

# WOKING MENTAL HEALTH FORUM

## Wednesday 17<sup>th</sup> January 2007

### DRAFT MINUTES

<b>Present:</b>	Stuart Craig	-	Chairman
	Bill Jennings	-	Vice Chairman
	Janet Haynes	-	Head of Carer Involvement, Surrey & Borders Partnership NHS Trust
	Margaret Gower		
	Rosemary Moore	-	Allsorts & RuMHAS
	Michael Mallinson	-	CornerHouse
	George Welsh	-	Carer
	Maxwell Allen	-	Windmill Drug & Alcohol Team
	David Rye	-	Woking Mind
	Stephen Boyles		
	Joanne Chapman	-	Patient Advice & Liaison Manager
	Jeannette Bayne		
	Mary Byng	-	Rethink Carers Support
	Paul Field	-	CornerHouse
	Sarah Stocker	-	Surrey County Council
	Lynn Pether	-	Minutes
<b>Apologies:</b>	Karen Shepherd	-	Woking Community Mental Health Team
	Patricia Hodgkinson	-	Alpha Hospitals
	Sam Udall	-	Priory Hospital
	Des Quinn	-	Alpha Hospitals
	Pamela Boughton	-	Job Centre Plus
	Elizabeth Swain		
	David Cook		
	Teresa Vines		Community Services Manager (Acting) Woking CMHT
	Paul Bartlett	-	Woking Community Mental Health Team
	Rajinder Pooney	-	Woking Community Mental Health Team
	Georgina Foulds	-	General Manager, North West Surrey
	Fiona Davies	-	Surrey & Borders Partnership NHS Trust, Strategic Reviews
	Sylvie Yeo	-	Commissioning Manager, Surrey PCT
	John Christie	-	

**1. WELCOME / APOLOGIES**

Stuart Craig, Chairman introduced himself to the Forum and thanked everyone for attending today's meeting. Apologies were noted.

**2. MATTERS FOR URGENT DISCUSSION - raised by members / attendees**

No matters for urgent discussion were raised.

**3. INTRODUCTION OF JANET HAYNES, SURREY & BORDERS PARTNERSHIP NHS TRUST HEAD OF CARER INVOLVEMENT, AND JOANNE CHAPMAN, SURREY & BORDERS PARTNERSHIP WEST SURREY PATIENT ADVICE AND LIAISON MANAGER**

**Janet Haynes**, Surrey & Borders Head of Carer Involvement introduced herself to the Forum. Janet had brought along a copy of Partnership People, in which there was a page dedicated to Carers entitled "Concerning Carers". Janet explained that there was now a carers website, linked to the Trust, the address of which is [www.sabp.nhs.uk/carers/](http://www.sabp.nhs.uk/carers/). Janet is trying to build up a database of carers who want to get more involved in the Trust, attend meetings, sit on recruitment panels etc. A Carers Charter has been produced and this document is out for consultation at the moment. A copy is attached to these minutes. Janet stated that a steering group is being set up to influence and monitor the work of the Trust in connection with the Carers Charter and any other work taken on around Carers needs and issues eg.

- Carers Assessments
- Carers Information
- Staff and Carer Training
- Carer Involvement
- Policy and Procedures.

Janet stated that she represents the Trust and "flies the flag" for carers at workshops, conferences and consultations, and is also getting out and about and meeting people. Janet provided a copy of a letter sent to carers with a "Carers Involvement" form attached for those who wish to become more involved, and also a handout entitled "Carers Involvement – Agenda Update 4<sup>th</sup> December to 11<sup>th</sup> January 2007, copies of both are attached to these minutes.

**Joanne Chapman**, Patient Advice and Liaison Manager introduced herself to the Forum. Joanne said that the PALS objective is to listen to people's comments about the service. If an issue needs to be resolved or sorted out then PALS would endeavour to help – Joanne stressed PALS was not about complaints, more about resolving issues. Joanne also liaises with the patient and public involvement forum. Joanne made available

leaflets giving more details about the services of PALS including contact details. A copy of the leaflet is attached to these minutes.

Following Janet Haynes and Joanne Chapman's brief chat to the Forum, the following questions were raised:-

**How much time does Janet Haynes spend in this area?**

Janet confirmed that she spent approximately 70% of her time out and about meeting people across the whole of Surrey, although she probably spent more time in the East at the moment due to wanting to familiarise herself with this area.

