

NOTES

Meeting: Service Users and Carer Council Meeting

Date: 8th Feb 2017

Time: 1.30pm to 3.30pm

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

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

Item	Agenda item
1.	<p><u>Welcome and Introductions</u></p> <p>As LN was away SH acted as stand in chair for this meeting. Introductions were given around the room by all present.</p> <p><u>Minutes of 11th January 2017 meeting</u> The minutes of the 11th January meeting were reviewed and accepted.</p> <p>Action BM to follow up with GT on some of the actions he was to carry out following his attendance.</p>
2.	<ol style="list-style-type: none"> 1. <u>SU Voice meeting update</u> 2. LC and AP attended the meeting as SUCC reps. 3. This meeting was organised by Glenn Townsend of CCG and aimed to bring together all Service User Carer groups from across the city with the purpose of bringing together a unified voice and wider views. 4. Discussed that Open Forums which BIMHN have recently run will happen on a quarterly basis. 5. The quarterly meetings will be half day events will be based on a specific theme each time (e.g. housing). 6. So there will be key partners (of which SUCC would be one) and council and other agencies. Proposal document is being written by Tom Renhard of

	<p>BIMHN.</p> <ol style="list-style-type: none"> 7. Other partners include:- CCG; BCC; Healthwatch; SUCC; Ref Groups & Support Groups from around Bristol (long list). 8. Action AC to forward the proposal document when ready to BM for circulation to SUCC. Tom had requested feedback on this to be sent to him by 17th February. 9. The first Open Forum meeting will be held in April. Each quarterly meeting will have a different chair. Various different sub-sessions will be run at each meeting and there will be opportunities for different groups to chair/lead on those. 10. The meetings will be open to all service users and carers. 11. Also suggested linking in with the two universities counselling services – however it was noted that these are run via the student unions. 12. Also suggested to include representatives who run the night line services specifically for students. This would be useful for linking in with main service providers. 13. The main aim of the meetings would be to bring together all SUCs and agencies as many similar conversations are likely to be happening in lots of places. 14. It was generally felt that it would be good for this meeting to reach out as widely as possible and for as much information to be gathered as possible. Information about this meeting has not been widely shared. It would help as it is often found that getting people together in this work is often very fractured rather than collaborative. 15. It is likely to take time to get involvement to build up. 16. LC added that on 29th March the CCG have called a meeting for SUCs to give their comments on commissioning. Invites have yet to be sent out. 17. Also added that Glenn Townsend had given out copies of the 4Pi as CCG wish for this national standard to be followed for involvement work.
3.	<ol style="list-style-type: none"> 18. <u>Update from BIMHN Open Forum meeting on Crisis Line Project</u> 19. BIMHN held an open meeting specifically to look at the proposed changes to the crisis line and that we are awaiting the report. This then led to more detailed discussion about what was discussed and decided at the Crisis Line Project board. 20. AC gave update on a report which has been written by Tom Renhard and is awaiting sign off before it is circulated. 21. <u>ID gave some background so far.</u> 22. The meeting was to seek out feedback on the options that require a decision on the crisis line. The decision was made by the project board to go with Option 2b – that the telephone line with more options would be implemented. 23. Further details of the wording of the menu options for callers have yet to be finalised. 24. The call management options will be aiming to filter out non-crisis calls and only the real crisis calls would then be handled by the crisis team. 25. Discussion around where options are within the menu and what impact that can have. 26. Aim to help those who are frequent callers (51% per cent of the calls are

frequent calls who each on average call 19 times a month). Weekly meetings to filter out and work out how to help them.

