

# **The Glade (PCDU) Involvement Group**

## **5 Nov 2019**

### **Involvement Centre, DMH**

#### **Attendance**

Lyndsy Jones – Involvement staff  
Craig Nelson – Clinical Lead for PCDU  
Rachel Redford – Project Lead for PCDU  
Julie Aicha – Involvement & Equality & Diversity Lead for MHSOP  
Rebecca - volunteer  
Gordon – volunteer  
Jonathan Wright – Involvement staff  
Glenis – volunteer

**Apologies:** Ann, Amanda, Adan

## **Welcome**

We introduced ourselves and Craig and Rachel shared some news just in; as of the beginning of this week Adult Mental Health Services were using no acute out of area beds. It feels like work to improve the out of area beds being used is starting to come together but Craig and Rachel were cautious not to celebrate too soon.

We had a discussion on some of the wider issues and how this might be helping to impact on the current out of area bed use such as an increased staffing in the Crisis Teams and the use of beds with partnerships in Nottingham.

#### **Opening Date**

The Glade was due to open last weekend but there has been a delay. Due to fire compliance getting the building signed off and handed back to the Trust is proving more complex than initially thought. All at the meeting agreed that safety is a priority and so understood the delay.

Rachel is talking to the builders on a daily basis in order to move this forward as quickly as possible. Also the majority of the team for The Glade have been recruited but are working in other teams waiting a start date. This does mean that there is more time to think about how the team will work effectively together, but there is probably a tipping point on how long the delay might be and maintaining the enthusiasm of a new team.

**ACTION: Rachel; it was agreed that volunteer from this meeting could go into the building when it was finally ready to view it, but before the service goes live in order not to disrupt individuals using the service.**

## **Standard Operating Procedure (SOP)**

The PIG Group (Patient Information Group run at the Involvement Centre) had looked at this and fed back to Craig. Since then there have been some minor amends from staff within Adult Mental Health services (AMH).

**ACTION: Craig to return the SOP to Lyndsy for the PIG Group to review again, an updated version will be looked at in December's meeting**

**ACTION: Julie A questioned whether an Equality Impact Assessment had been done on the SOP. It was agreed that we would look at the SOP through this lense at the December meeting**

## **MHSOP**

We had a discussion about the route into The Glade for service users and how the Crisis Team would triage people to this service. The model means that the Crisis Team would have a range of options from Trust services for people when they are seen these are; The Glade, Haven House, Inpatient admission, Local Mental Health Teams (Community AMH services).

The above model works well for those within the age range of AMH (18-65years) however it is a little more complicated for those seen by Mental Health Services for Older People (65+years).

Nurses can move between AMH and MHSOP services fairly easily however consultants, because of the way that they are trained/qualified are tightly restricted within the age bracket (18 -65 and 65+). This currently means that the Crisis Team will need a consultant with specific Older People's qualifications/experience.

This is currently being looked at, but the first impact of this is that those in MHSOP services will be unable to access the Crisis Team until Jan 2020.

## **Welcome Leaflet**

A leaflet welcoming service users to The Glade needs to be produced. It would be really helpful for this to be co-produced.

**ACTION: PIG Group to work with Jess Greene and deliver Welcome Leaflet before The Glade Opens**

## **Quality Assessment**

One of the aims we had as a group when we first met was to look at what would make a quality assessment at The Glade.

We hope to spend some focussed time on this at the December meeting

**ACTION: Jonathan to email Jess and ask her to bring along work on how assessment will take place at The Glade so that the group can have a focus**

## **Feedback**

The Trust has an approach to feedback, so the service needs setting up for this but we also need to consider alternative approaches to feedback such as text messaging.

**ACTION: Jonathan to liaise with Amy Gaskin-Williams to see how this is developing**

## **Next meeting:**

**Tuesday 3 December 10.00am 12pm**

**Involvement Centre**