

## DRUG AND ALCOHOL CARER FORUM

### MINUTES OF MEETING HELD ON

Tuesday 3<sup>rd</sup> December 2019

At Oxlease House, Travellers Lane, Hatfield, AL10 8TJ

**Carers:** 10

**Chair:** Sarah Williams (SW)

**Staff:** Nicola Beedell (Minutes), Will Davis (WD), Clare Teale (CT)  
Rosemarie Muldoon (RM)

**Guest Speaker:** Nicola Marshall, SIM project Officer, Hertfordshire Constabulary

Item	
1	<b>Welcome</b> SW welcomed everyone to the forum and introductions were made
2.	<b>Presentation by Nicola Marshall and Questions</b>  <b>INSERT</b>  A carer questioned whether the street triage team covers all of Hertfordshire? NM confirmed that it does.  A Carer said that they never get any information back from the mental health street triage team, and they are unaware when a decision is made. NM explained that any decisions a mental health nurse would make would be recorded on HPFT' system, which is passed onto relevant person such as care coordinator. There is always an information trail and the police don't act in isolation; we have to share the information.  A carer questioned whether the police still follow up incidents when the triage team can't be contacted. NM said that if the triage team can't be contacted, then it may end in the person being detained under a 136, so there would be a handover. This isn't the case for everyone, but it is a possibility.

	<p>A carer shared their experience, and suggested that carers call an ambulance rather than police because there is a different feel to the response. If paramedics need the police they will contact them. Police turning up can escalate a situation if someone has mental health problems.</p> <p>A carer shared their experience and said that their recent involvement with the police was quite positive. The police found drugs on the person and understood that is was not criminal activity, it was due to the person's mental health problems.</p> <p>A carer shared their frustration at a family member being released from mental health services too early. When this happens it is up to the police to pick this up when they hit crisis point.</p> <p>NM explained that if a person is in custody, before they can be interviewed they have to be assessed by a mental health professional. There are a lot of safeguards in place before an investigation can continue. In some situations a person can have an appropriate adult with them, but the victim of the crime would not be deemed as appropriate. Also, if the person does not give consent, police cannot disclose anything to family or loved ones.</p> <p>Carers discussed when the best time would be to get the police involved. NM explained that the police can bring boundaries into the home. If someone has committed a crime, such as damage to the property, you may feel the person was out of character and you don't want to prosecute, but then it may have also happened many times. Either way, you are still putting down what is and what is not acceptable.</p> <p>NM mentioned how the police can refer people onto HertsHelp if someone would like information on support groups.</p> <p>NM spoke about the SIM project (Serenity Integrated Mentoring). A person can be referred onto SIM project, they can be known to either crisis and community mental health services. For high intensity users. It has been very successful in other areas, but it is still early days in Hertfordshire.</p> <p>SW: We could invite NM back in maybe a years' time to give an update on how the SIM project is progressing.</p>
3.	<b>Five Minute Break</b>
4.	<b>Minutes from previous forum</b>  All agreed

<p>5.</p>	<p><b>AOB</b></p> <p>NB will have more information on the dual diagnosis protocol at the next forum in January. The next mental health and substance misuse governance meeting is due to take place on the 24<sup>th</sup> January.</p> <p>WD wanted to know how many people are receiving the E-bulletin. It seems as though the majority of people are able to access it.</p> <p>A carer had an issue with Turning Point. Their waiting list is closed. WD confirmed that they are recruiting new staff. SW suggested that we invite them to the next forum. <b>NB to organise guest speaker.</b></p> <p>NB informed the forum that Resolve is moving to Letchworth from Hitchin and that their open day is on the 17<sup>th</sup> December at Resolve House, Openshaw Way, Letchworth at 10:30am.</p> <p>A carer updated the forum on being involved with the development of a crisis helpline for adults. Anyone in a mental health crisis, including carers, can call the number and an assessment will be done over the phone. The carer has been invited to the Crisis Remodelling Board, who will be meeting monthly. The aim of the helpline is to give people tools and tips on how to manage at home, how to prevent future crisis situations, and will also offer signposting. The carer welcomes any feedback and thoughts on the current crisis model.</p> <p>A carer raised their concern that there is no longer a CGL nurse present at Kingfisher court. <b>NB to raise this at the next mental health and substance misuse governance meeting.</b></p> <p>CT spoke about difficulties with contacting Emerging Futures. It hasn't been clear how to make contact with the team, and staff numbers seem to be an issue. <b>RM to raise this at the next Integrated Drug and Alcohol Governance Group.</b></p> <p>A carer is taking part in a strategic Connecting Lives Gateway Group. Hertfordshire County Council are recognising that adult care services are not easy to reach, so they are coming up with sensible ideas on how to improve, particularly for people using the service for the first time. The carer welcomes any feedback.</p> <p>WD spoke about meetings with Healthwatch. They are producing information that will go to carers and family. The carer handbook is currently used, but it isn't always readily available. Yes the content is important, but it should also be accessible.</p>
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<p><b>6</b></p>	<p><b>Questions to put forward to Turning Point</b></p> <p>Q: What is the complex needs service, who is eligible and how often does it operate?</p> <p>Q: When is the waiting list due to re-open and when can you take on new clients?</p> <p>Q: Are you still located within CGL building? If so, can the forum have details (when, where, time etc)?</p> <p>Q: Can people see you at your office, or do you come out to them at home?</p> <p>Q: When you meet with a service user, is it time limited?</p> <p>Q: What support can you offer carers?</p> <p>Q: Do you have any restrictions on who you can support (i.e. if they are intoxicated)?</p>
<p><b>7</b></p>	<p><b>Next Forum:</b>  Tuesday 28<sup>th</sup> January 2020  10:00am- 1:00pm</p> <p>Oxlease House  Travellers Lane  Hatfield  AL10 8TJ</p>