

**MENTAL HEALTH CARER REPRESENTATIVES FORUM.**

**Draft NOTES OF MEETING HELD ON**

**Thursday 16<sup>th</sup> November 2017**

**At Oxlease House, Travellers Lane, Hatfield**

**Present:**

Carers: ARa, ARo, BL, BF, CH, DR, GS, GT, GB, AC, HB, JR, JI, MP, MY, NY, RL, RC, SR, SRf, SF, SW, SL, SA, TG, TW, VW. (29 carers)

Apologies: PM, LB, AMS, MI

Chair: Rod Cotterell, (carer)

Staff: Su Bartlett, Rosemary Willis, Deryn Sparrow (notes)

Apologies: Sarah Williams

Guest Speaker: Noreen Dunlop, Team Manager, Continuing Care and Placement Service (CCPS), Hertfordshire Partnership University foundation Trust (HPFT)

Apologies:- Kristian Tizzard (guest speaker) Integrated Accommodation Commissioning team, Hertfordshire County Council.

Item	
1	<p><b>Welcome:</b> Rod Welcomed all to the forum and introductions were made</p> <p><b>Apologies:</b> Deryn passed on Sarah Williams apologies and explained that she was in hospital today and may be unavailable at times over the next few months due to treatment.</p> <p>Other apologies as above and Kristian Tizzard, ( today's expected speaker) he is unwell and unfortunately the team were not able to send a replacement speaker . Noreen Dunlop, who was supporting him, will speak about how the Continuing Care and Placement Service works within HPFT.</p>
2	<p><b>Notes of last meeting - agreed</b></p> <p><b>Matters arising</b></p>

	<p>3.a) Dr Haminder Magon unable to attend today's forum, promised to contact me after her leave re possibility of speaking to forum about her role.</p> <p>3.c) Spoke to Mind in Mid Herts, if needed they can arrange to meet in room at Healthy Hub (Stevenage Leisure Centre).</p> <p>4. email from John Lavelle point viii) –  HPFT issued statement - <b>Provision of carer specific services in HPFT</b> – circulated to our Mental Health Network, copies available if needed. Many of the carers present said they felt this document was difficult to understand and would like a simplified version.  The document discussed at <b>HPFT Carer pathway implementation group</b>, Deryn's understanding of this:-</p> <ul style="list-style-type: none"> <li>➤ Emphasised carer team piloted for 2 years only, finishing Mar 18</li> <li>➤ No funding lost but will be re distributed</li> <li>➤ Looking at ways of making this more effective, feeling that carer workers should be imbedded in local teams</li> <li>➤ Fears about losing identity within teams – looking at ways to avoid this, currently different professionals, i.e. Social workers, Occupation therapists etc. meet regularly to share good practice and ideas would expect this to happen also with carer workers</li> <li>➤ Looking at still having a point of access for queries about carer services</li> </ul> <p><b>Action – Deryn to ask James Holland for simpler version of document</b></p> <p>4. iv) carer asked what was happening with the dual diagnosis protocol. Understood Health Watch taking the lead with this but not aware of meeting dates. Su assured that meeting dates were now available and she would forward them to interested carer. <b>ACTION Su Bartlett.</b></p>
3	<p><b>Feedback of latest news and developments from Carer Representatives and Carer Involvement Workers, identifying any issues to raise at the next round of commissioning/ working group meetings.</b></p> <p><b>Deryn - Carer pathway implementation group –</b></p> <ul style="list-style-type: none"> <li>• Implementation county wide still needing improvement</li> <li>• Disappointed that % of carers being offered a carer assessment is very low (some of this may be due to lack of recording). Well below</li> </ul>

target. Staffing levels are often affecting this.

