

MENTAL HEALTH CARER NETWORK FORUM.

NOTES OF MEETING HELD ON

Thursday 18th May 2017

At Oxlease House, Travellers Lane, Hatfield

Present:

Carers: CD, ME, TG, EG, CH, JI, SL, BL, MiN, JR, DR, SW, TW, VW, NY, MaN, SA, MY, BC, PD, JB

Staff: Sarah Williams (Chair), Deryn Sparrow (notes) Yvette Laffoley

Volunteer : PM

Apologies:

Carers: CH, LB, RC

Guest Speaker: Jess Lievesley, Director of Service Delivery and Customer Experience, Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Item	
1	<p><u>Welcome and apologies.</u></p> <p>Sarah welcomed everybody, it was agreed she would chair the meeting as RC, carer who usually chairs was unwell. Brief introductions were made.</p> <p>Apologies as above</p>
2	<p>Notes of last meeting – agreed</p> <p>Actions feedback</p> <p>3. Deryn emailed James Holland re HPFT Hub meetings – organised by outside agency, he has reported back to them and in future there will be more notice given.</p> <p>4. YL – Fact sheet sent to carer VW</p> <p>Recorded – Speaker around Benefits & mental health to be invited to forum in 2018</p>
3	<p>Feedback of Latest news and development from Carer Representatives and Carer Involvement Workers.</p> <p>JR – supported recovery Workshop 23/3/17 – How recovery is defined, felt this was a very worthwhile exercise.</p> <p>MiN – Pharmacy having difficulty getting prescription, no other carers currently having this issue. MN to make GP aware if reoccurs.</p> <p>SA – attended open dialog meeting (treatment care originated in Western Lapland). Felt this was a non-productive afternoon. There was no commitment other than good words given on how/if this would be implemented, it's a long way off. Sarah explained the model emphasises the importance of working with family and friends and takes a holistic approach by involving a team of people in someone's treatment and care (i.e. mental health, housing, employment, social care staff ...). It focusses on everyone working together, having an</p>

'open dialogue', so everyone is clear about the situation and the care plan.

BL – son has a tumour and needing treatment, psychiatrists not wanting to get involved and feels son is not getting support needed with his mental health.

SL – The Wellbeing Centre in Letchworth holding weekly drop-ins every Friday afternoon May, June, July & August 2017, open to all, opportunity to meet with others and participate in Arts & Crafts, board games etc. for Details contact Karon Hatfield On 02037 273600 or karon.hatfield@herfordshiremind.org

VW – recently attended drugs and alcohol family forum Dr Gideon FRelton told them that when Spectrum refers somebody to HPFT, it is expected they will be seen promptly, not 3 months later.

JB - bereaved carer recently moved to the area, promoted a course he runs for carers. Sarah reminded us that Rethink Care and Coping course, which CinH co facilitate, is specifically for carers of people with mental health issues and there is a rolling programme throughout Hertfordshire.

DR – reported following a complaint to HPFT re Cygnet House her daughter is now getting the support she needs and she has had a carers assessment. The support of advocacy worker was a great help. She understands the Tom Cahill CEO reads every complaint.

MY – Brother is currently Very well. Found A & E & PALS very helpful. DBT/mindfulness has also helped.

PD – as Carer trainer sometimes involved training during HPFT employee's induction. Concerned about high turnover of staff and how this can affect consistency of quality of care.

BC – attended Rethink Caring and coping course, found very helpful, guided through the caring mine field, learnt lots and it was good to have a better understanding of how the system works. Also attended Recovery workshop which was Brilliant and very worthwhile.

MaN – Difficult to get help for daughter, feels GP is not listening. Also works within care which can be difficult, often means long hours, at times it's frightening, the importance of a good team.

CH – keen to find out about the Triangle of Carer (TOC), what happens if she wasn't able to support cared for.

CD – Partner recently had good assessment at Spectrum, with consent, carer was fully included. Carer referred for CRAFT course. Felt that the new Dual Diagnosis protocol was being followed.

TG – following Chris Lawrence (HPFT) attending Hemel support group they meet with Jess Lievsley (HPFT), Jo Edwards(HPFT), Sarah Williams (CinH) and 5 group members to discuss carer coordination.

Deryn –

>**Out of Hours Crisis Support** being re tendered (awarded to Nightlight, last time).

Looking for a Carer Representative to be part of this group and tender panel, contact Deryn if interested.

> **Warranting Panel** - Marcia Eldridge, Health and community services, HCC looking for a Carer Representative to be a Panel member, now organised for this year will be looking for someone from Feb 18. - PMcM expressed an Interest.

>**First episode of psychosis implementation group** – this will now be a standalone service not part of the community teams. Work Solutions made a presentation, concerns that due to funding cuts they are no longer able to work with people with a mental illness (unless they are eligible for social care).

>**Physical Health checks committee** –

- HPFT Physical Health Strategy has now been approved.
- I was asked at Health Watch Service group to raise with this committee why carers are not informed of physical health check appointments and was told that providing Service User has consented they didn't see why this shouldn't happen, Alison Ryan (HPFT) to check feasibility of this.

