

ADULT MENTAL HEALTH DIRECTORATE

CPA POLICY REVIEW MEETING

Notes of meeting held on 14th November 2008 at Fairways House
3.00pm – 4.30pm

Attendance:	Les Sharpe	Peter Guberg	
	Liz Gremont		
	Lyn Cowan		
	Graham Bryant		

Apologies:	Eileen Morton	Lesley Barrington	Jason Brandon
	Jane Thompson	Diane Wilson	Deborah Fletcher
	Lizzie Cross		

Minutes: Alida Towns

1	Apologies As above.	
2	<p>Minutes and matters arising</p> <ul style="list-style-type: none"> Post meeting note regarding Trust Clinical Governance requesting a Care Plan Audit: Ruth Lord is consulting with the Clinical Audit department regarding this matter. It won't be focused on the CPA Programme but just look at Care Plans. It is not a CPA Audit. LS to feedback request from this group to have a "lean" or "sample" audit only. The e-Learning package has been updated in conjunction with Louise Hartland. A proposal was put to the Project Board that CPA Awareness was taken out of the Essential Training package and to be replaced by the e-learning facility. The Board did not approve the proposal. It will be suggested however that the e-learning package could fulfil the CPA Care Process Awareness needs for staff. Helen Trim provided feedback regarding Diagnosis: the guidance states only "Diagnoses made or confirmed at this review" and her interpretation of that was to include any unconfirmed diagnosis that was made at the review. Concern was expressed regarding the recording of a diagnosis staff were not qualified to make. Guidance notes being awaited. Helen Trim also fed back that retired people definitely come under code 08 – Other for employment status. Another box to be added to the MHMDS data form. Regarding the dual Social Worker roles raised at the last meeting: if a social work task is being carried out, even if the worker was not a Social Worker, it should be recorded. This must be made clear in the guidance notes. The focus is on the task, not on the person. Care management tasks to be included here. It was suggested that this clarification, i.e. the fact that the question relates to the task, should be added in brackets on the form. Helen also advised that we should start capturing the minimum data set information as soon as possible. HoNOS+ details were distributed at the meeting – to be attached to the minutes. 	<p>LS</p> <p>LC</p> <p>AT</p>
3	Care Process Policy Update (CP18)	
	A decision is being awaited from Jane Elderfield and Pat Shirley regarding the name of the Policy – a suggestion was made to change it to a Care Planning Policy instead of a Care Process Policy.	

4 Review of All Documentation

It was suggested that the suite of forms be linked so that the NHS number only requires input once, allowing the information to be populated across all the forms. LS will raise at his meeting with Paul Warner next week and LC to discuss with Melvin Daniels.

LS/LC

It was also suggested that the whole suite of forms be merged into one document in the correct order in which the forms may be required. Once completed, only the pages required could be printed to reduce waste.

LC

Section 117 Notification

The meeting agreed the final version of this form.

Updated forms

1. Passport details form: (08 RF1 Nov08)

- The details at the top of the form can be taken out and crosses in boxes removed.
- Interpreter: add "required?" Yes or No
- GP Details – delete Referrer and page 2 as it should be a separate page
- Professionals involved: delete CMHT to read Other Professionals only.

LC

2. CPA Care Plan + Care Plan Review: (08 CPA 1 October)

- Care Coordinator name should not be at the top – it should be the client's name. Care Coordinator name + designation to be added to the end of the form at the signature space.
- Lines on form to be made invisible to reduce "clutter"
- Change names of those "invited" to names of those "involved" in the meeting.
- Remove column at Care Plan meeting stating "Circulated with copy"
- Date of last Care Plan review should read: "Date of last Care Plan" – take out review.
- Venue and Date duplicated – take out second line for Meetings Other than Initial Care Planning Meetings
- Is there an Advanced Directive question, if yes, add "where?"
- Legal Information – increase size of box to add more details if handwritten.
- Section 117 line to swap around with the lines below.
- Service user employment info to be taken out – already in MHMDS data.
- ~~Have above been considered question: to be taken out and next to each choice 2 boxes for "considered" and "needs identified".~~
- Add N/A option next to Funded Community Care services identified.
- Any needs indicated box to be moved up under needs listing.
- HoNOS Review question to be taken out – part of MHMDS form.
- Remove Review of Current Risks – completed in Crisis Management form.
- Discharge from S 117 at bottom of form – to take out as a separate form S 117 is part of suite of forms.
- Typing error: GP specific role – physical spelt incorrectly. Take this line out.

