

DRUG & ALCOHOL CARER FORUM

MINUTES OF MEETING HELD ON

Tuesday 3rd September 2019

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

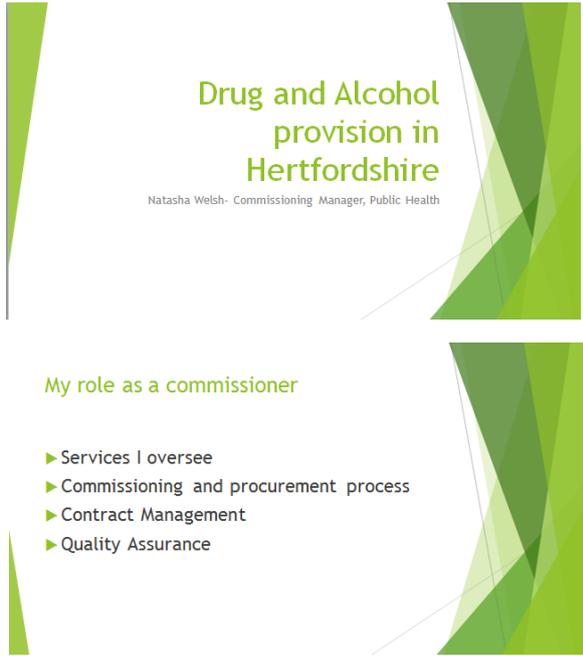
Carers: 7

Chair: Sarah Williams (SW)

Staff: Nicola Beedell (Minutes), Will Davis (WD), Clare Teale (CT)

Guest Speaker: Natasha Welsh (NW)- Commissioning Manager Public Health

Guest: Mike Stillwell (MS)- The Living Room
Shushma Kumar (SK)- HCC Adult Disability Team

Item	
1	<p>Welcome SW welcomed everyone to the forum and introductions were made</p>
2	<p>Presentation by Natasha Welsh</p>  <p style="text-align: center;">Drug and Alcohol provision in Hertfordshire</p> <p style="text-align: center;"><small>Natasha Welsh- Commissioning Manager, Public Health</small></p> <p><i>My role as a commissioner</i></p> <ul style="list-style-type: none"> ▶ Services I oversee ▶ Commissioning and procurement process ▶ Contract Management ▶ Quality Assurance

C: Who is able to bid for contracts? Are they private organisations?

NW: Anyone is able to bid.

C: How much of this is profit motivated?

NW: Everything is non-profit.

WD: How long does a service contract usually last for?

NW: It varies, the average is three years. However, emerging futures have been given a 20 month contract, and CGL and the Living room have a 7 year contract, but we appreciate that it can take up to two years for a service to take off. Emerging futures have been given a 20 month contract because all housing related support is due to have a robust review in the near future.

The process of commissioning of services

- ▶ Contract expiry
- ▶ Identification of new need (JSNA)
- ▶ Competitive tendering process;
- ▶ Development of service specifications
- ▶ PPME- Pre Procurement Market Engagement
- ▶ Development of tender documentation
- ▶ The 'In-Tend' process
- ▶ The Evaluation process
- ▶ The awarding of contracts

Commissioning Arrangements for D&A services

CGL Spectrum

- ▶ All Age Drug and Alcohol treatment Service
- ▶ County wide
- ▶ Sites where they are based
- ▶ What interventions they deliver
- ▶ Where they 'sit' within the treatment system

NW: Anyone who requires a detox would be directed to CGL, also anyone who would benefit from residential rehabilitation would also be required to go through CGL first, to help prepare themselves. The Living Room is community rehabilitation, and the service user must have abstinence as their goal.

C: There seems to be an issue with people who are not being offered a detox, and who are regularly attending A&E because of withdrawal symptoms. No service seems to be taking responsibility.

MS: The Living Room is abstinence based but the person would require support from CGL to help them through the detox process.

C: The issue is that CGL is not an acute service, and A&E is not a drug and alcohol detox service. Conditions such as Korsakoffs need to have an early intervention, but no one is willing to step in quick enough.

NW: CGL have a detox nurse who would be able to attend A&E.

NW is going to check whether hospitals provide drug detox.

C: People can expect to wait up to six weeks for an appointment with CGL and people struggle to access any kind of counselling. (The carer shared an experience with a loved one and their struggle to access support. NW and the

carer discussed the possibility of raising a formal complaint).

