

Board of Directors

Subject	Executive Directors Report
Date of Meeting	18 th January 2022
Author	Lois Sidney
Purpose	For Discussion

Quarter 3 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 the role commences in April
- **Access to work** This is a workstream for the Cambridgeshire County Council, and is looking at their Access to Work contract with Richmond Fellowship, to see what is working well and what might be missing in these Covid times
- **Personalised Support Care Plan** a new 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
- **Crisis card review** – facilitated a workshop with those with lived experience to review our crisis cards and then redesign them making them more compact
- **Marketing strategy/plan** – marketing meeting and have written up a marketing plan for The SUN Network alongside individual marketing goals/campaigns for the team
- **Redesign of SUN website** – redesigned The SUN Network website to give it a more up to date look
- **Facilitating the Co-production group in Cambridge for multiply disadvantaged.** Making in-roads to duplicate this in Peterborough – we have carried out a month-long anti-stigma campaign and are in the process of supporting people with lived experience to be on relevant decision-making boards
- **Co-production training** Best Practice Guidance (BPG) Szara Coote and David Lee have co-delivered this training. This was delivered for the Cambridgeshire County Council Commissioning team, and It Takes A City in November 2021
- **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 Co-production Collaborative** to design a set of co-production standards for the Integrated Care System (ICS) These have been completed and Lois has presented them with David at the mental health boards. Lois and Jonathan will be chairing this group for the foreseeable future

- **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
- **Drug and Alcohol Training** KC and Karim are co-designing some drug and alcohol training – this is on hold until Karim is able to participate
- **Specialist Health Care assistant's new recruit service provision training** facilitating people with lived experience sharing their story to new recruits
- **Perinatal Task and Finish group** new 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
- **MD (Multiple Disadvantage*)** – working with CCC (CEA (Count Every Adult) team around Co-production within MEAM, (Make Every Adult Matter) This contract is coming to an end in March 2022
- **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
- **Eating Disorder Training** – Charlotte will look at developing ED training for lived experience, carers, and professionals off the back of the ED work. Charlotte is focusing on other work so this is on the back burner
- **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
- **Reviewing literature** – We are receiving more and more requests to review literature for other services/commissioners – we advise people to co-produce
- **Involvement opportunities** – we are receiving more requests to facilitate lived experience involvement, and advertising local opportunities
- **Returning to face-to-face meetings** with people – we are following current guidelines and meeting people in covid safe conditions
- **Peterborough Exemplar evaluation project.** Brining individuals with Lived Experience into a discussion to help guide and direct the evaluation of the Peterborough Exemplar Project
- **Meaningful engagement** and gathering people's feedback on their experiences
- **Participating in LFT** (Lateral Flow Testing) to ensure covid safety workplace

Other meetings participated in:

- 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 3rd sector networking meeting
- Cambridge Mental Health Network meeting - 3rd sector networking meeting for Cambridge
- Adfam – Kinship Training
- Personalised Care – co-production
- Personalised Care - communication

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				
	Mental Health	116	34	32				
	Both e.g., dual diagnosis	6	8	16				
	Multiply Disadvantaged	117	34	52				
	Other/unknown	21	35					
	Total	293	179	151		623	550	
	Cambs City	165	47	4				
	Cambs South	2	4	2				
	Cambs East	3		75				
	Huntingdon	56	21	14				
	Fenland	17	13	25				
	Peterborough	17	15	18				
	Other/Unknown	33	79	13				
	Total	293	179	151		623	550	
Meaningful Engagement		172	82	91		345	110	
Reports*	Evaluation completed, report written and actions by provider stated	3					6	

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

Achievements Q3:

Engagement and Involvement:

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
- More and more people are contacting us to say their GP has referred them to us for support/assessment or other signposting requests
- Homelessness – finding themselves repeating their story
- Keyworkers are playing a pivotal support role in homelessness
- How to support people with long term mental health problems if they can't keep appointments and feel nervous about mental health professionals?
- Digital exclusion
- Service users appreciate when staff have their own lived experience with addiction and recovery as they believe the empathy can't be taught in a classroom
- Many service users don't have much contact with their recovery coordinators and get their support from groups (CGL)
- GP's either being great with mental health or not equipped to deal with complex needs at all, No in-between. Either being able to get a GP that is clued up on mental health or having a struggle to get referrals. Same with some services, not being able to manage someone if they don't fit a specific diagnosis or symptom
- 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 leaflets and website, 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
- Communications are poor in terms of letting people know what is available
- Being turned away from GP's because they don't look ill (eating disorder)
- There's no support or information when you're on a waitlist, and you don't know how long the wait will be – it seems like you need to make yourself even more unwell to get help

Quarter 3 has seen The SUN Network focus on the training package of Co-production, Introduction to Addiction, Porn and Sex Addiction, and Drug and Alcohol Addiction.

We gained feedback from 151 people across the county in this quarter.

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 3 a total of 93 opportunities which (were carried out by 63 people) to participate in meaningful engagement.

These include:

- Workshops for personalised care plans
- Participation in meetings*
- Delivering co-production training
- Sharing story with police cadets for training
- Interview panel
- Story sharing for crisis care
- Designing posters for SUN's participation in a Christmas Fayre with CGL
- Domestic Abuse training
- Drug and Alcohol strategy meeting with commissioners
- Making keyrings at Wintercomfort
- Liaison and Diversion service conversations
- Personalisation (CCG) task and finish groups
- Research with Centre for Mental Health

*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)

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 have engaged with 151 people this quarter and this engagement has led to us being able to:

- Feed back themes to the commissioners and service providers
- Raise awareness through lived experience story sharing
- Encourage Co-production through training

Covid-19 Recovery Phase:

The team have worked within the system wide response to gather and submit relevant feedback, ensure service users are aware of what is out there and support the commissioners in their work. We have adapted well and are providing a valuable resource to commissioners and services in terms of providing feedback on needs, and signposting to let people know about changes to current service provision. We

have also maintained KYH with up-to-date information on services. We continue to highlight the comms aspect of local work ensuring that the information for mental health services is available in the right place for people who need it.

We are signed up to LFT to assist a safe phased recovery back into the workplace.

Focus for Next Quarter:

- Personalised Support Care Plan work
- Training package offered
- Report on services
- Hearing more from seldom heard groups
- Covid impact

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

Homelessness

Addiction

Mental Health

Domestic Violence

Family Breakdown