

Board of Directors

Subject	Executive Directors Report
Date of Meeting	January 25 th 2023
Author	Lois Sidney
Purpose	For Discussion

Directors

Kim Laidler has resigned from her role as Non-Executive Director due to personal reasons. Kim has been a great support to the work of The SUN Network over the 2 years she was a Director and will be missed. We wish Kim all the best in her future ventures and hope that she will still be involved in our work in her lived experience capacity.

Quarter 3 workstreams

Co-production Training

The co-production training continues to be in demand across the county. The feedback is very positive and Cambridgeshire County Council have invited The SUN Network along to support them making I and We statements for co-production in January 2023. We will also be delivering face to face training for Cambs County Council Public Health Commissioning teams in January 2023.

Some quotes from November/December training:

- 'Fantastic training, well delivered, well-paced, and engaging'
- 'The presenters were extremely knowledgeable and approached in a non-judgemental way which encourages participants to think about how we can improve'
- 'It felt like a journey and each point built upon the previous one... It is very informative, and it is crucial to be able to apply this in future practice. It contributes towards sustainability, value and meeting needs'
- 'It was all relevant and I appreciated Szara sharing her experience. It was a great interactive session'

Older People's Mental Health

(All on hold due to commissioner availability)

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 attended CPFT Patient Participation Forum in August.

Mental Health Supported Accommodation Retender

Questions have been prepared based on lived experience feedback of the service and we will be inviting people with lived experience to be involved in the scoring process.

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. This project has highlighted the difficulty of working across the sector in terms of time management. There has been some very positive training opportunities for the Specialist Health Care Assistants (SHCA's) to help them understand mental health and wellbeing.

Addiction training

Delivering addiction recovery training and porn and sex addiction training online and face to face. KC has been invited to give several talks/consulting sessions from attendees of his training that really valued his knowledge and insight.

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

The SUN Network are the mental health representatives at this meeting. We have supported CCC to create their co-production work plan.

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. This has led to Lois Sidney being invited to represent lived experience on the partnership board making strategic decisions for the local Mental Health, Learning Disabilities, and Autism Accountable Business unit. The

SUN Network are also working with the Accountable Business Unit (ABU) to look at how co-production is embedded, alongside Anna Tuke, and Jonathan Wells (in his rethink role)

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. Recently due to SUN Network staff not being available to attend, we coached one of our lived experience contributors to lead the session and support the other contributors. This worked really well with great feedback.

Improving widening access to Primary Care Mental Health Service (PCMHS) for travellers

Working with PCMH and other services to improve traveller access to primary care mental health services – This has led to Anne from The SUN Network becoming a more trusted face at traveller drop-in clinics.

We now have a case study of a young gentleman who's mental health worsened considerably in the time it took PCMHS to remove barriers to access for him. This was shared with PCMH to help them improve their service.

Peri-natal mental health

Working to hear feedback from people around their experience of local peri-natal mental wellbeing services. We have teamed up with CPSL Mind to move this work forward.

Addiction Recovery Stories

(ARS) Youtube Stories – Drug and Alcohol, and eating disorder service users sharing their stories of addiction and recovery for our Youtube channel

Signposting

As always, a very big part of our work at present as people are unaware what services are available to them and how to access them. We continue to feed this back to the commissioners and service providers.

Keep Your Head

The website (adults page) has had a complete overhaul to simplify the user experience. This is an ongoing process as we look to improve the offer. It has now had ReciteMe added to improve accessibility to the site.

Blogging

A monthly 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 advertise local opportunities as well as involving people in our work

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. Raising system wide issues and escalating as appropriate.

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 (this work has been on hold due to the ABU/ICS work)

Social Media and Marketing

Keep Your Head updates and refresh

Social media presence promoting our work, commissioner priorities, and local service provision.

The SUN Network website

The SUN Network leaflet redesign

We are co-producing a leaflet to look at explaining to people what areas of the system they can be involved in with a feedback survey QR code inside.

Working With Personality Disorders Conference

The SUN Network delivered a webinar on Co-production with people with personality disorders for CPFT's 'working with...' event

Meetings participated in, representing lived experience:

- Crisis Strategic Transformation Partnership
- Community Strategic Transformation Partnership
- ABU mental health and learning disability 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
- East Cambs Mental Health Collaborative
- Personalised Care working group

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	63	25				
	Mental Health	120	201	64				
	Both e.g., dual diagnosis	34	14	7				
	Older People	52	15	10				
	Other/unknown	17	19	30				
	Total	241	312	136		689	550	
	Cambs City	93	64	18				
	Cambs South	7	3	5				
	Cambs East	1	7	0				
	Huntingdon	69	67	18				
	Fenland	25	69	34				
	Peterborough	30	61	43				
	Other/Unknown	16	41	18				
	Total	241	312	136		689		
Meaningful Engagement		79	60				110	

Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	73	143	69		285
Negative	74	89	42		205
Mixed	60	41	21		122
Unclear	2	18	4		24
No sentiment	31	21			52
Not Applicable	1	0			1
TOTAL	241	312	136		689

From Q2 we started recording more demographics to include age, ethnicity and gender.

Age	Number of people	Age	Number of people
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	Q2	Q3	Q4		Q2	Q3	Q4
Unknown	206	76		40's	18	7	
Under 18	4	0		50's	15	12	
18	4	0		60's	13	11	
20's	8	6		70's	20	7	
30's	24	17					
Total	312	136					

Gender	Number of People		
	Q2	Q3	Q4
F	152	69	
M	69	38	
Unknown	91	29	
Grand Total	312	136	

Ethnicity	Number of People		
	Q1	Q2	Q3
W	118	51	
Unknown	184	80	
Gypsy/Traveller	3	2	
Asian	5	1	
Black British	1	1	
Black Caribbean	1	1	
Grand Total	312	136	

Achievements Q3:

Engagement and Involvement:

We gained feedback from 136 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 – Discharge from hospital to home/care home not well supported – unrealistic expectations of carers both in terms of finances and capability
- People with PTSD or Complex trauma cannot 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
- 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 – these times have increased with no proactive 'waiting list management' that could support people to access other help sooner
- People struggling to see a GP face to face or even get an appointment over the phone
- People really appreciative of the service and support they have received

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 the team provided a total of 44 opportunities (which were carried out by 16 people) to participate in meaningful engagement.

These include:

- Participation and representation in meetings*
- Delivering co-production training
- Sharing story with police cadets for training
- Guest blogging for The SUN Network
- Developing The SUN Network newsletter
- Stigma challenging event
- Creating leaflets for Addenbrookes
- Planning a wellbeing event

*Meetings include 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

We are working for the Integrated Care System Accountable Business Unit representing service users and co-production.

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

- Feedback themes to the commissioners and service providers
- Raise awareness through lived experience story sharing
- Encourage Co-production through training
- Involve more people in our meaningful engagement opportunities
- Aim to embed co-production in the ICS/ABU

Focus for Quarter 4:

Co-production training – there are numerous bookings

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

Encouraging a wider group of people with lived experience to be involved in system wide work

Setting up a Lived Experience Panel