

**Minutes of the Family & Carers Committee**  
**Thursday 22 November 2018, 10.00-12.00**  
**The Maudsley Learning Centre**

**Present:**

GR: Gabrielle Richards | Head of Inclusion and Recovery, Professional Head of Occupational Therapy and Allied Health Professionals (**Co-Chair**)  
 RO: Roger Oliver | Carer, Croydon (**Co-Chair**)  
 JE: Jim Ellis | Involvement Manager  
 BJ: Bert Johnson | Governor  
 DM: Deborah Moonasar | QI team  
 VM: Verinder Mander | Southwark Carers  
 JL: Jane Lyons | PPI Lead Croydon & Lambeth  
 MM: Matthew Mckenzie | Carer  
 DM: David Meyrick | Lambeth Carers Hub  
 TK: Toni King | Southwark Social Services  
 AW: Anna Walker | Non-Executive Director  
 NC: Nuala Conlan | PPI Lead PMOA  
 IE: Isabelle Ekdawi | Integrated Psychological Therapy Team (Southwark)  
 PH: Polly Howes | Carers Hub Lambeth  
 KG: Katherine Grist | AHP Head PMOA  
 JA: Jo Allen | Clinical Psychologist, Family Intervention and Support Service (Croydon)  
 DP: Debs Parsons | Head of Nursing and Quality CAMHS

Item	Business Item	Action by	Date
1.	<b>Apologies</b> Jenny Maslin Lucy Brazener		
2.	<b>Minutes of previous meeting and matters arising.</b>  The minutes were agreed as correct.		
3.	<b>Action Point Tracker</b>  Nicola Byrne to be invited to a future meeting re confidentiality and carers.  JA would like to present guidelines for people with psychosis presentation at future meeting  Thematic report of patient experience to be sent out	JE	
4.	<b>Update on the Quality Priorities and Think Carer, Family and Friend month.</b>  GR updated meeting on efforts to increase numbers of identified carers. Numbers have been historically low. Section on ePJS is being highlighted this month toward increasing numbers. SLAM News has promoted and information sent out to service leads in inpatient and the community teams. Carer engagement and support plans		

Item	Business Item	Action by	Date
	<p>have been promoted in the second week. The third week has focussed on carers PEDIC. Beth Brown has undertaken a piece of work to offer carers a way to feedback via survey on how well supported they feel. This is to be sent out to all services. Week 4 concentrated on carer's stories. MHOA and CAMHS stories were collated for SLAM News. Think families seminar 4 Dec 1-4.30 and 60 - 70 people were booked to date. Services are evidencing at the quality committee what is happening locally. Last year's seminar was open to carers.</p> <p>GR attended the governors quality working party to speak to them about the strategy review - TOR – the drafting of which will be based on their comments. AW indicated there was a target of 100% of carers identified over a 3 year period. Monthly progress would be welcomed by this committee.</p> <p>Think family document had been generally welcomed but would benefit for specific responsibilities being identified for staff.</p> <p>A discussion took place on the cuts to some F&amp;C training and what was still available. Despite this it was noted that F&amp;C is still a part of corporate induction and the F&amp;C listening event was held successfully.</p> <p>There is a Carers Rights day on Friday November 30th. GR informed the meeting that DM has been appointed to the QI team to be a Peer project worker and she is a carer.</p> <p><b>Actions:</b> GR to check how many places left and if carers can attend the Think Families Seminar. Carers rights day info to be circulated.</p>		
5.	<p><b>F&amp;C strategy.</b></p> <p>GR circulated the latest version of the TOR which had been informed by those who attended the strategy review meeting and the Quality committee. Beverley Murphy Nursing Director, has agreed for JE to project manage this review. Over the next few months a committee will be put together. The meeting discussed the wording of the TOR in particular in relation to if this was ultimately for the benefit of Service Users or Carers and a governance issue being able to make recommendation to the quality committee / the board. The meeting felt the strategy should primarily be to improve experience of carers. It was pointed out that this strategy should be sympathetic to the Changing Lives Strategy. Importance of being able to monitor against the new strategy was emphasised.</p> <p><b>Actions:</b> To find out how Oxleas evaluated their strategy</p>		
6.	<p><b>Anna Walker</b></p> <p>RO welcomed Anna Walker to the meeting. Anna spoke about her background and motivation. She is convinced that services are better for listening to service users and listening to those who work with them. Whilst much of what SLAM does she believes should be celebrated there are still areas that could work differently. She pointed out that data was available for Mid Staffordshire NHS but they didn't use it</p>		

