

Board of Directors

Subject	Executive Directors Report
Date of Meeting	July 19 th 2022
Author	Lois Sidney
Purpose	For Discussion

Quarter 1 workstreams

Older People's Mental Health

Working with the NHS CCG and Behavioural Insights Team (BIT) on IAPT Phase 2, helping to facilitate older adult lived experience involvement to improve access to IAPT

Working with NHS CCG and BIT on Memory Assessment Service Phase 1, to date we have helped the recruitment process of individuals with lived experience, as well as collaborating with NHS Comms to design a social media toolkit for the project. Phase 1 is expected to run until October 2022.

A carer with lived experience approached us with an idea to improve the dementia support system, after a few meetings we presented this idea to Vicky Fovargue. She likes it and we are currently working on a business proposal to submit to her seniors, in the hope that this project gets the go ahead and can be co-produced.

Ongoing engagement with people with lived experience, we have attended many different community groups to meet older adults to gather feedback. We also have a talk scheduled with Engage Online which is hosted by Cambridgeshire County Libraries, this should be happening in the Autumn. And we will be attending CPFT Patient Participation Forum in August.

Mental Health Supported Accommodation

A 360-degree evaluation of Sanctuary supported housing has been completed to include feedback from residents, stakeholders, carers/family, and staff and submitted to Cambridgeshire County Council mental health commissioners

Personalised Care and Support Plan (PCSP)

A workstream on a project to design a personalised care and support 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. This has now reached the stage where the PCSP booklets are being issued to people and we are in the process of gathering feedback

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 across 2022

Addiction training

Delivering addiction recovery training and porn and sex addiction training online and face to face with more dates booked in across 2022

Supporting the Cambridgeshire County Council (CCC) Adult Social Care Forum

(ASCF) have used The SUN Network's Co-production and Involvement Best Practice Guidance (BPG) as the basis for their co-production strategy moving forwards – this work is now being approved by the partnership boards. This work is 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) and that the ICS looks to be proactive in involving people in the work

Lived experience story sharing

Cambridgeshire police trainees (drug and alcohol) We have been facilitating various people sharing their story, so every group of new police recruits hears a lived experience story. This has led to more requests from the constabulary around people sharing their experiences of being in the police cells, or experiencing a section 136 (being detained by the police under the mental health act)

Eating Disorder (ED) Pathway

New videos on Youtube, and working on the medical monitoring leaflets and the ED Pathway video, with individuals and carers with personal experiences of eating disorders

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 them

Keep Your Head

The website (adults page) is having a complete overhaul to simplify the user experience

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, people's experience of section 136, the new SHOUT text support service and creating Crisis bags to give to people who use paramedics and the joint response car for crisis support

VCS voluntary sector partner working to ensure a fair partnership within the integrated care system (ICS)

Social Media and Marketing

Keep Your Head updates and refresh

Social media presence promoting our work

Meetings participated in, representing lived experience:

- 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 3rd sector networking meeting
- Cambridge Mental Health Network meeting - 3rd sector networking meeting for Cambridge
- Adfam – Kinship Training

Performance against KPI's

SUN - Key Performance Data Grid 2022/23

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	18						
	Mental Health	120						
	Both e.g., dual diagnosis	34						
	Older People	52						
	Other/unknown	17						
	Total	241				241	550	
	Cambs City	93						
	Cambs South	7						
	Cambs East	1						
	Huntingdon	69						
	Fenland	25						
	Peterborough	30						
	Other/Unknown	16						
	Total	241						
Meaningful Engagement							110	

Achievements Q1:

Engagement and Involvement:

We gained feedback from 241 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

Feedback themes:

- Older people – mental health support is disjointed
- Older people – Dementia diagnosis process is impersonal – no follow up support – diagnosis sent in a letter, no signposting
- 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 services
- 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
- Testimonies from people with lived experience/carers about working with the SUN Network, saying how grateful they are to be given a platform to have a say

- Not knowing what support is out there for when you've been discharged from a service – feeling like you've been dropped – CPFT not referring to other local services
- 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
- People struggling to see a GP face to face or even get an appointment over the phone

Quarter 1 has seen The SUN Network complete our three-year business strategy, carry out a 360-degree evaluation of mental health supported accommodation. We also continue to involve people with lived experience in system 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 1 the team provided a total of 79 opportunities (which were carried out by 27 people) to participate in meaningful engagement.

These include:

- Participation in meetings*
- Delivering co-production training
- Sharing story with police cadets for training
- Narrating eating disorder videos
- Story sharing for crisis care
- Participating in the eating disorders conference
- Drug and Alcohol strategy meeting with commissioners
- Personalisation (CCG) task and finish groups
- Equality, Diversity and Inclusion workshop for Primary Care
- Be heard feedback forum to discuss drugs and alcohol services with commissioners
- Interview panel for CPFT/CGL co-occurring job role
- Co-produce a medical monitoring leaflet for eating disorders
- Share story for Liaison and Diversion staff (police cells)
- Older people Improving Access to Psychological Therapies (IAPT) workshop
- Sharing story for Dame Carol Black visit (drugs and alcohol)
- Leading a recovery writing group
- Creating a PCSP instructional video

*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 System (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 had an away in June focusing on Anxiety and reframing confrontation

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 241 people this quarter and this engagement has led to us being able to:

- Feedback 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:

Co-production awareness week

Integrated Care System – maintaining the focus on involvement and co-production