

## Mental Health Partnership Board Meeting

Meeting Details					
<b>Location</b>	CVS, Hazeldine House	<b>Date and Time:</b>	06/05/2025 at 1:30pm	<b>Chair:</b>	Steph Wain

Attendees	
Steph Wain – Commissioning Specialist for Mental Health (Chair)	Lynne Allcott - Centre Manager - Cavalier Centre
Kelly Middleton – Cabinet Member for Public Health	Gemma Coulman – Smith - Op Manager – Telford Mind
Sarah Morgan – Commissioning Officer	Tracy Hope – Specialist Councillor – NHS Drug and & Alcohol
Diana West – Health Improvement Practitioner, T&W Council	Francesca Cambridge Mullen – PHD Candidate / Volunteer
Carrie Mckenzie – Operations Manager - TACT	Kel Gregory – Business Support Officer (Minute Taker)

Apologies
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<p>Amanda Benton – Service Delivery Manager, Learning Disability, Autism &amp; Mental Health</p> <p>Amanda Mills – Operations Manager, Voiceability</p> <p>Ravi Phull - Service Delivery Manager – Strategic Housing</p> <p>Andy Dowdall – Information &amp; Advice Officer – T&amp;W</p> <p>Samantha Kearns – Service Manager Adult, Mental Health MPFT &amp; Dementia Services</p> <p>Richard Jones – West Mercia Police</p> <p>Dawn Crowther – MPFT NHS</p>	<p>Jade Jackson - Strategic Outdoor Play and Recreation Specialist – T&amp;W</p> <p>Paul Stanley – Rep (Lived Experience)</p> <p>Tina Ward – NHS</p> <p>Toni Guest - Housing, Nuplace Service Delivery Manager</p> <p>Michael Darbhanga - NHS</p> <p>Rachel Threadgold – Health &amp; Improvement Team</p>
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**Confidentiality Statement:**

Information disclosed at this meeting may need to be shared as part of a legal process or for supervision purposes. These decisions may have to be made outside the meeting. Other than that, information should not be shared with any other person/organisation unless it is fully discussed and identified as an action point later in the meeting. All information should be shared in line with the Information Sharing Protocols.

Summary		Lead
<p><b>Previous Actions and Minutes</b> Ageing Well Strategy to be forwarded.</p>		<p>Steph Wain / Kelly Middleton</p>

## Mental Health Strategy Update

Sarah provided an update on the feedback secured from residents so far. This shall ensure the first draft is informed by local people. There will be a period of full engagement following the publication of the first draft. Sarah highlighted the main themes from the feedback.

Alternative communication methods are needed to reach a wider audience e.g. social media and Print Materials. Social media influence, both positive and negative, is a key consideration. The key goal is to maximize audience reach by providing clear information about ongoing events and initiatives.

The update also touches upon the accessibility and understanding of resources related to “Lived Well” initiatives and their effective utilization.

Lack of engagement is also one of the common challenges in mental health services, the importance of offering people a safe space, and the comfort to participate and engage with professionals should be highlighted. This would also include the importance of peer support and sharing experiences. This can also be done by focusing on maximization of existing community resources and the services. Men's breakfast clubs, and gatherings at pubs were mentioned as examples.

A discussion on what also needs to be considered is the general shift in emotional understanding and communication. This can differ between the young adults and the older adults, how it affects them and how they could be supported in that area.

An update on the mental health strategy will be provided, followed by public consultation.

There were discussions on the impact of service discontinuation, and behavior of clients. A more flexible approach is suggested instead of using fixed services.

In terms of partnership engagement, if work is being done with the Telford Partnership, maintaining open communication channels is crucial for continued partnership and completing tasks with Supported clients.

There are concerns about the potential difficulties with individuals who have challenges that may withdraw themselves from the service. Especially considering they need the support given.

Concerns raised about engagement with other agencies and potential clients which are limited due to restrictions and impact regarding the effectiveness of communication. Although the process involves sending letters, making phone calls and visits, this type of

Sarah Morgan

<p>communication cannot come across as harsh approach towards clients as the information can be interpreted in a way that can make a person panic.</p> <p>The importance of using pronouns to create a safer space for others is also highlighted.</p> <p>Part of the strategy is to increase the proactive approach to address concerns and provide more support. Mindful consideration should be made for marketing materials and how it could impact people within the community.</p> <p>A public consultation will be considered once more feedback is gathered on the strategy.</p>	
<p><b>Right Care, Right Person – Local Experience &amp; Update</b></p> <p>Discussed were the approaches to mental health by the police. An example was given of police in action in a critical mental health situation involving an individual endangering themselves. This raises questions about the practical implications, and procedures around escalation.</p> <p>In terms of reporting, a request for recent issues including what happened, what should have happened, and actions taken will be made. This information can be used in future meetings and potentially used in case studies.</p> <p>Discussed were challenges within the crisis response regarding hospital care. An example of a challenging case was given.</p> <p>Also discussed were risk assessments, and how they can be used to support experiences and complex situations.</p>	<p>Steph Wain</p>
<p><b>Scrutiny Update</b></p> <p>Relating to mental health, the health and care committee requested focus on the initial scope for children, and adults with autism and ADHD. This involves planning analysis using multi perspective assessments involving social care, public health, and NHS strategic commissioning.</p> <p>More follow-up questions in specific areas of interest are being considered e.g. Neurodiversity, and adult mental health assessments.</p> <p>Further updates will follow.</p>	<p>Steph Wain</p>
<p><b>Co-production Update</b></p> <p>A co-production conference is scheduled for the 9th of July, held at Park Lane Centre. Information will be shared regarding participation, and free gifts are planned to attract engagement. Three guest speakers are expected to be in attendance.</p>	<p>Sarah Poole</p>

For promotion, a web page has been created. Currently there are concerns about its discovery, so further promotional efforts will be required.

