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**Haringey Service User and Carer Forum**

**Microsoft Teams**

Monday 9th August 2021, 2:00pm-3:30pm

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| **Chairs:****Present:****Minutes:****Abbreviations** | A. Dipino (A.D.) & C. Cox (C.C.) C. Lam (C.L.)G. Dulskyte (G.D.)P. Fraser (P.F.)V. Litchi (V.L.)R. Shah (R.S.)S. Collins (S.C.)L. Harding (L.H.)C. Francis (C.F.)A. Gowshall (A.G.)K. Golding (K.G.)M. McKenzie (M.M) E. Sofia (E.S.)K. Edelman (K.E.)N. Bishop (N.B.) DP Discussion point |
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|  | Meeting Summary  | **Action** |
| 12345 | Round of introductionsMatters arising & actions Notices and updatesAgenda item* Presentation by CEO of BEH-MHT and other executive members: “Partnership Working” [presented by C.F. on the day]

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| **1.** | **Introductions**  | **Action** |
| 1.1 | Introduction of meeting attendees |  |
| **2.** | **Matters Arising & Actions**  |  |
| 2.1 | Nil reported |  |
| **3.** | **Notices** |  |
| 3.13.23.33.43.53.6 | **2nd September**The Recovery College OT passed away at end of January. All welcome at the memorial event: afternoon of Thursday 2nd September at the Recovery College.**Mental Health Carers**New dates available for online meetings (see poster). These meetings are carer-led, all carers welcome. Highlighted as an opportunity to learn about inequalities in mental health.**Conservation Volunteers**Further dates coming up at St Ann’s – approximately six in the next two months.**Carer First**Running activities for carers over the summer; flyer went out after July’s forum. Haringey Council website also has links to many park-based activities available to carers, through ‘People Need Parks’.**Tree Cutting**A.D. inquired whether anyone knows how to take a tree cutting from late father’s fig tree, so can gift this to St Ann’s.**Horticulture**S.C. asked if it’s possible to plant a rose in a pot at the Recovery College and later transfer it when the service moves to Canning Crescent.  | C.C. to send flyer with meeting minutesC.C. to send poster with minutesC.C. to send flyer outC.C. to find outC.C. to find out |
| **4** | **Agenda Items** |  |
| 4.1 | **Partnership Working**C.F. provided presentation. BEH has recently joined alliance with C&I (Camden and Islington). The CEO and executive team are seeking feedback regarding carer and service users’ opinions on this alliance.C.F. clarified that this is not a merger – the two trusts remain separate. It is about sharing good practice between the trusts and improving services.Four key aims and three questions posed. C.F. invited attendees’ thoughts, with K.G. taking notes to share with the executive team. A.D. expressed being keen for the two trusts merging.Questions discussed as follows:**What should the review focus on to really improve care for service users and support for carers?**S.C. highlighted that this is an opportunity to raise concerns/issues. For example, standard letters not being fit for purpose.A.D. reported not having been kept informed about Psychiatrist being off sick and Care Coordinator having “disappeared”. Also reported not having been told how to access help in their absence, for example: in a crisis.P.F. voiced how poor communication can contribute to a worsening in someone’s mental health. Cited that there are still gaps in service delivery due to redeployments during Covid. Stressed that there is a need for: more communication with stakeholders about what is going on; and use of a wider range of communication methods/formats, i.e. not putting information solely on the website. Perhaps C&I might have strengths that BEH can learn from.M.M. asked a number of questions. C.F. reported that feedback given today will be shared with the CEO and executive team and reported back on at the next forum. Confirmed that feedback is being sought from both carers and service users. Unsure: about C&I’s processes for obtaining feedback; whether C&I have a combined service user and carer forum; if C&I have an up to date organisational chart, for directing queries to the relevant person.M.M. asked if C&I have a carers’ charter that they could share with BEH. C.F. and C.C. clarified that BEH does not currently have a carers’ strategy to compare against, but this is being looked into and BEH always looks at neighbouring trusts’ strategies to incorporate key measures in their own. The BEH carers’ strategy, led by our AHP lead, is in the information gathering stage, so it will likely not be finalised until the end of the year, roughly.P.F. reported that last week’s meeting included many current and former carers, with a lot fed back from the carers’ point of view. Structural changes in recent years have caused confusion. More recent carer-led work has resulted in a more open dialogue. Haringey is participating in a National trial, with Middlesex University, in relation to the carer-led work. However, communication about carer involvement has historically been unclear. The new carer strategy should bring the recent good work to light, focussing on the recovery of individuals.C.F. gave apologies and left the meeting.S.C. reported experience of service user forums in other boroughs. Barnet service user forums are currently non-functional.