

Central Improving Mind

Minutes of Meeting

21st March 2023 12.00 pm Graham Street/Zoom

Present: AN SR (Chair) MM JH CS

Also in attendance: CS

Apologies: FC VP YH

Minutes: MB

Previous Meeting Minutes: Agreed with no amendments.

Matters Arising: No matters arising.

Action Sheet:

Away Day – Discussed below.

Operational Update: JH is keen to have involvement in CIM, even if he isn't present at the meetings. The written organisation update will be sent prior to every meeting.

JH discussed involvement and participation roles and how this could impact people's benefits, and that we don't have enough clarity on the difference between volunteers, participants, and other types of inclusion and opportunity. We hope when clarity is established, this will encourage people to volunteer and participate.

We won't be advising on benefits as it is massively complicated and it would be wrong to try and provide advice. Still, we will encourage everyone to seek the correct advice from places such as Citizens Advice. Collectively, it is worth spending the time to provide this clarity and the legal challenges of involvement and consult at the appropriate point.

CS added regarding the peer lead project, she has interviewed each peer lead candidate and gave each an update regarding the benefits

situation. She is identifying various peer lead and volunteering roles noting that these roles are designed for development.

The group discussed the current work and developments at Beechcroft and Handsworth.

AN discussed the peer-led care plan which facilitates support and progression.

Communication

JH had some recent feedback regarding communication and senior management; the feedback shared that the communication with CIM is good, but JAG and Improving Mind have been slightly lacking. Some people have been unsure of what information can be shared from CIM and elsewhere and when it was okay to share it, which has caused frustration.

SR noted that this has previously come up with the JAG and believes that confirmation on what subjects is confidential, this gives clarity on what information can be shared.

AN discussed how minutes are taken, approved, and circulated and suggested that once minutes are chair-approved, they should be able to be published without waiting for formal group approval. This will be implemented immediately. **MB**

AN will put on the agenda the confidentiality status of subjects. **AN**
CS suggested an opt-in information newsletter or mailer, AN added we could do a 'you said, we did' poster that could be displayed in all locations.

A regular agenda item will be added of checking what can be shared verbally from the meeting, so that everyone there knows what is confidential and what can be shared at that time.

CS would like clarification on what level of sign-off service users and each group has. JH believes that it depends on each decision and subject, he agrees this question needs to be asked operationally within each service. AN added that training will include this information.

Charlotte Stokes – Recovery Service Plans

There is a plan in place in terms of recruitment and retention, we are reviewing the HR recruitment process as a whole.

The service has been audited and they are looking at exit interviews and access to them.

There will be more of a collaborative approach to supervision within the hubs and there has been extra training.

Regarding measuring impact, we have been working with commissioners regarding reporting and being more descriptive in case studies.

There are currently 4 positions that need to be recruited.

There haven't been any recent JAG meetings, but IM meetings are which are alternating between venues. 5 different meetings should be taking place each month and there needs to be work and planning to get them organised.

Work has been done on the garden development and service users have been involved in this process.

JH will contact NU regarding sharing information from exit interviews.

JH

Survey 2024:

It was discussed how to promote the survey on a local level with ongoing learning. Residential is going to be the pilot service for the new site-specific survey with a possibility of 3-4 questions that will be decided.

RMc will hopefully be coming to the next meeting. Decisions on questions need to be finalised by May for a launch in July.

CIM group to be emailed the survey to discuss in the April meeting. **AN**

Away Day Update:

AN discussed information on 3 venues. At the moment, Jointworks and the Warehouse are the preferred venues, but we will have more information on St Germain's in a few weeks.

AN will present a brief summary of the 3 venues covering location, cost, accessibility, public transport, parking, with pictures. This will be shared at least a week before the April CIM. **AN**

JH will check with finance if there is a set budget for the Away Day. **JH**

Items for Future Agendas: None.

AOB: Rethink are looking at a consultation in Birmingham, AN has asked them to come to the April meeting to do a meeting but needs approval from CIM. MM requested a presentation from MM who is head of patient experience At woman and children's hospital.

Date and time of next meeting: Thursday 18th April 2024 @ 12pm