

EAST SUSSEX LINK

The County's Local Involvement Network in Health and Social Care

**REPORT OF MEETINGS HELD ON
TUESDAY 1ST DECEMBER
LAWN TENNIS ASSOCIATION, EASTBOURNE
10.45am – 12.30pm Mental Health
2.00pm – 4.30pm Putting People First**

In attendance:

Janet Colvert (LINK Chair), Maureen Lawrence (LINK Vice-Chair), Tony Moore (LINK Core Group), Brian Rockell (LINK Core Group), Elizabeth Mackie (LINK Manager), Jan Cutting (LINK Development Worker), Val Young – (LINK Development Worker) - am notes, Claire Wright (Administrator) – pm notes, Judi Dettmar – Quality and Consultation Manager Adult Social Care and Nicola Murray – Sussex Partnership NHS Foundation Trust.

Speakers:

Morning session– Mental Health:

Jonathan West, General Manager, Substance Misuse Service, Sussex Partnership NHS Foundation Trust

Afternoon session – Putting People First:

Laura Waters & Tim Scully, Involvement Matters team, Learning Disability Partnership Board
David Liley, Programme Manager, Putting People First, East Sussex County Council

MORNING SESSION – MENTAL HEALTH

1. Welcome and Introductions

Elizabeth opened the meeting, welcomed everyone and made brief introductions.

2. LINK update

Janet gave an overview on the remit of the LINK and an update on its development and future plans. The LINK has been running training programmes for authorised representatives to enter and view and inductions for new participants. The LINK is currently working in partnership with the East Sussex Health Overview Scrutiny Committee (HOSC) Review Board on food and nutrition in hospitals, involving hospital visits and also looking at Older People's Day Services with Adult Social Care Services. Janet invited people to join focus groups on Mental Health – contact Jan Cutting (for Host team) and Putting People First – Val Young (for Host team). The results of the Core Group elections were announced and Janet gave a brief explanation of the election process. Elections were held yearly with a third of the Core Group members being randomly selected for re-election. Geoff Thomas, had decided to stand down from his role of Vice Chair, but would remain an active

participant of the LINK. Margaret Stanton and Tony Moore had been re-elected to the Core Group and Janet welcomed Brian Rockell. There are also six members of the Core Group who do not get selected for re-election who act as representatives of local groups, Tim Furlonge (Citizens Advice Bureau) and Dominique Corbit (Friends, Families and Travellers) have also expressed an interest in joining the Core Group and are observing at the moment, this will bring the full complement to sixteen members.

The question was asked would the LINK consider an unannounced visit to the Woodland Day Care Centre.

Janet replied that the LINK is aware of the situation and will be monitoring the situation, but there is currently a formal investigation in progress.

3. Guest speaker: Alison Newby, Maternity Services - Development Group
This item will be rescheduled for next meeting in public to be held on 19th January 2010.

4. Guest speaker: Jonathan West, General Manager, Substance Misuse Service, Sussex Partnership NHS Foundation Trust

A list of outstanding comments and issues raised at previous meetings had been forwarded in advance of the meeting. Jonathan commented that any issues he was unable to resolve at this meeting would be fed back to the appropriate departments for action.

Jonathan gave a brief overview of his role and the services he manages, covering care groups and substance misuse. The offices are based in Hastings and Jonathan's background is as a psychiatric nurse. Services in Eastbourne and Hastings are commissioned predominantly for Class A drug problem users, although they do come into contact with prescription drug addiction. Although this is a fairly small service, over 900 people are seen. They also work in rural parts of East Sussex, i.e. Uckfield Community Hospital and GP surgeries in Crowborough, Lewes, Bexhill and Hailsham. They have also recently started working with the Newhaven surgery and are hoping to work with GPs in Peacehaven and Rye. The Substance Misuse Service is also responsible for small detox service for alcohol dependency at the Promenade Ward in Millview Hospital, Hove.

