



**Kensington & Chelsea
Local Involvement Network**

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minutes of meeting

project title	Kensington & Chelsea Local Involvement Network		
meeting type	Mental Health Sub-Group Meeting		
minute no	M - 8	Ref	
held at	Kensington United Reform Church, Allen Street, Kensington, London, W8 6BL	held on	2 nd September 2010
Present	Catherine Larkin David Taylor Frederike Hickey Gaenor Holland-Williams Ivan Moore Larry DaSilva Liana Kalmanovich Margaret Feast Moramay Nunez Trehos Robin Tuck Sheila Balgobin Guest: Angela McGee Cathy Phippard Host: Paula Murphy Simmone Hall	K&C LINK Member Service User Network User CNWL Governor K&C LINK member Joint Chair of K&C LINK Mental Health Sub-group K&C LINK Member K&C Resident K&C LINK Member K&C LINK Member Joint Chair of K&C LINK Mental Health Sub-group Munro Health Co-operative Ltd. CNWL Service Director for K&C CNWL Service Manager LINK Coordinator LINK Administrator	
Apologies	Beverly Smith, Catherine El-Houdaigui, Aidan Moloney, Hassnera		

minutes of meeting

Tourabi, Imogene Martin, Jill Watson, John Parkinson, Jonathan Bell, Jim O'Donnell
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Item	Welcome & Introductions	Action
1.0	Ivan Moore welcomed everyone to the meeting including guests from Central and North West London (CNWL) NHS Mental Health Trust.	
2.0	Minutes of the last meeting – 8th July, 2010	
	Amendments 2.1 (Page 1) John Parkinson was written as a member of the Service User Network (SUN); He is also a CNWL User Governor.	
3.0	Presentation on Central and North West London (CNWL) NHS Mental Health Trust Transformation Paper- Angela McGee (CNWL Service Director for K&C) and Cathy Phippard (CNWL Service Manager)	
	<p>Cathy Phippard and Angela McGee gave a presentation on the current CNWL NHS Foundation Trust consultation on the proposed modernisation and transformation of mental services in Kensington & Chelsea.</p> <p>Cathy Phippard outlined the local and national drivers for change, the present structure and the proposals for new structures.</p> <p>Cathy Phippard pointed out the main drivers behind CNWL modernisation agenda to be; finance; transformation agenda – Personalisation; PCT requesting change to the Assertive Outreach Team and the Assessment Teams; and Payment by Results.</p> <p>CNWL will keep K&C LINK informed of the modernisation agenda and participate in focus groups on service lines in coming months.</p> <p>Following the presentation, the group agreed to strengthen K&C LINK working relationship locally with CNWL and to invite local representative to attend sub-group meetings going forward.</p> <p>Discussion Q. Are there specialised assessors to carry out assessments on personal budgets?</p>	

minutes of meeting

Ans. Angela McGee – Yes, they are specially trained staff within our assessment team and complex care team and CNWL is working with the borough closely on this at the moment.

Q. Who is responsible for setting the minimum standards of the service being delivered and who will monitor it?

Ans. Cathy Phippard - There will be different standards because the Primary Care Trust invest different amount of money across the trust. For example, staff levels on the wards will be different.

Q. Once decided on the minimum standards of services, how will the borough ensure effective monitoring and training of staff?

Ans: Angela McGee – With regards to monitoring, CNWL will put together a business plan which will look at the operational aspects, the business aspects and clinical care which is something very keen to improve.

One of the things CNWL would like to look at is the services provided to patients as well as to ensure that resources are used wisely to ensure there is a skill mix of staff on the wards.

Comment – A member of the group suggested that all patients should be given welcome packs on the wards to explain the facilities on the ward.

Answer: Angela McGee – This should be the basic information made available to patients and one that will improve the services. This is an area that the LINK could get involved in.

Q. Is it the government that will instruct the trust restructure to accommodate 'payment by result'?

Ans: Cathy Phippard - The driver comes from the previous government. Through 'payment by result', mental health services receive payment by block contracts to sector care services in K&C. CNWL mental health will therefore need to put them self in a position where they will be funded properly by 'payment by results'. This will be introduced in 2012/13.

