

**Lancashire Mental Health Partnership Involvement Group**  
Minutes of meeting held on Thursday, 13<sup>th</sup> January 2011

**Present:**

Waheda Ahmed Tracey Callaghan-Hayes Ian Clift Brian Gumbley Rod Hacking Maureen Hindle Debbie Nixon Angela Radcliffe Pat Rolph ( <i>Minutes</i> ) Rosemary Trustam ( <i>Chair</i> ) Marjorie Twist	BME Carer Representative – Lancashire Project Manager Carer Representative – North Lancashire Service User Representative – Central Lancashire Service User Representative – North Lancashire Service User Representative – East Lancashire Strategic Director for Mental Health Carer Representative – Fylde Coast Project Support Officer Independent Volunteer Carer Representative – Central and West Lancashire
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**Apologies:**

Rebecca Davis	Network Director - Mental Health Commissioning
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No.	Item	Action
1.	<p><b>Introductions and apologies</b></p> <p>Rose welcomed members to the meeting and noted the group's ground rules.</p>	
2.	<p><b>Minutes of the previous meeting</b></p> <p>The minutes of the previous meeting held 9<sup>th</sup> December 2010 were agreed as an accurate record.</p>	
3.	<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>▪ Rose advised that she had emailed Paul Wilson from 'Bootstrap', with regard to issues around housing benefits, but no response had been received as yet. Rose offered to try and contact Paul again.</li> </ul> <p><b>Action: Rose to email Paul Wilson</b></p> <ul style="list-style-type: none"> <li>▪ Pat confirmed Rose had forwarded to her the contact details for the LINKs supporting people representative.</li> <li>▪ Debbie thanked Rose for agreeing to continue to chair of the Involvement Group on a voluntary basis.</li> </ul>	<b>RT</b>
3a.	<p><b>Commissioning Support Function</b></p> <p>Debbie advised members of the work around the proposals for a future Lancashire mental health Commissioning Support Function (CSF) and offered to share the latest version of the options paper (in confidence) which will be presented to PCT Chief Executives at the next meeting of the Cumbria and Lancashire Collaborative Working Board (CLCWB).</p> <p><b>Action: Pat to circulate the latest CSF options paper to members.</b></p> <p>Debbie gave a brief overview of the history to the current process since the government's white paper for the NHS was issued.</p> <p><i>Marjorie arrived at the meeting.</i></p> <p>Debbie explained the involvement of representative GPs through their membership of the Clinical Reference Group, supporting the process through a transitional period. Debbie offered to share details about the operating framework.</p>	<b>PR</b> Actioned 18.02.11

	<p><b>Action: Pat to circulate the operating framework.</b></p> <p>By the end of June 2011, new PCT 'cluster' arrangements will need to be in place, all PCTs are currently in discussion regarding this.</p> <p>Work is being undertaken to engage with GPs further, Debbie is looking to attend area GP Consortia/Practice Based Commissioning Leads meetings where during February/March 2011 to discuss the CSF. The outcomes of this work will be taken back to the CLCWB in March 2011.</p> <p>Marjorie noted a concern for West Lancashire about the need for getting people involved.</p> <p>Debbie noted the importance of retaining the skills and the contributions of this group to support this work.</p> <p>Rose suggested the LINKs could possibly be invited to a future meeting as the Lancashire manager had been willing to come. Debbie gave a brief summary of the team's communications with the LINKs and that she was due to attend a joint LINKs Mental Health Group in Blackpool on 20<sup>th</sup> January, to advise that no decisions have been taken yet.</p> <p>Debbie also advised that she would be meeting with the joint Lancashire Health Overview and Scrutiny Committee (HOSC) on Monday, 17<sup>th</sup> January. The HOSC membership will include a selection of nominated representative council members from across Lancashire, but it was not yet known who those members would be. Debbie asked Pat to circulate details of the HOSC membership as soon as this was known.</p> <p><b>Action: Pat to circulate the Joint Lancashire HOSC membership when known.</b></p>	<p><b>PR</b> Actioned 18.02.11</p> <p><b>PR</b> Emailed HOSC 17.02.11</p>
4.	<p><b>'Technical Appraisal' Process</b></p> <p>Debbie gave members an update on the Technical Appraisal Group (TAG) meeting which took place the day before where LCFT presented their proposed Evaluation Plan. Brian, Marjorie and Maureen had attended the meeting.</p> <p>It was agreed at the TAG meeting that further work was needed to develop the plan. It had been hoped that information regarding future options could have been discussed at today's meeting but further work is required.</p> <p><i>Maureen arrived at the meeting</i></p> <p>The discussion continued around the technical appraisal process and dementia services. Marjorie noted the use of a large sized accommodation taken over for dementia services in Ormskirk. Other key points discussed with input from Brian, Marjorie and Maureen included:</p> <ul style="list-style-type: none"> <li>▪ Potential availability of existing NHS estates and the costs involved.</li> <li>▪ LCFT 'expert service user and carer reference group', Brian had been invited to attend.</li> <li>▪ Guild Park.</li> <li>▪ People detained under the mental health act, Maureen asked how this fits the Care Quality Commission's (CQC) standards.</li> <li>▪ Psychiatric intensive care units (PICUs).</li> <li>▪ Occupational therapy (OT).</li> <li>▪ Staff/workforce attitudes.</li> <li>▪ Angela posed the question as to; whether people are really being listened to.</li> <li>▪ Isolation, related issues for families traveling long distances to visit relatives</li> </ul>	

