

Family Carer Forum

29th January 2019 – Oxlease House, Hatfield



1	Present	
	Carers	12
	Carers in Herts	Sarah Williams (SW) – CinH Involvement Team; Chair Rosemarie Muldoon (RM) – CinH Involvement Team Nicola Beedell – CinH Involvement Team Clare Teale – Carer Support Advisor Toby Purnell – Volunteer
	HCC	Julia Fleming (JF), Commissioning Officer
	HMN Nightlight	Alistair Armstrong
2	Welcome and Introductions	
	<p>SW welcomed everyone and clarified how the forum runs:</p> <ul style="list-style-type: none"> ➤ People may arrive at 10am for refreshments, with the forum business beginning at 10:30am; ➤ Speakers are suggested from the carers attending the forum; ➤ Time will be made available for a Q&A session with the speakers. <p>SW asked the carers at the forum to consider:</p> <ul style="list-style-type: none"> ➤ Questions for the next forum; ➤ A chair person who is a carer attending this forum to lead the meetings, with Carers in Herts (CinH) Involvement team members supporting them (this model is used at other forums). <p>Members of the forum responded:</p> <ul style="list-style-type: none"> ➤ It is important the forum can have input on services changes; ➤ When speakers are believed to attend and then don't (save for illness or other exceptional reasons), it disappoints those attending the forum. <p>ACTION: RM to liaise with JF regarding dates of the forum meetings</p> <p>The minutes of the previous meeting were accepted by those present without any changes.</p>	

<p>3</p>	<p>Presentation – Herts Mind Network Nightlight service</p>
	<p>Alistair Armstrong went through a presentation on the Nightlight service provided by Hertfordshire Mind Network (HMN).</p>
	 <p>The slide features a dark blue background with white text. At the top, it reads 'Hertfordshire Mind Network NightLight Mental Health Crisis Service'. Below this, the contact information is listed: '01923 256 391', 'nightlight@hertfordshiremind.org', and 'www.hertfordshiremind.org'. At the bottom, there is a logo for 'mind Hertfordshire Network' with the tagline 'for better mental health' and a small version number 'HM 074 Ver. 4 06/2016'.</p>
	<p>Service Aims & Objectives</p> <p>Nightlight is an out of hours crisis service:</p> <ul style="list-style-type: none"> • Operating Fridays, Saturdays, Sundays and Mondays. • Referral through calling 01923 256391 • Helpline: 7pm – 1am • Visits: 7pm – 2am (Watford, Ware, Hemel Hempstead) • Overnights: 1am – 8am (Hemel Hempstead) <p>The project is for the community and all front line professionals and first responders. It is a means of signposting crisis clients and patients, to navigate away from the need for clinical and forensic intervention for mental health crisis.</p>  <p>➤ Professionals can refer the cared-for and carers, and carers can self-refer at any time. The service will always call the referrer back during the time the service is operating.</p> <p>➤ The service is funded through HMN and Herts Partnership Foundation Trust (HPFT).</p> <p>➤ Transport is available to centres and back home.</p>

History of the service

The Nightlight pilot was launched in 2015 as a joint partnership between Turning Point and Herts Mind Network with Turning Point being the lead provider.

As of April 2018 Herts Mind Network have taken over as sole providers of the project

- Pathways have been built up with CATT, RAID, police and street triage to allow ease of access and transition of complex crisis cases
- Communication with police custody suites, RAID and A & E maintained everyday to highlight resource for any current cases
- Usage has allowed for reduction in arrests, sections and recurring need for such cases.
- A Link Worker has been introduced to link Nightlight in with Hertfordshire services, as well as a means to embed crisis clients who utilize Nightlight into appropriate community services and stop the need for emergency services and recurring crisis intervention



- The service is designed to reduce hospital and police intervention.



- The service aims to work with the person – cared-for or carer – in the moment/in the situation they find themselves.
- The only caveat to this is the service cannot help someone who has an arson conviction (due to insurance reasons)

Service Provision

- Telephone support sessions
- 1:1 sessions
- Overnight stays

Referrals from

A&E
Acute Services
Mental Health Team
Complex Needs Service
GP
Other
Police
RAID
Self Referral
Wellbeing Team

- Professionals can refer the cared-for and carers, and carers can self-refer at any time. The service will **always** call the referrer back during the time the service is operating.

Thank You

Any questions?



See below

4 Clarification/Questions/Comments on the Presentation		
(a)	Question	Does the service receive those misusing substances?
	Answer	Yes. The service does not hold substances on-site, and they cannot be brought on-site. As long as the service can work with them, the service will try to help the person. The service receives very low numbers of those who are either intoxicated or experiencing the effects of illegal drugs ('high'). These people generally require a clinical intervention, which the service cannot provide
(b)	Question	The loved one of a carer was arrested due to alcohol and mental health issues. No alcohol test was performed on the person. Could the loved one be referred to the Nightlight service?
	Answer	Should be, yes. If a mental health clinical need is identified, they can be referred on to Kingsley Green or Kingfisher Court. People who are referred to the Nightlight service receive an exit plan when they leave, and a referral to other services can be part of that exit plan.
(c)	Question	What is the occupancy rate for the 4-bed unit in Hemel Hempstead?
	Answer	It is very variable. If all the beds are being used, people who are referred but who would use a bed if it were available can have an extended visit. The beds are primarily available for service users however if beds are available and depending on the circumstances a bed may be available for the carer.

