

LPB INVOLVEMENT GROUP (LPBIG)
Minutes of meeting held on Thursday, 29th January 2009

Present:

Ian Clift	Carer Representative – North Lancashire
Rod Hacking	Service User Representative – North Lancashire
Maureen Hindle	Service User Representative – East Lancashire
Paul Hopley	LPB Partnership Team
Janice Horrocks	LPB Partnership Team
Philip McGladdery	Service User Representative – Fylde Coast
Angela Radcliffe	Carer Representative – Fylde Coast
Pat Rolph	LPB Partnership Team
Marjorie Twist	Carer Representative – Central and West Lancashire

Apologies:

Waheda Ahmed	BME Carer Representative – Lancashire
Brian Gumbley	Service User Representative – Central Lancashire
Valerie Minns	Carer Representative – East Lancashire

Minutes of previous meeting

The minutes of the previous meeting held on 27th November 2008 were approved as an accurate record.

Matters Arising

- **James Holland, Lancashire Constabulary** – After the last meeting, contact details for James Holland in respect of the ‘E-Card’, were forwarded to Rod and Jo Blofeld, Patient and Public Involvement (PPI) Lead for Lancashire Care NHS Foundation Trust (LCfT) for their information.
- **‘E-Card’ information leaflets** – Pat made contact with James Holland to find out if any ‘E-Card’ information leaflets were available. James advised that at this time, there were no printed leaflets, but information was supplied in a covering letter and a sample copy of the card (previously supplied to members).
- **Lancashire County Council (LCC) Library distribution** – A link with Julie Bell at LCC had been established to secure future distribution of the ‘Feedback’ newsletter via their internal email and postal system.
- **Direct Payments information** – Information on direct payments received from Angela was forwarded to members after the last meeting.
- **NW Regional Housing Strategy 2010** – The NW Regional Housing leaflet was circulated to members after the last meeting. Details on the new 2010 strategy, was tabled to members for their information only (copies to be forwarded to absent members).

Action: Pat

Janice Horrocks joined the meeting.

Paul advised that Janice had attended some meetings to see how this work may be linked with the Partnership Board in the future.

- **Feedback Questionnaire** – A draft questionnaire for seeking feedback on the group’s newsletter was tabled to members for their approval. The questionnaire will be distributed with the February edition of ‘Feedback’ to seek views on the

newsletter and to re-confirm and update personal data held, in line with the Data Protection Act. The questionnaire and accompanying 'equality and diversity form', was approved subject to minor amendments agreed.

- **Business Cards** – New business cards ordered as requested for some members were distributed at the meeting.
- **UCLan 'Comensus Project'** – At the previous meeting, Waheda had made members aware of UCLan's 'Comensus Project' in respect of service user and carer involvement. Contact had been made with a representative from UCLan, who advised the project was continuing and had been allocated funding for a further three years. The project would be happy to link in with the Partnership Board in the future. Copies of the 'Comensus Project' leaflets were tabled to members for their information (copies to be forwarded to absent members after the meeting).

Action: Pat (*actioned 09.02.09*)

Phil advised that Lancaster University ran a similar piece of work known as the 'Lupin Project'. Phil kindly agreed to email Pat the university contact to obtain information/leaflets which could be included with future issues 'Feedback'.

Action: Phil (*actioned 31.01.09*)

A discussion took place in respect of the two university projects and how they promote the involvement of service users and carers. Maureen advised that she had been asked to be involved with a local college lecture in respect of training for staff. Ian commented that the armed forces offered some degree of therapeutic help when required, although not enough.

Paul stated that talking therapies had become a big agenda with a lot of work currently taking place on 'Improving access to psychological therapies' (IAPT). NHS East Lancashire was given as an example on how they are progressing with this work.. Discussions continued in respect of the lack of specialist services, with out of area treatments still needed i.e. eating disorders, children's and adolescent services, crisis and home treatment services.

The new mental health inpatient sites were discussed, highlighting the need for the inclusion of quiet areas and female only areas. Marjorie advised that the Scarisbrick Centre in Ormskirk District General Hospital was a small building already offering these types of facilities.

Marjorie then told us about how Edgehill University offered appropriate courses for lecturers. Marjorie was previously involved in training for students and advocacy. It was suggested further details should be obtained for future circulation.