- Provision of carer specific services in HPFT document see above

### **HPFT Involvement and Engagement group (IEG)**

- Aston Ward, Lister Hospital, expected to move in 2018, no news about this. Originally it was understood Aston Ward would be relocated to either Victoria/Elizabeth court (currently used by older peoples services) but this has not been confirmed.
- Viewpoint Survey – Results not as hoped for down in many areas – learning for all.
  - >impact of Personal budgets
  - >Reduction in funding for Vol sector
  - >accommodation challenge – Housing profound effect on Wellbeing
  - >physical Health checks down –

Discussion around physical health checks:- concerns about who is responsible for these, is it HPFT or GP. Deryn confirmed it could be either and that it should be included on individual CPA's (Care Plan Approach). Some carers felt that staff didn't always consult/read carer plans.

Leslie Billy, Viewpoint CEO has requested formal response from HPFT, not sure who will provide this and when?

- Jess Lievesley joined meeting after Viewpoint presentation, he spoke about a recent CQC survey yet to be published with similar results. Jess told us he was very disappointed at these outcomes and HPFT have commissioned Viewpoint and Carers in Hertfordshire to work alongside them to look at ways of improving the service. Carers in Hertfordshire have appointed colleague Alex Daar to lead on this on behalf of carers.

**Warranting panel for specialist mental health workers** - Marcia Eldridge, (Deputy Practice Development Manager, Adults Practice Development team, Health and Community Service, Hertfordshire County Council) is looking for carers to sit on this panel. The panel approves the warrants for Approved Mental Health Professional (AMHP). Anyone interested please speak to Deryn.

**RC** – Still very concerned about carers teams. Understands that some workers have not had their contracts renewed after working for 2 years, some have been extended until March.

	<p><b>RL</b> – Carer Council very concerned about the carer team, also asked for a simpler explanation document. Concerned that carers are getting different information from staff.</p> <p><b>VW</b> – Rethink put on very interesting workshop about benefits. Many people with Mental Health issues have their Personal Independent Payments ( PIP) Benefit refused, 64% need to appeal.</p>							
4	<p><b>Topics agreed for future forums</b></p> <table border="1" data-bbox="279 683 1370 1207"> <tr> <td data-bbox="279 683 555 918">23<sup>rd</sup> January, 2018</td> <td data-bbox="555 683 991 918">Benefits and Mental Health</td> <td data-bbox="991 683 1370 918">Brenda Muyama, Welfare Benefits Adviser , Money Advice Unit</td> </tr> <tr> <td data-bbox="279 918 555 1207">13<sup>th</sup> March, 2018</td> <td data-bbox="555 918 991 1207">Psychiatrist speaking about her role and expectations of carers and how they should be involved.</td> <td data-bbox="991 918 1370 1207">Dr Haninder Magon, Consultant Psychiatrist, Aston Ward</td> </tr> </table> <p><b>Questions agreed to put to the speaker of the next forum to enable them to deliver information required by carers more effectively?</b></p> <ol style="list-style-type: none"> <li>1. Universal Credit – what changes are being made and how will this affect Service users with a Mental illness and their Carers? Concerns were voiced about Service users receiving 4 weekly payments and if they will be able to budget effectively, will they be supported with this?</li> <li>2. Direct Payments (Social Care) – it is understood these are made to support the wellbeing of the person and are tailored to individual needs; will these be taken into account when calculating universal credit?</li> <li>3. Housing/council tax Benefit – How does this work?</li> </ol> <p><b>Suggested future topics</b></p> <ol style="list-style-type: none"> <li>1. <b>Revisit accommodation</b> - ask for speaker from charity Shelter</li> </ol>		23 <sup>rd</sup> January, 2018	Benefits and Mental Health	Brenda Muyama, Welfare Benefits Adviser , Money Advice Unit	13 <sup>th</sup> March, 2018	Psychiatrist speaking about her role and expectations of carers and how they should be involved.	Dr Haninder Magon, Consultant Psychiatrist, Aston Ward
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	<p>and/or Housing Department together with someone from Accommodation commissioning team.</p> <ol style="list-style-type: none"> <li><b>2. Planning for the future</b> – Rethink Mental Health are researching this, would like to hear from them.</li> <li><b>3. Suicide Prevention</b> – How to recognise the signs. Forum felt it would be helpful to have a brief presentation, it is sometimes difficult to attend the HPFT Spot the signs all day courses.</li> <li><b>4. New Leaf college</b> – How this works and information about the courses provided</li> </ol> <p><b>ACTION</b> – Deryn/Sarah to research possible speakers and book.</p>
5	<p><b>Guest Speaker</b> – Apologies from Kristian Tizzard, see (item 1) Noreen Dunlop from HPFT who was due to support Kristian kindly agreed to speak to the forum about the supported accommodation she oversees in Hertfordshire. Noreen’s PowerPoint presentation was self-explanatory and can be found here - <a href="#">Garry please attached power point presentation here!</a></p> <p>Noreen began by explaining she couldn’t answer individual questions or go into any detail on individual cases but was happy to speak to individuals afterwards.</p> <p><b>Points highlighted and Questions (Q), Answers (A) and comments (C)</b></p> <ul style="list-style-type: none"> <li>• HPFT have a budget of over £20 Million which covers over 425 people in placements This includes hospital placements, nursing homes, residential care and supported living, 320 of these are in Hertfordshire. Out of county placements are for various reasons, e.g. nothing suitable for specialists needs within county, Service User is placed near family.</li> <li>• In Hertfordshire there are only a few suitable units of sheltered/supported accommodations (i.e. warden/support worker on site to support when needed) for people with a Mental illness, these units are often for people with Learning Difficulties.</li> <li>• Because of the general housing shortages it is difficult to move people on from supported living into their own tenancy and this can block people getting into supported living.</li> </ul> <p>Q. What is the element of support and who pays for what?</p>