LC

Forms to be looked at:

- Assessment Form
 - Guidance notes – LS drafted a first draft distributed at the meeting (to be attached to the minutes and to remove tracking of changes). Comments invited from group members.
 - Advanced directive
 - CM1 – Detailed Crisis Management Plan
- Staff Handbook guidance

Agenda

AT
All

5	<p>Information Sheet for Users not on CPA</p> <p>Following suggestions from MW, LS combined the 2 forms previously distributed into one form that could be used at any stage. (To be attached to the minutes). It was felt that this form could be on display in Reception areas to make service users aware of the changes. As such the details to be completed at the bottom of the form can be taken out.</p> <p>Suggestions made:</p> <ul style="list-style-type: none"> • Instead of using the abbreviation CPA, the abbreviation as well as the difference between the 2 processes must be clarified. • Once clarification is received regarding the wording of the Policy, i.e. planning or process, this form to be adjusted accordingly. 	<p>AT</p> <p>LS</p> <p>LS</p> <p>LS</p>
6	<p>Work plan update C/F to next meeting.</p>	<p>Agenda</p>
7	<p>Feedback from Project Board</p> <ul style="list-style-type: none"> • The Project Board approved one pilot area for the forms as soon as the guidance notes and remainder of the forms have been updated. A proposed starting date is 8th December. No pilot period was specified and it was suggested that the forms being role played to test them beforehand. • The Board requested that staff feedback be made available formally – a draft Feedback form was distributed at the meeting. (To be attached to the minutes). It was suggested that a section for positive feedback be included on the form. 	<p>AT</p>
8	<p>Any other business</p> <p>No matters raised.</p>	
9	<p>Date and time of next meeting All at Fairways House unless highlighted</p> <p>5th December: 10 -11.30am 12th December: 2 - 3.30pm HR Meeting Room Fairways House 9th January: 10 - 11.30am 6th February: 10 - 11.30am 6th March: 10 – 11.30am</p>	

Hampshire Partnership

NHS Trust

Southampton Locality Management Team Meeting

Minutes of meeting held on Thursday 2nd October 2008 2.00 – 4.00 pm
In the Yellow Room at the Department of Psychiatry

Present: Trevor Abbotts – Chair
Dr Abbi Hewitt – Shadowing Trevor
Louise Clifford
Christina Richardson
Debbie Swain – Minute taking
Prof Paul Chadwick
Lee Barnes
Sam Coopamootoo – for Tony Bunday
Jo Lappin
Jan Raper
Elisa Hunt
Dr Vivia Cowdrill
Louise Vinell
Liz Gremont
Karen Osola for Brendan O'Reilly

Apologies: Ali Lambie
David Butler
Brendan O'Reilly
Dr Tom Schlich
Tony Bunday

Action

Introductions were given and a warm welcome to Louise Clifford, Development Manager and Christina Richardson, Practice Development Manager to their first LMT.

1. Minutes of the previous meeting

The minutes of the previous meeting held on Thursday 5th September 2008 were checked and agreed as accurate.

2. Matters Arising

- PCT Workshop was held on Thursday 4th September 2008 – no clear approach. Criteria not clear as to whether it was for adult only. It was however clear that it would be a CBT approach style together with work related in readiness for employment. Looking for a partnership approach. Plan to have a tender out in early 2009.
- Sickness Recording – Jo still working on this.

JL

3. Finance

- **Health & Social Services**

- Really pleased, budgets are going in the right direction for this time of year, this applies to both agencies.
- Leave not taken i.e. carried over into 2009, by Health staff only, information will be required last week of March 2009, team advised to have this information available.

