

**Camden Carers' Voice meeting**  
**DRAFT Minutes – 4 July 2019, 10.30-12.30pm**  
**Charlie Ratchford Centre, Belmont Street NW1 8HF**

**Attendance:** (Steering Group) Jacky (chair) Kate (vice chair), Jessica, Janet, Costas, Galatea and Shahram. 35 carers and 8 x mental health students. Caroline Allouf, Philippa Russell, Angela Edwards, Cath Collins - CCS, Shanta Joseph, Pat Callaghan,  
**Apologies:** Allegra, Sue, Terry, Anita Gundecha, Nikki Morris, 2 carers,  
**Speakers:** Martin Emery, Mansur Quraishi, Ed Cox and Vincent Kirchner

Jacky welcomed everyone to the meeting and drew attention to the Ground Rules.

**Minutes of last meeting** – The Steering Group is following up with other Carer Voice groups through Carers Trust. The group approved the minutes.

**Angela Edwards – Mental health lead,** Camden Carers Service. Mental Health support includes:

- **Carers Awareness Training** to staff on the inpatient wards at Highgate Mental Health Centre and St Pancras Hospital. A mental health carer and member of CCS staff deliver each session to improve experience for carers and their loved ones on the ward
  - **Mental Health 2 Year Project:** for mental health carers which involves trips out and learning opportunities for carers with innovative workshops such as 3 day workshop called Mind Body and Soul.
  - **Mental Health Carers Support Group:** monthly support group, for all mental health carers to talk, share and get support in your caring role. For support or queries, email: [angela@camden-carers.org.uk](mailto:angela@camden-carers.org.uk)
  - **One to one support** for mental health carers.
  - CCS is organising someone to talk to carers about medication.
- Action:** To let carers know details and date of Medication session
- Cath had range of information available for carers of people with mental health issues

**Mansur Quraishi** – Mental health Lead commissioner (see powerpoint)

- The majority of carers use technology to get information and to be connected - Website: [www.mentalhealthcamden.co.uk](http://www.mentalhealthcamden.co.uk) - key information and CCS can help carers use the site. Links to other services eg Saneline, MIND, bereavement services. The **Get help Now** button gives options for crisis or other help. It is a 24-hour line.

A carer raised recent experience where crisis care was not forthcoming and another who waited a long time before being answered. Very stressful during a crisis. Somebody else had called, left a message and was called back the same day.

**Action:** To find out about the time frame for Crisis to answer calls and inform carers (MQ)

- Question around help with non-compliance with medication? Cannot enforce medication even if best interests

**Action** - Mansur will follow up with details of an online group / webinar they are looking to launch to give mental health support.

**Martin Emery** – Camden & Islington, Clinical Commissioning Group

- There are 7 primary care networks in Camden with a GP doctor as clinical director. Each network has a social prescribing link worker.
- A care navigator provided up to 6 weeks support and assessment to identify needs and

support for individuals and access through community links to the right care and support. Martin encourages carers to join their local Patient Participation Group (PPG) through their GP to help share experiences and bring about positive change.

**Action:** to invite a GP clinical lead to talk in a future meeting (Steering Group).

**Dr Vincent Kirchner**, Medical Director, St Pancras Hospital (see powerpoints)

They are always trying to improve services for people and families, through co-production

- consult with staff, patients, carers and community around decisions.

- They offer services including physical and mental health, drug and alcohol services.

Recovery approach work with staff, peer workforce / coaching. Prevention and early intervention. There are good memory services but issues around other services such as waiting lists for help around psychosis.

- Issues of not enough equality and diversity. Need to improve the reach to diverse communities

- Clinical strategy – there is now a mental health worker attached to every GP service to do assessment and liaison. A carer noted they have not been told this. GPs need to communicate effectively with their patients.

- Experience of Community Services - How services could operate differently for Mental health care with better integration and community. Specialist assessment is needed especially at beginning of a care plan to get the right treatment plan

- A carer noted whatever the treatment plan there is a need for more resources. Mental health needs to be easily accessible and part of the community.

- Psychology services through Icope are successful for mild to moderate needs. Work together in an integrated way.

- How to meet needs holistically for Mental health and autism / learning disability. Only 4 beds available in Camden and Islington. Most vulnerable may be sent out of borough, which is unsatisfactory for the family and individual.

- The Local Authority provides LD provision. Need for education and reasonable adjustments around learning disability. Crisis care is expensive and best avoided.

- How do you get the right assessment for someone with mental health and learning difficulties? It is fragmented, and complex needs are not catered for. Lack of specialist learning disability nursing staff.

- The issue of cuts in services was raised - emotionally draining for carers and tough for staff. Support and wellbeing is a priority to retain staff with opportunities to progress, offer health and well-being support and activities at work.

**Layout of new hospital**, Whittington site – to complete by late 2022. Layout of clusters for rooms to give more privacy and outside space. Nurses station to be more accessible. There will be an emphasis on Occupational Therapy, so people are active, to move on.

**Action:** Vincent is happy to attend forthcoming meeting to discuss progress and changes

### Any Other Business

The speakers were thanked for their time and information.

**CCS 25 years** celebrations are on Monday 8 July, 3-7pm at Charlies with art exhibition

**Next meeting** – Thursday 3 October 2019 from 10.30-12.30pm