

Mental Health Partnership Board Meeting

Meeting Details					
Location	Granville House (Hybrid)	Date and Time:	04/11/2025 at 1:30pm	Chair:	Steph Wain

Attendees
Andrew Dowdall – Information and Advice Officer, Adult Social Care, T&W Council
Carrie Mackenzie – Branches (Wellington)
Diana West - Health Improvement Team, T&W Council
Gemma Colin Smith – Telford Mind
Joanna Clubley - Social Worker, Adult Social Care
Katie Shaw – Co-Production and Engagement Officer, T&W Council
Kel Gregory – Business Support Officer (Minute Taker)
Pete Pablo – Lived Experience Representative
Sarah Morgan – Commissioning Officer, Adult Social Care, T&W Council
Sarah Poole, Co-Production, Adult Social Care, T&W Council
Steph Wain – Commissioning Specialist for Mental Health, T&W Council (Chair)
Tracy Hope – Specialist Counsellor, Inclusion for Drug and Alcohol Team

Apologies

Amanda Benton – SMD - Learning Disability, Autism & Mental Health, T&W Council

Angela Causton - Commissioning Officer, Adult Social Care, T&W Council

Dawn Crowther - Midlands Partnership University NHS Foundation Trust

Edward Hancox – West Mercia Police

Kelly Middleton – Cabinet Member for Public Health, T&W Council

Louise Stanway - Community Services, T&W Council

Rob Wilson - Community Services, T&W Council

Sam Kearns - Service Manager/Social Work Professional Lead, Telford Adult Community Mental Health and Dementia Services

Scott Morgan – A Better Tomorrow

Tina Ward - NHS Shropshire

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>Welcome</p>	<p>Steph Wain</p>
<p>Apologies & Introductions</p>	<p>Steph Wain / Cllr Kelly Middleton</p>
<p>Previous Minutes & Actions</p> <ul style="list-style-type: none"> • Ageing Well Strategy to be forwarded to attendees. Complete • A public consultation would be considered once more feedback on this strategy has been received. • Both Steph and Kelly will consider visiting the cavalier centre. – To be further Discussed • Kelly will be meeting with Andy Bell in June to continue the mental health pledge. There will also be a potential visit to Telford from Andy. • An expression of interest form can be made to get more feedback on experiences and to support continued input from people with lived experience – Still in progress • Further updates to be provided on Scrutiny – To be further discussed. 	<p>Steph Wain / Cllr Kelly Middleton</p>
<p>Right Care, Right Person – Local Experience & Update</p> <p>This relates to a change in policing policy around mental health. It was noted there have been changes with the harm reduction unit & reduced PCSO availability all of which can impact the response to mental health. The safeguarding board are aware of issues relating to the HDU. In the meantime, professionals are asked to provide examples of where the change in police policy has negatively impacted people or left services vulnerable. Steph to follow up the regional meeting regarding this.</p>	<p>Steph Wain</p>
<p>Commissioning Update</p> <ul style="list-style-type: none"> • Strategy • Making It Real • Calm Cafe <ul style="list-style-type: none"> ○ Scrutiny / TWIPP ○ New Calm Cafe <p>General commissioning updates provided from strategy workshops. Telford & Wrekin Integrated Place Partnership (TWIPP) have provided scrutiny updates how progress on the mental health section. The Integrated Care Board (ICB) and Children and Young</p>	<p>Steph Wain</p>

People service have given input on who will lead the strategy in commissioning updates. Scrutiny has shown an interest in mental health, and they request subsequent workshops that involve several stories that would be beneficial. Both Adult and children's stories are to be used, with the focus of diversity, and the difficulties that they undergo.

There is a collaborative effort for a population approach to updating the strategy development for mental health. Including the scrutiny committee initiatives on the health and care aspects. It is also to include the interests of neurodiversity.

The calm cafés will be opening this week. Dawley Town Hall on Mondays, Meeting point house on a Thursdays. TWIPP has confirmed funding for the next 12 months. Funding has been secured for 12 months for a new café which will be opening tomorrow for 18-25yr olds. Within this time, evidence must be shown of its effectiveness.

There are challenges for social media recruitment and background checks, and strategic communication pending the event launch.

Information has so far been added Live Well Telford, Telford Mind, as well as Facebook and other locations for promotion. The focus is currently on giving individuals crisis management skills, and approaches to the gaps in support being offered.

Social Care Framework Development

For the last five years, there has been commissioning framework for adult, social care, mental health, learning disabilities, and autism. This is to approve bespoke support packages. This is currently being re-written to identify gaps in provision specifications in a way to get more of a diverse market in the framework, and to identify more regulated care and essential skill requirements for care givers. Further updates will be provided in the next meeting. The signposting between DPS and specialist case framework, and the streamlining process are to be unified over time.

Co-production Update

The Making it Real board will transition from monthly to quarterly meetings. The first quarter was held in September. And by separating in groups with full updates of progress, it will eliminate any duplications and consolidate any updates made. This will be co-chaired by Sarah Roberts. The meeting will focus on information sharing and updates of feedback forms, complaints, compliments and comments.

