

People's Participation Committee

Minutes of the People's Participation Committee meeting held on 20 September 2018 at 2pm at UNISON Centre, 130 Euston Road, London NW1 2AY

Present:

Marie Gabriel (Chair)	Trust Chair
Lynn Bliss	Carer
Anna Bartlett	Carer
Paul Binfield	Head of People Participation
Michelle Bradley	Director, Bedfordshire and Luton
Paul Calaminus	Chief Operating Officer
Sue Goulding	People Participation, Tower Hamlets
Cathy Lilley	Associate Director of Corporate Governance
Rajveer Kaur	Service User
Jenny Kay	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Felicity Stocker	Service User
Lorraine Sunduza	Interim Chief Nurse

In attendance:

Michael Mlilo-Mabusu	Senior Manager (shadowing Cathy Lilley)
Linda McRoberts	Corporate Minute Taker

Apologies:

Navina Evans	Chief Executive
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The minutes are produced in the order of the agenda

1. Welcome and apologies for absence

- 1.1 The Chair, Marie Gabriel, welcomed everyone to the meeting and introductions were made.
- 1.2 The Chair explained that if the attendance register is signed, names will appear in the minutes which are publicly available; there is, however, no obligation to sign.
- 1.3 Apologies were noted as above.

2. Minutes of the Previous Meeting held on 21 June 2018

- 2.1. Subject to the following amendment, the minutes of the meeting held on 21 June 2018 were **APPROVED** as a correct record:
 - Apologies: Edwin Addis name to be removed as he was no longer a member of the Committee.

3. Action Log and Matters Arising

- 3.1. The Committee reviewed the action log, noting:
 - **Action 21:** Measures for People Participation Strategy
 - The Trust's new strategy has distinct new ambitions and measures for People Participation and is making sure that these are aligned with Working

Together Group (WTG) priorities. In addition each Trust Directorate reports on their progress against the WTG priorities to People Participation, which holds them to account for delivery on behalf of the Board. Research has been undertaken to establish the impact on the individual of People Participation. This range of measurements assists the Committee to ensure evidence is gathered which shows the difference people participation is making.

Action: Paul Calaminus agreed to present an update on the strategy to a future People Participation Committee meeting

- Research is now in for peer review with academics at Universities. This will then be published on open access journal
- **Action 19: Thematic Approach to Community Health**
 - There is now a People Participation lead in Bedfordshire. Some discussions have been held with peer support workers in Community Health and the Directorate is looking at how to make best use of their role
 - Directorates are looking at focusing peer support workers to certain conditions rather than just geographic locations
 - Re obesity, an on-line fitness session is being piloted with staff, patient and carers to see if this would encourage activity at home
 - The Chair confirmed there will be presentation in the new year on Community Health Services, also on population health, to include obesity.

All other actions were either on the agenda or closed.

3.2. There were no matters arising not otherwise on the agenda.

4. People Participation Strategy: Bedfordshire Directorate

4.1. Michelle Bradley, Director at Bedfordshire and Luton, and Rajveer Kaur from Bedford, presented on the Working Together Group's work in Bedford/Central Bedfordshire.

Rajveer, a service user introduced herself, explaining that she had been diagnosed in 2015 with problems including depression and had received support. She had been introduced to the people participation lead and had taken part in interview panels and become part of the Working Together Group. She now runs workshops about boosting health. The effect for herself has been to feel more confident and proud to know that she can move on. She is now in the process of becoming a peer tutor.

4.2. The presentation covered:

- The Directorate's priorities for People Participation. The two top priorities are:
 - more people having the option to be involved
 - more robust transitions from Inpatient to Community, Secondary to Primary care and CAMHS to Adult MH
- The Recovery College:
 - Feedback shows 96% would recommend it
 - There are challenges – such as needing to run courses in five different areas just to cover central Bedfordshire
 - Work is going on to improve the courses available in Luton
 - The emphasis on co-production is really important to the work
 - The College prospectus is adapted depending on what the public ask for
 - There are strong links with the University in Bedfordshire as well as other strong local partnerships to support their delivery
- The Carers Services:
 - There is a Carers Plan – showing actions, identified by carers, and the

- outcomes they are aiming to achieve
- There is an annual carers' conference
- **Memory Assessment Service**
 - Feedback from the Memory Assessment Service shows 100% would recommend the service.
 - This service offers nationally accredited programmes
- **Employment Service:**
 - They have just won a bid to fund more staff in the employment service
 - Everyone in the CMHT now has access to employment support
- Work with peer support workers, including a contract held with MIND for peer mentors. It was clarified that this was a different role to Peer Support Workers as it was voluntary in nature, whereas Peer Support Workers are employed by the Trust to assist in the delivery of services
- Work with people with a learning disability – including looking at a peer support worker role.

