

People's Participation Committee

**Minutes of the People's Participation Committee meeting held on 21 June 2018
at 2pm in the Boardroom, Trust Headquarters, 9 Alie Street, London E1 8DE**

Present:

Marie Gabriel (Chair)	Trust Chair
Ismael-Rachid Abdi Ibrahim	Peer Tutor/Service User
Hajara Begum	Service User
Paul Binfield	Head of People Participation
Paul Calaminus	Chief Operating Officer
Nina Ezra	Service User/Peer Tutor Recovery College
Navina Evans	Chief Executive
Peter Fallan	Peer Support Worker, Newham
Jane Fernandes	Service User
Zara Hosany	Staff Governor
Cathy Lilley	Associate Director of Corporate Governance
Jenny Kay	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Edmund Olivier	Service User
Eddie Rose	Service User
Rubina Shaikh	Public Governor
Felicity Stocker	Service User
Lorraine Sunduza	Interim Chief Nurse

In attendance:

Lawford Clough	ACD, Therapies and Recovery, Forensic Service
Marcus Hayward	Head of Recovery, Participation & Partnership, NSFT
Eugene Jones	Director Luton Services
Linda McRoberts	Corporate Minute Taker
Marie-Michelle Mousse	Volunteer Co-ordinator
Ravi Rana	Director of Therapies

Apologies:

Edwin Addis	Borough Director, Tower Hamlets
Justin West	People Participation representative

The minutes are produced in the order of the agenda

1. Welcome and apologies for absence

- 1.1 Marie Gabriel welcomed everyone to the meeting and introductions were made. She briefly explained the purpose of the Committee.
- 1.2 Marie Gabriel 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 in.
- 1.3 Apologies were noted as listed above.

2. Minutes of the Previous Meeting Held on 15 March 2018

- 2.1. The Minutes of the meeting held on 15 March 2018 were **APPROVED** as a correct record.

Questions/points of discussion:

A question was raised about progress on the theatre project for Bedford. Paul Binfield confirmed he had met with Jim Pope about this; while he cannot commit to a timescale at the moment, work is on-going to build the skills in-house to take this work forward.

Action: Paul undertook to update the Committee on this again next year (March 2019)

3. Action Log and Matters Arising

- 3.1. The Committee received an update on the action log.
- 3.2. There were no matters arising not otherwise on the agenda.

4. People Participation Strategy: Luton Directorate

- 4.1 Eugene Jones, as Director for Luton, presented an update to the Committee on the progress in Luton on people participation.

Key points included:

Peer Support

- Over the last twelve months four peer support workers were recruited (previously Luton had none). They were recruited to work alongside staff and to bring in a service user's perspective
- The Trust gained from their ideas and for them the experience was positive, both in terms of 'giving back' and re-entering the workplace
- Two of the four went on to get jobs, one in the Trust and the other with MIND. Their experience as peer support workers helped them to get their posts
- Luton is currently trying to fill the vacancies as a result by their moves
- The aim is now for Luton to have ten peer support workers at Band 3 and for them to work in the community mental health teams as well as in the recovery college
- A question was raised about the number of service users in this service and Eugene confirmed there are approximately 2,000 in community mental health and 60 inpatients. He agreed this means they need more than ten peer support workers as time goes on, however, they are moving in the right direction and want to grow while ensuring this is done well and the roles are embedded in teams
- Luton identified some bespoke training which was delivered in the six core characteristics and they are now looking to adapt the East London training package for the next cohort. They felt some areas had not been covered in enough detail and they recognised the need for ongoing support
- Overall Luton feel this has been a very positive start.

Carers

- A 'Carer's Charter' was developed over twelve months ago. This has seven main standards:
 1. It requires staff to ask key question so they have the information about carers on record
 2. Care co-coordinators make contact with main carers of those on CPA once a month – both to offer support and to help The Trust to understand what is happening
 3. Provide information to carers about service users appointments
 4. Offer two seminars a year for carers on physical and mental health conditions