Item	Business Item	Action by	Date
	<p>or understand it. We need to know what is important to SU's and find way to see if this is being achieved. If there are barriers to this, how can they be overcome? AW emphasised the need to focus on community and doing the right things for SU's and the people who support them. The carer is crucial and the data can hold the board / quality subcommittee to account. This committee can therefore make a real difference. The concept is there in the 2014 Strategy but now we need to move on.</p> <p>GR thanked AW for coming to the meeting.</p>	JE	
	<p><b>Updates from the PPI Leads and External Groups.</b></p> <p>VM highlighted the availability of their packs on emergency planning. She noted that next Friday was Carer's Rights day and the associated events at Southwark Carers. Their Christmas party is on 7 December 1- 6pm drop in. There will be Opera singing. Last Friday of the month they have carers café from 1-8pm. The team are there to give people advice.</p> <p>DM: The Lambeth Carer's Hub now fully staffed, with new members. Polly Howes is Carers Strategy Manager, Ellen Reeves is Adult Peer Support Officer, Andy Liew is Learning Disabilities and Peer Support Officer and Mickey Lynam Young Adult Carers Project Lead.</p> <p>He noted that Carer's Rights Day on November event at 'We Are 336' on carers rights and using this knowledge to get involved in local and national campaigning with Rachel Braverman a carer who works for Money &amp; Mental Health on Recovery Space campaign and Councillor Ed Davie. Their Carers Christmas social is December 11 1-4pm at Mosaic Clubhouse. Booking in advance is required.</p> <p>Deborah M: Updated the meeting on the collaborative work she had been doing with Jo Allen and Isobel re crisis and inpatient care and helping with support and discharge. Over the last month has been working on a document aimed at providing support to families.</p> <p>JL: There has been a focus on F&amp;C month in Lewisham which has generated a good response. There is a service user and carer advisory group and the new executive is strengthening its relationship with the carer's forum. In January the head of nursing will be coming to talk about training for carers. Efforts are being made to widen the carer involvement in Croydon and establish links to the Executive Committee. The appointment of DM in Corydon is welcome and exciting. Nadra has also been appointed which is a great stride forward too.</p> <p>MM: thanked JL for encouraging staff to engage with the carer's forum. He has been spending his time networking with other carers and noted that many key people have been visiting / speaking to the Lewisham Carer's Forum. MM noted the new advisory group in Lambeth and said tonight would see Southwark's first</p>		

Item	Business Item	Action by	Date
	<p>meeting.</p> <p>NC: noted that regular meetings are taking place on the wards. Efforts are being made to re-establish the SUCAG. The SUCAG will be looking at issues such as Safeguarding and the F&amp;C Committee etc. They are trying to find out if the experience of carers is improving using different cohorts of carers at different times to judge this. NC looking at the needs of carers who are Dads and setting up of carers groups for national services. Katherine Grist is the new carers lead.</p> <p>JE reminded the meeting about the change of venue in the new year for this meeting – likely to be 111 Denmark Hill but potentially other sites.</p> <p>Feedback on behalf of Marianne Caitanne: Noted the language of ‘parents’ but this could be wider i.e. guardians especially in some other cultures with a wider definition of ‘family’, also discussion with parent about A&amp;E experience. MC’s notes were circulated.</p> <p>BJ to invite the chair of rethink to come to the committee to make a presentation.</p>		
8.	<p>F&amp;C programme 2019 (ideas)</p> <p>The meeting made some suggestions for what the F&amp;C committee might have on the agenda in 2019.</p> <ul style="list-style-type: none"> <li>• Presentation from rethink</li> <li>• Presentation re training</li> <li>• Presentation re psychology</li> <li>• Young carers</li> <li>• Planning for the future.</li> <li>• South London partnership to develop links</li> <li>• Transitioning from camhs to adult and becoming a carer.</li> <li>• Oxleas: Linda Longhurst.</li> <li>• Marlon brown - transition plan (Croydon)</li> </ul>		
	<p><b>Date of Next meeting</b></p> <p>24 January 2019, 10.00 – 12.00 Room at rear of Maudsley Canteen.</p>		