Present at Meeting

Carers:
10 Carers

Cardiff & Vale NHS Trust:
Mr Tim Goosey Senior Nurse Manager
Dr Julie Alexander Locum Consultant, Hamadryad Ward, St David’s Hospital
Andrea Lehane Mental Health Services for Older People Group

Cardiff Community Health Council (CHC):
Members
Dr EN Cole (Chair) Miss AJ Stokes - PA to Chief Officer [Minutes]
Mrs MJ Driscoll Mr S Allen - Primary Care / Public and Patient
Dr C Kerby Involvement Officer
Mr RG Osborn
Dr KT Rajan
Mrs F Webster

Other Organisations:
Mr Matt Quinn Cardiff and Vale Mental Health Development Project

Apologies
Mrs Jenny Theed Nurse Director, Cardiff Local Health Board
Mr M Jenkins Chief Officer, Cardiff Community Health Council

1 Welcome and Introductions

Dr EN Cole (Chair of the Carers Group) welcomed carers and staff to the Mental Health Services for Older People (MHSOP) Carers Group meeting. It was noted that the Carers Group meetings were established to provide carers with an opportunity to have a constructive dialogue with the Trust representatives, to pursue any issues of concern in a confidential setting.

The Group was pleased to hear that Jane Patreane (Cardiff and Vale Mental Health Development Project) has given birth to a 7 lb baby girl. Mother and baby are doing well.
To Receive and Note Minutes of Carers Meeting held on Thursday 1st July 2008 at St David's Hospital

Received and noted: Minutes of Carers Meetings held on Thursday 1st July 2008 at St David's Hospital

The minutes of the Carers meeting held on Thursday 1st July 2008 at St David's Hospital were accepted as a true and accurate record.

To Discuss Any Matters Arising

(a) Carers Concerns in relation to Catering

Following previous discussion at the Carers Group meetings in relation to the provision of pureed meals, it was noted that carers have no further issues of concern with regard to the catering and serving of the meals.

(b) Update on the Redevelopment of the Iorwerth Jones Centre to Achieve the Relocation of Wards East 2, West 2 and East 4, Whitchurch Hospital

Mr Tim Goosey informed the meeting that progress is continuing to be made on the Iorwerth Jones Centre.

• Building work at the Iorwerth Jones Centre has been completed to plan and the Cardiff & Vale NHS Trust is due to take over the premises on Monday 6th October 2008. Trust staff will then be based at the new facility.
• Wards East 2, East 4 and West 2, at Whitchurch Hospital are due to close on 25th October 2008 and transfer to the Iorwerth Jones Centre. Carers will have the opportunity to move some patients’ belongings to the new facility prior to the transfer, to help the patient ‘settle in’.
• Prior to the transfer of patients, the Trust is to hold ‘Open Afternoons’ at the Iorwerth Jones Centre, Trenchard Drive, Llanishen, Cardiff CF14 5LJ on 14th, 15th and 16th October 2008 (2.00 pm – 4.00 pm), to enable carers to view the new facilities prior to the transfer of patients. Carers were invited to attend one of the Open Afternoons, to have the opportunity to view the new facility.
• The Trust has also met with carers at Whitchurch Hospital to discuss the arrangements for the transfer of patients and answer any queries and / or concerns.
• The majority of nursing staff have been appointed, although there are some further interviews to be held in the next week.
• The Trust has appointed a Nursing Manager for the Centre. Unfortunately she was not available to attend the Carers Group due to other commitments.
• ‘In Hours’ medical support has been agreed. A GP Service will be provided two days per week. Patients will see the GP by appointment on one day, while on the second day a less structured or ‘open access’ appointment system will be operated.
• Out of Hours GP provision has been agreed. Cardiff Local Health Board (LHB) has awarded the contract to provide Out of Hours GP services in Cardiff to the Rhondda Cynon Taff Teaching LHB. The Out of Hours
Service will therefore be provided by the Rhondda Cynon Taff Teaching LHB

- A minibus will be transferred from Whitchurch Hospital to the Iorwerth Jones Centre, to enable the residents to access social and leisure activities.
- The Centre will have two separate lounges – enabling the Trust to develop a ‘quiet’ lounge and a more lively living space.
- The suggestion has been made to name the Units at the Centre after parks – for example, Coed Y Nant, Coed Y Felin and Cefn Onn. The proposal has been submitted to the Trust Board for approval.
- Some patients at Whitchurch Hospital will be transferred to the Iorwerth Jones Centre and then transferred to St David's Hospital at a later date, when inpatient beds become available. As discussed at previous meetings, the Trust did hope to avoid the necessity of ‘double transfers’. However, there are no vacancies in MHSOP at St David's Hospital to enable the direct transfer of patients from Whitchurch Hospital to St David's Hospital.
- There are no patients at St David's Hospital due to be transferred to the Iorwerth Jones Centre. The Centre will be for MHSOP patients with more challenging behaviour; and 10 beds will be from the Rehabilitation Service, for patients with a functional illness, not dementia.
- Mr Goosey was pleased to note that the local residents in Llanishen have been very supportive of the work undertaken at the Centre. Despite any noise or inconvenience from the building work, no complaints have been received by the Trust.