**Joanne has been based at Farnham Road since September – what time will she spend at ACU?**

Joanne confirmed that she is in the process of going around at the moment giving presentations and making information available. A lot of her time was spent out meeting people.

**Have any presentations been made to Carers and Service Users?**

Joanne is in the process of doing this.

**How should people go about becoming Volunteers?**

This is very much in the early days, no policy or procedures set up yet, but this will be happening in the future. Policies should all be finished at the end of March.

**In reference to the Consultation process re Carer Involvement – who will be consulted with?**

The consultation will be with anybody and everybody. Posted on Trust website – also to different groups and forums.

**It was pointed out that much of what is being done for Carers is involved in the generic side. Mental health is seen as being separate.**

Janet Haynes said that she has been working with Rethink, who support carers of mental health sufferers. Janet also confirmed that she is trying to get involved and engage with other mental health groups.

**The Forum has groups represented who would like to be involved in consultation eg. PPI, PALS, etc. Concerns were voiced as to how this all joins up. It was thought that the Mental Health Forum would be an ideal forum from which consultation could take place as a lot of people are captured at this forum from mental health groups.**

**PALS – is this service available to current clients of the system only, or does it extend to people who are not in the system? If someone has a problem who is not engaged at all with any service, could they come to PALS?**

Joanne confirmed that even if a client was not engaged with any service, they could still go to PALS for help.

4. **SUGGESTED FURTHER TOPICS FOR DISCUSSION (and possible future guest speaker/s)**

**( a ) 24 Hour Helpline**

The issue of a 24 hour helpline was discussed at the October Forum, and following discussion it was agreed that a letter would be sent to the Primary Care Trust (PCT). The response from the PCT was not thought to be satisfactory. It was proposed that a member of the PCT should be invited to a future meeting of the Forum to listen to the needs of the clients and what their expectations are.

There was further lengthy discussion around the 24 hour helpline.

A suggestion in the PCT's response letter was to call the Samaritans. Most people know that the Samaritans are a blanket distress line. There needs to be a professionally managed helpline to provide specialist help.

It was pointed out that the telephone helpline may not necessarily be helpful. For example, a carer was recently taken to hospital having suffered a heart attack. The carers partner was taken with him by ambulance into hospital and given a chair by the carer's bed, however due to mental health problems, could not settle and was up and down all the time. The carer decided to discharge himself as he could not cope with partner's behaviour and is main carer. What would have been helpful in this crisis would have been if Psychiatric Liaison could have seen partner, or indeed found her a bed – however, nothing was done. **In this instance a crisis telephone line would not have helped.**

The issue is around access to crisis services, not just a helpline, but crisis intervention. This issue has been raised a number of times. CMHTs only work 9 to 5 Monday to Friday, what happens after office hours, weekends and bank holidays, other than going to A&E? The Trust should give a response as to what is the current state of play, also, are there any protocols? There appears to be very little help "after hours", there is a need to know what is available locally.

At the last Forum there was discussion about the helpline that is available in the East. At least the East has a helpline, which is funded by Surrey County Council? Why is this not available in are area.

Advice generally given in a crisis is "take to A&E" or "call the police". If people are ill, carers do not want to call the police, it was stated that the police hate being the last resort, if carers cannot get client to A&E and the police are called, the client may be put in a cell, which is totally inappropriate.

A question was put to Joanne Chapman – **What advice would PALS give to a client wanting to access a crisis team or home treatment team – does anything exist?** Joanne will raise this issue with colleagues.

It was stated that the Samaritans do provide 24/7 help at the end of the phone, however they do not specialise in mental health. NHS Direct was also available “out of hours”.

It was pointed out that the intention of the Forum is to draw together ideas and thoughts from discussions. It was thought that a letter should be sent to Kay Mackay, Director of Planning and Redesign, who responded to the Forum’s original question about the 24 hour helpline, thanking her for response, but pointing out that the Forum would like her to attend a meeting and listen to the views of clients, carers and professionals and then feed this information back. Also, what services are available for Crisis Intervention – can someone be invited to come and address members of the Forum on this issue. What exactly is proposed for the future.

**Action: Chairman to prepare letter to PCT as suggested above and invite a member of the Crisis Team to come and address a future meeting.**

David Rye agreed to contact the National MIND organisation to ascertain if there is any crisis helpline that is working well anywhere in the country, to investigate good practice for crisis intervention across the country, and also try to obtain information from the Health Commission.