	<p>Sarah –</p> <p>> HPFT Carer conference Friday 9th June, Building Carer Partnerships. Book directly with HPFT if you wish to attend</p> <p>> New Leaf, Sarah share their summer timetable and encouraged carers to book onto these courses, they are available for everybody. She mentioned that Carers in Hertfordshire Staff have booked onto some. Website link http://www.newleafcollege.co.uk</p>																			
4	<p>Topics agreed for future meetings</p> <table border="1"> <tr> <td>1</td> <td>HPFT – Progress update on Triangle of Care</td> <td>today Jess Lievesley - HPFT</td> </tr> <tr> <td>2</td> <td>Rethink – National Picture around integration of Mental Health and Physical Health</td> <td>18th July Charli Hadden Rethink Mental Illness and Alison Ryan - HPFT</td> </tr> <tr> <td>3</td> <td>HPFT - Good-Great Strategy</td> <td>20th September Jane Padmore</td> </tr> <tr> <td>4</td> <td>Accommodation</td> <td>16th November Kristian Tizzard</td> </tr> <tr> <td>5</td> <td>Benefits specific to Mental Health</td> <td>2018 – to be arranged</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table> <p>Questions for next meeting – Rethink</p> <ol style="list-style-type: none"> In Hertfordshire, there appears to be inconsistency across the county relating to Physical Health checks for people with a mental illness, is this the same in other counties. How can communication around Physical Health checks be improved:- <ol style="list-style-type: none"> There is sometimes confusion for the Service user/Carer about responsibility for carrying out these checks, i.e. is it GP or secondary service. Often there appears to be lack communications between GP's and secondary services, a two way issue, and test results are not always shared. How can Physical Health checks be more effectively promoted? 		1	HPFT – Progress update on Triangle of Care	today Jess Lievesley - HPFT	2	Rethink – National Picture around integration of Mental Health and Physical Health	18 th July Charli Hadden Rethink Mental Illness and Alison Ryan - HPFT	3	HPFT - Good-Great Strategy	20 th September Jane Padmore	4	Accommodation	16 th November Kristian Tizzard	5	Benefits specific to Mental Health	2018 – to be arranged			
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5	<p>Guest speaker - Jess Lievesley updating us on the Triangle of Care (TOC) and Care Co-ordination Jess started by telling us his responsibilities within HPFT were for Service delivery and interface with the Public.</p> <p><u>Triangle of Care Presentation</u></p> <p>As well as giving a reminder about what Jess spoke about, The power point presentation has information about resources and contact details of the carer team.</p>																			

Jess's comments and answers to questions:-

- HPFT are committed to TOC, on occasions they are not getting it right, they have plans to develop this and are committed to being transparent.
- Internally there needs to be a shift within the workforce, staff need to be more carer aware. It is the role of all team members to support carers. One of the ways to achieve this is when interviewing for new staff one of the questions asked is around TOC.
- If a Service User has capacity and states they don't want information shared with their carer, HPFT are obliged to follow the rules. This can sometimes be overcome by sensible conversation and staff are not always asking the right questions, they need to challenge and good communication is essential. HPFT are targeting the development of staff to improve this.
- March 17 HPFT single point of access (SPA) received 2,400 referrals all had to be dealt with within 28 days only 45%/50% came into service. Each referral requires approx. 5 hrs. work, need to reduce number of unnecessary referrals. Looking at ways of doing things differently, i.e. for GP's, mapping primary care services, sharing information about what is available without needing secondary services.
- **Carer** – good support group in St Albans, run by HPFT but very poorly attended, it was agreed there needs to be better ways of communicating support groups.
- **Carer Q** – clarification needed re responsibility for carers when service user lives out of county and is supported by MH team outside Hertfordshire (e.g. Hampshire).
Action : Jess to check with Legal team as care act less than clear, he will get back to us
- **Carer Q** – service user been without care coordinator for over a year, still seen by services in Watford. Concern about Service user who should they/and or carer speak to?
- **Answer:** Not everybody needs an allocated care coordinator, every team has a duty worker, you can speak to them. If you are concerned about not being allocated a care coordinator, please contact appropriate Service Line Leads?

>**North** – Karen Howard

>**East** – Isobel Worsley

>**Watford** – John Murray

>**Decorum** – Jo Edwards

Contact details can be found on HPFT website <http://www.hpft.nhs.uk/> link to page <http://www.hpft.nhs.uk/services/find-our-services/hertfordshire>, click on details of appropriate team for telephone numbers.

- **Carer Q** – where do you go if the Service User has been discharged back to GP?
Answer - Either contact GP or Ring SPA who will be able to access records and escalate if necessary
- **Carer Q** – is there a pre-printed form for Service Users to sign if they agree for information to be shared with carers.
Answer – No, during initial assessment the question is asked and this is recorded on PARIS (HPFT data base). It is the responsibility of individual workers to record and change if necessary. **Concerns** were raised by carers that this can be changed by member of staff.
- **Carer Q** – service user funded by HPFT, living in care home Barnet. Physically unwell and needing an operation which may affect his Mental Health enquiring who will be responsible for his mental health while in hospital, initially care home will not be able to meet his needs when discharged from Hospital may need to spent time with carers in Royston. Carer wanting to ensure everything is in place to for the best possible outcome.
Answer – Complicated, while in hospital their local services will be responsible. If

	<p>Stays in Royston Cambridge MH services will be responsible as they provide services for that area.</p> <p>Sarah thanked Jess for coming to speak to the forum today, reminding us that the triangle of care is a national commitment and it needed to be kept high on the agenda.</p>
6	Any other business - None
7	Next Forum – Tuesday 18th July, 2017 Meeting at 6.30pm for tea and cake Start 7pm – 9pm finish