All

4. Human Resources Update

- Bank staff – a significant amount of staff are using the wrong forms, the correct bank forms are to be used.
- Driving Whilst Working Policy for Social Care – managers are to check that staff have a valid drivers license. Policy to be placed on J: Drive.
- Tim Neal – integrated staff recording system going ahead, agreement of staff being sought.
- IPR's – the locality is behind for this time of year. Data is being checked and therefore managers need to respond to Louise Clifford request by return so that we meet the 13th October deadline.

DS

All

5. Developments

- **Day Services**

Lots of work currently being undertaken by Sue Higginson. Job description for Day Services Project Manager has been agreed, will be advertised shortly.

- **In Control**

Trevor and Christina met with Jo Hutchinson on 1st October 2008. Good meeting, things are now moving forward. There are a couple of cohort meetings arranged for Monday 3rd November and Monday 24th November. Ten service users are required. By 2010 a minimum of 200 – 400 will be required. Care co-ordinator has to present case to panel. Christina is happy to assist with this. £25k available to kick start the process for those attending Day Services. Dates for future panels to be added to Locality Team Brief and this item to be brought to all future LMT meetings.

- **Antelope House – New Adult Mental Health Unit for Southampton**

Trevor gave a presentation to LMT, about the new unit, explaining how various elements of the new build had been achieved, and how the name of the unit had been decided etc. The presentation is available for managers on request.

- ***Crisis Resolution & Home Treatment Team***
Workshop was held on Monday 29th September. Operational Policy being looked at. The day was positive and a lot of work was completed. Follow up workshop arranged for Monday 3rd November.
- ***Community Mental Health Team's (CMHT's)***
Policy has been re-written, it is anticipated that it would be ready for the 1st week in December, needs to go to Directorate Service Board (DSB) for ratification.
- ***Psychological Therapies***
The Directorate paper on the Psychological Therapies Review is due to go to the October meeting of DSB.

We are still awaiting further guidance on the PCT Review, although date has been set for early November 2008.

- ***Place of Safety***
Directorate paper pulled together by Kerry Beakes, which will go to the county group. Directorate paper pulled together by Kerry Beakes, which will go to the county group.
- ***Early Intervention in Psychosis (EIP)***
Update at November LMT.
- ***Service User Network***
Positive Developments are taking place.

6. **Physical Health – Karen Osola**

These are to be held in each CMHT. Karen is liaising with managers. It is hoped that this will be picked up at CPA's. Physical Health is to be checked by all staff as care co-ordinators.

7. **Performance**

- Louise C will be the lead role for Performance and will bring a presentation to all future LMT's. In August we achieved green status on all our targets.
- Abbots lodge and Mitchell ward are in the top ten of Directorate over spends. Louise V is awaiting Abbots Lodge's budgets to be re-aligned. Mitchell Ward account to be credited £20k by John Goodman.
- The medical budget appears to be under spent by £84k - £90k, this does not appear to be correct, further work is currently being undertaken on this.
- All other budgets are on target.