Matters discussed:

- New counselling service which has been re-commissioned under the brand of "Health in Mind". Sussex Partnership Trust will be delivering this service with voluntary sector called 'Turning Point', a national and third sector organisation, experienced in delivering the Improving Access to Psychological Therapies (IAPT) services. The aim is to ensure consistency across East Sussex and eventually across Sussex wide. Jonathan offered to forward specifics of the implementation plan for this new service. The contract is about delivering access to mental health services from the surgeries to enable a quicker and more accessible service.
- Jonathan mentioned a current piece of work by the Trust called "Better by design", which is not replicating services, but recognises that different services

are required in some areas and ensures there is the same quality of access and correct standards are in place. Further information is available on the web site.

- The Primary Care Trust (PCT) is re-commissioning drug and alcohol services across East Sussex and the Trust has secured the contract for alcohol services across East Sussex. They have also secured the bid for drug services in Hastings and Rother and are waiting to hear if they have the contract for East Sussex Downs and Weald.
- The Trust does not work to individual targets, but takes account of a person's journey, i.e. timescales for accessing services and retaining treatment. Outreach is available if people 'drop out' of treatment and there is a follow up on progress through development work.
- Governed by National Institute for Health and Clinical Excellence (NICE) guidelines and National Treatment Authority (NTA).
- The Trust works closely with Police and Probation services to bring the services together.

There then followed a question and answer session.

Q – Who is commissioning the service the Trust has put in a bid for?

A – The PCTs across East Sussex.

Q – Are there any inpatient services at East Sussex as the only one mentioned is at Millview in Hove?

A - There is limited detox provision in East Sussex and unfortunately uncertainty around future development.

Q – Can you clarify the level of involvement of service users at implementation level and how do you involve them before it actually gets to implementation?

A - A process is in place where local NHS and PCT providers draw up what the new contract will look at and then the needs assessment would be put in place. The Trust does want to make sure people get what they want.

Q - How can LINK help the Trust in setting up consultations and implementation?

A – As not responsible for commissioning of services, will take this issue back and obtain some relevant information on implementation.

Q - In relation to substance misuse, there has recently been a lot of press coverage about people who are addicted to Class A drugs being maintained on Methadone as part of their treatment. Does Sussex Partnership have any plans to help people be less addictive to substances?

A – Services have changed and evolved considerably and a large amount of research and audit has been carried out on people who use services. There are no targets to work to, apart from making sure people do not have to wait too long for their treatment. The Trust does look at retaining people for an amount of time to

get the full benefit of services and make sure the focus is not just on Methadone, but on preventative measures, i.e. blood viruses and vaccinations. It wants to make sure people leave treatment when the time is right in a planned way and then help to integrate them into society, i.e. education and training.

Concern was voiced over the need to consult under current legislation – should be a ‘must’ rather than a ‘need’. The Trust should be looking at a consultation panel of some sort and the need to look at alternative ways to consult, i.e. over the telephone or face to face, not just surveys.

Q - How can LINK work with the Trust – is there a pathway to work with Sussex Partnership or with the Trust that is commissioning them to provide the service?

A - Both, some services are already commissioned.

In response to commissioning services, Janet commented that the Chairs of Brighton & Hove, West Sussex and East Sussex LINK have been invited to meet quarterly with some directors of Trusts. Janet also meets monthly with Mike Wood from PCT and a small group will be meeting on 7th December with Mike Wood and the Finance Director to set up a sub group to look at commissioning and how to collaborate and work together effectively. Similar work will also be undertaken with Adult Social Care under their separate remit.

Q – With estate plans to close down Trust buildings, when will people get their appointments, will there be waiting lists and who will deliver their services?

A – This will be one of the key questions that will be taken back to the relevant department delivering the service. However, there are plans to go out into community and deliver services from GP practices.

As from 1st January 2010 there will be a new national obligation for people to be seen from referral to assessment within one month. Within this new contract, the Trust will work with GPs to improve the criteria for referrals to effectively cut down waiting times for appointments.

Ongoing Issues

- (i) Reference was made to receiving clarification on the future and consistency of patient transport. Jonathan reported that this matter is currently under review but that he would report back on specifics, i.e. who is carrying out review, date of review and completion dates. Information on how members of the public, carers and ‘consumers’ are being involved in this review process will also be included in the report back.
- (ii) Judi commented on the issue concerning carers and reported that two major consultations are in place to develop new care strategies on how they will support carers; working jointly with Adult Social Care (ASC) and the PCT. An action plan is available to support this work and also two new pilot programmes with Care for the Carers and Brighton University – Judi to forward information. **(See Appendix 1).**

Nicola also mentioned the Carers’ charter which looks at issues raised

and is shortly to be reviewed.