Stuart Craig mentioned that at the last Local Implementation Team (LIT) meeting there was no mention of Crisis intervention. It was stated that community care was not available as it should be. **LIT have Crisis Resolution down as being a green light – this is clearly not the case.**

Janet Haynes mentioned that there is a workshop on “24 hour assessment and treatment” and she will highlight this issue.

Two main points emerged from lengthy discussion:

- 1. What services are currently available to support people in crisis?**
- 2. How are these services accessed?**

**It was agreed that there should be further discussion on current NSF guidelines on Crisis issue.**

Other items under Point 4 were very briefly mentioned as follows:

- (b) Project 18** - Bill Jennings mentioned that he had picked up one or two of the casualties from Project 18. Believed to be still in existence in some form.
- (c) Surrey & Borders Strategic Reviews** - Fiona Davies to be invited to attend Forum meeting when Reviews are completed – probably in March.
- (d) S&BP’s Estate Strategy (buildings and reviews)**

- (e) **S&BP's Foundation Trust Application** - Approval has been given to begin the application process which hopefully will result in achieving Foundation Trust status. The timetable is now out and Public consultation begins 22<sup>nd</sup> January to 13<sup>th</sup> April 2007. **Chair to invite representative to address Forum to further discuss.**
- (f) **Closure of Charlton and Halliford Wards at Ashford** - this has now happened, these wards are closed. Pressure will be put onto the ACU for extra beds.

There was a brief discussion around possible reduction in A&E service, but increase in Urgent Care Centres. Consultation document re A&E closures will be coming out.

**It was decided by the Forum that all the above topics listed for future discussion were valid, however Crisis Intervention considered the most important to be followed up.**

#### 5. **MINUTES OF MEETING OF 18<sup>TH</sup> OCTOBER 2006**

It was requested that the Minutes of the Last Meeting item be put back at the beginning of the Agenda, as previously. The Chairman explained that the reason for moving this item was to allow more time to be given to discussion items. However, it was agreed that for future meetings, Minutes of the last meeting be item 2 on the Agenda.

Minutes of the meeting of 18<sup>th</sup> October 2006 were approved.

#### 6. **MATTERS ARISING FROM MINUTES OF MEETING OF 18<sup>TH</sup> OCTOBER 2006**

**24 Hour helpline** - Following discussion at October meeting re 24 hour helpline, a letter was written by Stuart Craig, Chairman, to the Surrey PCT Board, and a response received, which was discussed at today's meeting. However, it was suggested that it was not clear how or by whom this issue was raised. **Stuart Craig clarified, stating that the issue was raised on behalf of the Woking Mental Health Forum and a copy of his October letter would be circulated with today's minutes.**

It was further suggested that the PCT should be made aware that the issue was raised by the Woking Mental Health Forum, that they should be aware of the strong MIND presence in the Woking area and further that their response letter should have stated what was available through the Trust.

**CornerHouse Charitable Status** - discussed at October meeting that CornerHouse would be holding a public meeting each year. This was not recorded in the October Minutes.

It was asked if there was a date yet agreed for the CornerHouse public meeting. Michael Mallinson stated that no date had yet been set, but there would be a meeting this year. He pointed out that property issues needed resolving. Assurance was given that the current lease for the CornerHouse property has 1 year from April 2007, but that alternative sites were being looked into. It was stated that there was no intention of CornerHouse being closed down, and that the current building was the property of the Trust.

Rosemary Moore mentioned her membership of the West London Mental Health Trust Patient and Public Involvement Forum, which she attends because it is the Trust that covers Broadmoor and Rosemary is in touch with some Broadmoor patients. The AGM of the WLMHT PPIF on 20<sup>th</sup> February would be about the Care Programme Approach (CPA). There is to be a Department of Health Review of the CPA, with a consultation document and closing date for comments of 19<sup>th</sup> February, the day before the PPIF AGM.

**7. ANY OTHER BUSINESS**

No time to discuss any other business.

**8. DATE AND TIME OF NEXT MEETING**

**18<sup>th</sup> April 2007 at 1.30pm**  
**Venue - CornerHouse**

20.02.07  
SC/BJ/lp

Enc. Carers Involvement Form  
Carers Involvement Agenda Update  
Patient Advice and Liaison Service Leaflet  
Stuart Craig's October 2006 letter to PCT re. 24 Hour Helpline  
PCT Response to 24 Hour Helpline letter