



# Mental Health Partnership Board Meeting

| Meeting Details |                 |                       |                      |
|-----------------|-----------------|-----------------------|----------------------|
| <b>Location</b> | Microsoft Teams | <b>Date and Time:</b> | 21/01/2025 at 1:00pm |
| <b>Chair:</b>   | Steph Wain      |                       |                      |

## Agenda

### Introductions

Angela Causton – Commissioning Officer  
 Charlotte Hambleton – Principal Social Worker  
 Diana West – Health Improvement Practitioner  
 Hlanganani Sibanda – Team Leader, Adult Mental Health  
 Jade Jackson – Strategic Outdoor Play and Recreation Specialist  
 Katie Rae – Co-Production & Engagement Officer  
 Kel Gregory – Business Support Officer (Minute Taker)  
 Samantha Kearns – Service Manager Adult, Mental Health MPFT & Dementia Services  
 Sarah Morgan – Commissioning Officer  
 Sarah Poole – Co-Production Lead  
 Steph Wain – Commissioning Specialist for Mental Health (Chair)  
 Tracy Hope – Counsellor, Telford STARS

### Apologies

Amanda Benton – Service Delivery Manager, Learning Disability, Autism & Mental Health  
 Amanda Mills – Operations Manager, Voiceability  
 Andy Dowdall – Information & Advice Officer  
 Carrie Mackenzie – Tact  
 Christopher Hirst – MPFT NHS  
 Dawn Crowther – MPFT NHS  
 Gemma Coulman – Smith – Operations Manager Telford MIND  
 Jan Suckling – Lead engagement officer for Healthwatch  
 Juliet Davies – Individuals with Lived experience in Mental Health & Peer Support  
 Justin Tyrer – Insight Partner, Policy & Governance  
 Kelly Middleton – Councillor  
 Lyn Stepanian – Public Health Commissioner  
 Matt Downswall - Lived Experience  
 Paul Stanley – Rep (Lived Experience)  
 Peter Oakley – Mental Health Social Worker  
 Rachel Threadgold – Health & Improvement Team  
 Richard Leith – Public Health Commissioner for Drugs and Alcohol  
 Robert Wilson – Equality Diversity & Inclusion Officer, Children's Safeguarding & Family Support  
 Scott Morgan – (A Better Tomorrow)  
 Simon Lellow – Crisis Support

### 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.

## 1. Welcome

## 2. Apologies & Introductions

### 3. Previous Actions and Minutes - Steph Wain –

Sam Kearns (Service Manager - MPFT) has been invited to present at today's meeting.

To be discussed within this meeting.

Steph Wain provided an update on the MH Strategy

The time scale of writing this strategy has been extended, as colleagues in childrens services have some priority work to complete in the short term. The ICB have completed their restructure and colleagues are eager to still be involved in the development of the strategy.

To ensure the first draft of the strategy is informed, Sarah has been visiting services to encourage informal conversations based around the following key questions.

- What has your experience of mental health support in Telford been like?
- What matters to you most about MH support?
- Did you know where to go to get help?
- What would your priorities for better MH services be?

Key messages so far: increased peer support, safe spaces, access to respite and accessible information within the community have been mentioned as some other things people would like to see going forward.

More updates will follow.

### 4. Themed Agenda Item: Aging Well Strategy

Angela Causton gave an overview of the Ageing Well Strategy. It was developed on the back of extensive consultations since 2022 and included over 3000 participants.

The partnership board is in place that is held every quarter, which oversees the action plan that comes from the strategy, as well as reporting to the health board every 12 months of the overall strategy.

Going forward it would be ideal for a member of the aging well group to provide key feedback regularly in the cost of this strategy, and feedback on the Carers partnership board.

*The slides shown will be cascaded to all participants.*

### 5. Co-Production Update

Sarah Poole advised that she is still recruiting experts by experience to contribute to this board. An expression of interest form has been drafted so people can indicate their reasons for joining, and so details of their experience with people with mental illnesses can be collated.

When coming into the partnership board, we will offer roles and responsibilities, just so there is clear detail of what is expected from them when they join. They will also have the opportunity to express their interest in activities or consultations, as well as website, and language contents, and any other skills that they would like to bring forward. They will be made aware of that all the

information will be secured under the Data Protection Act. This will be first circulated within the staff newsletters, and other organizations so they can share it with people they are working with.

The first co-production conference was held last November, which indicated the key achievements received so far. Representation from the children's services, SAFF, and the mental health partnership foundation trust gave their input of sharing good practice. Another event will be held on the 9<sup>th</sup> of July.

The expression of interest form will be cascaded.

## **6. Option 2 Mental Health / Quality of Inpatient Care**

Individuals or those concerned about them are now able to access crisis mental health support through 111. The service is available across the country 24 hours, 7 days a week and is for all ages. If dialing 111 mental health option to access mental health support you will be directed to your local area mental health service from where you are dialing, so if dialing in the STW area you will come through to MPFT Access Service.

In December, MPFT Access Service received a total of 2191 calls, 386 were received through the 111 service. We are seeing occasions where people will access the service for reasons that are not related to mental health, if this happens, they are signposted and redirected back to 111. If people are contacting a loved one who lives in another area, we will support them to be redirected to the local mental health service where their loved one lives.

Calls are answered by MPFT Call Handlers, who will if required seek advice or transfer the calls through to a registered mental health professional. Within daytime hours (Monday-Friday 9-5) this will be the local CMHS, if outside of these hours or over bank holidays this will be the local CRHT service. Translation services are available if required, as well as a service through Relay UK if someone has hearing difficulties on the phone or has difficulties with speech. A Text Service is also in development that people can utilize to contact if requiring support with their mental health.

ICB are leading on sharing comms/information to the system partners around the 111 mental health option.

In regard to quality of inpatient care, there is in progress workstream with people with learning disabilities and autism, And also a work stream with people with mental health rehabilitations. A transformation manager has been appointed; his responsibility will be to oversee all of these work streams.

## **7. Update on Housing / Queens Road**

There are currently 7 flats being occupied out of the 12. MPFT are making regular drop ins and offering guidance and support to clients and staff when needed.

Good News Stories and case studies were shared out.

### **Mr X**

- A diagnosis of Schizophrenia
- The history of services provided by him within Telford & Wrekin.
- A Section 117 is in place.
- Has a family/next of kin.
- The staff have helped him to keep calm, and it has been really positive for him being at Queens Rd, which is why he is settled there.

**Mr Z**

- Has complex needs, and a dual diagnosis.
- This person was at risk of being evicted from his current placement, an intervention was worked out so a smooth transition could happen between his current placement and white cottage apartments.
- Taking a more manageable role in managing his symptoms that affect him in his everyday life e.g., Activities. Caring for pet.

The next stage would be to develop a scheme of 14 accommodation units in Castle Street, Hadley. There will be a discussion with the developers on the internal design which should be similar to Queens Road. This scheme will be proven to be more accessible in terms of ramps, wet rooms, and accessible lift. More updates will be given on it's development.

**8. AOB****Input from Local Authorities**

Steph has reached out to the stronger communities' team who would like to participate in this board from the next meeting. The ICP health commissioners are also willing to join for their input with the aging well the strategy. It also needs to be confirmed that the local authority has a market position statement which is aimed to be published by May.

**Date of next meeting:** 15<sup>th</sup> April 2025 via Microsoft Teams at 1:30pm

**Minutes typed by:** Kel Gregory

**Signature:**

**Minutes checked by:**

**Signature:**