27. Also to be working with other helplines e.g. Mindline, Samaritans for learning.
28. Comms will be circulated about final decision.
29. AC continued with feedback about the Open Forum Meeting. There was an opportunity to give feedback on the crisis line number.
30. Project board now has ideas for what can be done to make improvements.
31. There will be opportunities for listening to/trialing the line and see how it might work.
32. SH informed that it would be good for others to volunteer for this.
33. SH was requested to ask the project board if the test can come to SUCC.
- Action SH to find out.**
34. The backup of good crisis care plans was very important. This would help people know when they would really need to use the crisis service.
35. It was discussed that care co-ordinators would need to spread awareness of care plans.
36. It was thought that there should also be a plan to monitor the impact of any changes and monitor and respond to the responsiveness to anything that was carried out as a result.
37. Staff ought to be made aware of in an appropriate/concise way.
38. As well as comms, the Crisis Team will have a protocol to follow when the change becomes effective.
39. Communicating wider to other services and also the impacts the changes will have to organisations like Mindline and Samaritans etc.
40. It was discussed if it would help if there was an admin line – for things like appointment enquiries and professional’s line for appropriate calls from GPs etc. These exist but get limited use.
41. Also raised that some organisations – such as Rethink would also advertise the number of Bristol Mental Health – so what appropriate numbers should they advertise on their leaflets?

Crisis Cards Template Options were discussed as requested by Hannah Carr, Comms Officer. Photocopies of the design were circulated.

42. It was asked where the crisis line number should be added – a) on the front cover, b) inside cover c) the first number on the list of numbers of information inside? Discussion brought out that the care teams would be responsible for making clear when the number should be used. If it was on the front cover, it would lead to the same problem that this project is aiming to reduce.
43. Majority of SUCC felt that the number should be on the inside of the card - the first number on the list of helpful telephone numbers. One member was not in agreement and wanted it on the outside.
44. Also discussed that some needs are different when a person in crisis is not in services to someone who is under services.
45. The initial set of cards will be most likely to be used by care co-ordinators and it is not yet known when and if the cards would be shared wider. Further general discussion took place around how out of hours calls to care co-

	<p>ordinators/teams are usually diverted to duty and governance and data confidentiality.</p> <p>46. Several comments were given and noted by SH for passing back to Hannah Carr for action through the project board. Action SH to pass to HC</p> <p>47. It was also suggested to look at Government guidelines on Crisis Services.</p> <p>48. SH was also asked to put to the project board if the 111 number could also be added to the list of numbers?</p> <p>49. Action SH to feedback informally to 111 query</p> <p>50. Action NP to feedback to Crisis Info Group</p> <p>51. Action AC to feedback to BIMHN</p>
4.	<p>52. <u>Service Updates</u></p> <p>53. <u>WCH</u> Interviews for service manager post to take place on 9th Feb. CCG are looking at bringing together SUs of the two crisis houses to do a review for re-commissioning of services. Meeting to take place during the week of 13th Feb.</p> <p>54. <u>A&R</u> The reference groups across Community Mental Health Services are pulling together a document of shared values and looking to progress SU involvement and to see if there are any gaps. Lots project work will impact on A&R (e.g. skill mix review, crisis line etc. in developing service standards). Crisis and Contingency training has been moved on positively to Continuing Professional Development stage. Skill Mix Review which was to look at the Recovery Navigator role. It was found that more registered staff were required and this is being progressed. Being discussed with VCS partners about having integrated management of Recovery Navigators. More roles are being recruited for across CMHS.</p> <p>55. <u>The Sanctuary</u>. The New Street base was used as a designated cold weather shelter for the first time. It was found that this did not affect the service running as much as previously thought. The shelter opens from 11.00pm and staff start from 10.00pm. Adequate provision was available for The Sanctuary service. A "normal" service can run until 9.45pm. After this, telephone support will be provided or a pre-booked hour face-to-face can be arranged. The New Street base will continue for use for the next year and improvements are planned to be made. Another base will continue to be sought for post March 31st 2018. External Evaluation by Revolving Doors was commissioned by CCG last year. The interim report was very positive and highlighted some work that needed doing which is already in hand by the service. The second phase of focus groups with service users and professionals took place on 7th Feb. Final report is due at end of March.</p> <p>56. <u>CPI</u> –The service is piloting a new Training package based on systemic approaches. This will begin on 2nd March. It is available to all staff and SUCs of the CPI service. This will eventually be rolled out. The results of the CPI survey that was carried out have been shared with Sarah Branton, Sarah Frizzle and Shane Matthews. There are things highlighted for project work. It was stressed that staff should be informed of the good things.</p> <p>57. <u>Wellbeing Therapies</u> – A new open forum is being setup and Oasis Talk will</p>