8. Management Issues

- LMT Away Day document – comments to Louise C by Friday 10th October 2008.
- Sarah Leonard – technically is on leave, and has arranged cover as such. After the annual leave period Jo and Louise to buddy as follows:
 - Louise – Monday, Tuesday and Wednesday
 - Jo – Thursday and Friday
- Modern Matron, Southampton – post was not appointed to, to be re-advertised in the Job Shop and the Nursing Times.
- Lead Roles for Southampton – to be updated and sent out.
- World Mental Health the theme this year is “Wellness” actions include:
- Events being held at Bedford House, Morris House and Gareth Morgan, Chaplain will be speaking at Church.
- Bank and Agency New Staff – need to be informed of emergency numbers and made aware of alarm policies, and that they are aware of various systems. Pro-forma needs to be completed and signed by staff member and manager. Louise C agreed to pull together an appropriate pro-forma. LC
- Music License – a license needs to be completed for all reception areas that play music and are used for the general public. All
- Well Being Centres – Trevor will be visiting various centres around the country over the next couple of months.
- Recovery – Kate Green and Rachel Dadswell have been invited to the LIT Meeting being held in January 2009 to give a presentation on Recovery.
- Mindfulness – Prof Paul Chadwick has been invited to the LIT Meeting being held in January 2009 to give a presentation on Mindfulness.
- Southampton Locality Co-ordinating Group – Activity is a key issue, ensure all staff input all of their data. The PCT are becoming more sophisticated and business focussed. Trevor arranging to visit all GP surgeries within the city along with a colleague from Older Persons Mental Health Services, this will give a joint message to the surgeries.
- Directorate Health & Safety Rep – in the absence of Louise V, Elisa Hunt will deputise.
- ~~Business Development Manager~~ – it was noted that Sally Probert has been appointed to this post, to start in November 2008.

9. Information & Feedback

Elisa Hunt

Alison Kelly back from maternity leave.

Jo Lappin

Kate Green is leaving to be a full time WRAP Co-ordinator in the Trust, many thanks to Kate for her hard work and support.

Spiwe Samvura has been appointed as a Community Development Worker (CDW), starting Monday 3rd November 2008, and will be based in the locality management offices at the Department of Psychiatry.

Sam Coopamootoo

Ian Pullen has been recruited as a Community Nurse Practitioner and starts with SOT on Monday 27th October 2008. Paul Jones is leaving, post to be advertised. SOT recently used a service user for interviews which was a very good experience for both the team and the client concerned.

Prof Paul Chadwick

The vacant psychology post at Hawthorn Lodge has been appointed too. West post was appointed too, but the candidate had to withdraw, post therefore to be re-advertised.

Debbie Swain

Informed LMT that she was taken over responsibility for mobile phones and will be shortly sending out a list for updating and amending.

Trevor Abbotts

If you have any key messages that you would like disseminated then this can be done via the Trust Communication methods.

Communities, Health & Social Care are holding a work shop on Monday 13th October 2008 at St James Matthew Hall.

Received comments for New Vision of Mental Health to be sent out.

On-call issue of 16 year olds and 136 – details on such issues are in the on-call bag.

When using a memory stick or data pen containing staff or patient sensitive information, the stick etc. needs to be encrypted or pass worded. Louise C will be pulling together details of equipment.

LC

Trevor is on two weeks annual leave from Monday 13th October until Friday 24th October, returning to the Department of Psychiatry on Monday 27th October 2008, cover arrangements to be sent out on e-mail.

TA/DS

10. **Team Brief**

No comment received for the Trust or Directorate brief.

Locality team brief no comments received and brief not sent out for Septembers as no items were not sent in by LMT. Trevor once again urged the team to send in items for locality brief. This is an ideal tool to promote and send out communication to everyone within the locality.

All

It was agreed that items were to be send to Debbie by the 1st Thursday of each month.

All

11. **Care Programme Approach (CPA)**

Les Sharpe is sending out guidelines, every to be compliant by January 2008. Any questions to Liz by Friday 10th October 2008.

12. **Any Other Business**

Liz and Paul have completed a service pro-forma; two examples are to be sent out with a deadline for comments.

PC/LG

13. **Date & time of next meeting**

Thursday 6th November 2008 from 2.00 – 4.00 p in the Yellow Room, Department of Psychiatry.

Hampshire Partnership

NHS Trust

Southampton Locality Management Team Meeting

Minutes of meeting held on Thursday 6th November 2.00 – 4.00 pm
In the Yellow Room at the Department of Psychiatry

Present: Trevor Abbotts – Chair
Debbie Swain
Jo Lappin
Lee Barnes
Ali Lambie
Louise Clifford
Liz Gremont
Karen Osola – For Brendan O'Reilly
Dr Viv Cowdrill – For Modern Matron
Elisa Hunt
David Butler
Tony Bunday
Siobhan O'Halloran
Professor Paul Chadwick

Apologies: Brendan O'Reilly
Christina Richardson
Dr Tom Schlich
Dr Su Ross
Jan Raper

Action

- 1. Minutes of the previous meeting**
The minutes of the previous meeting were checked and agreed as accurate.

