

Central Improving mind

Minutes of Meeting

20th October 2022 12.00pm Graham Street/Zoom

Apologies: SR

Present: MZ (chair) MA AN JB KJ

Minutes: MB

Previous Meeting Minutes:

JB gave a list of amendments that were updated by MB.

Action Sheet:

- Mero will now be attending Clinical Governance meetings.
- We are advertising for a Health and Safety officer.
- Hardship fund has been submitted to HW.
- National Mind will be paying for 2 service users to be involved in workshops as requested.
- Microphone to be installed within the conference room. **MB**
- Service User conference to be suggested for 2023. Early in the New Year once the strategy has been signed off, this will be planned further.
- AN to talk to RMc regarding WhatsApp at Beechcroft.
- Irene is interested in CIM – AN has had 4 names put forward from North Support Services but it is down to the service staff to encourage these individuals to attend a meeting or get in contact for more information.
- SB requested calendar invites for CIM meetings. AN recommended email addresses for service users. JB also recommended a group email address. **AN to contact IT regarding this.** MZ said ground rules should be given for the emails and use of language.

Matters Arising:

An action sheet should be included with the next minutes. **MB.**

Organisational Update:

Staff conferences are now complete. Very positive feedback from colleagues and we are in the process of putting together the conference report including the attendee feedback survey.

Primary Care Navigator Service is mobilising very well, as is our new Vulnerable Adult Service (VAS) and now we have 1 service manager for supported housing and 1 service manager for the floating support service. There are also 6 deputy managers. We are finalising support worker allocation.

We are moving slowly with the new Rehabilitation service (ICRT) which is based on some of the principles used at Rookery Gardens, the difference being that people will be supported in their own homes. The service will be spread across both Birmingham and Solihull and will be ready by mid-late January 2023. We have appointed a new Manager, Lloyd who has transferred from another service.

We are looking at a new Wellbeing service in Selly Oak. A building has been identified and it is a service that will hopefully provide well-being and mental health services to not just the University community but other people too.

We will be working with the Living Well Consortium which will provide services during the day and Birmingham Mind will provide a Talking Space/Crisis Café during the evening. No opening date has currently been confirmed.

We are looking at having a presence in the Bullring following a successful campaign that we hosted called 'No Bull.' We have been offered some space for free so we are looking at how best to use this opportunity i.e. a service like Beechcroft or a Talking Space. Discussions are taking place regarding this.

There was an Executive Meeting on 8th October and we presented to the board, the latest annual report from Birmingham Mind.

The Mind Quality Mark report is back and we have received some actions. We have been asked to consider putting in for 5 excellence awards with National Mind as a result.

MZ asked regarding the Impact Report. JB discussed that each year we put together an annual report looking back at the preceding 12 months and looking at what positive impact Birmingham Mind is having on the people that use our services.

It includes statistics and data on the number of complaints received and our responses and learning of these complaints.

The report is an opportunity to promote services within Birmingham Mind. There is also financial information and diversity demographics and statistics.

The report has a forward by our Chair, Rev Canon Frank Longbottom, and a report from our CEO Helen Wadley.

MQM:

The Mind Quality Mark reviews and assesses Birmingham Mind and our services every 3 years to maintain our membership of the National Mind family. To do this, we have to prove we are achieving certain quality standards set by Mind.

A group of assessors, including someone with lived experience, came and assessed us. This is done by looking at reports, and policies and interviewing managers, staff, and service users. From that, they produce a detailed report deciding if the standards are met.

We have done incredibly well in the assessment and have met all standards and in some areas surpassed due to this, we have been encouraged to put forward ourselves with the support of the MQM team for 5 awards. Those 5 standards are:

Influence and participation.

Safeguarding.

Finance.

Influence and Participation.

Collaboration, profile, and influence.