ACTION: Pat

A discussion took place in respect of mixed sex wards being phased out. Paul advised that a steering group had been set up to help give advice on the development of the new inpatient units. It was agreed that service users and carers would like to see the outcome of such consultations. Under the Department of Health's (DOH) guidance, building notes for the new sites need to be produced and made available. Paul had met with Lorraine Ritchen-Stones, Lancashire Care Foundation Trust's (LCFT) Trust Capital Development Project Manager, and was advised these were still in draft format and as yet, not

released. Paul agreed to ask Lorraine for an update on this work to feed back to the group's next meeting.

ACTION: Paul

Rod advised members that he had been invited to attend several meetings and be involved in different types of work, but he had been unable to take on any extra work at the present time. Paul confirmed that no member is expected to carry extra work beyond their capabilities, but there is a need for transparent communication for any work undertaken on behalf of the Board.

Item 1 – Direct Payments

Pat provided members with information researched on how Direct Payments were advertised and made available across Lancashire. Whilst LCC, Blackburn with Darwen and Blackpool Councils all had information available on their websites and produced leaflets or fact sheets, it was agreed a lot more could be done to raise people's awareness of Direct Payments

Angela, Janice and Pat will be attending a conference in Manchester on 3rd February 2009, on how 'individualised budgets' was piloted and made available with the use of Direct Payments. Angela advised from her experience, Direct Payments had greatly increased the quality of life both for her and her son, giving new opportunities, including the employment of a personal assistant. Valerie, although absent from the meeting, had advised the team that the use of Direct Payments provided additional benefits for her son.

A discussion took place around the benefits of Direct Payments for service users and carers. It was agreed caution should be taken over the type of information included in a new leaflet which should be used for 'signposting' (pointing people in the right direction) for further details, how to apply and what peer support may be available.

Pat tabled for a draft proposal for a LPB information leaflet on Direct Payments for consideration. It was agreed that further work was required, both Angela and Phil volunteered to work with Pat to produce a draft leaflet for approval. Pat will contact Angela and Phil to arrange a meeting before the end of March.

ACTION: Pat, Angela and Phil

Item 2 – Approval of Feedback – Issue 8 - Feb 2009

Draft copies of issue 8 of 'Feedback' were tabled to members for their approval. This was approved, subject to the following amendments:

- Article on the Mental Health Commission Report to be summarised in bullet points for an easier read. Janice completed this during the meeting.

ACTION: Pat (*actioned 02.02.09*)

Maureen commented that some staff were not aware of the Board's work and gave an example; the community mental health team at 'The Mount' did not appear to have received a copy. A discussion took place around the distribution of the newsletter and the need to target specific staff groups. This month's issue will include a response questionnaire to seek views and opinions from all stakeholder readers of what they think of the newsletter. From responses received, a report will be produced highlighting any

areas for improvement, including distribution. Paul suggested the team could contact Sarah Jones, LCfT's Associate Director of Communications and Corporate Affairs to ensure we address appropriate staff, however advised that this should be done after we have received the responses from the questionnaire.

The following action plan was agreed:-

- To write to Sarah Jones requesting that -
- Feedback newsletter (and questionnaire) be distributed to all LCfT staff
- Newsletter to be displayed on notice boards within relevant teams
- Evaluation of Feedback from responses received
- Produce a final report with the findings

Janice suggested after the evaluation has been carried out that the team may wish to talk to local advocacy groups and service user development workers to discuss the findings.

ACTION: The Partnership Team

Item 3 – Items for consideration in Feedback – Issue 9

- **Direct Payments** – It was agreed to make the next issue would be a 'Direct Payment's Special' to launch the group's new Direct Payment information leaflet.
- **Mental Health Wellbeing – summary of final report** – Paul advised the report will be ready by the end of February. Members' views on the report could be included. Pat will contact members after the report has been circulated to obtain members comments.

ACTION: Pat

- **Feedback response questionnaire update** – Include an initial summary of questionnaire responses received so far, with example comments where given where appropriate.
- **Advise Janice's departure from the Board** – It was agreed that a statement advising of Janice's departure to take up a new role at NHS Blackburn with Darwen should be included.

Item 4 – Training

Paul advised members that there had been an under spend in the teams budget, specifically funds allocated to supporting the service user and carer representatives. The team would be able to offer additional funding to members to support training opportunities relevant to their volunteer role. In the past some representatives had received additional support for training. Paul asked members to consider what training may be useful, either individually or as a group, and to let the team know of any requests by the end of February 2009.

Maureen suggested courses for helping to increase self confidence. Both Angela and Rod advised they would also be interested in similar training. It was agreed that Pat would liaise with Maureen to obtain further details and organise bookings.