- 2. Matters Arising**

Supervision

Apologies given by Trevor for lack of 1-1's and IPR's over the past few months. With all of the vacant posts, it has been a very difficult period of time, however we are heading in the right direction now so if any managers require any extra time, please contact Debbie to arrange. Debbie will also send out dates for 2009 shortly. Team managers were asked to note their preference for days for their 1-1's to take place and we will try to meet everyone's requirements.

Primary Care

Tender for the Primary Care Mental Health Service should be out for Jan 2009. Sally Probert will be leading on this with regard to the Adult Mental Health Directorate.

Sickness

Jo is still working on the process with regard to reporting of sickness.

IPR's

Please ensure that all IPR's are completed. Louise Clifford is currently working with individual managers to ensure that the database is up to date.

3. Finance**Health –**

At the time of the meeting the health financial position for the locality was still awaited. From previous months however, it seems that the locality is going in the right direction.

A reminder to all managers that PC's are not to be ordered via team budgets. These are to be requested using the appropriate proforma to Alan Saunders.

Payroll sheets are to be reinstated. The checking of payslips by cost centres is to be reinstated, detailed will be sent out to managers accordingly.

Social Services –

Things seem to be going well this year although the predictions for next year's budgets are indicating a large overspend, therefore a lot of work will need to be done with the CMHT Managers over the coming year particularly around:

- flagging up over 65's at the age of 64 regarding transfers.
- Implementing and following the guidance with regard to payments with the exception of 117's all mental health clients are not exempt from paying and therefore should have a financial assessment prior to a decision being reached on an individual basis.
- Non residential budget review needs to be carried out to ensure that all appropriate cases for funding are being monitored at the same time to ensure that all staff are trained appropriately with regard to care management.

4. HR Update

The group were informed that [Code A] has now been dismissed on the grounds of ill health as from 3rd November 2008. TA to discuss with him the arrangements for a farewell evening, in the meantime TA requested that colleagues did not forget, particularly around this time of year, to include [Code A] in any Christmas cards they are sending out.

Social Care –

It was acknowledged that the Social Care Recruitment is a complicated process. Debbie to send out the paperwork via email with regard to what process should be followed to ensure that delays are kept to a minimum.

TA highlighted the issue of an [Code A] who is a qualified Psychologist but not a Clinical Psychologist and therefore his qualifications do not transfer into the UK. He has got a vast range of experience working at various levels within a mental health setting. At the current time he is seeking clarification on his

qualification transfer. In the meantime, if there are any STR Worker vacancies within the area, he would be interested in gaining experience. Managers to inform TA of any opportunities.

Flu jabs are available to Social Services staff as well as health staff. Liz Gremont to lodge a complaint with Bernard Carter as some staff have already been refused access to the flu jabs.

5. Developments

Day Services –

TA briefed the group on a recent visit to Bristol in order to look at a Well Being Centre. Although the visit was generally good with some good ideas that they discovered, none of the sites were actually quite what we were looking for Southampton. The stakeholder conference will take place on the 25th November 2008 at 10:00am at the Eastpoint Centre to further shape the development of a Well Being Centre for Southampton.

In Control –

It was noted that this is moving forward although recently it was regrettable that the review day had unfortunately been cancelled. Team Managers were asked that if they have any clients that would be suitable at this stage for In Control to please forward their names to Christina Richardson.

In Control training is taking place on 25th November 2008. Debbie to send out an email accordingly. Christina is also available for support to any of the teams who have any concerns or issues relating to In Control.

Antelope House –

Currently, work is on schedule. A meeting took place recently to have a look at the Mock Up room. Many of the staff that attended enjoyed the process of testing relevant equipment and fittings.