- (iii) The question was asked “do ambulance staff receive mental health training?” Elizabeth commented that Louise Hutchinson from South East Coast Ambulance Services will give an update on this issue at the March meeting in public.
- (iv) Also from previous meeting – “What services are available for the people of East Sussex who have adult Attention-deficit hyperactivity disorder (ADHD). Jonathan commented that there are Managers who look at specialised services and the Trust is committed to provide as many services locally as it can, but he would report further on this question.
- (v) The question was asked what “AIMS” stand for. **Action**

5. Jan Cutting, East Sussex LINK Development Worker for Hastings and Rother and focus on Mental Health, then gave a presentation based on feedback from the community and the results of a questionnaire which was sent out in advance of the meeting.

Copies of the presentation were circulated in delegate packs and are also available from the LINK office.

6. Discussion time with Statutory Partners and key points for the LINK to take forward

Further concerns were raised around transport issues: no differentiation between clinical and patient services; who actually provides the service; some service users are still confused about their entitlement to transport to clinical and day care services and confusion over the eligibility criteria. It was also mentioned that transport issues have been ongoing and have now gone from ‘substantial’ to ‘critical’ stage. It was commented that the review on free transport had been extended until 31st December 2009 and many individuals have been told by volunteer drivers that free transport will cease on this date. This has had an unnecessary adverse affect on their recovery programme.

The question was asked what “CRHT” stands for – Crisis Resolution Home Treatment.

Janet mentioned that it would be useful if the LINK could be kept in the loop on progress involving carers, i.e. timelines etc.

Elizabeth suggested having a ‘Jargon Buster’ in delegate packs for the next session. Also it would be helpful to have expert help and guidance for future LINK questionnaires on mental health. **Action**

Judi commented that Adult Social Care Services are developing their processes around service users’ customer feedback and satisfaction processes. These will be fed back annually, highlighting what has been done as a result of the comments made.

It was agreed that the three main concerns for the LINK to take forward would be:

1. The commissioning process
2. The consultation process
3. Transport

Comments were made on the report of the Hastings Meeting in Public held on 9th September and these will be included as an addendum to this report and incorporated into the conclusive summary of all meetings. **(See Appendix 2).**

Janet brought the meeting to a close and thanked those in attendance, the Host Team for organising the meeting and statutory partners for their input.

AFTERNOON SESSION – PUTTING PEOPLE FIRST (PPF)

1. Welcome and introductions

Janet gave a brief outline on the current LINK activities and an update on the election process.

2. Summary from previous meetings and update from Statutory partners

There followed a summary of the previous meetings held in Hastings and Lewes, reports have been produced and are available providing a compilation of the comments and views received so far.

Elizabeth then introduced David Liley, Programme Manager for PPF at East Sussex County Council (ESCC) and Judi Dettmar, Quality and Consultation Manager Adult Social Care (ASC).

Judi stated that her role was to listen to all the comments and issues raised. As many comments are very specific and require specific answers, she will take these questions back and get answers so they can be included in the report of the meeting.

3. Elizabeth then introduced Laura Waters and Tim Sully of the Involvement Matters Team, Learning Disability Partnership Board.

Laura explained that her role working for ESCC was to make sure that people with learning disabilities are involved in the process of helping to make their lives better. There then followed a presentation illustrating the membership and work carried out by the Involvement Matters Team.

There then followed a question and answer session.

Q – You mention two options that you are looking towards taking forward; can you explain what these are in a bit more depth?

A – From the feedback we received people identified that social opportunities are difficult for people with learning difficulties to access and to make friends; real relationships, not just with people who share the services, but with people who live within their communities. They suffer from problems with social inclusion, which affects both within services as well as the wider community. Transport is also a problem as many areas within East Sussex are very rural. People may have a job but are reliant upon public transport which can make it difficult to get to their place of employment. Some of the issues around transport can be resolved relatively easily with more education given to bus drivers, but other issues have much greater barriers. We need to try and raise the awareness of these issues.