Making it Happen meetings will be happening via subgroups in between the Making it Real board, which will focus on the Public information, disabilities grant, and Adult social care/OT correspondence.

The guidance for finance and mental health service guidance has been amended with a friendlier tone of communication, and highlights support on safeguarding approaches on child financing concerns, and mental health development.

Sarah Poole

MH Knowing where to Go

The following have been added to the flyer ...

- Emergency support
- Community talking therapies
- NHS Choices
- Online resources
- National and regional helplines for veteran support
- Suicide Prevention resources
- Mental health resources
- Disability resources
- AI support for personalised well-being plans

All organisations involved are welcome to contribute to printing costs that incur. A digital version will be produced.

For online users, the use of key phrases, and QR codes would be useful for better resource access and will prevent frustration in finding the information they want.

The linking of physical / mental issues, or home help to specifically support women's aid would be beneficial to the flyer. And also, the linking of the existing hub information.

Quality of Inpatient Transformation

An update on the quality of inpatient care. The Mental health trust has appointed a consultant to focus on bed flow management and analysis in/out of the hospitals, including pre discharging forms which will indicate whether a social worker, or care need requirements following discharge.

Daily huddles continue at the hospitals to ensure clear patient care and discharge planning.

Part of the crisis Pathway review, the Oak paddock is a crisis house which is currently underutilized, but available across the county.

The night services are being reviewed as they are currently underutilized.

A business case used for the use of a suite at the Redwood site as a way of supporting out of areas individuals and improve local care.

Tina Ward / Steph
Wain

<p>External agency made site visits at hospital wards to get involved in the positive experiences and to confirm additional initiatives.</p>	
<p>Member Update No update. To be further discussed in the next meeting.</p>	<p>Cllr Kelly Middleton</p>
<p>Good news stories: Mental Health Celebration – A mental health celebration event is in planning for 13th May, which will focus on the adult mental health achievements. Awards will recognise the personal stories and experiences, with nominations via the mental health forum. Andy Bell is also keen to attend.</p>	<p>Steph Wain</p>
<p>AOB</p> <ul style="list-style-type: none"> • 111 – MH Option Feedback No update. To be further discussed in the next meeting. • Out of Hours GP – What support is there for Mental Health Heros taken over from 01/10/2025. No update. To be further discussed in the next meeting. • ICB Merger what will the impact be to MH Services need reassurance. No update. To be further discussed in the next meeting. • Safeguarding Adults Week Safeguarding adults’ week is scheduled for November 17th, with a focus on prevention and various awareness sessions. This will follow with vulnerable adults – spotting signs of exploitation. Following by modern slavery, Alcohol and drug use. This will be held in the town centre. Friday – Adult safeguarding prevention. <i>See attached.</i> <p>Healthy Hearts Hub</p> <p>The Healthy Lifestyles Team service includes signposting to Mental Health services, plus health checks for people living with Severe Mental Illness. See the Healthy Telford webpages.</p> <p>The Healthy Hearts bus tour based in Southeast Telford have started. This includes health checks, and signposting to community Mental Health services. See the Healthy Telford webpages.</p>	<p>Sam Kearns / Carrie Mackenzie (Feb)</p> <p>Sam Kearns (Feb)</p> <p>Andy Bell (Feb)</p>

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

Red		Not yet started or behind schedule
Amber		In progress
Green		Completed

NHS Wellbeing, Belonging and Moving for Mental Health flyer attached.

Live Well Hubs

- There is now a new open hub based in Wellington.
- Two hubs will be opening in Donnington this month.
- The hub based in Madeley is maintained and well established.
- The “Move to Thrive” project for people with dementia and their carers are currently promoting well-being. Search online for “Move to Thrive Telford”.
- The SMI and physical activity project have started with the NHS Shropshire, that provides various conditions related to severe mental illness.
- Activity for All project - physical activities for adults with learning disabilities. A website is to be developed once grant funding has been received.

Open / Completed Actions

Date	Actions	Lead	RAG	Progress Update
04/11/2025	Aim to receive updates on the policing services see what can be improved.	Steph Wains	■	
04/11/2025	Professionals are requested to assist with circulating the information of the Calm Café via social media.	All	■	
04/11/2025	Further discussion on the progress of the Social Care Framework Development.	Steph Wains	■	
04/11/2025	Further discuss the standardization of the adult social care branding required for the Making it Real board.	Andrew Dowdall, Sarah Poole	■	
04/11/2025	Request that Tina Ward provides an update on the mental health achievements, and non-achievements to further discuss of the mental health celebration in the next meeting.	Steph Wains / Tina Ward	■	
04/11/2025	Further updates will be required on the out of Hours GP – What support is there for Mental Health Heros taken over from 01/10/2025	Sam Kearns	■	
04/11/2025	Further updates will be required on the 111 – MH Option Feedback.	Sam Kearns / Carrie Mackenzie	■	
04/11/2025	Further updates will be required on ICB Merger what will the impact be to MH Services need reassurance	Andy Bell	■	