**What benefits do you want to see?**C.C. reported the joining of forces being a good opportunity to better support people who are coming off or reducing medication.R. Shah joined the meetingK. Edelman joined the meetingS.C. reported the current workload crisis facing many GP surgeries. Needs to be borne in mind when discussing medication.K.E. explained that there is a lack of studies in relation to stopping medication. Suggested inviting an author of the Radar study to speak at a future forum.A.D. relayed experience of medication, but not knowing who to speak to about this in Psychiatrist’s absence. K.E. suggested A.D. speak to the team manager.K.G. referred to C&I’s i-hub – an out of hours doctor’s appointment facility.P.F. suggested that Haringey will need to work more closely with primary care going forward. Queried if one of the four out-of-hours hubs could hold mental health expertise. BEH cannot work in silo anymore. C.C. agreed that there is a lack of social and economic viability in working in silo.**What do you think the main challenges will be?**S.C. does not want to see BEH losing the things that *are* working well, such as the mental health liaison team, which greatly impressed. Could use the liaison team as a blueprint for other services.M.M. raised queries about resource management and challenges around coordinating queries across the partnership. P.F. highlighted deprivation and its links with mental health, particularly in the East of the Borough. Raised concern that the partnership might overlook local issues such as this. Suggested that BEH has not identified its mental health partnerships within Haringey and this needs to happen before joining forces with the wider partnership.P.F. raised concern about out of date information/resources on BEH’s website for family/carers. Cited the importance of such information to people’s recovery.V.L. has previously worked in C&I. Infrastructure is more focussed on joint working than BEH. Worry is that too much burden might be put on the patients and staff in relation to service transformation. Appropriate infrastructure and resources need to be in place for service transformation to succeed.L.H. echoed fear that Haringey could be lower on the priority list within the partnership. Need to ensure Haringey’s unique needs will be heard. |  |
| **5.** | **AOB** |  |
|  | Book recommendation from S.C. regarding coming off psychiatric drugs.S.C. flagged Safe Haven up – an evening helpline (5-8pm), having heard positive things about this. Their number is: 0800 953 0223.**Groups and forums*** Inclusion Barnet will put information onto their website and Twitter.
* C.C. directed attendees to BEH’s website and intranet for information on the Trust’s groups.
* A.M. will contact Haringey People for a piece about the forum, to attract attendees.
* Although the Bridge Renewal Trust (BRT) has a page directing people to BEH forums, P.F it is thought to be out of date. Acknowledged the need for finances to maintain such databases, and the BRT are a voluntary organisation. K.E. reported that there is a new role with responsibility for updating the database.
* M.M. showed a SLAM (South London and Maudsley) document containing information about groups for carers and families. BEH might consider doing the same, to make it easier for people to access information about groups.

V.L. left the meeting.* A.D. offered to get in touch with various organisations to recruit new forum attendees, such as St Mungo’s. C.C. offered to provide printouts of posters.
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| **6.** | **Next Meeting** |  |
|  | Monday 13th September 2021,14:00-15:30- Theme: Physical Health Click the link below to join our next meeting:[**Join Microsoft Teams Meeting**](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZmEzOTQwOGYtZjFlNi00OWZmLThmZDQtYjBiNjRkOTRhODky%40thread.v2/0?context=%7b%22Tid%22%3a%2237c354b2-85b0-47f5-b222-07b48d774ee3%22%2c%22Oid%22%3a%22ce155fdf-32e3-4372-8a93-8f7d0c8af009%22%7d)  |  |