

**Let's talk about...**  
**Mental Health**

**A Summary of the Accountability Meeting held at City of Coventry Health Centre  
Thursday 2<sup>th</sup> November 2016**

This meeting gave members of the community and other interested parties the opportunity to speak directly to some of the managers responsible for the services provided by Coventry & Warwickshire Partnership Trust.

It was an informal meeting and was attended by twenty five members of the community. The managers there were:

<b>Josie Spencer</b>	Deputy Chief Executive and Director of Operations
<b>Barry Day</b>	Associate Director of Operations – Integrated Community Services
<b>Ade-Odunlade</b>	Associate Director of Operations – Acute Care
<b>Rob Holmes</b>	Consultant Psychiatrist Crisis Resolution and Home Treatment/Associate Medical Director Acute Services
<b>Toni Ruck</b>	General Manager - Integrated Community Services
<b>Deborah Sumal</b>	Locality Manager, Coventry

As there was no set agenda, all the questions raised were those that were important to the community. Below are some of those questions, with the answers given by the managers.

**Q. Why is it so difficult to access the Crisis Team?**

A. Work is ongoing in establishing a single point of entry to services and we are getting nearer to completing it. The number of acute referrals has continued to rise and it is difficult to cope but we will have our final model completed at the end of December. We plan to have this system operational by early next year.

**Q. Why is it the 'fast track' doesn't seem so fast track?**

A. Toni Ruck agreed to look into this. She has now reviewed this and the matter is being picked up with the work into the new clinical triage. It has also been discussed with clinical triage team.

**Q. I work for the Carers Trust and have difficulty getting in touch with the social workers as a 3<sup>rd</sup> party. Also, I do not feel that carers issues are being recognised.**

**Also**

**Q. You (The Trust) need to improve contact and information sharing with Parents and Carers**

A. It was agreed that there needs to be more to be done in involvement of carers. The Trust is looking at implementing the triangle of care but there is no definite date.

**Q. What is the bed situation in this area?**

A. There is a country-wide bed issue at the moment. Locally we still have issues which has been further complicated by unforeseen circumstances and decorating. We have been admitting in other areas and new systems have been put in to improve the situation and things should now improve.

**Q. My son was in St Michaels. He thinks he was let out earlier than he should have been.**

A. Staff review before allowing anyone home, this includes social workers and independent advocates. This is to see if there is a need to be detained under the Mental Health Act

**Q. There is a young girl with ADHD/Autism. The GP has not been helpful**

Staff are being recruited for the hospital as we do recognise there is a gap in the service

At the moment mental health services will assess but there is no formal service commissioned for this service user group. Therefore we are unable to offer specialist interventions and support required. In Coventry there is independent advocacy service and Warwickshire social care has small autism service for adults with diagnosis.

In the new year (2017) a diagnosis and post diagnosis service is being commissioned for AUTSIM (all areas in the county) and ADHD (Coventry and Rugby only), but this is not about long term case management.

**Q. What is happening about the Triangle of Care**

A. Tracey Wrench (Director of Nursing and Quality) is launching this soon.

**Q. How competent do you think GP's are?**

A. There are good and bad in all aspects of health care. There is enormous pressure on GP's, such as only allowing a 10 minute consultation for each client. There is a helpline for GP's (non-urgent). MIND offer services and we work with them on supporting people through the Recovery College.

**Q. The feedback from our service users (AIMHS) is that details on the website about the crisis team are not up to date. The Central Booking lines were down and that there is confusion over Coventry Crisis also being Warwickshire's.**

A. The Crisis Home Treatment Service must respond within 4 hours. There is also the Mental Health Matters Helpline, which is 0800 61617. Mental Health Matters can refer people to the Crisis Team if necessary.

**Q. The average waiting time for calls (into Central Booking) to be answered is 20 minutes**

No answer could be given on the night but has subsequently been looked at and Information that has been received from the CBS team indicates that the waiting time is significantly less. They (CBS) can monitor and measure the time taken to answer calls and also how many people 'drop out' (put the phone down).

If service users are having issues with contacting our teams we can double check whether this is constant and frequent issue and we would encourage people to tell us about issues as soon

as possible. This can be done by contacting our PALS (Patient Advice and Liaison Service) and complaints department by writing to us at Patient Advice and Liaison Service, Coventry and Warwickshire Partnership NHS Trust, Wayside House, Wilsons Lane, Coventry CV6 6NY or telephoning 0800 212 445 (Freephone) or 024 7653 6804. The email address is [PALS.Complaints@covwarkpt.nhs.uk](mailto:PALS.Complaints@covwarkpt.nhs.uk)

**Q. Does this service provide access to someone that can give advice on benefits or sign-post people?**

A. No, we would signpost people to the correct service. Citizens Advice run a 'Breakthrough Programme' to help people not in work. There is also the 'Job Shop' in Coventry.

**Q. The Carers pathway is complicated. What information is available to carers?**

We are aware that carers need more support and are working at improving this. If any carer wishes to discuss any concerns or give feedback they can either contact PALS (details as above) or speak to staff at a 'listening clinic'. No appointment is necessary and they are held each Monday between 10 a.m and 12 noon at the reception area of Caludon Centre (Coventry) and every Tuesday between 10 a.m. and 12 noon at the reception area of St Michaels Hospital (Warwick).

**Q. What about the pathway for those with personality disorders?**

There is therapy available for those with personality disorders such as CBT (Cognitive Behavioural Therapy) and DBT (Dialectic Behavioural Therapy). This can be for up to two years. The waiting times to get therapy is too long but has reduced. The wait for CBT therapy is 6 months but they are assessed beforehand. We are looking at developing teams to help those on the waiting list.

**Q. What support is available for carers?**

A. The Carers Trust (Coventry) and Guideposts (Warwickshire) offer support for carers and work closely with us. As mentioned, we hold 'Listening Clinics' twice a week where carers can 'drop in' and ask questions or raise concerns. Once a month the Carers Trust joins us on these clinics. They also hold 'drop ins' most Wednesdays at The Caludon Centre. Otherwise they are based at the library in Coventry City centre and are open Monday to Friday 9 – 5.

**Q. Do you know anything about getting a private psychologist?**

A. Information can be obtained via the British Psychologist Society.