	<p>in hospital, made increasingly worse in the recent bad weather conditions.</p> <ul style="list-style-type: none"> <li>▪ Smaller units remaining locally.</li> <li>▪ Transport issues following the closure of the Avondale unit.</li> <li>▪ The Involvement Group to act as an 'expert reference group' helping to develop specifications.</li> <li>▪ Dates for future Involvement Group meetings, Pat to check dates with everyone and circulate after the meeting.</li> </ul> <p><b>Action: Pat to circulate future group meeting dates up to May 2011.</b></p> <p><i>At this point Debbie left the meeting.</i></p> <p>Members were interested to know who was on the LCFT service user and carer 'expert reference' group and it was agreed that Pat would contact either Katharine Allen or Sarah Jones to try and find out.</p> <p><b>Action: Pat to contact LCFT to ask about 'Expert Reference Group' membership.</b></p> <p>Rose asked members if they had any further views or comments to make about the technical appraisal process. Maureen asked members if they were happy with how Brian, Marjorie and Maureen represented the Involvement Group at the TAG, and all agreed they were very happy with their representation.</p>	<p><b>PR</b> Actioned Jan11</p> <p><b>PR</b> Emailed KA 17.02.11</p>
5.	<p><b>LCFT Contract Monitoring</b></p> <p>Rose noted that it was important not to lose opportunity of being kept informed about how the monitoring of the LCFT contract and its associated CQUIN (Commissioning for Quality and Innovation) payment incentives were managed, after the group's input to part of this work.</p> <p>Tracey advised about the work Rebecca was currently undertaking, drafting a 'Performance Assessment Framework' relating to the contract.</p> <p>A discussion about crisis services took place which included the following examples given:</p> <ul style="list-style-type: none"> <li>▪ A crisis service moving from West Lancs to Chorley.</li> <li>▪ Some advice is being given for people to present themselves at A&amp;E.</li> <li>▪ A good example was noted in respect of a call centre in Blackpool.</li> <li>▪ Risk assessments, staff will not come out late at night.</li> </ul> <p>Tracey explained that item 8 listed on the agenda regarding the Social Inclusion Outcomes Framework linked in to the CQUIN measures. It was agreed this item would be discussed next on the agenda as item 6.</p>	
6.	<p><b>Social Inclusion Outcomes Framework (SIOF)</b></p> <p>Tracey explained that extra CQUIN payments were only released to providers on proof of performance. The Involvement Group was responsible for building in a 'service user satisfaction in recovery' measure into the LCFT contract with the help of the 'Recovery Star'.</p> <p>This was is being piloted in Chorley, Pendle and Lancaster and involved work with care coordinators, with 150 service users approached and invited to take part, 129 'Recovery Stars' were completed. Some data has already been gathered.</p> <p>Tracey explained how the 'Recovery Star' cycle worked for people to being taking control over certain levels of their recovery and recording this. For LCFT to receive the linked CQUIN payment, this included; gaining service users agreement to participate, supplying the data received, meeting the aspired targets</p>	