CRHT –

The draft operational policy is being compiled at the moment following which a meeting with all team members will take place in 2009.

CMHT's –

Moving ahead with the implementation plan. Southampton does not have to split into short and long term work. This is because of the fact that Southampton PCT include Primary Care Mental Health Workers as well as the Primary Care Counselling Service.

Psychological Therapies – External

The first meeting was held this week with Jane Elderfield, Tom Schlich, Trevor Abbotts, Sally Probert and Valerie Rezin together with the PCT. The outcome was to pull together a revised model of Psychological Therapies in Secondary Care based on evidence. The work is aimed to be completed by February 2009. Tom and Valerie are key players and will bring in and contact various

people over the coming months. It was however noted that no more money will be available and therefore service suggestions have to be realistic.

Psychological Therapies – Internal

It was noted that we are still awaiting the internal review of Psychological Therapies which has been compiled by Hazel Nicolson and Valerie Rezin.

136 Place of Safety Suite –

The plan is to open in early December 2008 in the first phase which will be from 08:30am – 15:00pm Monday to Friday for Southampton residents only. Jo together with a Ward Manager is scheduled to meet with police shortly in order to finalise the relevant plans.

EIP –

David informed the meeting that the team have now reached the end of the 3 year targets already. The team congratulated David and his team.

As of January 2009 the team will work over 7 days and commencing in February 2009, a duty system will be established.

Vocational Advisor applicants have been shortlisted.

An Arts Group was awarded £2k.

Outcomes of Steps to Well Being –

Ali gave the team a presentation on the Southampton pilot during which, details of the process, who was involved and the outcomes etc were presented. The team congratulated Ali and the team on a well rounded pilot compiled in a very short space of time.

6. PALS / Complaints

Laura Webb attended today's meeting. Laura has started in post with PALS / Complaints on a secondment basis as a Complaints advisor and will be the link person for the Trust into the Locality. Laura is happy to meet with team Managers and individual teams and will work closely with Louise Clifford as the Locality lead.

Jo Lappin asked if there was any Training relating to Complaints particularly relating to guidance such as:

- What are the expectations
- How to respond on behalf of the Chief Executive.
- What are the parameters

Laura said she would look into this and feed back.

It was agreed that it would be useful to send Laura details on the Service User and Carer Group within Southampton for information. Debbie to action.

DS

7. Performance

Monthly Performance meetings are now established within the Directorate and Louise and Trevor will be the representatives for Southampton Locality. This is a forum whereby each Locality has to present their data in relation to performance targets together with details of the budgets. Areas that the Locality needs to keep on top of include; IPR's / Supervision, team performance, sickness etc.

It was noted that via the City Council that we receive details of deaths on a weekly basis. It was agreed that rather than send this out to all teams, it can be kept by Louise Clifford and people can contact her should they need any information.

8. Management Issues

Continuing care –

Debbie to send out the relevant paperwork and process with regard to Continuing Care. Team Managers were asked to ensure that their teams are fully aware of the process and what is expected.

Lead roles –

Revised information was given out to LMT with regard to the lead roles. This is available via email on request.

Dual Diagnosis –

An audit being carried out which needs to be completed by the end of November. It will be sent to CMHT Managers as only 10 cases are required for this particular audit.

Band 6 or 7 interviews –

Details regarding the standard approach on scenarios for interviews for Band 6 and 7 are now available for managers to select from.

Admission and discharge policy –

Please ensure that team members are aware that this policy is now out.

TOIL –

This is to be looked at by Jo to ensure that a standard process across the city is in place.

Contracts information –

Team Managers were asked to contact Graham Platt directly if they had any information regarding contracts.

9. Information & Feedback

J: Drive –

It was noted that Siobhan and Louise are to be added to the Locality J: Drive

access.

Modern Matron –

We are pleased to note that Catherine Thomson has been seconded to the Department of Psychiatry as Modern Matron initially for a 3 month secondment.

Interviews –

Interviews for the CRHT Manager and Modern Matron post are scheduled to take place during the last week of November.