ACTION: Pat and Maureen (*actioned 02.02.09*)

Paul advised support had also be given to some individual members after requests for help in obtaining essential stationery items i.e. printer cartridges. Paul welcomed requests for any reasonable stationery requirements for consideration, to be supplied by

the team. Maureen and Angela made a request for items to which Paul and Janice agreed, Pat will contact Maureen and Angela directly to action this.

ACTION: Pat (*actioned 09.02.09*)

It was agreed that Pat would contact all members including those not present, to re-confirm the training and stationery/admin support available, with requests to be received by the end of February, to allow funding to be allocated by the end of March.

ACTION: Pat

Rod suggested it would be useful to invite Rebecca to a future group meeting to give members information on commissioning. All members agreed that Rebecca should be invited to attend the group's next meeting on 26th March 2009.

ACTION: Pat (*actioned 09.02.09*)

Paul advised, funding from the team had been allocated to support a newly proposed BME (black, minority and ethnic communities) post, for 'Delivering Race Equality (DRE) Training'. Clive Taylor, Equality and Diversity Lead for LCFT would line manage the proposed role for a nine to twelve month secondment/fixed term contract, final details are still to be agreed.

Funding has also been made available to the Lancashire Mental Health Third Sector Consortium to extend Katherine Wykes position as the Consortium's Development Lead for a further twelve months. Paul explained that the Partnership Board was committed to continuing the work of the Consortium and both LPB chairs, Richard Jones and Judith Griffin gave their approval for this further funding.

Ian commented that news on how the Partnership Board was able to support the two posts was very useful and suggested this information should be included in the next issue of 'Feedback' (*this information is to be included in the April issue of Feedback, once full details of both posts have been verified*).

ACTION: Pat

Any Other Business:

- Paul advised he had spoken Jo Blofeld, to find out more information on the development of the service user involvement charter which the team had been involved with. A significant amount of work and consultation already taken place, but Jo advised the work had been put on hold due Sarah Jones taking up her new position and overall responsibilities for the PPI's work. Paul said he would try and arrange a meeting to see Sarah to discuss how this work could be moved forward. (*This was actioned after the meeting, however Sarah Jones stated she would like to put this meeting on hold until a later date*)

ACTIONED: Paul

- Marjorie highlighted an issue around the use of a carers leaflet pack which should be made available for when people access inpatient services. A discussion took place in respect of the need to ensure such resources are made readily available. Marjorie also advised that regular meetings in Ormskirk for carers were no longer taking place which had caused concern.

Paul advised that he would await a response from Sarah Jones to arrange a meeting. Janice suggested the members may wish to invite Sarah to a future meeting to present information available to the group. (*This was actioned after the*

meeting, however Sarah Jones stated she would like to put this meeting on hold until a later date)

- Janice confirmed her last working day with the team would be Friday, 6th March 2009, and gave a brief overview of the new position she will take up with NHS Blackburn with Darwen.

A brief discussion took place in respect of representative roles and members agreed this forum had become a very impressive group. A general view was taken that the Partnership should continue to develop service user and carer involvement in the future. Whilst a 'service user and carer led' group has been proposed, members stated they would prefer to work as equal partners.

- Ian advised that he had visited Lancaster Hospital during a LCfT inspection and was very impressed with services. There were still mixed sex wards but acknowledged that he knew this would change in the future.
- Maureen raised an issue over Disability Living Allowance (DLA) causing concern due to the lack of support available. Examples were given of service users being advised by staff to contact 'welfare rights' for further information, but this has identified an issue where no support appears to be in place to assist with this. A discussion continued over the need for a care coordinator or support worker to be in place. Whilst advocacy may be available, it was agreed that support workers are vital. Phil pointed out the need for someone to be available who has access to service users medical history.

The discussion continued noting that many people are in receipt of DLA, and the implications on their wellbeing need to be raised in light of current demands people face where allowances are reduced. People's needs vary, along with how they are supported and the added pressures on the benefits system. The issue of what support is available in Lancashire needs to be addressed and it was agreed this should be brought back as an item on the agenda for the next meeting. Marjorie suggested a paper could be written for this item.

ACTION: The Partnership Team

- Maureen posed a question to the group asking what is meant by "service user led". Paul agreed to research the term for definitions on the internet to establish if there were any department of health or similar agency definitions. Paul's findings will be brought back to the next meeting.

ACTION: Paul

Date and time of next meeting:

Thursday, 26th March 2009 – 11am-2pm to be held in Boardroom 3, Jubilee House, NHS Central Lancashire headquarters, Leyland.