

## Minutes of a Meeting of the AWP Trustwide Engagement Group

Held on Monday 10<sup>th</sup> February 2014, 1000-1230, the Conference Room Jenner House

These Minutes are presented for **Approval**

### Members Present

Alison Paine – Non Exec Director (Chair)	Jessica Wright – Involvement Co-ordinator
Lu Duhig – Carer Engagement Manager	Lee Rawlings – Involvement Co-ordinator
Ann Tweedale – Head of Quality Information & Systems	Ivor Bermingham – Service User Involvement worker (in part)
Teresa Bridges - Involvement Co-ordinator	Debbie Spaul – HoPP, South Glos.
Gareth Sharman – Involvement Manager	Helen Cottee – HoPP, SDAS
Anthony Gallagher – Non Exec Director & Trust Chair	Carol Bowes – Clinical Director (in part)
Norman Atkinson, HoPP, Wiltshire	Lisa Catling – Service User Involvement Worker
Bex Aspinall – Involvement Co-ordinator	Phil Cooper – HoPP, Secure Services
Emma Roberts – Company Secretary	Anita Hutson – HoPP, North Somerset
Lilliana Rawlings – Involvement Co-ordinator	Penny Stanbury – Involvement Co-ordinator
Debbie Spaul – HoPP, South Glos & Trust Carers Lead	

### Staff In attendance

Alison Devereux-Pearce – Governance Support Officer (Minutes)	Jo Davis – PALS Manager
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### In attendance

Dick Hilling – Service User Representative & RAF Veteran	Mark Earl – Service User Representative
Sandy Robertson – Carer Representative	Tony Aucott – Service User Representative
Sally Luxton – Carer Representative	Daniel Thornton – BSDAS Service User & Involvement Worker

### Action

#### TEG/13/01 - Apologies

1. Apologies were received and accepted by Alan Metherall, Claire Williamson, Mark Bunker, Sally Wood, Tricia Long and Sean Johnston.

#### TEG/13/02 – Previous Minutes

1. P1 –Jess Wright’s title should read ‘*Involvement Co-ordinator (Specialised & Secure Services)*’.

2. P1 - Anita Hutson, HoPP for North Somerset, *GAVE* her *apologies*.
3. P4 – BANES Local Area Update: Lilliana Rawlings *AND* Bex Aspinall arranged x2 Interview Training Days .

**TEG/13/03 – Matters Arising**

1. The Group considered the Schedule of Matters Arising and resolved to note progress and remove those items marked as complete.
2. Representatives need to ensure that AD-P has the correct email. Carers present today have given their contact details. Lu Duhig will advise of any changes.

**TEG/13/04 – Healthwatch Update (verbal)**

1. Emma Adams, Head of Academy, advised the group that it is proving challenging to establish representation in all areas.
2. A draft joint agreement has been circulated, but as yet no representatives have been identified to attend this meeting in addition to two of the other groups.

**TEG/13/ 05 – Service User Leads Group Report**

1. Gareth Sharman, Involvement Manager, advised that the group met for the first time recently for what was viewed as a very constructive meeting.
2. The Terms of Reference will be drafted soon, with a Service User Representative as Vice Chair. Anyone wishing to attend in the future can be voted in for a 6 monthly basis.
3. The group will invite guests to attend, for example, CEO, Psychiatrists (medical educational lead) and other professionals.
4. Issues discussed were Recruitment Panels being inaccessible or at expensive venues which have an impact upon costs. In addition, themes including Professionals having too much power was discussed along with the possibility of a DVD to be produced for the Detox Unit and it was discussed if this scheme could be extended to the 136 Suites, for example, or Fountain Way as a tool to demystify process of accessing treatment.
5. Mark Earl, Service User Representative, commented that the meeting was not 'just lip service or a tick box exercise' and felt that providing input was well worth the effort of attending.
6. Sub Group reports (for Service Users, Carers and Healthwatch) be added for next meeting as an ongoing agenda item. Emma Adams work with Gareth Sharman to

**EAGS**

take SU issues/ themes forward from the Group to TWEG to link in with triumvirate and Service User requirements.