Q. Who is responsible for evaluating and monitoring patients' progress through the different stages of treatment?

minutes of meeting

Ans. Cathy Phippard - CNWL is responsible for monitoring patient's progress. There are groups that monitor and listen to patients such as 'User Focus Monitoring Group' and 'Quality Health'.

Q. How will CMHT incorporate the holistic approach, in terms of treatment and recovery that people with mental health will need during their recovery?

Ans. Cathy Phippard – CNWL will ensure that a standard assessment is adopted that is link into social services standard assessment to ensure a consistent way of working.

Comment. A member of the group pointed out concern that despite announced change, CNWL will still stick with the medical model rather than embrace a holistic service. How will CMWL change the current model?

Ans. Angela McGee - There has been great investment in primary care and in well being within the HUBs well as investment in psychology services. CNWL want to look at putting more of that psychology investment within the complex care team to ensure patients get proper talking treatments.

Q. A member of the group expressed concern that some older people are not being diagnosed properly and are put into mental health team when they should be put into a specialist care. Is this been monitored?

Ans. Cathy Phippard – As an organisation CNWL will look to ensure that the care provided to patients are based on their needs and what the carers want for them. This is an area that CNWL is currently looking at as a way forward.

Q. How is CNWL link in with the other departments such as the criminal justice and the courts to ensure a holistic approach to mental wellbeing?

Ans Angela McGee – There is a dedicated focus forensic team in place to look after that complex group and prevent people ending up in prison and to ensure that needs are met by the mental services rather than prison services. The focus team is jointly funded by west London and Kensington & Chelsea Primary Care Trust.

Q. There should be a working group set up to help structure how the different service lines should operate and deliver its service.

	<p>Ans. Angela McGee – This information will be fed back to CNWL and a response will be provided to the LINK Host.</p>	
<p>4.0</p>	<p>Update on LINK Projects:</p>	
	<p>4.1 Mental Health Survey Report on the K&C LINK Mental Health Sub-group</p> <p>The report carried out on the use of mental health day services in Kensington and Chelsea is now completed and was submitted to RBKC for a response. Anyone who would like a copy should contact LINK staff.</p> <p>4.2 RBKC and NHS K&C joint response to K&C Mental Health Survey Report K&C LINK Mental Health Sub-group</p> <p>A joint response to the report was received from RBKC and the NHS. The response received identified the action that RBKC and the NHS will take to address the issues raised in the LINK report.</p> <p>K&C LINK was asked to consider addressing the following:</p> <ul style="list-style-type: none"> • To explore possibility of LINK carrying out an exercise to secure the views of users of the ORBBS. • To undertake some joint planning with SUN to assess need and deliver training for users • To explore possibility of LINK carrying out a follow up exercise/questionnaire in 2011 • To follow up with MIND progress on the update to the local directory • To use the People First Website to provide information on changes across mental health services. • To use the People First Website to provide information and updates on the development of personalisation in mental Health services. • To use the SUN User Reference Group to identify issues, problems and questions, to act as a consultative forum and to assist in development and dissemination of information related to the development of personalisation. • To review information on access to therapies and how this is accessed through the People First Website • To work with community engagement colleagues to improve access to information 	

minutes of meeting

	<ul style="list-style-type: none"> To review what information collected through individual person centred planning to inform the development of therapeutic services. <p>Action: Anyone interested in taking part in looking at the experience of people using the Outreach and Bridge Services should contact LINK staff.</p>	All
4.40	A.O.B.	
	<p>Co-product Group for Kensington & Chelsea Gaenor invited the LINK to have a representation on the Co-product Group for Kensington & Chelsea to represent mental health services. The group meets every 2 months. Group of people coming together to improve and expand the opportunities for OP in day centres. The group will next meet on Thurs 18th November, 11am-1pm in Kensington Town Hall, Horton Street.</p> <p>Action: Gaenor to contact Peter McDonald and request for LINK to be put on the mailing list.</p>	<p>All</p> <p>Gaenor</p>
	Date and venue of next meeting	
	<p>Date: 4th November 2010 Time: 1-3 pm Venue: London Lighthouse</p>	All