

# NOTES

## Meeting: Service Users and Carer Council Meeting

Date: Monday 12<sup>th</sup> December 2016 Time: 1.30pm to 3.30pm

Location: Ground Floor Conference Room, Colston Fort, Montague Place, Kingsdown, Bristol, BS6 5UB

<i>Attendees</i>	Lynne Newbury (Chair) Rep for Sanctuary Rep for Wellbeing Therapies Rep for Early Intervention Service Rep for Assessment & Recovery Rep for Women's Crisis House Rep 1 for Dementia Rep for Secure Services	<i>Additional Attendees -</i> Bhavna Mistry (Minutes)
<i>Apologies</i>	Rep for Crisis 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 Complex Psychological Interventions, Rep 2 for Dementia Service, Bev Woolmer,	

Item	Agenda item
1.	<p><u>Welcome and Introductions</u></p> <ul style="list-style-type: none"> <li>LN welcomed all and introductions were given around the room. LN explained why there had been a change to the day of the meeting. We had hoped to take the opportunity to join the Trust wide SU group as the meeting was finally being held in Bristol after a year of meeting in Chippenham, also the agenda of this meeting was pertinent to current concern. However we were informed that there were already SU reps from Bristol and we were unable to join. LN acknowledged that this may well have been her misunderstanding as she was not aware of which SU's were representing Bristol.</li> <li>In response to this the Trust wide SU group meeting membership was discussed. It was felt that SUCC membership should be present as well as BIMHN. It was suggested that LN could request a copy of the presentation around care planning that was delivered at the meeting which could be circulated to SUCC. It was also agreed that LN would request further SU places for SUCC on the Trust wide group. <b>ACTION LN</b></li> </ul> <p><u>Minutes of 9<sup>th</sup> November 2016 meeting</u></p> <ul style="list-style-type: none"> <li>NP requested an amendment by e-mail to the minutes under the A&amp;R feedback as follows:- <ul style="list-style-type: none"> <li>NP raised the issue of bed management as the Acute Pathways Lead has been successful in helping to manage risk, facilitate access to inpatient beds and worked with the Women's Crisis House to reduce the</li> </ul> </li> </ul>

	<p>waiting time significantly. Issue was raised as Liz Thomas who is in this role is leaving and there are currently no plans to appoint anyone else to this post - the concern was that this successful work and the significant benefits of it to both individuals and the system could be lost with the return to long waiting times and increasing difficulty in accessing acute care.</p> <ul style="list-style-type: none"> <li>- NP has been asked to co-lead a part of the Interventions work stream with Sarah Branton as part of the Skill Mix Review of the A&amp;R service.</li> <li>• The updates have been made in the minutes of 9<sup>th</sup> November and will be re-circulated.</li> <li>• LN gave an update that the Crisis Line Project Team are proposing to go ahead with the Z cards and are to produce a small number until the final changes to the crisis line are confirmed, at which point circulation will be increased. There is ongoing co-produced work in progress on the crisis line. It is unlikely that changes will come into place until the end of February.</li> <li>• The minutes of 9<sup>th</sup> November were accepted.</li> </ul>
2.	<p><u>Service Updates</u></p> <p><u>Sanctuary</u></p> <ul style="list-style-type: none"> <li>• Rep brought back answers to questions that had been raised at previous meeting around this service.</li> <li>- Sanctuary is a nominated cold weather shelter (New Street). The Severe Weather Emergency Protocol (SWEP) states that Sanctuary will operate and support people at night – this will be in another part of the building than the part used as a shelter and therefore would not affect the running of the service.</li> <li>- The boiler issue was addressed there is now access to an on call manager who should be able to sort out any estates and facilities problems that may occur during sanctuary operating hours (which are outside of normal business hours).</li> </ul> <p><u>CPI</u></p> <p>As KK had sent apologies, SH passed on feedback.</p> <ul style="list-style-type: none"> <li>• Interviews have taken place for a Psychotherapist post for maternity cover. An offer has been made to someone who has the skills to facilitate a drama therapy group, this has not previously been available. Should be starting in January.</li> </ul> <p><u>WCH</u></p> <ul style="list-style-type: none"> <li>• Rep gave feedback around some inappropriate referrals that had been received by the team which had required the need to review the SOP and re-circulate. This work is currently in hand SOP will be re-circulated once ready.</li> </ul> <p><u>A&amp;R</u></p> <ul style="list-style-type: none"> <li>• Rep requested to know if there have been any updates to the issues around crisis house stays for transgender people. SH informed that this is monitored at the moment though feedback hasn't yet been given.</li> <li>• LN mentioned that Transgender awareness training for staff has been taking place.</li> </ul>

