

WOKING MENTAL HEALTH FORUM

Wednesday 18th July 2007

DRAFT MINUTES

| | | | |
|-------------------|-------------------|---|--|
| Present: | Stuart Craig | - | Chairman |
| | Mary Byng | - | Rethink Carers Support |
| | Michael Mallinson | - | CornerHouse |
| | Prof. David Rye | - | Woking Mind |
| | Janet Haynes | - | Head of Carer Involvement, Surrey & Borders Partnership NHS Trust |
| | Joanne Chapman | - | Patient Advice & Liaison Manager |
| | Carol Gibbs | - | Runnymede CAB |
| | Margaret Audley | - | Homefirst Housing Support |
| | Paula Fazackerley | - | Homefirst Housing Support |
| | Malcolm Welsh | - | Carer |
| | Paul Field | - | CornerHouse |
| | Lynn Pether | - | Minutes |
| Apologies: | Teresa Vines | - | Community Services Manager, Woking Community Mental Health Team |

1. WELCOME / APOLOGIES

Stuart Craig, Chairman introduced himself to the Forum and thanked everyone for attending today's meeting. Apologies were noted, and the Chairman explained that due to the lack of funding, Agendas were not circulated prior to today's meeting and this contributed to the small attendance.

2. MINUTES OF LAST MEETING

Minutes of the meeting dated 18th April 2007 were approved.

3. MATTERS ARISING

CornerHouse Open Meeting - this may not now be held at the H.G. Wells Centre. People will be informed nearer the time if the venue is changed.

Complaint Statistics - Joanne Chapman confirmed that she will obtain the statistics. The audit in the East not yet happened, Joanne to clarify when it will commence.

Fiona Davies - Fiona Davies was not invited to today's meeting as suggested at previous meeting, as Chairman was unsure if today's meeting would be taking place. Intention is to invite Fiona Davies to a future meeting if she remains in her current job. This will be kept under review.

Crisis Helpline - David Rye stated that there was nothing further to report at this time.

Crisis Intervention - Following discussion, decision made that Kay MacKay not the right person to invite to Forum meeting to discuss crisis intervention. More appropriate person to be approached. **Stuart Craig to follow up.**

Congratulations to Paul Field who successfully completed the London Marathon and together with Henry Woodall raised nearly £3,000.

4. GENERAL DISCUSSION

Crisis Response - Following lengthy discussion at the last Forum meeting, the issue of lack of crisis response was again mentioned. Steve Harlow, Manager of the Home Treatment Team, had been invited to address Woking Mind on Monday 23rd April and it is hoped he can clarify what crisis response systems are in place. It was again stated that services locally are not equitable with what is available in the East. The Chairman stated that the Trust are looking at ways of providing a more equitable service.

It was reported that NHS Direct respond quickly out of hours for physical problems – what service do they provide for the mentally ill? **Joanne Chapman agreed to follow up what advice NHS Direct give to the mentally ill, and see if research has been carried out on service satisfaction.**

It was stated that the NSF quotes that a 24 hour helpline is available – this is in fact the Samaritans and SaneLine. This is not thought to be good enough.

Advice for Carers - Carers information packs are being compiled and designed to sit in Community Mental Health Teams as this is a first point of contact. There is no reason that these packs cannot be available to voluntary sector.

Welmede Housing Association - it was reported that Welmede Housing Association are carrying out a very thorough review of the support given to users who are contracted to receive their support. The review entails interviewing a group of approximately 25 users and recording their views.

George Welsh has agreed to attend the planned six group sessions in order that the views of carers are heard and recorded.

Homefirst Housing Support - Guildford Borough Council have set up a housing support service called Homefirst for the service users living in the boroughs of Runnymede and Woking. The scheme aims to help people who may need support in maintaining their tenancy. They can also help with moving into new accommodation. Homefirst work closely with Woking Borough Council. Suitable referrals can be made via Katherine Butler at Woking Borough Council. Paula Fazackerley and Margaret Audley, Housing Support Officers with Homefirst introduced themselves and said they were happy to answer any questions on their service. It was pointed out that employment and housing are the two key issues facing people with mental health problems. All referrals received are assessed and discussed at a team meeting.

Is this service only for tenants of Woking Borough Council?

Applicants must live in either the Borough of Runnymede or Woking. Full criteria is explained in the attached leaflet.

Do you have staff who are capable and trained to deal with issues of mental health?

Margaret Audley used to work at the ACU, also worked with Rethink, and has come from the mental health route.

Who refers to Katherine Butler?

Community Mental Health Teams, Health Visitors, GPs, Care Co-ordinators.

Can a carer refer?

Yes.

How do you fit in with the CAB?

If work is not specialist work, then Homefirst would work in conjunction with the CAB.

Would Homefirst be prepared to be on the CornerHouse Website?

This will be discussed with Line Manager and decision made.

What is current client case load?

Limit of 10 to 15 in Woking area (45 overall). Ratio of 3 to 1 Runnymede and Woking. Runnymede service already up and running for 3 years – if the service is successful, number of Woking places will be increased.

5. **DISSCUSSION RE. THE FUTURE OF THE FORUM**

Stuart Craig reported back from the Local Implementation Meeting. Donal Hegarty put forward a plan to have a Surrey wide LIT, with all forums feeding into local LITs. Next LIT meeting due to take place on 10th September at 9.30 and will be in the form of a workshop to discuss Surrey and North West Surrey LITs. Stuart Craig extended an open invitation for anyone to attend. There are currently 3 Forums up and running, namely Runnymede, Spelthorne and Woking. Runnymede is purely for service users. Spelthorne is virtually totally professionals. Should Woking have a service user as a Chair?

It was generally thought to be a good thing to have a service user led forum – clients in Woking are bored with the proceedings of the Forum. Clarity is needed in terms of what the Forum is trying to achieve – apart from a common voice in order to make clear representation. Issues are raised at Forum meetings, however, problems arise in getting action taken, which is frustrating. The same issues are discussed time and time again. Service user input can make a difference to service delivery, although it is difficult to get service user and carer involvement. **It was thought there should be debate at LIT meeting over the future of the Forums.**

6. **ANY OTHER BUSINESS**

Joanne Chapman distributed copies of Partnership People and NHS Foundation Trust membership application forms. Joanne also agreed to get a copy of the quarterly complaints report and make it available to the Forum, she will also try to find out if complaints are answered satisfactorily.

Woking Accord Summer Fair is being held on Saturday 28th July from 10.00am until 4.00pm.

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

Wednesday 17th October 2007 at 1.30pm
Venue - CornerHouse

SC/lp

Att: Homefirst Housing Support Service leaflet