



**MINUTES OF THE
COMMUNITY INDEPENDENT VISITORS SCHEME MEETING
Thursday 8th December 2011 2.30pm, 2 Princes Street**

Present: Alison Sheward, (Chair), Nicki Sweeney, Ben Deighton, Jenny Perrin

Apologies: Jane Haslam, Nicky Cope

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| 1. | <p>Matters arising from the Minutes of the Meeting held on 20th October 2011</p> <ul style="list-style-type: none"> • JM has put an advertisement in the local papers for a six-week period. • NS circulated to the meeting a draft CIVS leaflet and a draft User Feedback Form and asked that Visitors could look at this and bring feedback to the next meeting. • Jenny said that she did not like the picture inside and has volunteered to look for a replacement. Action: JP | <p>ALL</p> <p>JP</p> |
| 2. | <p>Matters Arising from CCSF Meeting</p> <ul style="list-style-type: none"> • NS and JP had attended the CCSF Meeting in the morning and reported back on what was discussed. This had been the first meeting for a couple of months. Minutes will follow. • Out of Hours Questionnaire. This has been sent out to service users, data has been gathered and the report is due out soon. We will be receiving a copy when the final report has been approved. • It was also noted that of the three numbers advertised for Out of Hours, two of them are an 0845 telephone number and that this is an expensive way for a patient to call. Action: Raise at the next CCSF. • Recording of calls for Out of Hours: there has been no further progress on this matter but it is still under consideration. • Volunteer Policy: KA had looked on the Trust website and it was 14pps long (so still the old one), so has emailed HR for an update. The committee all agreed that it needed updating and once the policy has been finalized we will be receiving a copy. Action: NS to continue to follow-up through the CCSF. • User Engagement: NS has contacted Kate Atkinson re user engagement and the “importance of developing a strategy to engage with the ‘silent majority’ of users and carers whose views are currently not represented or involved”. KA said that she would like to see this incorporated within the CCSF Work Plan in the New Year. Action: NS to continue to follow-up through the CCSF. • Update - Personality Disorder Service : This service was originally thought to be stand-alone but the criteria has changed and it is now incorporated with the CMHTs. Each CMHT will have one or two members of staff who have been trained in Dialectical Behaviour Therapy (meant to be particularly effective for people with PD) and their caseload will be split between regular clients and PD clients. | <p>NS</p> <p>NS</p> <p>NS</p> |

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| <p>3.</p> | <ul style="list-style-type: none"> • Single Equality Scheme: This has come out of the Government’s Equalities Act 2010/2011, whereby all previous legislation relating to discrimination against people with specific “protected characteristics” (e.g. race, gender, disability, etc) now comes under one single Act. CFT have written their own document building on this and is a guide for people within the Trust. The CCSF will look at this in the New Year. • Day Services transition: For any queries with regard to the transition, the lead is now Mike Marshall. It is hoped that CFT’s report on their plans for the future of day services will be ready by the end of December and a copy of this will be sent to the Mental Health Project. • Care planning: NS advised the CCSF that we are undertaking care plan surveys and asked whether they would like the CIVS to feed back on any results, which they agreed to. • Crisis Plan Questionnaires should also be completed by Visitors where they can and handed back to NS. Action: NS to update draft questionnaire and copies to be circulated with the minutes. • CMHT Team Managers are to undergo training on writing quality care plans within the next couple of months and will cascade this information to their teams. • CIVS asked why the writing of good quality care plans are not incorporated into nurse training at universities. Action: NS to take to CCSF to ask if this could be fed back to the universities. <p>Feedback from Community Independent Visitors:</p> <p>West</p> <ul style="list-style-type: none"> • JP is waiting to go to Stepping Stones. NS said that if she would like to start visiting before Christmas, NS would arrange this with Steps’ manager. Action: NS to liaise between JP and Steps. • As Nicky has not been able to make the meeting due to illness, there was no further issues to report from the west. | <p>NS/ JM</p> <p>NS</p> <p>NS</p> |
| <p>4.</p> | <p>East</p> <ul style="list-style-type: none"> • AS has visited the Community Mental Health Team in St Austell. She has also been to Fountain House, and these have been successful visits, particularly in promoting the Mental Health Project and its role. • Supported Housing – these have lost in-situ staff, who will be now be based at CMHTs. Some residents are already having problems because of this. Action: NS to find out more. <p>Issues for the next CCSF</p> <ul style="list-style-type: none"> • Out of Hours telephone numbers. • Feedback to universities about effective care planning. • Volunteer policy. • User Engagement Plan <p>Any Other Business</p> <ul style="list-style-type: none"> • JP asked who would be visiting Boundervean in the New Year. NS advised that Nicky visits west day centres at least quarterly. | <p>NS</p> |

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| 5. | <ul style="list-style-type: none"> • It was suggested that we could advertise the CIVS in the Discovery Magazine. Action: NS would contact Vaughan in the New Year to discuss. • Supporting Housing: to be an on-going agenda item. • Shared Lives Scheme: This is a scheme that operates successfully on a national basis and allows people who need long-term living support to live with approved families in the community. Although it currently covers Learning Disabilities and Dementia, there is some scope for people with mental health problems. The Shared Lives manager in Cornwall says that it needs more families with experience in dealing with people with mental health problems to come forward as hosts and so CFT will second a support worker to Shared Lives to co-ordinate this. If anyone would like more information on this, please contact Nick S. • CIVS Review: NS will be forwarding with the minutes the notes of the review meeting held in November. • NS will also send to Jane a copy of the Out of Hours report for circulation to Visitors. • Dates for 2012 CIVS meetings were set to fit around the CCSF meeting dates. These will also be sent out with the minutes. • NS said that a Musketeers Meeting is to be held on Wednesday 21st December at 10.00 at 2 Princes Street. All Visitors welcome. <p>Monitoring Forms: handed in. Care Plan Questionnaire forms: handed in</p> <p>Date of Next Meeting : Thursday 12th January at 10.30am in the Conference Room, 2 Prince's Street, Truro</p> | NS |
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