

## Board of Directors

<b>Subject</b>	Executive Directors Report
<b>Date of Meeting</b>	April 19 <sup>th</sup> 2022
<b>Author</b>	Lois Sidney
<b>Purpose</b>	For Discussion

### Quarter 4 workstreams

- **Older People’s Mental Health** We have been awarded funding for a three day a week role in Older People’s Mental Health (OPMH) This is recurrent money and Natasha will take this role up in April. The rest of the team have carried out the work for Q4 participating in the Delirium pathway and the access to Improved Access to Psychological Therapy (IAPT) work
- **Mental Health Supported Accommodation** A 360-degree evaluation of Sanctuary supported housing
- **Personalised Support Care Plan** a workstream on a project to design a personalised support care plan for people with severe mental illness to enable them to not have to keep retelling their story whilst supporting their physical health to help holistic wellbeing – this is a proof-of-concept project
- **Facilitating the Co-production group in Cambridge for multiply disadvantaged.** This work came to an end March 2022
- **Co-production training** Best Practice Guidance (BPG) Szara Coote and David Lee have co-delivered this training. This has been delivered online and face to face with more dates booked in
- **Addiction training** KC has been delivering addiction recovery training and porn and sex addiction training online and face to face
- **Supporting the Cambridgeshire County Council (CCC) Adult Social Care Forum (ASCF)** to implement the BPG in their work – this is ongoing. They hear feedback themes from The SUN Network and use this feedback to direct their work. This work is now tied in with the NHS personalised care work
- **Working with the Mental Health and Learning Disability Accountable Business Unit** representing the service user voice and ensuring co-production is being utilised within the Integrated Care System (ICS)
- **Lived experience story sharing** with Cambridgeshire police trainees (drug and alcohol) KC has been facilitating various people sharing their story so every group of new police recruits hears a lived experience story
- **Eating Disorder Pathway** New videos on Youtube
- **Perinatal Task and Finish group** work stream looking at perinatal mental health support
- **Improving widening access to Primary Care Mental Health (PCMH) for travellers** working with PCMH and other services to improve traveller access to primary care mental health services

- **Addiction Recovery Stories (ARS)** Youtube Stories – Drug and Alcohol service users sharing their stories of addiction and recovery for our Youtube channel
- **Signposting** – A very big part of our work at present as people are unaware what services are available to them and how to access
- **Keep Your Head** – continual updating of website content as services change
- **Blogging** – a weekly staff blog around wellbeing linked directly to our current work streams and advertising involvement opportunities
- **Involvement Opportunities** – we are receiving more requests to facilitate lived experience involvement, and advertising local opportunities
- **Meaningful engagement** involving people meaningfully in the system and gathering people’s feedback on their experiences
- **Co-chairing the Coproduction Collaborative** ensuring the system is utilising co-production and sharing best practice
- **Crisis Care** evaluating the mental health joint response car (this work is new)
- **VCS** voluntary sector partner working with the integrated care system (ICS)

**Other meetings participated in, representing lived experience:**

- Exemplar Steering Group
- Crisis Care Pathways meetings
- Older People’s Mental Health Board
- Community Mental Health Delivery Board
- Sustainability and Transformation Programme Board
- Stop Suicide work programme
- Good Life Board
- Cambridge Recovery Service – Change Grow Live (CGL) substance misuse service
- PMAN – 3rd Sector Networking for services in Peterborough
- Meridian PCN practice network meeting – connecting services with the meridian practice
- FENHMAN Meeting – Fenland 3<sup>rd</sup> sector networking meeting
- Cambridge Mental Health Network meeting - 3<sup>rd</sup> sector networking meeting for Cambridge
- Adfam – Kinship Training

**Performance against KPI’s**

SUN - Key Performance Data Grid 2020/2021

area	detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	33	68	51	156			
	Mental Health	116	34	32	25			
	Both e.g., dual diagnosis	6	8	16	11			
	Multiply Disadvantaged	117	34	52	11			
	Other/unknown	21	35	0	29			

