

**Minutes from the Co-Production Network Meeting held on Monday 9 December 2019 from 10.00am to 1.00pm in The Main Hall, St Martin’s Hospital, Littlebourne Road, Canterbury CT1 1TD**

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| **Members:** |

Nick Dent Patient Experience Manager (chair staff)

Kamila Lobuzinska Patient Engagement Coordinator

Jacqui Davis Mental Health Programme Manager Kent and Medway Sustainability and Transformation Partnership

Natasha Theophilus Psychology Graduate / Service User

Louis Coelho Carer

David Hough Expert by Experience Research Group, Service User Representation Forum (SURF)

Philip Chandler Carer

Amy Daniels Acute Care Group Allied Health Professional Lead

Lesley Taylor Commissioning Project Manager, NHS Swale and NHS Dartford, Gravesham and Swanley Clinical Commissioning Groups

Sarah Haigh

Bernie Mayall CEO South Kent Mind

David Harper

Karen Hegarty

Shaun Neaves Support Coordinator, Home Group

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| **Apologies:** |

Samuel Bradley Patient Engagement Assistant

David Cousins Experts by Experience Research Group

Will Cartwright Peer Support Worker

Cheryl Ives Canterbury & Coastal Rethink Carers Support Group

Celia Ede Carer

Elizabeth Bruce Carer

Dr Lisa Lee-Falcon Clinical Psychologist

Joey Miller Forums Manager, Engaging Kent

Jill Grainger Reachout Project Manager

Dr Elizabeth Field Consultant Clinical Psychologist

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| **Welcome, Introductions and apologies** |

Nick Dent welcomed everyone to the meeting and introductions were made. Apologies for absence were received and noted as above

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| **Minutes of the previous meeting** |

The minutes of the last meeting were agreed

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| **Action Log and Matters Arising from the minutes** |

Outstanding actions from the previous meeting:

* Louis Jessup to send Kamila Lobuzinska an email of questions to contact people involved in these groups; Kamila advised that contact details were shared with Louise – **completed**
* Louise Jessup attended a master class around coproduction and she is awaiting a presentation from Julie Repper at Imroc – to share that document with the group – **ongoing**

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| **Future Work** |

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| **Menu of Interventions in Acute Care Group** |

An update was given by Amy Daniels; The Acute Care Group is developing a Menu of Interventions across each care unit to help them focus on improving the way they provide care and improve working practices for patients, set out clear expectations for staff that support their health and wellbeing and ensure that we listen to carer views and meet these needs where possible.

A ‘Menu of Interventions’ sets out the main treatments and therapies that might be offered for particular conditions, depending on individual circumstances and preferences. They are evidence based interventions; keeping up to date with research and new ways of working. They will be interventions that will be provided by all of the multidisciplinary team, maintaining quality but also ensuring that our offer is realistic and achievable. It’s a framework of key tasks undertaken by the mental health practitioner that will be developed per care unit.

KMPTs change programme will be implementing care unit work streams that cover all of the services we provide:

* Psychiatric Liaison
* Inpatients
* Psychiatric Intensive Care Unit (PICU)
* Crisis and Resolution Home Treatment (CRHT)
* Support and Signposting

People with experience of being a patient in one of these services were encouraged to join the working group; this is a co-produced piece of work

Discussion:

* Philip Chandler, who is a carer representative in this project, said he found it very useful and could present a carer side and his experience; discussion about terminology used: friend, family and carers
* The Acute care group need to be clear about what they are providing; the same service in every site (Canterbury, Maidstone, Dartford)
* Jacquie Davis asked how young carers are identified and involved; Amy advised that it would come through Triangle of Care, she also mentioned KMPT Carers Champions conference on 12 December where different Carers Champions from different Care Groups will be under one roof
* David Hough who is a service user representative on Participation and Involvement Steering Group committee suggested that the strategy could help
* Discussion about importance of increasing co-production and service user and carer involvement; Philp added that his input in Menu of intervention was appreciated and it wasn’t a tokenism; Jacquie asked Philip what made a difference to his experience; Philp appreciated an option to dial in which cut his travel time, he was encouraged by enthusiasm of the group and their willingness to hear others contribution, his voice was important
* David was involved in the Initial Intervention workstream under Clinical Care Pathway programme and he felt he was a full member of team; he could sense what the professionals are and what they do
* Amy will come back to this group to present a further update on Menu of Interventions

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| **STP Mental Health Programme** |

An update was given by Jacquie Davis; Kent and Medway STP Five-Year Strategy Delivery plan was submitted to NHS England; they have no update on their submission due to elections on 12 December;

Discussion:

* David Hough asked about prevention, is there a plan to go to schools; Jacqui talked about 111 with a direct access to Crisis Resolution and Home Treatment team and Triage team
* Safe Heavens discussed - they want to open first in February 2020, it would be run by Mental Health Matters and it will be for people who are in crisis and don’t need inpatient care; Jacqui visited Exeter and learned that 50% of people who access the Safe Heaven were not known to mental health services
* Safe Heavens provide alternative to Place of Safety where Police can take people who appear to be suffering from a mental disorder; it is out of hours care and support for adults experiencing mental health distress
* Shaun Neaves asked what support will be provided in Safe Heavens – it will link with benefit advise and after hours homeless advise; they could contact someone out of hours for accommodation or produce a letter for service users
* David asked how do they differ from Support and Signposting (S&S) service; Amy Daniels advised that people need to be referred to S&S service; Safe Heavens have an open access
* 4 Safe Heavens are currently planned in Medway – Gillingham; Thanet – Margate; Canterbury (city walls); and in Maidstone. A further one funded independently is being developed in Folkestone
* Nick Dent asked how people can be involved in STP Mental Health Programme; Jacquie advised that people will be able to participate in their project groups; they will be working on a payment system; all the projects and opportunities will come through Patient Experience Team
* Bernie Mayall said that voluntary sector are happy to support
* David it would be interesting to see how many people from IAPT are referred to secondary care; it would be good to know how effective the service is

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| **Current Work** |

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| **Terms of Reference update** |

Terms of Reference were shared and people were welcomed to provide comments

* Discussion about terms used i.e. Carer
* Philip Chandler asked where co-production happens; Nick advised that this group is for monitoring their co-productive activities whilst project groups would be separately established to deliver co production projects
* Recovery College discussed, Sarah Haigh asked if there is an accreditation? Philip asked if Recovery College report this group – Nick will put Sarah in contact with Recovery College facilitator; Recovery College facilitator to be invited for the next meeting **action** **Nick Dent**
* Sarah suggested that Recovery College could provide YouTube videos of their content
* Terms of Reference document was ratified by this group

Chair and Co-chair elections

Nick Dent was re-elected to the Trsut Co Chair post and David Hough was elected to the non staff Co-Chair position; congratulations received

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| **Culturally appropriate care planning** |

The update on the project was given by ND; the aim is to review care plans of BAME service users and access how culturally appropriate care planning is for this client group

Staff from Community Recovery Care group met and conducted a trial review of some care plans. Their experience was disappointing, as they felt it would not be possible to assess BAME service users experience of how they were supported culturally appropriately through reviewing care plan. They have suggested that we take a different approach and seek feedback from BAME service users. They plan to collect a survey, or speak to people on the telephone and also hold focus group discussions.

Discussion:

* Philip Chandler asked why this project is targeting minority groups; Nick advised that he was interested in equality in general but the Quality Committee suggested doing this in one area and expand it after
* Shaun Neaves asked if care plans are based on a medical or holistic model; Nick explained that when people come to their services there is a core assessment; care plans responding more to what care will be provided
* Lesley Taylor commented that it would be nice to see and learn from staff’s perception
* Sarah Haigh added that the working group need to be mindful of cultural differences; how they look at poor mental health; she would suggested contacting people directly and learning from their story

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| **Improving Patient experience of Discharge** |

The update on the Improving patients’ experience of discharge project was given by ND. It has 2 project focussing separately on discharge from inpatient care, and discharge from KMPT support.

Discharge from inpatient care back into the community: the Trust developing a new trial initiative on improving patient experience and recognising discharge; The Peer Support Worker from Thanet is developing a 4 week discharge intervention and process with a project pilot at the Beacon, Ramsgate; the group will start in January 2020 and the will be evaluated in March 2020.

Discharge from secondary care to primary care: Moving forward – my safety plan leaflet was developed by Experience by Experience Research group; Pilot in Fern Ward, St Martin’s Hospital starting on 6 January 2020 for 4 weeks; three evaluation forms will be created – service user (now and future); staff (beginning); staff (future)

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| **AOB** |

Nick Dent mentioned that KMPT are holding a workshop that will be focused around the language/ terminology of the new Personality Disorder pathway. This workshop will be held on Tuesday, 7 January 2020 in Maidstone and is open to people who have received a personality disorder diagnosis or are caring for someone who has

Philip Chandler will be involved in that workshop; Philip attended a Death Café run by Pilgrims Hospice; it is a 6 week course about death, people will have opportunity to build their own flat pack coffin; the aim of this group is to talk about death, raise awareness

Natasha Theophilus asked about the discharge project; how the group can get hold of people who have been discharged? Nick Dent explained that the working group will engage with people who are participating in their training; Natasha’s experience of discharge is not very positive; Sarah Haigh suggested contacting Engage Kent who could listen to her feedback

Shaun Neaves asked if there is anything going on dual diagnosis, he would like to hear more about it; Nick Dent talked about a project around Mental Health Learning Difficulties run by Forensic and Specialist Service Care Group

Louis Coelho provided update on Triangle of Care; Carers Trust hand their responsibilities to the Royal College of Nursing; Philip Chandler added that the Triangle of Care is a working collaboration between the service user, professional and carer that promotes safety, supports recovery and sustains well-being. Philip will be giving a presentation on his experience as a carer during KMPT’s Carers Champions Conference

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| **Date of the next meeting** |

Monday, 9 March 2020 from 10am to 1pm in Meeting/ Group Room, Canada House, Gillingham