Service Specifications –

It was noted that nationally the template for Service Specifications has now been changed. Work is now underway with regard to updating the current service specifications in line with the new requirements.

I.T. –

There is a new IT system called RIO. Training will be available and Louise Clifford will keep everybody updated with regard to this.

PARIS –

A meeting is to be held with Shevonne Murray, Eliot Smith, Sue Lee and Louise Clifford to discuss PARIS and recording and monitoring Safeguarding Adults. Further information is to follow.

CDW –

Spiwe Samvura has started in post as a Community Development Worker and is based on the 3rd Floor at the Department of Psychiatry and will be in touch with teams to make arrangements to come and meet people over the coming months.

IMR's and CIR's –

New templates for IMR's and CIR's have been compiled and are available on the Locality J: Drive.

Care Packages funded by Social Care –

People who have a care package which is being funded by Social Care needs to be recorded on PARIS. CMHT Managers to check that this is being actioned.

Recruitment – Inpatient Service –

Viv noted that the various vacancies within the hospital all had interviews pending. Most posts have been filled. It was also noted that Vicky Boland is leaving her post on the 18th November 2008. Temporary arrangements will be put in place for her post and the current Ward Clerk vacancy.

Central & North CMHT –

Karen Osola reported that they have now appointed to the Asian Female STR Worker vacancy and Tracy Da Santos has been appointed to the Senior Practitioner Vacancy.

HONOS training has been started by Prof Kingdon.

West CMHT –

The West team are currently down two STR Workers although interviews have taken place and start dates will be early in the new year.

SOT –

Tony Bunday reported that the SOT targets are 1 over at the moment and the next panel is scheduled for 21st November 2008.

PCCS –

Ali informed the team that 8 Trainee placements working within the GP practices will commence in December 2008 within the PCCS.

East & South CMHT –

Liz reported that Hawthorn Lodge are fully staffed at present.

Delays in starting the Physical Health monitoring clinic at Hawthorn Lodge now mean that this will commence in December 2008.

11. GPA

Liz Gremont fed back that paperwork is currently being sent out. Should anybody have any problems, please contact Liz.

12. Any other business

Tony Bunday and David Walbridge are climbing Kilimanjaro for Southampton Samaritans and an African Charity. Further details are available directly from Tony.

13. Date & time of next meeting

Thursday 04th December 2008 at 14:00pm in the Yellow Room, 3rd Floor, Department of Psychiatry.

Learning out of Concerns - LOOC



Locality Manager: Peter Smith

Investigating Officer: Sally Spicer

Ref: 021/09

Complainant: JW

Location: Waterford House

Please find below actions/recommendations made as a result of the above complaint investigation.

Please complete the information below and attach any evidence (e.g. meeting minutes, changes to procedures, copy of relevant page in medical notes) then return this form to the Complaints Manager once the actions have been completed.

ACTION / RECOMMENDATION	Completed	By whom	Date	Evidence
1. In cases where service user under possible influence of substances, or in acute distress, MH Services should consider confirming plan at earliest opportunity to ensure correct understanding by all parties.	Y / N	Sally Spicer	24/11/08	Sally has written to her team to address this issue. (See attached)

Signed & dated as complete by Locality Manager	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-bottom: 5px;">Code A</div> Peter Smith 24/11/08
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Please return to:
HPT Complaints Manager, Swathling, Tom Rudd Unit, Moorgreen or fax to 023 8047 5260

Code A

Smith Peter

From: Spicer Sally
Sent: 21 November 2008 12:44
To: Scurrall Carol
Cc: Smith Peter
Subject: messge to all - please pass on

Following the recommendations of a recent CIR please note the following:

I would remind the Team that it is most important to ensure Service Users understand information given to them by Mental Health Professionals. This is particularly the case when the SU is in an anxious state or under the influence of substances/alcohol at the time of interview, under these circumstances the Professional should consider clarifying any discussion in writing as soon as possible in order to avoid misunderstanding.

21/11/2008