Comment – Are you aware that ‘transport’ has reached a critical stage in many aspects of mental health day care and PPF? If so can I ask that you stay in

contact with the Trust, ESCC and East Sussex Downs and Weald as this issue has been on-going and we are no closer to criteria for transport or an appeals procedure. I would ask that you make transport your next priority.

A – With regard to transport, we have been in touch with someone who is involved in a project around transport and after looking at our information, felt it was important to connect with other people not just people with learning disabilities. We will be looking for other people and groups to work alongside us, to pull all our issues and ideas together in order to be able to present something more cohesive.

Comment – At the ‘Closer to Home’ event, transport was raised as an issue, but Keith Hinkley from Adult Social Care (ASC) and Lisa Compton (PCT) did take the issues on board and said there is a county wide group that looks at transport issues. This is something the LINK needs to look into further and become linked in with. Just because something is close to home does not mean that people can get there.

Comment - The Disability Involvement group is also looking at transport, with so many groups looking at this issue we all need to get together.

The Eastbourne Access Group is looking to set up a programme of 'Disability awareness and training' for Stagecoach and the town, but this also goes out to local hotels and restaurants.

4. Val Young East Sussex LINK Development Worker for Lewes and Wealden and focus for Putting People First, then gave a presentation based on feedback from the community and the results of a questionnaire which was sent out in advance of the meeting.

Copies of the presentation were circulated in delegate packs and are also available from the LINK office.

David Liley then responded to some of the issues raised:

- (i) Access to information – There is a great deal of information on PPF held on the ESCC website. We are also looking at improving access to printed literature, working with PCTs to make sure there are different sitting points for this around the county.
- (ii) With reference to PPF this is only a three year project for a captive audience and we need to ensure that information about the other services we offer is accessible. i.e. how carers can get support, about people's reasonable expectations around personalisation and about services being appropriate and provided in a way that is personally sensitive. We are working with PCTs to ensure that the printed material we provide is reviewed and updated as we need to make sure that it is easier to read and understand.

Q – PPF and supporting people, do you work collaboratively?

A – Yes - supporting people has been a way in which money has been passed directly towards facilities for housing support. This is where the public sector provides what are known as universal services, which are services that are

available to people without reference to specific eligibility criteria. We work together in a way which is complementary and supplementary to supporting people. When it comes to everything good about PPF - the personalisation, making sure that services are sensitive to individuals needs and giving people more direct choice and control over the social care that they receive, this is something that ASC has been working towards for a long time.

Q – We need help with the management of wardens in residential accommodation, the managers are not trained and work for large faceless companies who are ignorant about PPF.

A – PPF is about good practice and getting people to work co-operatively. There is a need for the workforce to raise the standard of skill and awareness. We also need to work with private and voluntary sector providers. ESCC has recently employed someone specifically to deal with this.

Q – I work with older people in Eastbourne, a large percentage of these people will not be able to deal with this and a large percentage will also not want to. Are you prepared to deal with these numbers?

A - ASC recognises that many people do not want to get involved with personal budgets. It is important that people have the knowledge about it and know they have a choice but it will not be imposed upon them. From an administrative aspect each individual will have a budget but this can be managed by ASC.

5. Table Top Discussions/ Question and answer session

Direct payments v personal budgets v individual budgets

- Individual budgets - money from all sources is put into one pot to fund all care – this was not feasible.
- Personal Budget – the money comes from ASC alone.
- Direct Payments – like 'cash' able to access money to pay for own choice and ways of accessing services and goods. Looking at the option of introducing prepayment cards to allow payment for small items.

Fair access to care – how is this measured?

The eligibility criteria for access to care has four bands, ESCC covers the top two only. David Liley will provide a written report of how this works and future plans for the report of this meeting (**Action**). There has recently been a national review of this, consultation ended on 30/11/09.

Do the criteria become localised rather than nationalised?

- No – the low criteria disappears.
- Moderate criteria are already fairly well funded with the PCT.
- Critical and Substantial – Once an individual is accessed into one of these categories there should be no further split between the two. This raises the issue regarding those people on the border between moderate and substantive.

David commented that he was unsure about concentrating on promoting an awareness of PPF as a priority as it is only a three year project and felt that it would be better to increase the general amount of information available about responding to people's needs.

