

Central Improving mind

Minutes of Meeting

18th May 2023 12.00pm Graham Street/Zoom

Apologies: SR

Present: JB AN MA MH EM MZ (chair)

In attendance: SS

Minutes: MB

Previous Meeting Minutes:

Agreed with the following amendments:

Page 1 – Correct to ‘issues with the environment and the home requiring significant modernisation and financial investment.’

Page 2 – Correct to ‘all residents are in the process of going through care leads assessments by social services in order for them to be moved on.’ ‘Staff are also being supported to find alternative employment within Birmingham Mind.’

Page 2 – ‘Peer Mentoring’ amend.

MB to add page numbers.

Page 3 – Correct to ‘signposted to other organizations, not for.’

Action Sheet:

1 – Volunteering opportunities – See below agenda point. Closed

2 – Volunteer Strategy – There was some confusion regarding the strategy as it was agreed at the Executive meeting but the document couldn’t be located on SharePoint. **MB** to find the document in the Executive Folder and will email out. – Ongoing.

3 – Estate Committee – EM has put her name forward as a service user representative. There is an Estates Committee next week – Ongoing.

4 – Expenses Process – **AN** to complete the expenses flowchart – Ongoing.

5 – Beechcroft Building Plans – **AN** to complete – Ongoing.

6 – Nicholas Taylor – Nicholas Taylor has been invited to the June

meeting – Closed.

7 – Business Plan Summary – **JB** to share now it has been agreed. – Ongoing.

8 – VAS Referrals Statistic Database – **JZB** to action, **AN** to follow up – Ongoing.

9 – North Connect Coproduction – **AN** to follow up – Ongoing.

10 – Fircroft Digital Skills Course – **JZB** to action, **AN** to follow up – Ongoing.

Matters Arising:

No matters arising.

Organisational Updates:

Mental Health Awareness Week/Bullring Project.

As it is Mental Health Awareness Week, we are doing work around the Bullring and are also currently in advanced preparations to have a presence at the Bullring to do low-level support on a premises for 3 months. It will be a drop in service and we are currently advertising for a team leader for this service. JB will keep the group updated.

Peer Mentors.

The first day of training will take place tomorrow for our new Peer Mentors. The program has now come to fruition and peer mentors are working in the intensive community rehab team and other services. We have offered 8 roles and at the moment, 7 are starting, one pending final HR sign-off. We will be having a new recruitment drive soon.

JB will be involved in the upcoming Mind Mapping session and would like to invite CIM members to join in this to give insight as service users.

Service User Conference 2023:

AN went over the current plans.

Meditation and Tai Chi were suggested as activities but this will need to be discussed. Tai Chi could be done outside weather permitting. **AN** to source someone who could deliver these activities and will give updates at the next meeting after the next planning meeting.

There are 110 places with 40 of these being for service users.

MZ asked if travel support to the conference would be covered and JB said they would; AN and discussed that minibuses cost around £300 so we need to make sure expenses are reasonable. MZ recommended 'ring and ride' and MH recommended community support travel.

MZ and SR will host the morning session and MA and MH will host the evening.

Tables are being laid out cabaret style with 10 people per table.

JB discussed the meaning behind the name 'Mind Mapping.'

Sycamore Lodge.

The home was due to close at the end of May but we won't be able to meet this deadline due to the lamentable lack of urgency regarding social services. This was discussed at Clinical Governance and it is hoped that residents can be assessed and moved to a service of their choice.

This will depend on social workers completing assessments and he recognised that social workers are under immense pressure.

Director of Operations.

June 22nd will be JB's last day. His replacement James Harper will begin his role on the 16th with a handover period taking place in this time.

Complaints:

JB discussed the 6 months complaints review that was brought to the Clinical Governance Committee.

There were 19 complaints in the last 6 months, 5 were informal and 14 formal. There was a reduction in the number of complaints compared to the last previous 6 months' report.

We plan to regularly update the CIM group with information on complaints. The group are reassured by the robust complaints process.

Recruitment Training:

In terms of front-line services, we currently have 170 staff members with 20 still needing to be recruited.

We don't have enough people with lived experience assisting with the recruitment process.

We are aiming to run a workshop for service users who might be interested in joining recruitment panels. It used to be run by HR but this isn't currently possible so it will likely be done by Operations. MZ and MA agreed this was a good idea and know people that would be interested in this. It would be hoped to run 2 or 3 workshops a year.

JB asked if it was necessary or desirable for service users to understand the network's system; MZ reflected that it takes a long time and as it involves computers, this would be a barrier for some people. AN added that managers could go through the requirements verbally with the service users.

MZ and MA commented that the scoring systems are often not uniform and this can cause confusion. There are often different scoring systems from service to service. JB would like consistency regarding the scoring process and what would constitute the criteria for each level of score.

AN recommended that people are interviewed by service users from the particular service being interviewed for, this was agreed by the group. JB added that we have had internal talks with the SLT (Senior Leadership Team) about a particular approach to interviewing which is values-based and this is where we would like to take the standard. JB wants to make sure that service users involved in the recruitment process are happy and feel supported during the process. AN believes there should be a central database of around 10 people which keeps note of interviews and who took part, this will allow for fair allocation and a better way to make sure service users are available.

Governance Vacancies:

There was a recent Finance, and Clinical Governance meeting and the Estates and Health and Safety meetings will be taking place in the next two weeks.

AN discussed bringing RN to a future CIM meeting to give feedback from the Health and Safety meeting.

MZ feels information from the governance meetings isn't being

effectively fed back to the CIM group. He discussed updating the service user representative leaflet to build up interest in governance representation.

JB discussed the importance of communication and as much as the CIM minutes are published on the website, it is up to service users if they wish to access them. JB noted communication is a common problem experienced across many organisations and he recommends minutes are emailed to managers, printed off and put on notice boards.

MH would like service user representatives to be made aware that they will have access to all meeting information (including confidential elements.)

JB will discuss communication concerns with **AN**.

AN added that all CIM members have a responsibility to feedback information to the service they represent.

There will be more service user and manager training coming up soon. MZ would like the process and strategy to be enforced, this can be included in the training.

JB suggests an upcoming CIM meeting focuses on flow through from the CIM group to each service.

AN will visit services more to get direct feedback from service users to check how effective the communication is.

There is an Executive meeting on 8th June and an away day which will be attended by MZ.

SR has expressed interest in joining the Executive committee as a service user representative alongside MZ.

We could use another representative for the Finance committee and in time, another representative for Estates.

Suki Sohi – Volunteer Coordinator:

There are currently 15 volunteers, most of whom are peer leads. Service users are able to volunteer and a policy is being developed.

Service users can volunteer but not for the service they receive support for and specific volunteer roles have been created.



Currently, two service users are going through the volunteer process. Service user volunteers won't be able to have access to sensitive data.

It is planned to have two volunteers within each service within 2 years' time.

MZ believes that a lot of service users aren't aware of volunteering opportunities. SS has sent emails out but as she is part-time, she doesn't have the capacity to do a big drive for volunteering. She normally works Monday to Wednesday.

SS could run volunteer workshops if there is enough interest.

The process to become a volunteer can sometimes be lengthy as pre-checks and training will need to be completed but the volunteers voice that it is worth it.

All volunteering roles are on the Birmingham Mind website and people can apply online. Service users can apply by contacting the service manager who will contact SS.

AOB:

No other business.

Date and time of next meeting: 22nd June– 12pm