- 5. 100% of carers of people on CPA will be offered a carers needs assessment – to offer them support
 - 6. Young carers have something bespoke
 - 7. Carers of inpatients are to be rung within 72 hours in of the service user being admitted
- An audit against these standards is being carried out to see how Luton is progressing and carers are being asked to feed back
 - Luton has a carers' information pack available in reception areas
 - There is a QI project on improving carers' experience
 - The interface between Working Together Groups and carers is being recognised and there is scope for them to be involved
 - There is a carers well-being course being delivered which will be promoted through the recovery college.
- 4.2 Questions/points of discussion:
Eugene was asked about the impact of involving service users and those with lived experience. He explained the immediate impact is on at individual level, as demonstrated by the two peer support workers who had gained employment due to their experience. Secondly, the service has gained by involving service users from the outset in changes to the service and taking account of their views, examples include being offered in Luton and the development of a crisis safe house.
- 4.3 Marie Gabriel and Paul Binfield agreed to look at developing a template for future presentations to encourage discussion.
Action: Marie Gabriel/Paul Binfield
- 4.4 On behalf of the Committee, Marie Gabriel thanked Eugene for his informative presentation.
- 4.5 The Committee **RECEIVED** and **DISCUSSED** the report.
- 5. Psychology Services/Therapies Co-Production Conference**
- 5.1 Ravi Rana, Director of Therapies provided an overview of this year's annual conference for the staff of Psychology Services which was a notable success. This was echoed by the service user members of the Committee.

Key points highlighted included:

- As the conference was about co-production, the conference itself was co-produced
- Service users were not just involved, they led it from the outset and decided how to structure the day
- There was eight months of planning with monthly meetings
- Feedback on the event has been very positive from all concerned; it was meaningful as well as being enjoyable and fun
- There was a lot of interest in how people participation 'works'
- Co-production takes effort and is about the development of relationships
- The Trust should consider doing more co-produced events/projects.

The outline of the conference was shared:

- Opened by a service user
- Quiz on co-production
- Two presentations: discovery project at Tower Hamlets and Constellations from Bedford
- Workshops: pride research/playing on – parent dynamics/recovery

- Closed with individual pledges

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

6. People Participation Conference

6.1 Marie Gabriel suggested organising an event to share how ELFT 'does' people participation for NHS staff from other Trusts which could be service-user led rather than co-produced. This was unanimously supported by the Committee.

Key points noted:

- Taking account of the time needed to plan the Psychology Services conference, it was agreed event would need a good lead-in time; suggested date is summer 2019
- Potential themes included:
 - Why people participation makes things so much better for communities and all involved
 - What being a buddy with ELFT has done for us
 - The service-led QI project in Bedford
- Volunteers to put themselves forward to be part of the planning group to either Marie Gabriel or Paul Binfield.

Action: ALL

6.2 Paul Binfield confirmed the People Participation Awards this year are on 30 August.

6.3 The Committee **RECEIVED** and **NOTED** the verbal update, and **AGREED** that a People Participation Conference should be organised.

7. Manchester NHS Confederation Conference

7.1 Marie Gabriel informed the Committee that she had recently attended a large annual NHS event which was attended by NHS Trust Chairs and Chief Executives as well as the Secretary of State.

Key highlighted included

- ELFT presented its people participation and recovery-focused work and had service user and carer involved in the presentation
- ELFT was the only organisation to have a service user attending
- The presentation generated a huge amount of interest with attendees wanting to find out about our people participation work; hence the suggestion for a conference (item 7 above).

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

8. Peer Support Update

8.1 Paul Binfield provided a verbal update on peer support; in summary:

- Peer support has grown over the last few years in some Boroughs and works well. Most are now following the new system
- There is a challenge with demand for the roles and limited finances so Boroughs may have to think imaginatively and consider the best use of current resources/structures
- The Trust will consider opportunities for peer support workers progression particularly for those in Band 3 positions; this will be taken forward by Paul Binfield and Paul Calaminus and the Borough and Clinical Directors

- Where peer support workers have been introduced properly they have worked well and the aim is now to roll this out into physical health services as well
- Work is also planned to look at what is needed to train carers to support other carers
- Research is going on at the moment across six Trusts looking at the effect of peer support workers on patients and on themselves; the results will be shared with the Committee when published.

8.2 Questions/points of discussion:

- A question was raised about voluntary peer support workers. It was confirmed that peer support workers are a paid role. The Trust does not use volunteers to undertake the responsibilities of a paid worker. However, individuals may wish to put themselves forward to try out and understand the role for short periods
- It was suggested the Trust may need to consider wider use of voluntary roles and describe the potential progression. There are 'befrienders' who are entirely voluntary, some who volunteer with corporate support through to those who are paid. All agreed the value of much of this voluntary work and acknowledged the potential financial negative impact on volunteers which would make receiving pay uneconomic for them.