**TEG/13/06 – Carers Charter and Progress on Carers Group**

1. Emma Adams and Lu Duhig reported back to the group and provided the final draft for the group to agree and then escalate to the Quality & Standards Committee.
2. The Paper is due to go to Q&S on 18th and then to the Trust Board at end of the month. The Chair opened the up the question of it being deliverable to the Group and also urged them to discuss thoughts of measurement and linking in with the Triangle of Care and qualitative statements.
3. Debbie Spaul commented on Point no. 7 that it doesn't make reference that the Service User has a voice/ involvement in this Charter. The Chair suggested to provide a caveat to be measureable, for example 'you will be given copies of the care plan *'with the SU's consent'* which can be incorporated into the discharge pack, or, it was suggested halfway through treatment when better and can share it with carers in addition to an Advance Directive in the Crisis Plan but in the occurrence when the individual lacks capacity, i.e. Dementia, a dialogue needs to be included over the Issue of capacity and when clinician makes that decision; units are mindful and make assessments constantly as key part of work and note .
4. Feedback also received from the group included having the Charter on one page is positive as it can be displayed. Mark Earl commented that Carers also need to be involved in recovery/ discharge and recovery planning but also with grief and bereavement when experienced by Service Users.
5. The Group **approved** the Carers Charter and **resolved** that this is to be **presented to Quality & Standards Committee** with the **agreed amendments to Point 7**.

**TEG/13/07 – Engagement Group Work Plan**

1. The Group received a draft copy of the Engagement and Involvement Strategy Action Plan with the request to monitor and update at each meeting as an agenda item.
2. The Updated Strategy will inform Internal Audit of progress made against actions once completed. Emma Adams has already taken this report to Q&S committee who approved the programme of work.

**TEG/13/08 – Accreditation Scheme**

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Sponsored by the Chair

1. Lu Duhig and Jessica Wright presented to the group the 'Engagement and Involvement Strategy Steps for Improvement Framework' which captures actions against the key areas of day to day engagement, feedback and engagement in improvement projects.
2. Accreditation will be offered to Teams within localities who will be asked to 'score' themselves against 4 levels of engagement and then put forward their evidence to the TWEG for accreditation/ recognition. Comments received previously and today will assist in the development of the framework.
3. Once reviewed, this Scheme can be signed off by TWEG in April then put to the next Q&S committee with a view to sign off at Board in May. After Board approval, it will be escalated to all LDUs and the Scheme will be reviewed in December 2014.
3. The Chair commented that it was a detailed, comprehensive and innovative way of involving Service Users and Carers contributions. . Richard Hilling sought clarity over accreditation?, Emma Adams gave the example of a B&B star system but applying the quality of engagement and involvement by Team/ Trust to prevent anecdotal accounts. Lu Duhig has researched extensively for evidence available and been unable to find accrediting levels of engagement; Jessica's and her Scheme could be seen as setting a precedent for Trusts.
4. Penny Stanbury enquired if there will be a champion within each locality? It could also be part of staff induction when Service Users train incoming staff regarding engagement. Ongoing work will support the Review in December 2014 and an assessor group from localities and volunteer assessor group will then test out what locality has declared about themselves.
5. The Chair asked if anyone would like to contribute to this they can self-declare to Lu Duhig or Jessica Wright. Richard Hilling, who was previously in the RAF as an external assessor, has previously compiled external benchmarking kindly offered to assist.

**TEG/13/09 – Quality Account Briefing**

1. The Group received an update for the Quality Annual Account from Ann Tweedale, Head of Quality Information & Systems. This annual report is available to the public from providers of NHS Healthcare as a statutory publication.
2. The Report will decide next year's quality improvements; the Trust needs to ensure that it is engaging at all levels with Service Users and Carers to meaningfully understand and integrate this into local engagement groups for the next year.
3. The Draft plans will feed into each locality with each sub group discussing improvement plan and priorities for 2014/15 meaningfully from a Service User/ Carer point of view. Ann Tweedale to circulate plan when finalised.

