited but unfortunately, nobody attended. Julie Cook was going to organise someone to attend.

6. CMHRS & CMHTOP Update

Carol Frost NE Hants CMHRS Manager

They are currently recruiting to two vacancies and Carol has a number of applicants; when these posts are filled they will be fully staffed with permanent staff.

The CMHRS are also working on physical health and developing a physical health clinic. Invites will be sent to people using services to attend the clinic and Carol also hopes that they may be able to start a Weight Watchers group at Aldershot Centre for Health which will be free for people using services.

The football group in Aldershot continues with FA coaches, Carol will send through the leaflet. They also hope to be able to provide Tai Chi and yoga classes.

Faye Nel, CMHTOP

Surrey Heath participated in a day for NHS England about 'what matters to you'. They had a stand at Theta so they could ask both staff and people using services what matters to them.

The team are planning a tea for the 70th birthday of the NHS on 5th July for the public and the integrated care team.

They have taken on the Farnham area from Waverley CMHTOP and both teams have worked well with no interruptions in service delivery. The service is now called NE Hants and Farnham CMHTOP.

There are no current clinical or admin vacancies.

As a team they did well in the Foundation Standards accreditation and are now looking at Excellence Accreditation.

Janice commented that people living with dementia who attended the Ash Memory Lane group had not had any information or been referred to a Dementia Navigator when first diagnosed and on one instance on attending the Memory Clinic in Frimley. Janice spoke about new Government guidance for newly diagnosed people and carers about what they should expect. Janice to send to Lucy for distribution. Carers had also spoken about the overwhelming amount of information that they had received in a pack from the Memory Clinic.

7. Questions to PALS on the People's Experience Report, Guy Whalley

Guy explained that the report is the second edition of the new style report; prior to this there was a quarterly Expert Report and the feedback received was that there was a lot of information which was not user friendly. This feedback was taken away and the new style was produced. It is a working document and the Trust welcome feedback for continual improvement.

This report covers activity from October 2017 to March 2018 and highlights include:

- Page 3 gives key facts about SABP and the population served. Guy pointed out that the Trust provide only Drug and Alcohol services in the Hounslow and Brighton and Hove areas.
- Guy updated that the response to the staff survey was very good with the Trust scoring 3.84 out of 5 for engagement which is better than average for mental health Trusts.
- The Dementia Study won Best Mental Health Initiative at the ehi Awards.

- With regard to Compliments, PALS and Complaints they have investigated 47 complaints, received 312 compliments and had 220 PALS contacts. Guy highlighted learning included such as reminding staff about carers assessments.
- Jeremy Hunt visited Farnham Road Hospital.
- In March 2018 they changed their timeframe for responding to complaints and these are now responded to in 25 working days; at the end of April they were up to 80% of complaints responded to. This trend continues and investigators are investigating in a timely way and the process has improved.
- P5: During October – March, results from Your Views Matter showed that out of 1932, 1340 people (69%) were satisfied with the services received and 104 out of 144 (72%) of carers were satisfied with the services and 91% of people would recommend the service to friends and family.
- P7. The Trust have received their first outstanding rating from the CQC under the well-led domain this was for the Deacon Unit in Epsom.
- All the residential social care services have a 'good' rating from the CQC apart from Hillcroft which requires improvement in one area.
- The Trust are developing and rolling out the suicide prevention strategy and Liz Holland is spear-heading the Quality Improvement (QI). They are encouraging lots of teams to take on small QI projects and part of this is around suicide prevention – the Trusts aim is to have zero suicides.
- Guy pointed out the appendices giving feedback about the working age adult and inpatient services and was happy for members to contact her with any questions after the meeting.

The group would like to clarify the difference between complaints and contacts. Guy explained that a complaint can be any kind of concern – when they investigate a complaint this would be a formal complaint and a concern may be something that can be resolved quickly. Members suggested this needs to be made clear to those who use the service and the language needs clarifying as it can be confusing.

The group talked about how complaints are recorded. Simon Tester commented that he had been told that CMHRS's won't put complaints on files as they feel it could be detrimental to their care. Carol Frost clarified Simon's statement confirming that this was the result of a request from people using services not to have their complaints recorded.

8. Date of next meeting:

The next meeting will take place on Thursday 12th July 2018 at SABP Theta Building, Lion Way, Frimley, GU16 7ER

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

Next FoCUS Committee meeting 7th August 2018:

Actions – General

1	The Annual Plan mentions some work on strategic direction for people with a Learning Disability, however, it is not clear what this work will look like. FoCUS would like to ask the Trust for more details around this.	Jo Lynch
2	The West group noted that the Trust are looking at reviewing the location of the safe haven in the area and would like to suggest that a better place may be Farnborough as this provides easier transport links from many outlying areas.	Jo Lynch
3	With regard to the People's Experience Report, it would be useful for it to say whether there are any trends in the types of complaints and comments that were given so this can be based on evidence.	Jo Lynch
4	To Note: The West group was concerned that a number of services for people in Surrey Heath are received in NE Hants, however there is no information about what happens in Hampshire which is accessible to the Surrey Heath and Ash people i.e. the	Jo Lynch

	Farnborough carers group, the Wellbeing Centre etc. FoCUS would like the Trust to recognise the areas that people may be using services in to be included in the information provision at local CMHRS'.	
5	The West meeting discussed the difference between a formal complaint and a concern and members suggested the difference between the two needs to be made clearer to those who use the service and may wish to make a complaint; this language can be confusing. Please can this be reflected in the People's Experience Report.	Jo Lynch

Contact details for your Support Team

For Member support please contact:
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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