	<p>which includes asking for a minimum 90% return of questionnaires.</p> <p>For completion of the process, it would be necessary to actually meet with some of the service users by holding a series of three events, inviting all participants to come along and offer their feedback. The events will include 'video experience', with the help of a professional video production company. Tracey confirmed a SIOF 'Task and Finish' Group was responsible for providing guidance on the process.</p> <p>Tracey tabled a draft flyer for the events and a selection of questions to be used, asking for the group's opinion on content. The following suggestions were noted:</p> <ul style="list-style-type: none"> <li>▪ (Maureen) – Payment of travel expenses, to be confirmed once expenses have been approved.</li> <li>▪ (Maureen) – Not to hold events in the mornings, rearrange start times to 1pm, where possible.</li> <li>▪ (Maureen) – Ask people how they would like to provide this information.</li> <li>▪ (Angela) – Allow people to bring along another person for support.</li> </ul> <p>Maureen gave her experience of using the 'Recovery Star' and highly recommended its use, as being a positive aid in her own recovery.</p> <p>Ian congratulated Tracey on an excellent piece of work, noting this is the sort of work that the group should be looking at as an example of good practice. Other members agreed.</p> <p><i>At this point Brian left the meeting</i></p> <p>Dates for the events in February were given and members were invited to attend.</p>	
7.	<p><b>'Feedback' newsletter</b></p> <p>A brief discussion took place about the last newsletter sent out before the Christmas break. Pat advised that she had received some positive feedback from a service user in the Fylde Coast that they found the newsletter very informative and enjoyable to read.</p> <p>An enquiry had been received in relation to Maureen's article from a social enterprise organisation called 'Voice Marketing' based in Preston, who asked if they could include Maureen's article in the March edition of their magazine. Maureen kindly gave her permission, and the article will be included and copy will be forwarded to Pat for circulation when ready. The organisation's website is in the process of being developed at <a href="http://www.voiceboxmagazine.org.uk">www.voiceboxmagazine.org.uk</a>.</p> <p>It was agreed that the next newsletter would be produced for a March/April 2011 edition, the following suggestions were made for inclusion, where possible:</p> <ul style="list-style-type: none"> <li>▪ 'Technical Appraisal' process update/ongoing engagement work</li> <li>▪ Re-visit the previous Jobcentre Plus and update (Burnley recently had a visit from Ian Duncan Smith MP)</li> <li>▪ Jobcentre Plus initiative with 'Tesco' to help people back to work</li> <li>▪ Links to useful websites e.g. Welfare, 'Bootstrap' back to work programme</li> <li>▪ Local Authority cuts – current news headlines?</li> <li>▪ Offender Health (Tracey is project managing a piece of work)</li> <li>▪ Armed forces</li> <li>▪ The impact on changes to the Benefits system e.g. carers, new claimants.</li> </ul> <p><b>Action: Pat to begin preparing draft newsletter, Rod to edit and approve</b></p>	PR & RH

8.	<p><b>Priorities and plans for future meetings</b></p> <ul style="list-style-type: none"> <li>▪ Rose advised that the LINKs, (currently part of the Blackhealth Agency) are to become the new future 'Health Watch'. Rose suggested waiting until after Debbie's meeting with the LINKs before considering inviting a representative to attend a future group meeting.</li> <li>▪ Rose confirmed that a representative from 'Supporting People' would be willing to come along to a future meeting to discuss supported housing issues. It was agreed this would be considered for a future meeting.</li> </ul> <p>Tracey advised that she was involved in work and analysis of 'Complex Cases', for people in out of area placements. Marjorie noted the 'farming out' of business at significantly high costs, whilst Ian raised his concern over this type of system being open to abuse.</p> <ul style="list-style-type: none"> <li>▪ Pat confirmed that Katherine Allen (LCFT service user and carer coordinator) had agreed to attend the group's next meeting in February, however Pat would need to go back to Katherine to check her availability once the group's meeting dates have been confirmed.</li> </ul> <p><b>Action: Pat to contact Katherine Allen.</b></p>	<p><b>PR</b> Emailed KA 17.02.11</p>
9.	<p><b>Any other business</b></p> <p>It was agreed there wasn't a need for the group to meet on the arranged date of 27<sup>th</sup> January, but to meet again towards the end of February (Pat to confirm, as previously noted).</p> <p>Rose thanked members for their contributions and attendance.</p>	
	<p><b>Date, time and venue of next meeting –</b></p> <p>Confirmed as: Thursday, <b>23<sup>rd</sup> February 2011</b>, 11am-2.30pm</p> <p>Venue: Integrate, 112/116 Tulketh Brow, Ashton, Preston PR2 2SJ.</p>	