Board of Directors

Subject	Executive Directors Report – Quarter 2 – 2023/24
Date of Meeting	October 23rd 2023
Author	Lois Sidney
Purpose	For Discussion

Staffing

We have lost Charlotte Lawrence from our team, who left us to take up an exciting post as Patient Experience Lead for the Queen Elizabeth Hospital NHS Trust. We wish Charlotte every success in her new job and her enthusiasm and knowledge will be missed within our team.

Quarter 2 Headlines

Older People's Mental Health

Rachel has been working around helping commissioners understand what the current challenges are for older people which include.

- Digital exclusion is an issue that affects some but not all. There needs to be other ways to access services and check in for appointments
- A feeling of being left behind by society and no longer important
- Feeling not listened to or not believed
- Services don't adapt to suit older people, older people have to adapt to be able to use the service
- A lot of services haven't been reinstated since covid
- Transport is a huge issue – not being able to get around to services is a barrier
- In relation to mental health specifically, older people feel that there is no point in engaging either;
    - Because of where they are in their lives (can't teach an old dog new tricks)
    - Because they have been let down so many times
    - The GP will just prescribe medication
    - They do not believe in talking therapies or do not want to share their personal challenges with someone else
    - They don't want to be a burden

- o They have no idea where to access support
- o If someone has had therapy, six sessions of therapy are not enough
- o Waitlists (or hearsay regarding waitlists)
- o Fear around Dementia and receiving a Dementia diagnosis (living in denial)

Mental Health Supported Accommodation Retender

Rachel and I had a meeting at the end of July with Ian Crowther and Guy Fairbairn the two commissioners responsible for this work to receive an update on how it has influenced service delivery. They were able to share with us how the feedback has been implemented and made positive changes for safety and wellbeing in supported accommodation.

Home Care Retender

This is a workstream commissioned by Cambridgeshire County council (CCC) and is around co-production of Home Care – which is the personalised support received in a service users' own home to support with washing, dressing, or cooking, cleaning, activities, taking medication etc. The retender focuses on three areas of home care:

- Complex Learning Disabilities
- Mental Health
- Generic care of people aged 65+

The SUN Network are facilitating involvement for people to input into the specifications for each service, followed by asking questions for the retender and then scoring the retender and attending an evaluation workshop. We are currently at the reviewing specifications stage. **Update Q2**. This work has been pushed back by CCC and in the meantime, The SUN Network will run a short survey to try and hear from more people. Recruiting to this involvement opportunity has been quite difficult.

Training

We are currently co-designing a 'Facilitating Co-production' course to assist people in actually putting co-production into practice. This work is anticipated to be completed by the end of the year. The current co-production training continues to be in high demand, with people from out of area as far as Scotland attending the online training.

Below is some feedback received from the training delivered this quarter.

Co-production Training:

- 'The people delivering were warm, welcoming, and respectful to the participants and very knowledgeable about co-production'
- 'I think everyone should do this training, because so many say/think they are co-producing when they aren't! And see more about what's involved, the

challenges and ways around them, things like valuing and paying participants, etc...lots of great stuff!'

- 'Really lovely environment and inspiring and mind opening conversations. Good pace'

Addiction training for police cadets:

- 'Very kind and welcoming people, easy to talk to and ask questions. Being able to see ex-addicts views on the police and how much the police can have an impact on them. As well as getting advice on how to approach addicts was helpful. I also feel like there is a stigma around who addicts are, what they look like etc., however I have probably walked past loads of addicts without realising/noticing. It was also quite surprising as to how big of a problem addiction is and the strains all services are under. But overall very helpful and informative and has given me more confidence in being able to help people with addiction. Most useful/helpful was learning about the addicts point of view and what they need from the police'

- 'Great, valuable talk and good to hear about personal experiences with the police as an addict. I liked how she spoke about her interactions with the police and how we should treat addicts'

- Hearing stories from someone and how appreciative people can be of the help. Also how many different organisations are there to help

Co-production

The SUN Network have been using statistics from the Social Care Institute of Excellence around co-production in the workplace within our training. However, these statistics are from 2018 and The SUN network have compiled a survey locally to look at gathering more localised and up to date statistics to use moving forward.

Buddy System

The SUN Network are part of a task and finish group working with Tom Tallon from Counting Every Adult team at CCC and people with lived experience to work out a Buddy System whereby people with lived experience are 'buddied' with a member of staff attending relevant decision making meetings to ensure that they are included, kept up to date and have a consistent point of contact.

Signposting

We continually try and signpost people to support. We have been offering the A3 Wellbeing posters both in person and electronically to places across the county. The uptake is really positive. We continue to share knowledge of services from statutory, and third sector, right down to grass roots support. We have recently set up a monthly update meeting with the staff at HAY to share information and work streams.