	<b>Total</b>	<b>293</b>	<b>179</b>	<b>151</b>	<b>232</b>	<b>855</b>	<b>550</b>	
	Cambs City	165	47	75	60			
	Cambs South	2	4	2	10			
	Cambs East	3		4	7			
	Huntingdon	56	21	14	40			
	Fenland	17	13	25	25			
	Peterborough	17	15	18	23			
	Other/Unknown	33	79	13	67			
	<b>Total</b>	<b>293</b>	<b>179</b>	<b>151</b>	<b>232</b>	<b>855</b>	<b>550</b>	
Meaningful Engagement		<b>172</b>	<b>82</b>	<b>91</b>	<b>95</b>	<b>440</b>	<b>110</b>	
Reports*	Evaluation completed, report written and actions by provider stated	3				3	6	

\*PCMH Q3 report. Mental Health Supported Accommodation report, Winding Road report

#### Achievements Q4:

#### Engagement and Involvement:

**We gained feedback from 232 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.**

#### Feedback themes:

- Peterborough Exemplar is working well with people with a long-standing diagnosis of Personality Disorder (PD) and offering support
- People with PTSD or Complex trauma are struggling to find support
- People with co-occurring conditions (dual diagnosis) are still not finding joined up support with substance misuse and mental health
- More and more people are contacting us to say their GP has referred them to us for support/assessment or other signposting requests
- People don't know what mental health support is available to them locally other than GP
- Many service users don't have much contact with their recovery coordinators and get their support from groups (CGL)
- Testimonies from people with lived experience/carers about working with the SUN Network, saying how lovely an experience it has been and how proud they are of the work, thanking us for involving them and listening
- Not knowing what support is out there for when you've been discharged from a service – feeling like you've been dropped
- CPFT staff knowledge of other services or referral to other services not good
- Waiting lists are long and people are not sure if they are even still on a waiting list or not as they are not hearing anything

Quarter 4 has seen The SUN Network focus on ensuring that co-production is being widely promoted within the system, and offering a wide variety of meaningful engagement opportunities

### **Meaningful Engagement:**

Meaningful engagement will be defined by any involvement opportunity that includes service users in a more involved way than offering feedback on their experiences. For example, peer assessing, sitting on tender or interview panels, attending meetings, writing blogs, co-production work or telling their stories. This list is not exhaustive.

In Quarter 4 the team provided a total of 95 opportunities (which were carried out by 63 people) to participate in meaningful engagement.

### **These include:**

- Participation in meetings\*
- Delivering co-production training
- Sharing story with police cadets for training
- Interview panel
- Story sharing for crisis care
- Domestic Abuse webinar
- Drug and Alcohol strategy meeting with commissioners
- Liaison and Diversion service conversations
- Personalisation (CCG) task and finish groups
- Research with Centre for Mental Health
- Eating disorder pathway presentation
- Section 136 police awareness training
- Equality, Diversity and Inclusion workshop for Primary Care
- Be heard feedback forum to discuss drugs and alcohol services with commissioners
- Working on drug and alcohol five year strategy with commissioners
- Dry January outreach

\*Meetings include STP, CMH Board, Collaboration and Co-production Group, Crisis Care, CPSL Mind Good Life Board, Personalisation meetings.

### **Partnership Working and Collaboration:**

We continue in our role at the co-production collaborative and work closely with local service providers and commissioners to improve service delivery and co-production.

We continue our role on the Good Life Board – supporting the work of CPSL Mind, and the Recovery Service Board for CGL.

We are an active part of the Integrated Care Service (ICS) and part of the voluntary sector group looking at the role of the voluntary sector in the integrated care system

### **Teamwork:**

The SUN Network staff continue to support each other.

We continue to raise the SUN Network profile. Our social media figures continue to grow, as do our experience and meaningful engagement numbers.

### **Impact of our Work**

The SUN Network received feedback from 232 people this quarter and this engagement has led to us being able to:

- Feed back themes to the commissioners and service providers by presenting at the relevant boards
- Raise awareness through lived experience story sharing
- Encourage Co-production through training
- Involve more people in our meaningful engagement opportunities

### **Focus for Next Quarter:**

- Personalised Care and Support Plan work
- Embedding The SUN Network 2022 – 2025 strategy
- Co-production in the Integrated Care System (ICS)
- Mental health supported housing 360 evaluation

\*Multiply Disadvantaged is someone who has or is experiencing two or more of the following:

Homelessness

Addiction

Mental Health

Domestic Violence

Family Breakdown