

# Central Improving Mind

## Minutes of Meeting

17<sup>th</sup> November 2022 12.00pm Graham Street/Zoom

**Apologies:** SR NR

**Present:** MZ (chair) MA AN JB IW KJ AK E\* MH

**Minutes:** MB

### **Previous Meeting Minutes:**

MB added a few amendments from JB

### **Action Sheet:**

Board Room Microphone – A microphone is now installed

CIM Group Email – AN questioned the need for a group email as everyone currently has their own emails. It was decided that provided all emails are blind copies, it will be a safer alternative. AN has WhatsApp installed on his phone and can now be contacted from it. MZ clarified that the WhatsApp information will be sent via ‘Broadcast’ so no personal numbers will be displayed.

Action Sheet – An action sheet will now be included alongside the minutes.

### **Matters Arising:**

No matters arising

### **Organisational Update:**

#### Committees.

JB detailed the various committees at Birmingham Mind. All committees aim to have Service User Participation.

Executive Committee.

Health & Safety.

Clinical Governance.

Finance Committee.  
Estates Committee.

### Service User Representatives.

We are looking for more service users to represent at the Estates Committee. MZ explained that you don't need experience to join as a service user committee representative.

JB asked anyone interested in representing should contact JB or AN.

### Investors in People.

Birmingham Mind has been going through the Investors in People award process. We will be evaluated on how well we support our staff and our recent results have achieved the Gold Standard.

### Mind Quality Mark.

We have recently passed the Mind Quality Mark for which we were assessed earlier this year. We had a small number of actions to complete which have all now been signed off. We are able to display our new certificates soon.

We have been nominated for 5 excellence awards:

Influence and participation.

Safeguarding.

Finance.

Influence and Participation.

Collaboration, profile, and influence.

Promoting Positive Attitudes to Mental Health

We will hopefully hear about the outcomes soon.

### Primary Care Navigator Service.

We have been developing our new 'Primary Care Navigator' service which is a team that will be working alongside clinical colleagues in GP services. The service will cover the whole of Birmingham and Solihull and will cover a large number of surgeries. So far, the service is going very well.

### Intensive Community Outreach Service

We are bringing together a new service based on Rookery Gardens that will be developed within the community where people will live in their own homes, supported by a team of recovery navigators. It will be co-worked with clinical staff based in the Bromwich Centre. The service will support 50 individuals at any given time. The service users will be known to the mental health services but will be offered more support, so they are able to live independently and be given opportunities to access community services. We are learning from the experienced staff at Rookery Gardens and will go live towards the end of January 2023. We have a manager onboard and will be recruiting navigators and peer mentors.

### Helpline.

The Helpline based at Beechcroft is going from strength to strength. A deputy manager has been appointed and we are still appointing intervention workers and team leaders.

### Peer Mentoring.

Peer Mentoring is where Birmingham Mind and other organisations employ people with lived experience to give a therapeutic way to support people. We have a manager leading this program which will involve recruitment, training, and ongoing support for the peer mentors. We are hoping to recruit very soon and ideally, we will have peer mentors across every part of the organisation.

### Selly Oak.

We are working in partnership with the University in Selly Oak to provide Mental Health and Well-being services to the students. The reasoning is that the referrals to mental health services from Selly Oak have peaked and this can be explained by the difficulties faced by the students.

Anyone will be able to access the service. Our colleagues at the Living Well Consortium will be holding well-being sessions including well-being and yoga sessions.

MA asked how many days the Selly Oak project will be open, JB replied that we will gradually build up looking at the data collected from the Mental Health Trust. The service will be supported by volunteers.

### Bullring Space.

We have been offered space in the Bullring in response to our recent work there with the 'No Bull' campaign. We are working with the Bullring Management group to decide how best to use the space. MH believes the service would be best used as a drop in 'Talking Space/Crisis Café.'

### Supporting Under 18's.

There was a conversation about Birmingham Mind not turning anyone away that needs their support. If the person is under 18 years of age, we will support and signpost them to appropriate services. The Helpline has an onsite clinician that is available to assist with calls.

### **Service User Survey 2023**

AN discussed the purpose of the service user survey. It goes out to all service users every year to get feedback on Birmingham Minds' service. The information is then published.

The questions are updated each year as needed.

### **AOB:**

JB discussed feedback regarding confusion around how JAG, Improving Mind, and CIM fit together. He feels it's our responsibility to make this clear. AN discussed that a leaflet is available but as staff have changed, new staff haven't been up to speed with information. JB would like to have the leaflet looked at and possibly updated and the information should be passed on in staff training and inductions. JB recommends that we create an informative video to assist with this. **ALL, AN, and JB to lead.**

MZ feels that the website information on Service Users isn't easy to find. **AN**

It was asked when the upgrade work will be completed at Beechcroft. JB replied that no date is fixed but plans have been drawn up now funding has been cleared. Upgrade work will mean closing the venue for an unspecified amount of time which will affect potential start times. It was suggested to have temporary buildings to assist with this and the committee was clear that the current state of Beechcroft was badly in need of these upgrades. **AN to add to December's agenda. JB to look at plans.**

AK reported that at Beecroft, she experienced a rude staff member from the crisis team, this was confirmed by E. JB said that the Helpline Manager will be attending the next meeting and this should absolutely be raised with her. **AN**

Within supported housing, it is difficult to move on. When you go to the housing department, you may not be allowed on the housing register. AK asks if someone from Mind could look into this process. There are measures in place but **AN** agreed the situation needs to be looked at.

December meeting to have some festive treats. **MB/JB.**

**Date and time of next meeting:** 8<sup>th</sup> December 2022 – 12pm