Involvement Forum

The involvement forum officially has nine members. However, wellbeing fluctuations means not everyone is able to attend to hear about involvement opportunities. Unfortunately, we are not hearing of any Integrated Care System (ICS) involvement opportunities and projects that they do get involved in, stall or disappear off the radar which doesn't create a positive experience for those involved. We maintain an open invitation for people to apply to join the involvement forum.

Involvement Opportunities from other services

We have not been receiving ICS opportunities but are still receiving requests from other services for lived experience involvement. We share these requests on our social medias.

Co-chairing the Coproduction Collaborative

Ensuring the system is utilising co-production and sharing best practice. Raising system wide issues and escalating as appropriate. John Webster – Deputy Executive Director from Cambridgeshire and Peterborough Foundation Trust (CPFT) or Elaine Deazley-Morgan who is seconded to support the work for the Accountable Business Unit (ABU) whose role it is to implement the ICS will be attending the meetings moving forwards to share updates from the ABU. The co-production thread of the ABU is yet to gain traction. John webster attended The SUN Network's co-production training in September and was very honest about where he felt his organisation was in terms of co-producing. Together we are keen to get the co-production element for the work up and running again.

Social Media, Websites and Marketing (Including Keep Your Head)

The SUN Networks' presence on social media remains active and we also have a social media channel for Keep Your Head. Keep Your Head is currently being refurbished and the SUN Network have a contract variation in place to undertake this work with Platform Twenty the IT and website builder. Alongside the commissioners. The intention is for it to become an all-age platform that is content managed by The SUN Network.

Meetings networking, raising awareness, signposting or representing lived experience:

Reason for attendance – Drugs and Alcohol = D&A, Mental Health = MH, Older People = OP

- Adfam – Kinship Training
- Adult Social Care Forum (CCC) (MH)
- Birth & Beyond (D&A, MH)
- Blackfield Creatives (D&A)

- Cambridge Mental Health Network meeting - third sector networking meeting for Cambridge (MH)
- Cambridge Recovery Service (part of Change Grow Live) (Cambridge, Hunts, Wisbech) (D&A, MH)
- Cambridgeshire and Peterborough NHS Foundation Trust Recovery College East (D&A, MH)
- Cambs City operation group, rough sleepers and homeless (D&A)
- Community Mental Health Steering group (MH, OP)
- Community Strategic Transformation Partnership (MH, OP)
- Co-production Collaborative (MH, D&A, OP)
- Countywide drug and alcohol delivery board (D&A)
- Countywide harm reduction group (D&A)
- CPSL Mind Operations meeting (MH, D&A, OP)
- Creative Fenland (D&A)
- Crisis Strategic Transformation Partnership (MH)
- East Cambs Mental Health Collaborative (MH)
- FENHMAN Meeting – Fenland 3rd sector networking meeting (MH)
- Ferry Project (D&A)
- Fitness Rush, Hunts (and Fens) (D&A)
- Good Life Board (MH)
- Health Alliance – Hunts forum (MH, OP)
- Healthy You (D&A, MH)
- Justice Safeguarding Panel (D&A)
- Keep Your Head website refurb (MH, OP, D&A)
- Mental Health and Learning Disabilities Collaborative Board (MH, OP)
- Mental Health Priority – ICS strategy steering group
- Mental Health Seasonal Pressures Funding Meeting (started within ICS, meetings stopped due to ICS prioritising of other work) (MH)
- Meridian PCN practice network meeting – connecting services with the meridian practice (MH, OP)
- Moody Mondays (MH)
- People & Animals (MH, D&A)
- Personalised Care working group (MH, OP)
- PMAN – 3rd Sector Networking for services in Peterborough (MH)
- Recovery writing @ the Edge café (D&A)
- St Neots Integrated Network Project Group (MH)
- Substance using offenders pathway (D&A)
- Suicide Prevention Strategy Implementation Group (MH, D&A, OP)
- Traveller/Gypsy/Roma drop in – Cottenham (MH)
- Wisbech Integrated Network Project Group (MH)

The SUN Network have been asked to represent the Voluntary, Charity and Social Enterprises (VCSE) Health Alliance at the Mental Health, Learning Disability and Autism (MHLDA) ABU

Performance against Key Performance Indicators (KPIs)

SUN - Key Performance Data Grid 2023/24

The board have reviewed the KPIs and decided considering the positive performance of previous years to raise the KPI targets for this year.

