



Report of the

November 18, 2008 meeting of the Mental Health Forum in Tynepark Resource Centre, Haddington.

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Who was there:

Ross Macphail
Laurelle Edmunds
Phyllis Wilson
Peter Inglis
Anne Smith
Ken Morrice
Myra Waugh
Katie Weddell
Elaine Waugh
Claire Thomas
Paul Noyes
Anne Lannan
Lesley Aitkenhead
George Paterson

ELIG
Carers of East Lothian, Mental Health Joint Planning Group
Chair, ELCCF
Signpost, SAMH
Service Engager
Crossreach, Tynepark
East Lothian Befriending Scheme
East Lothian Befriending Scheme
A&K Care and Accommodation
Community Mental Health Team
ELC, Social Work Planning
Tynepark Project Worker/ Drama Teacher
ELCCF Development Manager
ELCCF Communications Worker

In attendance:

Ron Keilloh East Lothian Council, Procurement

Previous Report/ Matters arising:

There was some discussion over how the Forum reports can properly represent the opinions of those taking part, when such opinions expressed could be perceived as negative to the vested interests of service providers attending those same meetings. It was agreed in future that comments should only be reported if substantiated through more formal channels.

The Meet the Community Health Team leaflet was circulated and amendments suggested, prior to the leaflet's greater circulation.

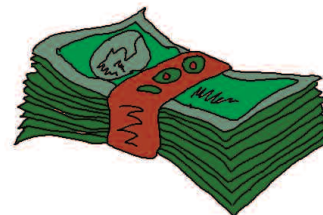
ELIG: Ross distributed a paper of concerns which was to be presented to members of the Joint Planning Group. ELIG members feel there should be more nurses on the CMHT: they were in favour of the Day Services Draft Review document; they also suggested there should be a regular meetings of the Acute Inpatient Forum at Herdmanflat.

Procurement:

Lesley circulated a paper on the Procurement of 'care at home' services, which is added to the end of this MH Forum Report. If you have any response or opinion on the procurement issue, you can us know on the new [Have Your Say](#) section of the [ELCCF](#) website.

ELC is 'buying-in' services from providers, although the processes are still largely underway. Cost considerations, better regulation and the will of the Scottish Government are leading to changes in how services can be brought in, under [Best Value](#).

East Lothian Council's Ron Keilloh explained the process for users and carers. Information on the process was being made elsewhere to providers at meetings arranged by [ELVON](#).



Procurement of care at home services is being done in three stages:

- > Tendering for generic domiciliary care; the home help or home care service. The process has started for this. Currently 60-70% of domiciliary care provision is handled by the Council - the rest goes out to tender.
- > The second stage is expected to start in April '09. This includes specialist care at home, including mental health services. Care and support service providers are likely to change next October depending on who wins the contract.
- > The third stage is to examine the current 'in-house' Council domiciliary care service.

Ron stressed the Council was keen to hear from service users on the quality of services and reaction from them as to changes.

Forum members asked how Direct Payments would be handled. Ron answered the DP system would continue and the Council were in favour of following the In Control model.

If taking on an agency, the agency will have to operate at the same price: conditions and quality of service as stipulated in Council contracts with other service providers. If the agency is expensive, added costs above the contract price will have to be born by the service user.

Service users would also be able to approach the Council to find out the service specification on an agency paid for by direct payment.

As to the quality of agency, the first part of the tendering process includes a Pre-Qualification Questionnaire, which looks for at least two years of

experience from the service provider for the generic service, registration with the Care Commission, insurance etc.,

"I think any agency providing a specialist service should be asked to provide a service of care for someone with a mental illness, separate from someone who has a learning disability and a mental health problem."

When it comes to specialist services, it has still to be decided if more than one provider can be taken on by the Council.

It was felt important that a service user is visited by known carers or home helps. The Forum suggested a regular team of three to be allocated to each user, to avoid instances of 'strangers' turning up. People are encouraged to give their views through the ELCCF office or to Ian Binnie at ELC on 01620 827 827.

Feedback from Joint Planning Group

Ross and Laurelle reported back from PG:

- > CMHT. Claire Thomas, the new carer support worker, is based in Pencraig unit and now supporting carers of people with serious mental health problems.
- > Alternative, more amenable, venues were being considered for tribunals currently taking place in Pencraig.
- > Only 4 wards will be available rather than 5 to East and Midlothian patients at the Royal Edinburgh Infirmary. There is also confusion over which consultant, in-hospital or local, deals with the patient once admitted.

