

HEALTH AND WELLBEING BOARD (INFORMAL MEETING)

Minutes of the Meeting held

Tuesday, 22nd June, 2021, 10.30 am

Dr Bryn Bird (Chair)	Clinical Commissioning Group
Cara Charles Barks	Royal United Hospital
Councillor Alison Born	Bath and North East Somerset Council
Corinne Edwards	Clinical Commissioning Group
Alison Elliott	Bath and North East Somerset Council
Will Godfrey	Bath and North East Somerset Council
Paul Harris	Curo
Mary Kearney-Knowles	Bath and North East Somerset Council
Kate Morton	Bath Mind
Anthony Payne	University of Bath
Paul Scott	Bath and North East Somerset Council
Vanessa Scott	Healthwatch
Val Scrase	Virgin Care
Richard Smale	Clinical Commissioning Group
Councillor Robin Moss	Bath and North East Somerset Council
Co-opted Non-Voting Member: Also Present:	Cllr Robin Moss Cllrs Kevin Guy and Ruth Malloy, Carolyn Hamblett and Olivia Leydenfrost

1 **WELCOME AND INTRODUCTIONS**

The Chair welcomed everyone to the meeting.

2 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from:

Sara Gallagher – Bath Spa University

Nicola Hazle - AWP

Steve Kendall – Avon and Somerset Police

Laurel Penrose – Bath College

Becky Reynolds – Public Health, B&NES – substitute Paul Scott

Cllr Dine Romero – B&NES Council

Dr Andrew Smith – BEMS+ (Primary Care)

3 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

4 **TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR**

There was no urgent business.

5 **MENTAL HEALTH TRANSFORMATION PLAN**

The Board received a presentation from Lucy Baker, Director of Planning and Transformational Programmes, BSW CCG, regarding the mental health transformation plan.

The presentation covered the following issues:

- The current position.
- A listening event has been held to understand the views of people, families, carers, supporters, and staff. The key messages from this event were outlined.
- Understanding demand and capacity.
- Working in partnership in B&NES. Including work with:
 - Wellbeing House
 - Breathing Space
 - Intensive Outreach Support and Third Sector Mental Health Discharge Allocation in B&NES
 - Crisis Alternatives funding – Bath Mind outreach in B&NES
 - Community Wellbeing Hub
 - B&NES Council
- Co-designing the future
- Next steps
- Community framework

- Implementing the Community Services Framework in B&NES
- CAMHS (Child and Adolescent Mental Health Services) transformation
- People at the heart of transformation
- Perspective of the current lived experience compared to the new model lived experience

The following issues were discussed:

- The challenges involved in adopting a different mindset were highlighted along with the importance of supporting and developing people. Lucy Baker acknowledged that any cultural change is difficult and stated that it will be important to develop local connections to bring people together without professional boundaries. Some organisational development posts will be created to assist with this change.
- It was confirmed that outcome measures will be co-developed, and the important issue will be how people in the community feel about the new service. The key outcome will be for people to feel supported, with fewer crisis interventions and knowing where to go when they need help.
- There will be 95 new full-time equivalent roles, including new roles in the third sector. People will be working in a new way. There will be £10m of new resource (across the Bath, Swindon, and Wiltshire area) which is significant. There will be greater integration than in the past.
- There will be no thresholds to access the service and the core offer will be available 7 days a week. Individuals will have contact details for their wellbeing practitioner who will be available out of hours.
- The focus on young people was welcomed, and especially a focus on university students. There has been a large increase in serious mental health concerns for students and the universities are keen to engage with the service. Lucy Baker welcomed the opportunity to connect with the universities. The B&NES Integrated Care Alliance will lead the implementation.
- Feedback has been received regarding the “cliff edge” which can be met when people reach the age of 18 and transfer to adult mental health services. The extension of the service to 25-year olds is welcome. Additional help in schools was welcomed, along with additional funding.
- Curo would like to be involved in how the service develops over time. There are significant problems with mental health issues in the housing sector, 32% of Curo tenants have diagnosed mental health conditions. Early intervention when there is a crisis is very important. Lack of suitable housing can also be a barrier to hospital discharge.
- It is important not to underestimate the cultural change and leadership required to implement the new service. This must be owned and implemented at local level.

The Chair thanked Lucy Baker for her presentation and the Board noted the report.

6 HEALTH NAVIGATORS - CURO

The Board considered a report regarding the role of health navigators which has been created by Curo. Paul Harris, Executive Director of Customer Experience, at Curo also gave a presentation regarding the navigator role. This covered the

following issues:

- Curo has more and more customers presenting with mental health issues and increasingly complex needs. Although mental health is not a statutory responsibility it is important to offer support.
- Often, people with mental health problems find it difficult to navigate services and this was taking up quite a lot of time for the Curo team.
- Two new roles were created to act as navigators to support those customers with more complex needs. This has resulted in a dramatic change and has been very successful. Customers now experience a greater sense of wellbeing and have their needs met more effectively.

The following issues were discussed:

- Frontline colleagues within Curo have a high level of training but they are not trained to a statutory level to deal with mental health issues.
- Curo has strong links with Bath Mind and refer customers to agencies who can offer help where appropriate. Kate Morton, Chief Executive of Bath Mind welcomed this collaboration.
- Anthony Payne from Bath University stated that students often experience similar issues, with around 5% of students having complex needs. He would be interested to learn more about the navigator role and possibly trialling a similar exercise at the University.
- The Board felt that the critical role played by the health navigators is a very positive one.
- It would also be helpful to think about how people can be supported to gain employment. A collective approach along with clear pathways to employment would be welcomed.

The Chair thanked Paul Harris for his report and presentation and the Board noted the report.

7 **SHAPING A HEALTHIER FUTURE**

The Board received a presentation from Simon Cook and Geoff Underwood, Programme Directors, from the RUH, regarding the shaping a healthier future programme. The presentation covered the following issues:

- Progress on the project so far.
- Context and key challenges.
- National and local drivers.
- Challenges and opportunities.
- Updated design principles.
- Key Themes.
- Tiered approach.
- Key enablers – what needs to be true to deliver change.
- Clinical strategy – where do we want to be?
- What will success look like?
- Engagement – RUH workstreams and BSW health and care model work.
- Staff and public feedback on vision and aims.

- Next steps.

The following issues were discussed:

- This model should result in more holistic care. It was suggested that the term “clinical strategy” could be changed to something like “support strategy” to make the descriptors less “health based”.
- Paul Scott from the B&NES Public Health Team would welcome the opportunity to discuss ways in which more focus on equalities and preventative thinking could be included within the programme.
- It was noted that the behavioural and cultural shift required could be a challenge. Cara Charles Barks acknowledged that this could take time but stressed the commitment of the RUH to make the shift and noted that expectations are high.
- The Board welcomed the opportunity for more partnership working.
- Simon Cook thanked Board members for their contributions and invited everyone to engage with the process as soon as possible, before the public engagement stage begins.

The Chair thanked Simon and Geoff for their presentation and the Board noted the report.

8 **DATE OF NEXT FORMAL MEETING**

The next formal meeting will take place on Tuesday 28 September at 10.30am.

The meeting ended at 12.15 pm

Chair

Date Confirmed and Signed

Prepared by Democratic Services