The Living Room- Families living in Recovery

- ▶ The Community Rehabilitation service
- ▶ County wide
- ▶ Sites-where they are based
- ▶ What interventions they deliver
- ▶ Where they 'sit' within the treatment system

C: There is no Living Room service within East Hertfordshire, everything always seems to be based in places like Watford or Hatfield.

MS: It's a shame that there is no Living Room service within East Hertfordshire, however there are other services that would be able to help.

Emerging Futures- Housing Related Support Service

- ▶ Drug and Alcohol Housing Related Support Service
- ▶ County wide
- ▶ Sites where they are based
- ▶ What interventions they deliver
- ▶ Where they 'sit' within the treatment system

NW: Emerging futures has a housing first model, which is unlike other organisations. They aim to address housing issues first, followed by substance misuse. Emerging futures will also be working in partnership with CGL.

Dual diagnosis

- ▶ CGL and HPFT and joined up working- co-location and joint assessments
- ▶ CGL and HPFT Quadrant meetings
- ▶ CGL and HPFT Integrated governance meetings
- ▶ The Dual Diagnosis protocol

C: Why is there no outreach with CGL? If someone is unwell then they are not supported.

NW: CGL have complex case workers that should be visiting people at home if they are unable to leave the house. In a situation where a person has a dual diagnosis, then someone from the mental health team and CGL should be doing a joint visit. (A carer spoke about a CPN who could not attend a discharge meeting after their loved one came out of residential rehabilitation. NW said that in this scenario a person from CGL should be been involved in the discharge plan).

	<p>(SW raised an issue where someone from CGL was expected to refer themselves onto the Living Room for further support). NW: There should be a handover approach and the two are supposed to meet on a regular basis to discuss how to support service users in their transition.</p> 
3.	Five Minute Break
4.	<p>New Promotional Material The forum went over a draft leaflet idea and discussed ways to improve promotional material. NB took separate notes and will forward onto colleague, Rosemarie Muldoon. There was also a discussion about how the name “family carer forum” is misleading. It will be changed to “drug and alcohol forum”, and promotional material, such as the newsletter, will be changed also.</p>
5	<p>AOB</p> <p>C: There is currently a pilot mental health crisis phone line. We could possibly hear from John Murray who is leading on this at a future forum, because the phone service will take calls from people who are abusing substances. SW: We did hear about this at a previous mental health forum but we could consider doing the same for this forum.</p> <p>C: Carers used to get reminders about the forum. This one was almost missed because there had been no reminders. SW: Information is now circulated through the E-bulletin which contains information on all of the forums that Carers in Hertfordshire run. C: Not everyone has the internet, plus a lot of carers have quite chaotic lives, so maybe prompts are needed. WD: Perhaps a text reminder would help, similar to what the NHS uses for appointments. SW: We sometimes ask volunteers to call round carers and ask whether they would like to attend the forums, but we don't want people to feel they have to</p>

	<p>say yes.</p> <p>C: Could leaflets be sent to carers so they can then be distributed to various meetings and groups that people attend?</p> <p>C: Agree that a reminder is defiantly needed in the post.</p> <p>C: Perhaps the name of the forum needs to be changed from “Family Carer Forum” to something clearer, which does not suggest that carers can only be family members.</p> <p>C: Would like to point out how robust and transparent the tender process is, after being involved previously.</p> <p>NW: Carers input into the tender process is always appreciated</p> <p>SK: Found the forum really useful and thinks it’s a good way to find out more about other services.</p> <p>C: Is there a new dual diagnosis protocol?</p> <p>NW: No, it is due for a review but nothing has been finalised yet.</p> <p>C: Would like a hard copy of the Carers in Hertfordshire passport booklet. CT Will chase this up and make contact</p> <p>C: Would like more information on Emerging Futures NW will forward the information to CT to pass on</p> <p>CT: Reminder about Carer Support Advisors availability and the support they can give to carers</p> <p>SW: Reminder about the next forum date and asked the forum who they would like to hear from. Agreed that forum would like more information on MH training for the police. SW to chase this up</p> <p>SK: Can also do a presentation on carers assessments to the forum at a later date</p> <p>WD: A reminder about the direct payments workshop which is being held on the 19th September</p> <p>NB: Reminder of the dual diagnosis forum which is being held on 22nd October</p> <p>C: Who can I speak to regarding falls prevention workshop? CT to chase this up</p>
6	<p>Minutes</p> <p>Forum agreed on minutes from last forum</p>
7	<p>Next Forum:</p> <p>Tuesday 10th December 2019</p> <p>10:00am- 1:00pm</p> <p>Oxlease House, Travellers Lane,</p>

	Hatfield, AL10 8TJ
--	-----------------------