**Lambeth Adult Mental Health Services**

Service user & carer advisory meeting: 27/2/2020

13 people attended the meeting – 5 service users, 3 carers, the Lead Occupational Therapist, the Service Director, the General Manager for Community Services, the Quality Improvement Peer worker & the Patient & Public Involvement Lead.

**Follow up and actions from previous meetings**

* Members of the group now attend the Trust-wide Family & Carers Committee Trust-wide Service User Committee
* Group members will be involved in developing an induction pack for staff within the community teams.

**Updates**

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|  | **Improving inpatient experience**. Service user and carer consultants are members of a group with clinicians and staff from other Alliance providers. The group identified the following priorities to focus on: safety, dignity, ward rounds and inequalities. The monthly group continues to meet. |
|  | **Developing a staying well service** Group members have been part of the workshops to develop this new service for people who are ready to be discharged from mental health services. Discussions have focussed on what support would be helpful and who should provide it. Social Prescribing was suggested as helpful. |
| cid:image001.png@01D5EC8C.BC2EADD0 | **Developing pathways** Across the trust clinicians are working to develop consistent pathways for different diagnoses. Service user and carer reference groups are being developed to support this work. A group for personality disorder has met and one for psychosis is being developed. |

**Getting more people involved**

A group member will be attending a resource fair at MOSAIC Clubhouse to promote involvement. However, the group highlighted delays to processing applications which is a barrier to people becoming involved. The group will raise this with the central team.

Group members will share specific examples of difficulties and delays which can be collated and forwarded to the central team.

**Lambeth Carers Card**

Lambeth Council is developing a card for carers which will offer people discounts on local services and activities. The card will also have space for useful local and national information.

Group members will share ideas about what sort of services they would like to be linked to the card and what information would be the most helpful.

**Changes to the location of Lambeth Inpatient Services.**

The public consultation is due to start in March about the proposal to move Lambeth Inpatient Services to the Maudsley Hospital site. Group members commented on the draft consultation papers. Members are encouraged to participate in the consultation activities and to suggest groups or events where the consultation could be shared. Concerns about parking on the Maudsley site have been noted.

Concerns about increased demand for parking on the Maudsley site will be raised at a group looking at prioritising use of parking on the site.



**Lambeth Mental Health Employment Strategy**

Interested group members will give feedback on the draft strategy.

Mental health services are planning to use an approach called Individual Placement and Support (IPS) to help people into work. IPS involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer. There will be employment support provided in the new Living Well Centres and training for staff on the wards to support people who are having an inpatient stay to retain their employment. A strategy outlining the plans has been developed.



**Staffing in community mental health services.**

There is currently a high rate of vacancies for permanent staff in the community teams which is a national problem to recruit and retain staff within mental health services. This has a knock on effect on the morale of existing staff and the quality of the service. Advisory group members are keen to support management in addressing the problem & will discuss further with the general manager of community services.

**Lambeth Governance Meeting** Group members attend this management meeting to oversee the quality of services. At the recent meeting discussion focussed on the need to make sure that the relevant checks on quality were regularly undertaken, that people were properly informed about their mental health act status and that there was good information about senior staffing in the new configuration of community services.

For more information about the Lambeth Adult Mental Health Service User & Carer Advisory Group, please contact: Alice Glover (Patient & Public involvement lead)

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