Promoting Positive Attitudes to Mental Health

Generally, most local Minds of which there are many, get between 30-40 actions to follow up post review and we had 8. The list of actions is as follows:

- * Undertake a refreshed Board skills audit
- * Restart the training schedule for our trustees that has been on hold for reasons including covid.
- * Increase the diversity of trustees on our board.
- * Add cyber-attacks to the business continuity plan.
- * Identity training needs for support workers.
- * Complete review of the loss of volunteers.
- * Reach a consensus on revised environmental targets now the organisation has grown and how we plan to achieve this.
- * Create an action plan to review our estates with timescales.

MZ would like to promote this good report to service users.

Participation Strategy:

A lot of work has been going on to create a new influence and participation strategy. It was consulted on over the last 12 months and then was discussed at the Away Day facilitated by Mark.

The strategy is being reviewed and we are currently on draft number 2 of possibly 3 or 4. The purpose is to produce a document to outline our strategy regarding influence and participation for the groups of individuals that use Birmingham Minds services and is a report on what we plan to do over the next 2-3 years. The report was planned from this year's away day with aims, objectives, and our overall vision.

The strategy will reference why it's important to have such a strategy and will discuss the foundation for our aims and objectives forming a basis for our aspirations on how we engage, inform, involve, and improve in all areas that we have contact with our service users.

It will discuss our current structure including work done by CIM, the JAG, and Improving Mind groups, and has links to service plans and opportunities/pathways to encourage more people to be involved in what we do.

It will make sense to the various roles and AN as the Manager will lead and will contribute to the strategy.

It has been agreed that it will be ready to go to the Executive Meeting in early December and if it is approved, it will be circulated to all our managers, staff, and service users.

Most of the strategy has already been agreed but certain changes are being made. HW is keen for a list of goals to be added and broken down into years 1, 2, and 3.

MZ believes we have a lot of visions and approved that milestones have been laid out.

JB discussed that the report needs to be put into a certain format and will ask RMc to have a look to assist with the presentation. **JB**

Service User Survey:

Each year we develop a service user survey which is distributed to our service users. We produce a report from this survey and AN does a lot of work analysing the information into a report. The survey's key areas were shown to our Board on 8th October.

This year's report had 10 questions as it was decided to have a shortened version and we are pleased to say we had over 330 responses to the survey which is the highest outcome for a number of years and we had mostly all positive feedback.

JB went through the questions and a summary of the responses given. Each year when we look at the survey, we also create some actions to take forward and we have identified a number of actions to work on.

Overall, it was a very positive outcome and we'd like to do some work on how we can ensure we're doing our best as an organisation to get more people to respond to future surveys.

The survey will be shared with managers and they in turn will share it with staff and service users.

Regarding the Helpline, AN discussed the possibility of a pilot group/review panel which will include service users, staff, and peer leaders to gain feedback and information on the service.

AOB:

MB to email the impact report.

MB to remove the front page of the Impact report.

MA asked if staff and volunteers could wear name badges. MB replied that although Rookery Gardens wear IDs as an NHS requirement, we don't use IDs at Birmingham Mind as it creates a distinction and potential barrier between staff and service users. All staff should be carrying an up-to-date Birmingham Mind ID in blue wallets.

It was recommended that in times when it would be beneficial to have names on show, use sticky labels.

JB raised a query regarding our complaints policy involving service user disputes. A question was raised regarding the timelines of mediation. MZ clarified that there was a part of the process that didn't seem to be limited by a timeline. JB discussed that with complaints, the investigating officer completes their investigation within 28 days but this isn't always possible due to individuals' availability. It was suggested that service user disputes should follow this timescale.

JB will email Shaz regarding the service user dispute policy and will discuss the expectations of them being investigated within 28 days and any that are not resolved, will be elevated to formal complaints. The policy will be updated. **JB/MB**

MZ asked if services could liaise over Christmas over a Zoom meeting. JB recommended the Improving Mind or Beechcroft might be interested.

Date and time of next meeting: 17th November 2022 – 12pm