

NOTES

Meeting: Service Users and Carer Council Meeting

Date: Wednesday 20 July 2016 Time: 1.30pm to 3.30pm

Location: Mild West Room, Hamilton House, Stokes Croft

<i>Attendees</i>	Lynne Newbury – Strategic Lead for Service Users and Carers (Chair) Rep for Crisis Service Rep for Dementia Service Rep 1 for Community Rehab Rep 2 for Community Rehab Rep 1 for ACE Rep 2 for ACE Rep for Men’s Crisis House Rep for BIMHN Rep for CPI	<i>Additional Attendees –</i> Mark Bunker – Quality Director Bev Woolmer - AWP Service User Involvement Co-Ordinator (Note taker for this meeting)
<i>Apologies</i>	Rep for Early Intervention; Rep for Wellbeing Therapies, Bhavna Mistry	

Item	Agenda item
1.	<p><u>Welcome and Introductions</u></p> <p>The meeting started with LN welcoming all.</p>
2.	<p><u>Mark Bunker, Quality Director</u></p> <p>Attended the meeting and answered queries and questions from council members. As one of the Bristol triumvirate, Mark’s role focuses on governance, learning and CQC regulations.</p> <p>Mark has helped to unblock data protection issues, which means that the SUIC can now contact people who have been on inpatient wards about involvement. Large part of Mark’s role focuses on learning from incidents and never events, what goes wrong, where and when and what can be learnt.</p> <p><i><u>Issues discussed included:</u></i></p> <p>‘Lot 1’ and the differences of how it was envisaged and how it has been practically implemented</p> <p>Positive working relationships between triumvirate & system leadership</p> <p>How service user involvement is supported</p> <p>Acute care forum & bus at Callington Road</p> <p>Training for Recovery Navigators – ongoing issues around accessing, who pays PALS & lumping together of complaints, compliments & concerns</p>

	<p>Friends & Family test</p> <p>ID & LN to raise training issue with Second Step</p>
3.	<p><u>Minutes</u> It was requested that the minutes contain an overview of what was said, and to have actions and outcomes made clearer.</p>
4.	<p><u>Payments</u> All council members were asked to keep dates of meetings they have attended, so that if queries arise it will help to resolve them.</p> <p>LN & BW to look at setting up a database/system for checking payments</p> <p>LN to also raise at the trust wide user group meeting in August</p>
5.	<p><u>Service Updates</u></p> <p><u>CPI</u> The PIE questionnaire is currently live, 30 responses have so far been received. Feedback from CPI SMT: PD training, Beth Perry would like this to be a mandatory training for all staff. Clarity of job adverts & looking to make these more clear, especially with lead roles. Female Crisis House: Steph is now the rep for the house, there have been lots of barriers but the new manager is keen to get involvement going, so a case of starting and seeing what may work.</p> <p><u>Dementia Wellbeing</u> No new updates - Hilary has been on leave. Discussion around the need to find new reps, there are 2 places and only 1 has ever been filled. As an agency it seems that they haven't been pro-active in trying to find replacements. Hilary will take the role description to the next meeting, difficulties in how new people might get involved. We need to look at how we can support carers, for example covering costs of 'sitters' whilst they attend meetings is one example. Hilary agreed to stay on as rep for 6 months while a replacement is found and to then 'buddy' new person.</p> <p>LN & BW to meet and look at carer barriers to involvement</p> <p><u>ACE</u> Reported that still no contact with ACE, it seems though that they may have been waiting for Lynne to return from holiday. Recently appointed Liz Day who is the new involvement officer.</p> <p>DHI provide peer support for Drug & Alcohol team, which PS could be involved with. John Shorrock, ROADS Manager felt that a current or recent service user would be more appropriate, in terms of being able to bring current information</p>

	<p>and feedback.</p> <p><u>Crisis</u> The questionnaire has been finalised, 500 copies are going to be photocopied and sent out to people who have been discharged from the service during June, July, August. These will be sent out across the 3 teams, there will be an open session at Bristol Mind for people who might need support in filling them out.</p> <p>Crisis line, uncertainty as to what can be officially said, there are big concerns and reservations about the decision that has been made and the way in which it has been communicated.</p> <p><u>A&R</u> Steph Champion attended the A&R meeting, she is setting up a buddying/befriending peer service, which will work with service users for up to 6 sessions once they have been discharged from statutory services. Volunteers will receive training & supervision to be supported in these roles. Issues about switchboard at Brookland Hall around capacity and attitudes of staff, lunchtime cover is very poor. Conversation cafes, group looking at how these can be set up as a way of getting service user input and views. It was thought that this could be done collaboratively with other partner organisations. Trust wide event was described as being poor, confusing and badly done. FL will be standing down as A&R rep as he has reached his period of time on the council, he will continue to be involved with project work.</p> <p>LN & BW to organise a project group to take conversation cafes forward.</p> <p><u>Community rehab</u> Planning application has been rejected, building has now been reduced in size and will be going out to tender shortly. There had been a hold up with the move on flats, it will be another year before these are ready, currently trying to find some to rent from private landlords. By the time the new building is open it will be 2 years behind schedule, questions raised as to what has happened to the money Second Step was given for these?</p> <p>Community rehab reps were asked if they would be happy to stay on as reps for an extra 6 months – Yes! Employment services, Sanctuary, Men & Women’s crisis houses & inpatient services all have representation in place.</p>
6.	<p><u>Independent places</u> BIMHN have asked for an independent place. SUCC was set up as a representative model, the council represents services, if BIMHN are offered a place then the SUCC would need to open this up to all groups. Need to be clear about the model, it was suggested that BIMHN come</p>

	<p>but in a different role. The benefits of having independent members is seen as a positive and welcomed, it was felt that they can bring useful experience and bring wider expertise. Need an official application form/process and a role description.</p>
7.	<p><u>Next Meeting</u> Wednesday 10 August , 1.30 – 4pm.</p>