A. >. Supported living sometimes means staff are with people 24/7 but it may be that they receive visits 2/3/4 times a day. This will depend on assessed need and the agreed Care Plan.

> Rent is usually covered by Housing Benefit

> Care Element is paid for by HPFT, needs to be assessed and agreed in advance

> Service user is responsible for utilities, i.e. water, Electric, gas etc.

- It was agreed that other Benefit queries would be put to next month's speaker
- Supported living is expected to enable people to become independent and to be using community services

Q. How are the services monitored?

A. > HPFT have Contract officers who monitor placements annually

> Placement officers within the CCPS team who are made up of Nurses, Social Workers and OTs review the placements and the client also as a minimum annually.

> Placements are also reviewed by the Care Quality Commission (CQC).

C. Some discussion around CPA not working effectively, carers not being sent written copies even when Service Users has given consent. Service User/ Carers not being notified in advance that CPA will take place, being told after the event that it was a CPA meeting. **Action** Deryn to highlight to colleague Alex Daar who is working with HPFT to look at ways of improving services and to take to next HPFT Involvement and Engagement group (IEG)

Q. where can written information be found re supported housing?

A. Need to contact Service User care coordinator/team or the CCPS team, currently no written information available.

- One of the main reasons of offering Supported accommodation is to stop the revolving door for hospital admissions. It is important to keep all people safe (Service user, carers and others) this can be difficult. Because of House/rent prices in Hertfordshire it is difficult to find good accommodation, working with housing associations they have recently obtained premises in Hemel Hempstead and Welwyn Garden city which have/are being allocated. Housing waiting lists are so big it is often difficult to get a foot on the ladder, when asked Noreen said that homeless families get priority.
- Out of County Placements –

	<p>&gt; HPFT always aim to place people within county however due to the resource of placements within Herts, this is often not possible.</p> <p>&gt;On occasion clients ask to be placed out of county near their families</p> <p>&gt;There is often a speciality involved in a placement that is not provided locally.</p> <p>Q. TG- if you had a magic wand what do you think is needed for effective supportive accommodation?</p> <p>A. More housing in local communities which would allow the release of money currently spent on placements to support people locally in their own homes. The money released would be able to be spent on making community services more robust.</p> <p>Rod thanked Noreen for attending the forum.</p>
6	<p><b>Future Forums - <a href="#">Garry please link to 2018 forum list</a></b></p> <p><b>Next Forum - Tuesday 23<sup>rd</sup> January, 2018, coffee 10am Forum start 10.30am</b></p>