4.3. In discussion the Committee noted:

- One of the carer's asked about DBT for people with personality disorders, as she had been told this was only for people who self-harm
Action: Michelle Bradley to pick this up with the carer outside of the meeting
- Confirmation that anyone using the services could attend the Breaking the Stigma group in Bedford, as this was unclear to carers
- A carers' meeting would be held in Luton, with a focus on improving communication
Action Michelle Bradley
- A review of service user run services, e.g. the crisis service was taking place although this had not been a top priority
- Each year the Working Together Groups in each locality set priorities and these are fed into the overall Trust People Participation Strategy; the number of priorities will vary amongst the WTGs
- In response to concerns about the potential lack of equity between paid peer support workers and unpaid peer mentors, Michelle confirmed that the Commissioners are happy that there would be a range of different ways for people with lived experience to participate. As a result different partners have different views on how this is done. Anyone working directly for the Trust in this role will be in a paid post. It was agreed that making this a paid role is really good for self-confidence and self-worth
- All Peer Tutors at the Recovery College were paid and not viewed as volunteers
- On Breaking the Stigma it was mentioned that communications and peer support would be helpful, to those leading this programme. This would also assist its expansion across the Trust
- The huge value that could be added to communications through ELFT's own staff spreading positive mental health messages
- The new People Participation newsletter from Luton was shared; copy to be emailed to the Committee
Action: Paul Binfield
- There are more courses in Luton than previously and recovery partnerships are now established. It was requested the Recovery College prospectus highlight what is available in Luton and each geography.
- Service users and carers highlighted the need for more publicity for the Recovery College, for example by circulating the prospectus to GPs surgeries and other places where it is easy for people to pick up
- It was confirmed the numbers given for recovery college attendees were numbers attending courses, not the number of individuals that attended (as

- some people may have attended several courses)
- Paul Binfield to lead a discussion on how Recovery is defined by the Trust and the challenges at the December meeting.

Action: Paul Binfield

Marie thanked both presenters for their presentation and for sharing the huge amount of work that is taking place in this Directorate.

4.5 The Committee **RECEIVED** and **DISCUSSED** the presentation.

5. Information Governance

5.1 This item was differed to the December 2018 meeting.

6. UnRecovery Star

6.1 Paul Binfield tabled the Unrecovery Star model, produced by 'Recovery in the Bin', a survivor-led Facebook group, and noted that their website provides more detail.

Key points highlighted included:

- This was an alternative model to the 'Recovery Star' which focused on someone being expected to 'recover'
- The Unrecovery Star is described as a 'social justice tool' which highlights the reasons for mental health illness but also what can hinder 'recovery' and maintain distress
- The Unrecovery Star demonstrates the need to deal with problems that exist in communities and wider society
- The Unrecovery Star acknowledges that some service users/patients never feel 'recovered' due to the social and economic conditions experienced
- The Unrecovery Star look at factors affecting mental health wider than just the clinical health discussion and highlights the social inequalities that exist, and that the determinants of distress can also be found in families, communities, wider society and social policies.

6.2 In discussion the Committee:

- Noted how this approach reflected the Trust's strategic priority of improved population health
- Considered ways in which the model could be used in the Trust's approach to recovery
- Noted the Trust is trying to work with JobCentres to raise their awareness around long-term mental health conditions; and commented that the Trust should be able to work with the DWP, as people's mental health can go backwards when they are under the stress of completing paperwork to access income
- Discussed the Trust's role in championing such issues as well as recovery work discussions with local partners and stakeholders. However, the challenges with both trying to work to change the system, and, at the same time, trying to work so that clinicians and people with lived experience can maximise their ability to flourish in the system as it is were acknowledged.

Action: Paul Binfield and Paul Calaminus agreed to consider how best to take this forward

6.3 The Committee **RECEIVED** and **NOTED** the verbal presentation.

7. People Participation Conference

- 7.1 The Chair provided a verbal update and the Committee noted:
- The Trust has an excellent reputation for its people participation work and is nationally and internationally renowned; this attracts interest from other organisations
 - It has been agreed that the Trust will host an event to showcase this work
 - The event will be taken forward by a planning group
 - Regular updates (as appropriate) will be provided at future Committee meetings.