It was queried whether newly appointed nurses recruited for the Centre will have experience of working with people with challenging behaviour. Concern was raised by a carer following an incident on Ward West 2, Whitchurch Hospital. The carer continued that they witnessed a newly appointed nurse on the ward working on the Medications Trolley who, when approached by a patient, was rude to the patient. The carer informed the Group that this issue was raised with the Staff Nurse on the ward at the time, although no formal complaint was made. Mr Goosey suggested he discuss the case with the carer outside of meeting. This was agreed by the carer.

Mr Goosey advised the Group that nurses do receive psychiatric nursing training as part of their degree. Nurses also receive additional training following recruitment. When short-listing candidates for nursing posts, the Directorate looks for previous experience as a ‘desirable criteria’. Although, from previous meetings, carers would be aware that the recruitment of suitably experienced nursing staff across the Mental Health Services Group has been challenging at times.

Mr Goosey noted that some newly appointed nurses will have only recently graduated and could be considered as relatively inexperienced - but through further training and experience will develop.

Mr Goosey informed the Group that the Directorate is due to shortlist 37 applications for 5 nursing posts in the next week.
(c) Events to be held at Whitchurch Hospital – to commemorate 100th Anniversary

Mr Goosey informed the meeting that a Staff Event for both current and retired staff has been arranged to commemorate the 100th anniversary of Whitchurch Hospital and will take place in December 2008. No further public activities have been arranged. No progress has been made on the website due to work commitments.

(d) Update on the Programme for Health Service Improvement (PHSI) Project

The Carers Group was advised that a meeting is to be held on Tuesday 21st October 2008 (10.00 am – 12.30 pm) for the Programme for Health Service Improvement (PHSI) Project in Cardiff and the Vale of Glamorgan Mental Health Services for Older People (MHSOP) – Planning Care for Tomorrow: The Carers Perspective.

The purpose of the meeting is to:
- Engage carers in planning MHSOP Services for the future
- Identify principles and priorities in meeting the needs of carers
- Test the strengths and weaknesses of the current model with carers
- Share the emerging future model of care and test against the principles established by carers.

Carers interested in attending were advised that further information on the event is available from the CHC after the Carers Group meeting.

(e) Furniture - Glan Ely Ward, St David's Hospital

An update was requested on the situation with regard to new furniture for Glan Ely Ward. At the last Carers Meeting, the Group was informed that the Trust had received copies of new furniture catalogues and was in the process of agreeing suitable furniture (chairs) for the ward, in accord with Cardiff & Vale NHS Trust Health and Safety and Infection Prevention and Control protocols.

Mr Goosey advised the Group that the ward’s requirements have been passed to the Directorate Manager and a decision is to be made on how the new furniture will be funded:
- Department’s Budget – This is overspent due to staffing issues, etc.
- Charitable Funds Budget – The budget for the Mental Health Services Group is currently £7,000.

Once a decision is made, the furniture will be ordered.

4 To Receive and Note Minutes of Carers Meeting held on Thursday 31st July 2008 at St David's Hospital

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The minutes of the Carers meeting held on Thursday 31st July 2008 at St David's Hospital were accepted as a true and accurate record.

Carers were advised that following the Police’s initial investigation into a serious complaint made in relation to the care of a patient over a significant period of time, which was taken forward under the Interagency Policy and Procedure for the Prevention of Abuse of Vulnerable Adults (POVA), the Police have advised the Trust that the complaint does not warrant further police investigation or action. The Cardiff & Vale NHS Trust was therefore able to undertake its own investigation into the allegations made against staff on the Royal Hamadryad Ward.

Mr Goosey advised the Group that, although he is not involved in undertaking the investigation, he is aware that the investigation is near to completion. The Trust Investigating Team is due to interview the last member of staff on Friday 3rd October 2008. Carers were further advised that one member of staff is to return to work on Monday 6th October 2008. Depending on the outcome of the investigation, further members of staff should return to work over the next few weeks / months. The Investigating Team will also be reporting the outcome of their findings to the Trust.

5 Other Carers Concerns

(a) Access to Physiotherapy and Occupational Therapy Services in Mental Health Services for Older People Group

Concern was raised in relation to the level of physiotherapy available for patients in MHSOP, especially where the patient is in a wheelchair or has limited mobility. Mr Goosey suggested that the carer discuss their specific concerns with Dr Alexander outside of the meeting.

A discussion then developed around the issue of Physiotherapy and Occupational Therapy Services available in MHSOP.