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	24	28					
	Mental Health	101	143					
	Both e.g., dual diagnosis	117	9					
	Older People	44	103					
	Other/unknown	24	53					
	Total	**310**	**336**			**646**	**750**	
	Cambs City	95	151					
	Cambs South	6	3					
	Cambs East	1	9					
	Huntingdon	57	77					
	Fenland	16	25					
	Peterborough	55	26					
	Other/Unknown	80	45					
	Total	**310**	**336**			**646**		
Meaningful Engagement		**63**	**43**			**106**	**200**	

Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	161	119			
Negative	46	124			
Mixed	86	65			
Unclear	1	6			
No sentiment	13	22			
Not Applicable	3	0			
TOTAL	**310**	**336**			

Demographics

Age	Number of people				Age	Number of people			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Unknown	132	128			40's	35	36		
Under 18	5	0			50's	25	31		
18	4	0			60's	19	30		
20's	26	33			70's	17	22		
30's	37	28			80's	10	28		
Total						**310**	**336**		

Gender	Number of People			
	Q1	Q2	Q3	Q4
F	172	187		
M	68	89		
Other/self-describe				
Unknown	70	60		
Total	**310**	**336**		

Ethnicity	Number of People			
	Q1	Q2	Q3	Q4
W	117	136		
Unknown	180	171		
Gypsy/Traveller	6	5		
Asian	5	12		
Black British	1	2		

Black Caribbean	1	0		
White other	0	10		
Total	**310**	**336**		

Engagement and Involvement:

We gained feedback from 336 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

Feedback themes:

Many of the themes are unchanging as they have not been eliminated or decreased enough to no longer be thematic system-wide issues.

There was more negative feedback this quarter that mainly focused around GPs with the following thematic issues highlighted:

- GPs not having a good understanding of mental health and offering a medicalised solution only
- GPs not having enough knowledge to signpost to relevant and helpful services that can be accessed easily.
- GPs appointments being so hard to get that people hit a crisis just trying to get an appointment. The desperation escalates the crisis

Two people's feedback on trying to get a GP appointment:

'The stress of knowing I have to ring day after day to try and get an appointment that I know will not be available, and not knowing how many days I will have to do this until I eventually get an appointment. It is all I can do to keep trying each day as I just want to give up. It increases my anxiety, my depression, drains my energy and makes me feel horrible as there are not enough appointments to go round. I'm desperate and have no idea where to turn'

'This is a crisis waiting to happen. I am a crisis waiting to happen. Why are doctor appointments like gold-dust? It is easier to just walk into a hospital. At least you will get seen there. It shouldn't be so difficult to get a doctor appointment.'

Also, loneliness was a big feature in the feedback this quarter with people reporting that they felt very lonely and anticipated that this will only increase with the winter coming.

And lastly – another new theme emerging is around ADHD and Autism with the following themes:

- More and more people frustrated about how to get onto a pathway for diagnosis, not realising it is through the GP
- Followed by struggling with how long the wait is once you have been referred
- Feeling that there is no support whilst you wait, and some people have waited between 2 and 4 years already
- People trying to go private for assessments if they can afford it then still not getting any further support

Other regular long standing unresolved thematic issues are:

- Older people – mental health support is disjointed and focuses mainly on Dementia/Alzheimers – not enough focus on depression, anxiety, personality disorder etc
- Older people – Discharge from hospital to home/care home not well supported – unrealistic expectations of carers both in terms of finances and capability
- Older people – still huge barriers to access including digital exclusion, lack of GP appointments, use of language that doesn't cause fear or concern, a 'stiff upper lip' attitude and a collective sense of them no longer mattering to society
- 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 people are feeling that they system doesn't yield to personalise care. The person has to fit the system
- People don't know what mental health support is available to them locally other than GP
- People are struggling to get a GP appointment
- 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
- ADHD and Autism assessment service waiting lists are approximately 2 years
- People phoning FRS 111 and the service sending the police round to their house
- People phoning FRS are waiting so long for the phone to be answered that they are giving up
- People feeling patronised by their conversations with FRS staff
- People who do get the support they need at the time they need it are happy with the support

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 2 the team provided a total of 47 opportunities (which were carried out by 29 people) to participate in meaningful engagement.

These include: (some unchanged from Q1 2023)

- The SUN Network involvement forum
- Participation and representation in meetings*
- Delivering co-production training
- Co-designing 'Implementing co-production' training
- Sharing story with police cadets for training
- Sharing their own story at various public events
- Workshops for Home Care retender
- Reviewing service specifications for Home Care retender

*Meetings include Collaboration and Co-production Group, CPSL Mind Good Life Board, Personalised Care meetings.

Teamwork:

The SUN Network staff are meeting regularly to share our workstreams and to focus on how best to evidence the impact of our work.

Focus for Quarter 3 2023/24:

Unchanged from Q2.

Training – co-designing the 'Facilitating Co-production' training. We anticipate this will be a full day course covering the seven key elements of facilitating co-production and the working group hope to have this ready to deliver by end of 2023.

The Involvement Forum – ensuring that there are opportunities available within the ICS system for the people on the forum. Lack of opportunities will be raised as an issue at the co-production collaborative and at the Mental Health, Learning Disabilities and Autism Accountable Business Unit (MHLDA ABU)