Information Sharing:

Day Services

The Day Services draft review document came under discussion. The criteria for quality of the services is judged by how satisfied the service users are with the services. Forum members felt this is a step forward.

Ross highlighted elements within the document which has so far been put to service users at Tynepark by ELIG - and which been received favourably by them.

The review document was presented to Forum members and comments requested on the prospective tendering of services; outlining functions and roles.

Respite

There was a meeting today (18.11.08) of providers of respite at Edenhall at which CoEL are in attendance. A new Respite Co-ordinator for East Lothian is coming into post to review and organise respite services.

SWOT

The Strengths, Weaknesses, Outcomes and Threats analysis assessment was explained by Phyllis who explained how the system is being applied to ELCCF Forums. The analysis will be applied to ELCCF's five-year vision for a business plan. The Mental Health Forum will tackle its SWOT analysis at its next meeting.

Day Services

Elaine Waugh introduced herself as service manager with AK Care and Accommodation which has five flats unoccupied in Tranent and is hoping to broaden its service in providing housing support and care at home, respite and short stay.

Befriending Service

Myra reported that funding is on board to develop a six month mentoring pilot for eight young people of high school age in East Lothian, matched by eight mentors. It is expected a further project will start near the end of the current one.

Signposts/ SAMH

Peter reported agreement was being reached with the Council on the service level agreement.

He also reported that after an event held by SAMH in October, the term 'service user' was disliked by many and that the alternative 'service engager' was much preferred.

Client - patient - service user - service engager - which do you prefer? Tell us at the new **Have Your Say** section of the **ELCCF** website.

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The next meeting of East Lothian Mental Health Forum will be on Tuesday, 27th January. Please note the Mental Health Forum is usually the third Tuesday of the Month, but we are extending it, for one time only, to a week later.

Addition to Report:

Procurement of 'care at home' services

Procurement – purchasing quality services at best value.

East Lothian Council are changing the way they purchase 'care at home' services. The reason they are changing is because the old system did not allow them to show if they were getting value for money nor did it show quality of the service people were getting.

In this new system private or voluntary providers can tender to provide a 'care at home' service and will have to show positive outcomes for people who use the service as well as the quality of service.

The new home care provision will be split geographically into three areas of equal population where at least two providers will operate in any one area.

These are the stages of procurement...

1. The Council puts together a specification of the services.

This means detailing all the requirements you expect the service provider to deliver.

2. The Council puts the specification out to tender.

This means they advertise the specification and invite costed tenders/proposals from service providers.

3. The providers will complete a quality and price combination tender.

This means providers have to show in their tender the quality of service they will provide for a price.

4. The Council will choose which provider offers the best value for money. This does not necessarily mean they will choose the cheapest tender or the most expensive.

5. Providers who are awarded the contract must show how well their service operates in terms of quality and best value by filling out performance indicators and having regular reviews with the Local Authority.

6. Service users and carers will be involved at all stages of the procurement process including the reviews.

Care at home services

The Council are carrying out the procurement process in 3 stages:

- 1. Generic Services (Domiciliary Care Services)**
- 2. Specialist Services (Personal Care & working with people needing specialist care)**
- 3. In House Services (Services provided by the Council)**

A group of people who use services and carers will be involved in the procurement process at each stage, feeding in the views and ideas from the wider membership.

Outcomes

It would be helpful for people who receive a care at home service and their carers to tell the East Lothian Community Care Forum what outcomes services should be asked to report on.

Some of the things people at Forums have said in the past about quality of service are:

Flexibility. Staff who are able to do what you want when you want within the parameters identified when you were assessed/reviewed.

Not having too many different people caring for you. You have said that you like to have the same people who you get to know and trust.

Code of conduct. You have said that you like to establish a code of conduct that ensures that when appointments or arrangements are changed you are informed in plenty of time. If a different person is coming than you are expecting you would like to know in advance.

Flexibility with time. You have said that you don't like to be rushed. Sometimes staff try to do things such as bathing in a hurry if they are running late. This can be very upsetting.

You can contact the office with any comments or views at info@elccf.org or Tell us at the new **Have Your Say section of the **ELCCF** website.**