(d)	Question	Are there plans for more beds elsewhere in Hertfordshire?
	Answer	<p>This is being looked at, based on case studies and the like. It is currently felt that to enlarge the Hemel site is the best approach. Distance to a crisis unit is less of an issue in those circumstances. Nightlight asks for carers to raise the profile of the Nightlight service with councillors and fund-holders, in order that the service can be extended and expanded. HPFT are currently re-organising some services, so this may help to expand Nightlight's service as well.</p>
(e)	Comment	<p>A carer commented: The Nightlight service is an excellent service. The service provide is based upon the compliance of the cared-for. However, at least the service will see the person, whereas, in the same circumstances, other services will not.</p>
5	Mobilisation of Drug & Alcohol Services – Herts County Council	
	<p>Julia Fleming, Commissioning Officer from Herts County Council described the new drug and alcohol service.</p> <p>The service was amended in September 2018, and is due to 'go live' in April 2019. It is currently undergoing legal changes, both internal and external. Training is to follow the legal processes. Communications are being worked on for the 1st April launch. A new website will be available, along with a Q&A section.</p> <p>The All-age Drug and Alcohol treatment service is to be run by Spectrum CGL. This service has been made all-age due to the current nature of the transition between under-18 and adult services being unhelpful.</p> <p>The Living Room will be used for community rehabilitation for those 18 and over. (It is part of the Families Supporting Families consortium, made up The Living Room, Family Lives and Relate organisations.) This is an abstinence service, where people can go for up to 5 days a week. They use a peer-led approach, but 1-to-1 support is available for specific issues. Their offices are in Stevenage (where creche facilities are available), St. Albans and Watford (at which a creche is also planned).</p> <p>For those under 18 years of age, there will be a higher level of service provision. If it is deemed inappropriate to move a person from under-18 to adult services, then that person will be able to stay with the under-18 service until age 24.</p> <p>Both under-18 and 18+ services have a self-referral option. Carer support is being offered by Spectrum CGL and The Living Room.</p> <p>Joint working between Spectrum CGL and The Living Room has been written into the service contract, backed up by regular separate and joint service meetings.</p>	
(a)	Comment	<p>A carer commented: New model is exciting. Spectrum CGL use a SMART recovery model. Involving The Living Room is very helpful, but their programme can be hard to follow. The mix of services is more balanced for carers.</p>
(b)	Question	Carers generally felt that the Dual Diagnosis Protocol isn't working.
	Answer	<p>Julia Fleming responded: The Dual Diagnosis Protocol is helping lots of people. However, it failures in care arise because the Protocol doesn't cover all situations.</p>

6 Carers in Herts Update – Clare Teale	
<p>Clare Teale gave a brief overview of the Make A Difference programme, and highlighted Contingency Planning.</p> <p><u>Make A Difference Programme</u> The programme offers a sum of money, up to around £300, to the carer, which they can use for something personal (i.e. not to do with their caring role).</p> <p>One application per carer is allowed. An application is made through a conversation with the carer to determine what will most help the carer.</p> <p>If the application is approved, it is then organised by Carers in Herts. The Care Support Advisors can offer further information.</p> <p><u>Contingency Planning</u> This is about what happens to the care provided to the cared-for by the carer if the carer should become unable to provide the care.</p> <p>The Contingency Plan is part of the Carer Assessment. If not offered as part of the Assessment, it can be requested that it is included. (If the Carer Assessment is provided by Hertfordshire Partnership Foundation Trust, HPFT are offering the Contingency Planning by default.)</p>	
(a)	Question
	Question What happens if nobody is available to step in?
	Answer
	Carers in Hertfordshire are in consultation with the Contingency Planning Service on this point.
7 Any Other Business	
(a)	Question
	Is it possible to correlate the frequency of and information from frequent visits to A&E by cared-fors with complex needs, as a way of providing better care and reducing the number of visits?
	Answer
	Julia Fleming responded: This is being looked at in the A&Es and Urgent Care Centres.
8 Closing comments and information	
<p>SW invited everyone present to stay for the lunch provided.</p> <p>Next Forum 7th May 2019, 10am for 10:30am – 12:30pm, Oxlease House, Travellers Lane, Hatfield, AL10 8TJ.</p> <p>A light lunch is provided following the Forum. Please call 01992 586969 or email contact@carersinherts.org.uk to book a place.</p>	