

## Healthwatch Representatives Feedback Form

<b>Representative name</b>	Martin Haddon
<b>Meeting</b>	South West London & St George's Mental Health Trust Workshop on Working Together
<b>Date &amp; Time</b>	25 June 2018 9.30 am to 1pm
<b>Who attended</b>	30 - 40 people, including MHT staff, staff from Primary Care Plus, Wandsworth Social Services and representatives of voluntary sector organisations in Wandsworth. The workshop was convened and led by Simon Wyllie, Deputy Head of Service Delivery for the Trust's Community Service Line.
<b>Key issues</b>	<p>The workshop's subtitle "Joined-up mental health care within our community" was convened partly to fulfil a commitment in an Action Plan following a serious incident in recent years, which was not discussed. It was clear that the services had moved on a good deal since then, as evidenced not least by the rating of the Trust's community services as "Good" in an inspection earlier this year.</p> <p>There were a series of presentations: Gareth Jones, Operational Manager for Talk Wandsworth (for people with mild or moderate mental health problems) focused on TW's efforts to move more of its work out into the community and the contribution made by the new and developing Step 1 (Wellbeing) team. He highlighted the benefits of a flexible and responsive approach to community needs in partnership with community organisations. Hopefully, this learning will spread to other parts of the Trust.</p> <p>The Manager of the Recovery Cafe in</p>

Tooting, operated by Hestia, reported cafe a successful first year, meeting the needs of 600 to 700 people, about half from Wandsworth. The cafe has been receiving 20 to 23 customers a night, on average 8 visits each. Steps are taken to discourage long-term dependency. Only about half of the customers were previously known to mental health services, so the cafe is extending the reach of services, as well as reducing demands on emergency services.

Another Hestia manager spoke about their takeover of the Mental Health Trust's former "rehab" supported housing service for people discharged from hospital with complex needs. She also mentioned a brilliant mobile phone app called "Bright Sky", designed by Hestia to provide access to advice and support for people in abusive relationships. Mary-Ann Foxwell, the new Head of Service and Development at Wandsworth Citizens Advice (CA) gave a very interesting presentation about how it has developed arrangements to access advice (on benefits and a wide range of other matters) and its specific project work with other organisations such as the Food Bank and Wandsworth Community Empowerment Network.

Helen Miles, the Trust's Head of Therapies, assisted by David Hobbs, (a service user and co-chair of the Patient Quality Forum), importantly announced on the imminent launch of the Trust's new Involvement and Co-production Plan. This was developed by a 23 strong Task Group including 5 service user and 5 carer representatives. After final clearance, a formal launch is due in September.

This two-year plan aims to take more of the Trust's work up the "ladder of participation" from consultation to co-design and co-production, as well as involving larger numbers of service users and carers in a range of participatory roles. It is hoped to invest additional resources in "experts by experience" who will be embedded in the service lines with a remit to promote involvement.

Helen also confirmed it was the Trust's

	<p>objective to achieve Stage 2 (community services) accreditation under the Carers Trust's Triangle of Care scheme by January 2019.</p> <p>Becca Neaves, Manager, told us about the new Richmond and Wandsworth Employment Support service, provided by MCCH. It provides person-centred 1:1 support to individuals with mental health problems or a learning disability who are seeking employment or needing support to remain in work. People self-refer by email or be referred by a professional. As yet they have had no referrals from the Trust.</p> <p>Finally Malik Gul (WCEN) responded to the discussion so far. He voiced the mixed feelings some of us were having about the event and how it was organised. He recognised that some very worthwhile developments in co-production had been presented but there was an apparent lack of recognition that co-production had been under discussion for 20 years and so much remained to be done to develop a co-production approach to many areas of the Trust's work.</p> <p>It was agreed that there should be further meetings once the new Involvement Plan was launched.</p>
<p><b>Healthwatch Actions and What to Watch</b></p>	<p>We will examine the Trust's Involvement Plan when it becomes available and play our part in continuing discussion of these issues.</p>
<p><b>The Meeting in one sentence (for blog, FB, Twitter, newsletter)</b></p>	<p>Mental Health Trust invites Wandsworth community organisations to discuss working together and trails new Involvement Plan.</p>