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

9. Carers Strategy Update

9.1 Paul Calaminus provided a verbal update on the Carers' Strategy and reminded the Committee the Strategy has four strands:

1. Identify and recognise carers
2. Communicate with and involve carers
3. Inform carers
4. Support carers

Key points highlighted included:

- Good progress is being made in each Directorate and the aim is to now coalesce the Trust's position
- There are more posts in more community mental health teams which are identifying as link posts
- The added value by the inclusion of carers in the training being undertaken with the Met Police which was well received
- The new work on young carers in Hackney
- Two QI projects that relate to carers
- Carer drop-ins have been set up on inpatient wards drop-ins
- A handbook has been produced at Community Health Newham – this will be on the intranet within six months for others to use
- The challenge with identifying carers as the Trust does not have a record of how many people have carers.
- The need to improve training and standardise across the Trust. ELFT is working with professionals about how to talk to people about their 'significant others'.

9.2 Paul Calaminus also mentioned that an event had been held recently about making families count for a group of people who had lost their loved ones and this had been really powerful. There is learning for the Trust from this as the NHS generally needs to understand more about the impact of significant events and learn from the wealth of information families can provide.

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

10. Volunteering Policy Update

- 10.1 Marie-Michelle Mousse, the new Volunteer Co-ordinator for the Trust, presented the updates to the Volunteering Policy.

Key notes/points of discussion:

- The Committee asked that the role of the Trust as a 'community and mental health Trust' must be stated (rather than just mental health)
- Para 1.0: also mention general well-being, not just recovery – as the concept of 'unrecovery' is being discussed
- Para 2.3: broaden to emphasise the Trust's responsibility to ensure volunteers can gain valuable skills, and include what is being offered to ensure volunteers are fulfilled
- Role of Associate Hospital Managers needs clarifying in this policy as they do receive a fee
- Para 3.1: it was confirmed Trust staff can volunteer
- Include more emphasis to attract younger volunteers, particularly in the 16-25 age range
- Para 3.2: amend to "service users will not be placed...."
- Para 4.1: include information about the training a volunteer might be offered
- Para 6.1 volunteer recruitment: include a section on monitoring/reporting and the action to be taken if it is found volunteers are under-represented from particular groups
Action: Paul Binfield to raise with Workforce Committee which would have the responsibility for monitoring
- Page 7 volunteer support: clarify how the Trust supports people to achieve what they want from their role
- Include a section on the monitoring process for volunteers, in particular those who have registered but are not active and how the Trust handles ending the volunteering if the role is no longer required
- A question was also raised about how volunteers can give feedback: it was confirmed they should be linked to the Freedom to Speak Up Guardian and that this should be added in to the policy.

Action: Policy to be updated (Marie-Michelle Mousse)

- 10.2 Subject to the above amendments, the Committee **APPROVED** the policy.

11. People Participation Committee: Annual Review of the Terms of Reference

- 11.1 Marie Gabriel presented the suggested main changes to the Committee's terms of reference:

- Inclusion of 'or her Deputy' after Lead Governor
- Some updates to job titles (e.g. Membership Manager now Corporate Governance Manager).

One other issue was raised, on the wording of the second paragraph about the role of the Committee. It was felt wording such as "the Trust is held to account for the way in which The Trust delivers our mental health services" may be more appropriate than "the delivery ... is discussed at a more strategic level". Marie agreed to look at this with Paul and edit.

Action: Marie Gabriel/Paul Binfield

- 11.2 Subject to the above amendments, the Committee **AGREED** the revised terms of

reference which would be presented to the July Trust Board meeting for approval.

12 Any Other Business

12.1 CQC Inspection

Marie Gabriel was pleased to advise that the Trust has retained their 'Outstanding rating' following the recent CQC comprehensive inspection. She highlighted that the CQC praised the way the Trust works alongside service users, so congratulations were passed to all who attend these meetings for their contribution. It was also noted that Forensics Services rating has gone from 'Good' to 'Outstanding'.

Navina Evans commented that this is very good news; there is, however, a list of "should do" actions which would be of interest to the Committee.

Action: Lorraine Sunduza to bring a short summary of the report including the 'should do' actions to a future meeting.

12.2 Meeting Venue

A new venue to be identified that would comfortably accommodate the growing size of the Committee.

Action: Paul Binfield

13. Date of next meeting

20 September 2018 from 14:00 – 16:00.

Venue tbc.

The meeting closed at 16:00