

Carers Council: Allies in Mental Health Combined Open Meeting with Members and Committee 20.11.24 12pm – 4pm

Agenda

1. Attendance
2. Apologies
3. Minutes of last meeting
4. Matters Arising
5. Declaration of Conflicting interest
6. Chairman's report
7. Toady's Open Meeting
8. Next open meeting 11th December 1pm – 4pm (Christmas Social invites to follow)
9. A O B

Attendees: Geoff Curtis (Chair), Elizabeth (Beth) Choo (NCA), Sandra Vanner, Janet Ame, Karen McNally, Helene Torr, Kevin Coffey, Sabrina Hussain, Margaret Smith.

Guest Speaker: Kate Adams (Nottinghamshire healthcare Trust)

Apologies: James Breeze-Stringfellow (NCA), Pat Harris, Angela Chandler, Trevor Clower, Andrew Leivers

3. Minutes of last meeting were not shared and have been updated after the fact

Who	What	Completed?
Geoff Curtis	Send copies of key documents to Helen Yates	Completed
Helen Yates	Send details of Roadshows to members	Completed
NCA	Launch website and social media accounts during Carers Week	Completed
Helen Yates	Arrange speaker from Notts HC Trust for November	Completed
Geoff Curtis	Ask committee members their preference for meeting frequency/venue for the remainder of the year	This was motioned by Geoff but may require committee members to vote on this. A suggestion of once a quarter instead of bi-monthly was made.
NCA	Make alterations to website	Completed
Geoff Curtis	Arrange to meet with James (NCA) and Peter re. website content	Completed
NCA	Set up social media accounts	Completed
Helen Yates	Set up mobile phone	To be done
All	Promote Carers Council, distribute leaflets etc	Ongoing

4. Matters arising:

It has not yet been possible to complete a treasurer's report due to restricted access to the necessary bank accounts for the charity. For this reason, the AGM had to be postponed. This meeting was consequently scheduled to run as a standard committee meeting beginning at 12pm, followed by an open members meeting from 1pm until 4pm. Invitations to the meeting were sent out later than we would have liked. This was due to a number of factors which will be addressed by the committee and NCA moving forward.

Unfortunately, as attendees did not begin to arrive until 12.30 onwards, the committee meeting and open members meeting combined into one. The following is an account of discussions and action points from the resulting combined meeting.

5. No declarations of conflicting interest

6. Chairman's report and Newsletter – (see newsletter)

Geoff sent over the Chairman's report and the newsletter ahead of meeting invites being sent out. This was shared via email with all members. These highlight his ongoing concerns regarding the low attendance of meetings.

Action: When bank account access has been restored, enabling access to funds for printing and posting, NCA will ensure that up to date information and invites are shared with postal members.

7. Today's open meeting

Concerns were raised over the last minute invitations to today's meeting, and the ongoing issue with finances. NCA to address this with Andrew Leivers and Peter Robinson (former treasurer).

Actions:

- Beth to follow up with Helen Yates, Andrew Leivers and Peter Robinson regarding next steps.
- Discussions to be had between NCA and the committee to ensure accurate information is able to be sent out promptly for future meetings.

The guest speaker today was Kate Adams from Nottinghamshire Healthcare Trust. She is the Mental Health Foundation Involvement, Experience and Volunteering lead.

Kate came to speak in response to the Health Watch report published last year concerning Mental Health Support Services in Nottinghamshire, including the 8 recommendations for improvement that came from the report. She updated members on what the Trust has been doing in response to the report as well as upcoming opportunities for carers to be involved in what they do.

Nottinghamshire Healthcare Trust is currently under section 48 (special measures) and is closely monitored by Health Watch, CQC, NHS England and the Secretary of State.

The 8 Areas for improvement are:

- Early interventions and waiting lists
- Discharges
- Referral processes
- Centralised, person-centred and co-produced carer plans
- Investment in local community groups
- Communications around conditions and treatments
- Crisis service
- Service evaluations

Members shared personal stories of Care Plans not being issued correctly and the Triangle of Care not being followed as it should. Care Plans not being available when requested and not being consulted about Carer Plans.

Kate explained what was being done to improve the situation but agreed there was still a long way to go to get it right.

Actions currently in place are:

- Using Isla Care, an NHS sponsored service for clinicians to use for communicating about the condition and treatment
- New telephone system put in for an out of hours service and can now be connected to the crisis team through 111
- Peer reviews and self- Assessments around the triangle of care
- Carer awareness training a part of staff induction
- Carers link worker in place for out of hours, out of area subcontracted beds
- Trust website updated and close link work with the Carers Hub Service
- Patient Information Group focussed specifically on carers

- Patient and Carer Survey form the feedback information service – Carer Connect Network
- Carers accreditation for Carers in Employment, as an employer.

Kate has extended the offer for carers to be involved and has shared information about two events they have coming up, one in December and one in February. She has also welcomed carers to be involved in the next round of self-assessment reviews regarding the triangle of care.

Kate will send over the Crisis Mental Health Team number, although 111 can also be used to get through to them.

She has offered for either herself or her colleagues to be present at future meetings and keep Carers Council members up to date with the work they are doing and how they can be involved. They want to keep communications open and they want to hear feedback from Carers and work with Carers to improve services.

8. Next open meeting 11th December (Christmas Social) 1pm – 4pm

Action: NCA, with help from Geoff, to design and send out invitations to members for the Christmas Social on 11th December.

There will be a standard committee meeting before hand from 12pm until 1pm.

AOB

Actions from previous meeting to carry forward

Who	What	Completed?
Helen Yates (NCA)	Follow up with Highbury Hospital to discuss low attendance of Carers Event	
NCA	Promote Carers Council through other networks including sending this month's newsletter via Notts Healthcare Trust Carers Connect network and the Carers Hub	
Helen Yates (NCA)	Updating the committee's information on the Charities Commission website for compliance.	
NCA	Research costs of publishing the history and creating the memorial plaque for founding member Judith Machin	
Helen (NCA) with Geoff, Andrew Leivers and Peter Robinson	Change signatories on Nat West and Monmouthshire accounts and ensure that Andrew has account access as charity treasurer.	

New Actions

Who	What	Completed?
NCA & Carers Council Committee	Review processes to ensure that invitations and meeting minutes are able to be sent out in good time.	
NCA	Update and design a new Carers Council leaflet with current contact details and website etc.	
NCA	Ensure emails are sent from the Carers Council's dedicated email address.	
NCA and Geoff Curtis	Design and send out colourful invite for next open meeting and Christmas Social on the 11 th December. Share	

	with all contacts and across all platforms. New members welcome.	
NCA	Promote new website and social media accounts across platforms and with contacts.	
James (NCA)	Fully take down old website when feasible. Take steps to ensure new website can be found in Google Search.	
Carers Council Committee	Committee to vote on frequency of meetings and to consider Geoff's proposal of quarterly instead of bi-monthly	
Kate Adams and NCA	Share the notes and details from Nottinghamshire Healthcare Trust with all members	