	<ul style="list-style-type: none"> <li>• LN mentioned that an update could be given in January from members of the group who are leading on some of this work.</li> <li>• A&amp;R duty telephone lines are now fully operational from 8am to 8pm across Bristol.</li> </ul> <p><u>Dementia</u> Reps provided feedback on the following:-</p> <ul style="list-style-type: none"> <li>• The Disabled Blue Badge Scheme – challenging why dementia sufferers do not automatically get a badge? Example of a 94 year old who attended a user meeting. He can walk the required distance albeit very slowly and only with assistance. Additionally his wife cannot drop him off anywhere and then park the car as he is not fit enough to be left on his own.</li> <li>• Dementia Wellbeing Service is looking at reviewing their Care Plans process. This could link into some current work that is happening within BMH. It is then aim that - <ul style="list-style-type: none"> <li>- Care plans should be able to be accessed/uploaded by the GP</li> <li>- Emergency Services should also have access to the same information</li> <li>- Identify “what good looks like” guidance for staff and plans are completed on time.</li> </ul> </li> </ul> <p><u>IAPT</u></p> <ul style="list-style-type: none"> <li>• No new update from rep.</li> <li>• LN mentioned that she and Rick Cooper (Service Manager) have discussed setting up an evening user group to gain feedback in Feb. The service is due to be recommissioned.</li> </ul>
3.	<p><u>Crisis Line Update</u></p> <ul style="list-style-type: none"> <li>• LN continued feedback on Crisis Line.</li> <li>• At the last project group meeting, BIMHN were not willing to agree to the proposed changes if it involves any changes to the number and will protest. This will need to go to the next available BIMHN meeting and may delay implementation of any changes.</li> <li>• General discussion took place around how the current process works for calls to the crisis line and the problems that occur. Also, update for new people on SUCC regarding the discussions and work that has been happening on this project. This covered its history, financing and staffing.</li> <li>• Next Crisis line Project Board meeting 12<sup>th</sup> Jan when it is hoped a decision will be reached.</li> <li>• Discussion on how SUs wish to be known for their involvement work (not always as SUs as everyone is able to bring relevant skills and knowledge to the projects they are a part of in co-production work). It was discussed and agreed that involvement should be around what skills people can bring to co-production work. Various experiences of co-production were shared.</li> </ul>
4.	<p><u>SUC working across Bristol</u></p> <ul style="list-style-type: none"> <li>• It is being proposed to develop a strategy to join up SUC rep work across Bristol with relevant groups. Plan is to have more impact through a shared voice, which can be better heard if more people come together to do this.</li> <li>• This would involve joining together all groups to include SUCC, Bristol</li> </ul>

	<p>Survivors Network, BIMHN and Changes Bristol plus possibly others as all have reach across Bristol.</p> <ul style="list-style-type: none"> <li>• LN proposed to SUCC that Jason from Changes (a VCS organisation) be allowed to join SUCC as an independent member. This was discussed and agreed by all present. <b>Action LN to approach Jason.</b></li> <li>• LN asked the group if a strategy should be formalised? If so, documentation would be required to be produced. It was generally felt that this would be a positive move as it would help give focus and bring about more co-production and collaboration between service user groups and opportunities to share information and feedback for bringing about improvements to services. The council and wider would need to identify priorities. LN suggested project groups set up to carry out some of the work. There could be long and short term projects. How/what ways these could work were discussed. Generally felt that information, knowledge and understanding would be important to this. This proposal was accepted and to be discussed in more detail at the next meeting. <b>Action LN to begin process.</b></li> <li>• It was raised that what joins SUCs is their vulnerability and that has strength when brought together positively. Examples of work done this way were shared.</li> </ul>
5.	<p><u>Culture Survey</u></p> <ul style="list-style-type: none"> <li>• LN gave feedback on the Culture Survey that is currently in circulation.</li> <li>• Question asked - for those who have multiple contacts with services - how should these responses be done? LN suggested that it could be one individual response per service or comments added in the general comments box.</li> <li>• Some service users have volunteered to help provide assistance to completion and collection of questionnaires.</li> <li>• Survey closes on Friday 23<sup>rd</sup> December.</li> </ul>
7.	<p><u>Next Meeting</u></p> <p>Wednesday 11<sup>th</sup> January 2017 from 1.30 to 3.30 in the Ground Floor Conference Room, Colston Fort, Montague Place, Kingsdown, Bristol, BS6 5UB</p>