8. Peer Support Update

- 8.1 Paul Binfield updated the Committee on the positive progress noting:
- This is a remunerated role
 - Paul Binfield and Paul Calaminus had met with Borough Directors over the last month to ask where they are with peer support workers and where they plan to be in a year's time. They were impressed by the level of enthusiasm so far
 - Tower Hamlets have just had the first Peer Support Worker agreed for physical health in continence services
 - In Newham they are looking to change some existing posts into posts for peer support workers
 - There are already eight posts in Community Mental Health teams and four in enhanced Primary care
 - Tower Hamlets have five in their home treatment team, working to support people who might relapse after coming out of hospital. They also have a carer's support co-ordinator. There is a commitment to have two in every team
 - Hackney have a number within their Community Mental Health Teams and a couple in wards
 - Work is now underway to enhance the training for peer support workers to centralise it a bit more
 - There have already been a number of peer support workers who have moved into support worker roles; the Trust is also looking at career opportunities and pathways
 - By March it is anticipated that there will be 100 peer support workers.
- 8.2 In discussion, carers asked if Peer Support Workers had been established in all Trust locations, as concern expressed that these were still voluntary in Luton. Paul Binfield explained there could be some confusion as Luton had had some voluntary workers, but that these were not ELFT Peer Support Workers; the original peer support worker training had to be delayed but plans are in place to roll-out. He confirmed that all ELFT Peer Support Workers and Peer Tutors are paid.

9. Carers Strategy Update

- 9.1 Paul Calaminus presented an update to the Committee, noting:
- There is a large amount of work taking place; an update on all the work to demonstrate good practice will be presented at a future meeting
 - A national Carers Work Award was won by Tower Hamlets; the Committee congratulated the team and requested that there was wider communication to celebrate this achievement
 - There has been some interesting work which arose from an incident in Newham— raising a question about relationships between service users/carers and staff. This is a complex area and a paper is currently being drafted which will be brought to the Committee for discussion. It was stressed that ELFT's guidelines on this would not be out of line with national standards.

9.2 The Committee **RECEIVED** and **NOTED** the verbal report.

10. CQC Update

10.1 The Chair reminded the Committee that in April this year, ELFT had maintained its 'Outstanding' rating. The Chair commented this result makes her really proud of the determination, dedication and hard work of the Trust's services, services users, staff, carers and Governors.

Lorraine Sunduza presented the report highlighting:

- The initial CQC inspection took place in 2016 – there were about 150 inspectors and they visited most of the services – this was a very thorough inspection and we were rated 'Outstanding'
- The CQC reviewed and changed the inspection approach and in 2018 undertook a 'well-led' inspection during which they do not see all of the services
- The focus of the 2018 inspection was on learning disability services and community learning disability services; the CQC also visited 12 of the 16 Wards in our Forensics Services
- There are five domains in the well-led framework: they look at whether services are: safe; effective; caring; responsive and well-led. For safe and effective, the Trust was rated 'Good' and for the other three rated as 'Outstanding' giving the overall 'Outstanding' rating, with Forensics moving from 'Good' to 'Outstanding'
- Following an inspection CQC usually identify a list of 'must dos' and 'should dos'; however, ELFT were only provided with a list of 'should dos'; an action plan to address the 'should dos' is in place and being implemented
- The current full report is available online at the CQC website
- In future the Trust will be inspected annually.

10.2 The Committee **RECEIVED** and **NOTED** the verbal report.

11. People Participation Committee: Terms of Reference

11. The Chair noted this had been considered a couple of meetings ago. Changes have now been made and been agreed by the Board.

12 Any Other Business

12.1 People Participation Awards

The Chair reported to the Committee she had attended the Awards evening and that it was excellent with a notable number of Awards for Luton and Bedfordshire. She confirmed that the 2019 awards event will be in Bedfordshire and offered her thanks to everyone involved.

12.2 NHSI

Paul Binfield was asked by NHSI to present to a number of Directors from around the country about people participation. Attendees were surprised by how much is done and how many people get involved throughout this Trust. It seems that most other Trusts are not doing this as well and/or to the same extent.

12.3 QI Projects

A carer from Luton suggested carers should be invited to be involved in QI forums, as this had not been happening. It has now been agreed that in future possible projects will be brought to the Working Together Group to discuss; this will provide the opportunity for input from the beginning.

The Chair suggested perhaps someone attend this Committee to look at how to increase service user/carer involvement in QI. Paul Binfield said he would discuss this with Amar Shah (Quality lead). Paul also confirmed that the aim is to have more QI projects led by service users.

ACTION: Paul Binfield

13. Date of next meeting

Tuesday 20 December 2018 at 14:00 – 16:00.

Venue tbc.

The meeting closed at 16:00