- It was queried whether there will be additional Physiotherapy and Occupational Therapy Services at the Iorwerth Jones Centre. Mr Goosey advised the Group that there will be no additional Physiotherapy and Occupational Therapy Services at the Iorwerth Jones Centre. It was previously hoped to achieve additional funding for those services, but the funding has not been forthcoming. The MHSOP Directorate retains its access to the Swallowing Team – ie three members of staff based at St David's Hospital who provide assistance across the Trust.

- Concern was raised that the lack of physiotherapy available to patients can result in the further deterioration of a patient’s mobility, thereby putting further strain on nursing staff.

- The suggestion was made that patients would have more access to
physiotherapy on a medical or surgical ward than a Mental Health ward.

- It was further observed that there is a discrepancy in the management of the Physiotherapy Service across the Trust. For example, the appointment systems differ between Whitchurch Hospital, St David's Hospital and Llandough Hospital.

It was suggested and agreed that the CHC would invite Eleri Cross (Head of Clinical Services) to attend a future Carers Group meeting to discuss the provision of Physiotherapy and Occupational Therapy Services in MHSOP.

It was further agreed that the CHC would raise carers’ concerns with the Trust.

(b) Transfer of Re-focusing Nurse from the Glan Ely Ward to the Royal Hamadryad Ward

Concern was raised in relation to the proposed transfer of the male Re-focusing Nurse on Glan Ely Ward to the Royal Hamadryad ward, which could have a detrimental effect on the patients.

Mr Goosey responded that he was not able to go into detail about the proposed transfer of a member of staff, as there was an issue of confidentiality. However, the proposal is for a member of staff to be transferred on a temporary basis. Since the allegation made against nursing staff on the Royal Hamadryad ward, staff have been transferred from other areas of the directorate to cover the ward. The Re-focusing Nurse has been asked to transfer to the Royal Hamadryad ward on that basis.

Several carers expressed their unanimous support to retain the male Re-focusing Nurse on the Glan Ely ward. Mr Goosey was pleased to note the carers’ support for the member of staff. Mr Goosey continued that the proposal is currently being worked through. For example, in terms of who will replace the Re-focusing Nurse, so that the patients do not lose that role and activities offered by the Re-focusing Nurse, which can occur in times of staff shortage.

6 Any Other Business

(a) World Mental Health Event

It was noted that the World Mental Health Day 2008 ‘The Big Get Together’ is due to be held on Tuesday 7th October 2008 (10.00 am – 3.00 pm), Temple of Peace, King Edward VII Avenue, Cardiff. The event will include short presentations, workshops, interactive theatre, walking for health and displays and information. Carers interested in attending the World Mental Health Day were advised that further information on the event and the booking form is available from the CHC after the Carers Group meeting.

(b) Welsh Assembly Government Consultation Documents

The Group was advised that on 16th July 2008 Mrs Edwina Hart AM MBE
(Minister for Health and Social Services) made a statement in relation to the public consultation document, Proposals to Change the Structure of the NHS in Wales. It was observed that the Statement refers to:

- Strong consensus for the proposals in the consultation document to be further developed.
- Widespread support for a National Board as an integral part of the new structure and a reduction in the number of Local Health Boards.
- The need to remove barriers within the NHS – such as between Health and Social Services.
- Support to strengthen the scrutiny role of CHCs. The Minister is to consult on the future number and role of CHCs, with a view to creating 22 CHCs that are coterminous with Local Authority boundaries.

The WAG is to develop the proposals for public consultation in the Autumn 2008.

The Minister for Health and Social Services has also announced her decision on the report commissioned from Professor Michael Williams – the paper, Iechyd Meddwl Cymru – A Well Being and Mental Health Service Fit For Wales which envisaged the establishment of a single Mental Health NHS Trust that would provide a comprehensive service combining the expertise of NHS Trusts and Social Services to deliver care throughout Wales in conjunction with Primary Care and the Voluntary Sector. 368 written responses were received and 3 Regional consultation events were held, attended by almost 500 delegates. The one consistent message that came through these discussions was that Mental Health Services in Wales must improve and urgently. However no overwhelming view was expressed either to support or to reject the ideas for improving services in Professor Williams’s paper. An analysis of the responses show that 41% were in favour of his proposals, with 44% against, leaving 15% undecided. Health organisations, Local Authorities and the Learning Disability Sector were overwhelmingly against the proposals whilst service user groups, individual service users and some local and national charities were in favour of his ideas. The Minister has therefore decided against establishing a separate mental health organisation for Wales.

(c) Cardiff and Vale Mental Health Development Project

It was noted that Matt Quinn is to cover Jane Patreane at the Cardiff and Vale Mental Health Development Project, while she is on maternity leave.

Mr Quinn then provided a brief overview of the role of the Cardiff and Vale Mental Health Development Project.

Provisional Date and Time of Next Meeting

It was agreed that the next Carers meeting should be held on Thursday 27th November 2008 (4.00 pm – 6.00 pm) at St David's Hospital.

The meeting concluded and the Chair thanked everybody for their contribution to the Carers Group meeting.