**TEG/13/10 – Localities Update (3 Points)**

**Bristol/ Lilliana Rawlings:**

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- EBD project on Sycamore Ward has begun and is working with Bex Aspinall on the Whittucks Road Community Coffee & Cake Morning with the Carers Group about to commence.
- Interview training sessions in March have got a waiting list waiting.
- At a recent Induction day new Staff confirmed there wasn't a Service User or Carer on the panel when interviewed. It was suggested not to give an interview date until a SU or carer rep is available, but clarity is needed if this is for clinical posts only? Clarity needed. All involvement workers are to be briefed in future.

**Bristol – Lisa Catling;**

- Work is currently Tender focussed along with consultation with carers and SU development work.
- The Modern Matron at Callington Road Hospital is working with SU involvement and engagement on acute ward. Bex Aspinall also helps too as her 'patch' shares wards in the locality.
- EBD work is coming to an end for the Recovery Team. Items have been collected and is to be reviewed.

**Penny Stanbury – SDAS & Specialised:**

- Is completing a 2nd term with St Mungos and is working with peer mentors re: the Recovery College.
- The near completion of a Detox Workbook is imminent.
- A Recovery festival at the Woodland Church in Clifton has been organised.

**Wilts – Teresa Bridges:**

- Is currently assisting with the Friends and Family surveys across every team.
- She is involved with Armed Forces Liaison Services and Health Fairs across Wiltshire. Is also in contact with the consultant who does all appointments for people with Mental Health issues at Tidworth Base, co-working in future proactively with army discharges.
- Emily McGuire, musician and author, is on a tour of AWP who will be performing at wards across the Trust (details on Ourspace) celebrating Service User achievements.

**South Glos – Bex Aspinall,**

- Whittucks Road currently has no involvement worker but has started a Carer and SU forums.
- Is involved with Advance Care Planning with Older Adults Service, is developing document for individuals who still have capacity, as a large ongoing project.
- Training up carers with Triangle of Care and providing Audits; Lu Duhig/ The Trust have been requested to provide feedback nationally.

**Anita Hutson/ North Somerset:**

- Is involved in a large amount of work at present but her colleague Sean is returning to work.
- The Acute Care Forum has been re-launched along with establishing the Recovery college, making an ageless service and opening up different courses, cross working in job descriptions.

**Gareth Sharman/ Swindon (Covering for Ivor Bermingham)**

- Has recently helped establish an East African Women Mental Health group.
- Ripplepond is a group linked to the military and involves parents and spouses of serving personnel with Mental Health issues on a support group basis which is extending to the West Country.
- Is assisting on Health Fairs in the Area.

**Jess Wright – Secure Services;**

- Has recently set up a Friends and Family group within the governance structure to track and monitor work with SU and carers across the locality.
- Is working on EBD and pathfinders service using a new monthly survey which Service Users helped create.
- 1 survey per month to be repeated within 6 months and then audit the improvements). All work is done by survey volunteers and will feedback to the TWEG on a regular basis

**TEG/13/11 – Committee Evaluation**

1. The Group evaluated the meeting scoring from 1 – 5, identifying particularly good and less successful elements of the meeting.
2. Members scored the meeting between 3.5 – 4 identifying the positive elements as:
  - The group has just started but has potential
  - Much better
  - Felt productive
3. Less successful elements identified were
  - Lack of papers at the meeting

**TEG/13/12 – Any Other Business**

1. **Involving Service Users & Carers in AWP’s Complaints Process Options Paper;** All are requested to review and send any comments to Jo Davis who can update and bring to the meeting on 28<sup>th</sup> April as an agenda item.

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2. **Full Establishment Review – Inpatient Staffing:** Carol Bowes is on secondment with the Quality and Nursing Directorate; is focussing , post Francis Inquiry, on new requirements on inpatient staffing on wards and how this impacts on quality so will be performing a full establishment review. She needs the views and comments of Service Users and Carers and opened up the request to the group to attend a small focus group? Bex Aspinall and Tony Aucott expressed their interest. Carol will also email involvement workers in regards to their interest and contributions.
3. It was announced that Alison Paine, Non-Executive Director, is leaving the Trust. Tony Gallagher thanked her for chairing the group and also expressed his thanks on behalf of the Trust for helping provide a voice for Carers and Service Users.

**TEG/13/13 – Next Meeting**

28<sup>th</sup> April 2014 1000-1230 – Conference Room, Green Lane Hospital, Devizes