All the information will be collected around co-production and audited via color-coded system for user friendliness between professionals. Challenges exist in accessing and sharing information within services and communities. But improvement should show if the information is SharePoint based.

### Quality of Inpatient Transformation

Theres a program happening for improving the quality of psychiatric support via inpatient care in. This will examine wards, discharge processes, and focus on experiences with people who have learning disability needs and/or Autism.

The discussion centered on the significant impact of the inpatient wards, and concerns raised about individuals wanting to leave their rooms due to certain situations.

Concerns also raised about the lack of engagement in ward activities due to issues like insufficient equipment e.g. wheelchairs. And also ward security.

Feedback from patients highlights the need for improvements in ward activities and management. Negative past experiences have proven that patient responses to their treatment are currently difficult.

Tina Ward / Steph  
Wain

### Good news stories:

#### - Video of Kevin (White Cottage) – Improving Outcomes

<https://youtu.be/ajlg3sjoU5I>

A video showcasing white cottage was shared. It featured a resident by the name of Kevin and his social worker Regarding his multiple hospital admission, and the positivity around his current capacity.

### Members Update

A meeting took place in London recently with Andy Bell, CEO of the mental health organization. There were discussions involving a potential pledge for improved mental health, and programming is being drafted. This will be co-written between both Andy and Kelly.

Kelly Middleton

### Mental Health Celebration

Discussions about celebration of the aspects of recovery, and the focus on mental health support and partnerships. The conference highlighted positive stories and lessons that have been learned. Including a comparison of similar life experiences and stories shared.

The event also acknowledged the hard work and achievements of residents and volunteers involved.

Specific dates are mentioned in relation to future events but not yet confirmed. A collaboration with Sport England we'll focus on an approach to tackle older people's mental health issues. This is important as community surveys highlight residents that are worried about poor mental health in various areas of Telford.

A community led initiative will aim to establish our well-being café.

Community support for the deaf and hearing impaired that's been considered. Challenges will include the need for BSL qualifications, and accessible learning resources e.g. assistive technology (Real-time translation).

Health and Improvement have been working with the Deaf community who have highlighted that they are struggling with their mental health, also stressed and anxious. They feel very excluded and have many difficulties accessing daily activities and services as a result of being Deaf and the lack of information and led activity in BSL. They are putting a funding bid in to try and support this group.

They are also looking to roll out more Live Well Community Hubs that emphasize well-being and mental health. Both Donnington (linked with family hubs, also focus on veterans and carers and cared for) and Wellington later in the year. This also includes the Older People's mental health working group with Energize STW as part of their place based work in Donnington, with NHS Talking Therapies. All are welcome to join.

There are still attempts to support the Polish and interfaith Council community setting up a wellbeing cafe in Wellington. Funding is required to support delivery.

## AOB

### ***Introduction to the Cavalier Centre***

The Cavalier Centre was established in 2019 which is initially focused on aiding disabled individuals.

It's services have broadened over the years to encompass various disadvantages, including mental health and emotional challenges.



The center offers diverse programs and aims to assist anyone facing adversity. Equine is part of the many well-structured courses offered. Welcoming responses and high praise have been as it has helped with emotional and social approaches.

Lynne Allcott /  
Francesca  
Cambridge Mullen

## **Mental Health Partnership Board Meeting Action Log**

Actions are recorded during each board meeting and transferred to this Action Log.

### **RAG (Red/Amber/Green) Rating**




<b>Red</b>		Not yet started or behind schedule
<b>Amber</b>		In progress
<b>Green</b>		Completed

There was positive feedback on the professional diligence and welcoming atmosphere of the staff. The activities and courses provided prove a significant improvement in mental health.

### **References**

<https://www.gov.uk/government/publications/national-partnership-agreement-right-care-right-person>

## **Open / Completed Actions**

<b>Date</b>	<b>Actions</b>	<b>Lead</b>	<b>RAG</b>	<b>Progress Update</b>
06/05/2025	Ageing Well Strategy to be forwarded to attendees.	Steph Wain / Kel Gregory		
06/05/2025	A public consultation would be considered once more feedback on this strategy has been received.	Sarah Morgan		
06/05/2025	Both Steph and Kelly will consider visiting the cavalier centre.	Steph Wain / Kelly Middleton		



06/05/2025	Kelly will be meeting with Andy bell in June to continue the mental health pledge.	Kelly Middleton	■	
06/05/2025	An expressions of interest form can be made to get more feedback on experiences.	Steph Wain / Sarah Poole	■	
06/05/2025	Further updates to be provided on Scrutiny	Steph Wain	■	