	<p>be involved. The Manager of the service Rick Cooper has still not found a co-worker representative to attend SUCC. The Silver Cloud – Online Therapy tool is going to be introduced and trialed throughout Wellbeing HIT. A Pilot of Wellbeing HIT will be to take presentations out to communities (e.g. supermarkets, libraries etc.) aiming to take away medical focus. (Wellbeing Therapies is meant for low impact needs).</p> <p>58. <u>Community Rehab</u> – New build hold up. There is still no money forthcoming – a final decision is expected and thought that it is not likely to be agreed so need to be looking for other ways of carrying out community activities. It was raised that a statement should be requested on this matter. LN was to write to senior managers about this. It was also shared that concern has been raised at BMH Partnership Committee. This can be raised with LN. It was asked if there was a contingency plan? It was raised that there should be some statement forthcoming as it's a matter of accountability and transparency. Although this is an issue for Second Step, the implications would be all around BMH. Feedback was given that SCR's are being carried out on recent events in the service. Results may take several months however the learning from them will be shared. Feedback was given that a Second Step Service User forum has been setup for them to have their say on how services can be improved and ideas for things to focus on for the group are being sought.</p> <p>59. <u>Crisis</u> – Feedback has been given during the course of this meeting on the Crisis Line Project. The survey report is currently on hold and will be resumed by ID in due course.</p> <p>60. <u>EI</u> – have had their first reference group meeting of the year and have found there is a lot of new work for the group to work on this year.</p>
5.	<p>61. <u>Guests to Invite to Future SUCC meetings</u></p> <p>62. Rick Cooper</p> <p>63. Kate Webb – to give an update on Joining the Dots. ID requested if any response had been provided by Andrew Dean to the letter that was sent by LN on behalf of SUCC? (This has not yet been received).</p>
6.	<p>64. <u>Conversation Cafes</u></p> <p>65. BW – gave feedback. Four pilots have been completed. These have been well receive and many new faces have attended. They have gathered speed.</p> <p>66. Need to find an accessible venue for which LN is looking for options. It is hope to continue with these depending on cost and venue. Any suggestions for venues can be sent to LN. Suggestion given to ask about the Bristolian Café near Picton Street.</p>
7.	<p>67. <u>Any Other Business</u></p> <p>68. Bev gave dates of the forthcoming Trust wide Service User Group meetings – Reps from SUCC are sought to participate:-</p> <ul style="list-style-type: none"> • Monday 27th March from 1.00 to 3.30 at Callington Road Hospital • Thursday 1st June from 1-3.30 at Jenner House • Thursday 7th September from 1-3.30 at Callington Road Hospital • Thursday 30th November from 1-3.30 at Jenner House <p>69. SUCC reps will also be sought for the Trust wide Quality meetings.</p> <p>70. Having SUCC reps participating would be good for linking with the groups.</p>

	<p>Trust wide SU meetings are now headed by Phil Cooper. Purpose will be for each locality to bring specific issues. E.g. working on patient's charter or food on Inpatients wards.</p> <p>It was raised that sometimes decisions made by the Trust wide groups are not fairly consulted on (further than just those present at the meetings and not wider).</p>
8.	<p>71. <u>Next Meeting</u></p> <p>72. Wednesday 8th March 2017 from 1.30 to 3.30 in the Ground Floor Conference Room, Colston Fort, Montague Place, Kingsdown, Bristol, BS6 5UB</p>