Q – How are you promoting this message to the public – have you thought about using national / local papers and radio?

A – Articles have been published in 'Your County'.

Q – Will it be possible to use prepayment cards to pay for social services/bus services/day care/HUB services?

A – This has yet to be decided. **The LINK to consider this as a priority.**

Other matters discussed:

- Help and information – the elderly are isolated and do not know where to get information, some can no longer read and others are frightened of official looking paper.
- There is a massive amount of information available on the internet but this relies on computer access, the individual being computer literate, being able to read off a screen and the cost of printing.
- Commissioning – there is a need for an information bank where all information would be available in all formats. Also for ASC and NHS documents to be available to the public.

Are these issues the LINK will take up?

6. Closing statement from the Chair

Janet thanked the Host team, everyone who attended and contributed to the meeting and professional partners. She made a personal comment that although PPF is a three year project from the Trust's point of view, it is her day to day living and felt that we needed to be kept informed and updated on any progress.

Carers' rights

Over the past nine months Adult Social Care and the local NHS have been working on developing a strategy for carers' services in East Sussex. We have consulted widely with carers and the general public and have now produced a final Joint Commissioning Strategy for Carers' Services for the period 2010-2015, which was published on the ESCC website on **Carers Rights Day, 4th December 2009**, and we have also produced an easy-to-read booklet which gives details of how we developed our plans based on what people told us.

Follow this link to find out more:

www.eastsussex.gov.uk/yourcouncil/consultation/2009/supportforcarers

The next stage is to write an action plan to take forward all the different strands of our work, to make sure that we do what we said we would do. We will be holding a joint planning day on **Friday, 12th February** in Hastings with carers and voluntary organisations, and Keith Hinkley, Director of Adult Social Care, and Mike Wood, Chief Executive of the local PCTs will both be participating. Imelda Redmond, Chief Executive of Carers UK, the national organisation leading the campaign for carers' rights, will also be joining us. If you are interested in attending please get in touch.

One of the key actions locally is for us to raise the profile of carers and make sure that their needs are considered by health and social care staff and that they are treated as equal partners in care. We will also be concentrating on the provision of respite for carers, and support for them to be able to have a life outside of their caring role.

Two successful bids were submitted jointly by East Sussex County Council and the local Primary Care Trusts to undertake specific work in these areas. Funding has been secured until 2011 for:

- **A project to deliver individual, flexible respite breaks to carers of people with dementia in their own home** provided by every Older People's Community Mental Health team in the county. The project is based on a pilot that has been running in Wealden and Eastbourne areas since April 2008, provided jointly by ESCC Adults Social Care and Sussex Partnership Foundation Trust; and
- **a project to provide liaison workers to work in selected GP surgeries and in both acute hospitals** in the county, working closely with our Primary Care Trusts. The liaison workers will be employed by Care for the Carers (the local Princess Royal Trust Carers Centre).

The grant is part of a larger, £16 million programme, which will support 25 different organisations to test different ways of supporting people who care for friends or family by working in partnership with statutory and voluntary sector organisations.

Please contact Debbie Charman, Strategic Commissioning Manager – Carers, Adults Social Care, on 01273-482159 (email: Debbie.charman@eastsussex.gov.uk) for more information.

APPENDIX 2 TO NOTES 1ST DECEMBER

Addendum to Hastings Report on Meeting in Public held on 9th September 2009 at The Hastings Centre

Comments made by Delegate and LINK participant Rodney Ash

1. Page 2 – ‘Delegate Rodney Ash queried that it seemed that no Commissioners were present at the meeting

Comment: There were no commissioners from Adult Social Care Services.

2. Page 3 - First bullet point - ‘Continued development of Mental Health in Primary Care services, linking to GPs.....’

Comment: GPs are unaware of what is going on – they do not receive the NHS newsletter.

3. Page 4 – Item 4, first bullet point – ‘...complimented the service he had received from Sussex Overview.’

Comment – should read ‘Oakleaf’, not ‘Overview’.

4. Page 4 – Item 4, first bullet point – ‘He also queried the eligibility criteria for access to day care saying that the East Sussex County Council and Primary Care Trust

Comment: Should also include Sussex Partnership Trust.