



# The Care Forum

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## Bristol Mental Health Voluntary Sector Network

Held on 22 January 2008

### Notes

#### 1. Attending

Phil Morgan, The Care Forum; Jeff Walker, Bristol Mind; Sal Ball, Bristol Crisis service for Women; Claire Davies, Mental Health Matters; Derek Dominy, Alzheimers Society; Mary Feltham, Independent; Sue Grimes, ICAS; Sophie Reed, Rethink; Carole Rendall, Care and Repair; Angie Robbins, National Autistic Society; Helen Underhay, Mental health Matters; Guy Reid-Bailey, Signpost and BDA; Hanay Stewert, Bridge Foundation; Ann Mills, Carr Gomm; Rosie Davies, Assertive Outreach Research Bristol Mind. Sally Wood, AWP.

#### 2. Apologies

None

3. JW introduced the meeting and explained that we had two presentations today which would restrict the time available for information exchange. He invited anyone with news to send it to Phil Morgan who would get it out to the network. JW then introduced the first speaker of the day Sally Wood the new Public and Patient Involvement (PPI) Project Manager for the Avon and Wiltshire Partnership (AWP).

#### 4. Presentation 1

Sally Wood explained that she took up post in October 07 as part of a new department in AWP called Engagement and Responsiveness (EAR). Her background is the VCS and she has previously worked for a PPI in Swindon. She told us about the new PALS manager Linda Bruce-Smith and the PALS officers that being appointed at his time. It is hoped that a PALS service will be running trust-wide by March this year.

Briefly EAR aims are to build links between the trust and its partners and ensure a continuity of engagement. To always respond to issues raised and feedback regardless of the result. To share good practise in user and carer involvement. To ensure that user involvement is seen as part of everyone's job. There is a user involvement development worker is developing a three year strategy about user involvement. Sally is to send a staffing structure map for publication on our website.

Sally assured the network that she was aware of the scepticism about AWP's commitment to PPI but that she and all the staff in EAR are committed to ensuring a quality service. She talked about the 06-07 mental health survey that had been carried out and of the action plans that are now being worked on including a service- user event to be held shortly. The '08 survey has been sent out and can be accessed from the AWP website.. Sally finally told us of her involvement as the LINKS lead for the Trust.

**Q&A**

Q. Could you tell us the date of the service user event you mentioned?

A. I am not sure but it is likely to be sometime in February.

Q. In the strategy for service user involvement have you asked about whether individual team strategies are being put together?

A. I am aware that service user reps are involved in this in Bristol and that the overall strategy is still being evolved.

Q. Supplementary comment: I feel it is important that this is embedded in basic practise.

A. That is our aim.

Q. What sort of areas did you cover in the survey?

A. There were a whole range of questions. There were chosen by the Health Care Commission and more information can be found on their website.

Q. I am concerned about AWP being in the bottom 20% performing MH trusts. How can this improve without going back and examining the core values of the professionals.

A. I agree and I will take your concerns back to the PPI forum and discuss ways that we can challenge effectively.

Q. How can I get hold of a copy of the survey?

A. The survey is available from the HCC website [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

Q. I feel it would be a positive move for service users to have the ability to comment on their care as part of the care planning process. This is much more immediate, empowering and responsive than a once a year snapshot.

A. I will take your suggestion back.

Q. What about carer involvement?

A. There is a trust- wide carers forum which we would like to develop further. We are starting from a small base but are committed to making more of an impact.

Q. My first involvement with this sector was in making a complaint. It was dealt with very poorly back in 2000. I am currently helping someone to complain and the process is still very poor. We are faced with stonewalling and prevarication. It is all about whether people are prepared to listen.

A. Please give me the details after the meeting and I will see what I can do.

Q. What access to the higher management of the AWP has the PALS service? Part of the success of the PALS service in Bristol was that this relationship was in place.

A. They meet regularly at Director level and they have the ear of the Chief Executive.

Q. I am concerned that if Bristol Mind is having trouble pursuing a complaint how much more issues will a member of the BME community have? So what help are the trust looking to give them? Also I would like to ask how the service users are chosen for the survey.

A. The survey is now run by a data analyst. We are working on making the experience for BME users a better one.

Q. how many do you get back?

A. About 38%

### **5. Presentation 2.**

JW introduced Rosie Davies who gave us a report on 'Effective involvement in mental health services: the role of assertive outreach and the voluntary sector.'

Handouts were given to the attendees and copies are available from Rosie at Bristol Mind.

Q&A ( There was very little time for questions)

Q. Is there a finished report?

A. Yes it is on its way.

Supplementary - Phil suggested looking at some assertive models that are being run by VCS organisations as the PIP team in Southwark.

Q. My issue is with staffing consistency and I was glad to see this feature so prominently in your findings.

A. It is clear that there is a need for more consistency in contacts and a commitment to this way of working.

6. JW thanked the speakers and reminded everyone to fill in their evaluations.

### **7. Date of the next meeting.**

8<sup>th</sup> April 2008