

Coventry Mental Health Partnership – Open Forum Meeting

8 February 2012, The Pod, Lamb Street, Coventry.

Facilitated by Andy Collis and June Cooley (Coventry AIMHS and Coventry Carer's Centre – User and Carer Involvement Services Representatives).

22 Attendees: Carers, Service Users and professionals representing various local providers and organisations in Coventry.

Apologies: Alyson Downes, Partnership Trust.

Guest Speakers

- Ian Yates, Partnership Trust

Ian Yates, of the Partnership Trust, spoke about the Partnership Trust's application to become a Foundation Trust and to ask for membership to it. The consultation periods ends at the end of February.

IY explained some of the benefits in becoming a member of the new Foundation Trust. Being a member you will get a bigger say in the way the Trust is run. You will be kept informed of, for example: events offering people information about how services work; the Trust will aim to involve members in maintaining, developing and improving services and influence how public money is spent.

Membership of the Trust will be voluntary with members deciding on their level of activity.

Young people can become members of Foundation Trusts as long as they are 14 years of age or older. (A parent or guardian must sign on their behalf up to the age of 16 years of age.)

If you become a member you can vote for governors who will help run the organisation – and maybe to stand as a governor yourself.

For more information on Foundation Trust Membership please see:

www.covwarkpt.nhs.uk/makeadifference .

A discussion was held on foundation trust membership, the following issues were raised:

The group felt there was a lack of information regarding the application process for membership of the Trust.

There was a consensus of opinion that there was dissatisfaction that - A) There is no user or carer representation on the current board, B) There are no plans to raise the profile of users and carers by the inclusion of a dedicated board seat reserved for user and carer representation which would be awarded on a nomination by user and carer basis. As such, service user and carer involvement will remain tokenistic and lack meaningful involvement.

A concern of those present at the meeting was; will there be adequate safeguards to ensure a representative membership of the Foundation Trust? For example people expressed concern

specifically around black or ethnic minority representation, lesbian, gay, transgender and youth representation.

Action: AC and JC are to send a formal response to the Partnership Trust highlighting the group's concerns by 26th February.

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There was a discussion regarding when people are feeling most vulnerable contacting mental health out of hour's services. A concern was that the onus was put onto carers and individuals in a crisis and there is insufficient support for them

JC suggested that when the Crisis team was originally formed it was very different to how it is now JC advised that if you have a concern about yourself or a relative or friend to call the worker or Psychiatrist that is involved with the persons care, if there is no one involved then G.P. surgery has an out of hour's service, Single Point of Entry on: **0845 6044000** Mental Health Matters Helpline on: **0800 616171** 24/7hrs (For SMS Texting please use: 07786 202242) will also provide support or signpost you.

Mental Health Matters Helpline is a confidential service staffed by highly trained and experienced telephone helpline workers, offering emotional support to people and they can signpost you for further support.

You do not need to have been diagnosed with a mental health need to call this helpline anybody can contact them.

JC said for additional support, the Samaritans is an excellent service for someone who requires someone to talk to, their contact details are 024 7667 8678 or email: jo@samaritans.org .

JC said the Single Point of Entry service is also available, it is for people who are not currently involved with mental health services on **0845 6044000** the Single Point of Entry is a phone based service where a referral can access the crisis resolution team if they think it is required The service exists to triage (assess individual's needs) The call taker (who is a trained clinician) will gather all information and then send to correct service as not all calls made to the crisis resolution team are appropriate. This should free up crisis team time and lead to a more efficient response. However there were concerns raised regarding not being able to talk to the same person each time you phoned the service and having to explain everything again each time you call and also some services in the community were being given inappropriate referrals from the single point of entry team.

Action: JC to raise concerns to SPE and to ask if service users and carers could be involved in giving their feedback in any future reviews and evaluations of the service.

**Date of next meeting: Wednesday 4 April 2012 at The Pod, 1a Lamb Street
Meeting Commences at 12.30pm until 2.30pm**