

# South London & Maudsley

## Central Place of Safety Engagement Plan

**Cath Gormally – May 2016**  
**Director of Social Care**

## INTRODUCTION

This engagement project plan will address the specific recommendations made by the Joint Health Overview and Scrutiny Committee on the 26<sup>th</sup> April 2016 in relation to the proposed central place of safety, which SLaM have accepted:

*“1. SLaM should develop a comprehensive engagement plan, which makes clear the full list of organisations who will be engaged, and the full list of questions on which they will be engaged. This should be accompanied by a clear timeline for engagement. The committee should be consulted on this approach and this should be circulated to the Committee for comment. (In the interests of time and efficiency, this should be done by email with a week for comments from Committee members)*

*2. SLaM will undertake a comprehensive engagement exercise, which should cover the following issues:*

- a. A financial feasibility study of options for provision of Places of Safety across the four boroughs, with clear reasoning to support a single place of safety*
- b. Sufficient and suitable provision of services for children and young people*
- c. Logistics; covering all legal agreements that will need to exist between the four boroughs, including, but not limited to, transport, Approved Mental Health Professional (AMHP) service, provision for people who are homelessness and/or have No Recourse to Public Funds(NRPF) status*
- d. The design of the Place of Safety*

*The Committee further recommended in light of the above that local Healthwatchs are engaged in regards to both the design of Place of Safety (d) and the service user journey, and that third sector organisations that work with homeless people and people with NRPF are engaged in regards to (c) and (d) , in particular : The Connection at St Martins, Passage Day Centre, West London Day Centre, London City Mission and Manna Centre . Also that the London Ambulance Service and the British Transport Police are engaged.*

*The Committee has recommended a three month engagement period, but we welcome SLaM producing a comprehensive timeline setting out the timescales in which they believe the above can be achieved. We expect the results of the engagement programme to be presented back to the Committee ahead of any formal agreement to launch the single Place of Safety.”*

# OVERVIEW OF STAKEHOLDER ENGAGEMENT FROM SEPTEMBER 2014 – 31<sup>st</sup> APRIL 2016

## Face to Face meetings

Date	Stakeholders	Details
July 2015 – February 2016	Service user and carer advisory group on mental health, urgent care in the psychological medicine clinical academic group (SLaM)	This is an established group with a special interest in emergency mental health services and engagement on urgent care has been on-going for several years. The specific engagement on the central place of safety took place between July 2015 – February 2016.
October 2015 onwards	Service user and carer consultants	Service user and carer consultants have been core members of the fortnightly central place of safety project group since October 2015.
September 2014 – June 2015	Service users who have been detained under s136 in the existing s136 suites	This is a qualitative audit of 100 people who have used the current s136 suites. Undertaken by service user and carer consultants and SLaM staff.
5 <sup>th</sup> April	Croydon service users, carers & local organisations	“Hear us” Forum.
11 <sup>th</sup> April	Southwark service users and carers	Dragon Café .
18 <sup>th</sup> April	Lambeth stakeholder groups	Lambeth Collaborative breakfast meeting
19 <sup>th</sup> April	Lewisham service users	Lewisham users forum

### The engagement questionnaire was sent to the following stakeholders in April 2016

- Mosaic Clubhouse , Lambeth
- ‘EPIC’ SLaM engagement, participation and involvement committee
- SLaM Mental Health Older Adults service user and carer advisory group
- SLaM involvement register
- Dragon Café, Southwark
- Latin American Women’s Rights Organisation, London-wide
- Family Health ISIS, BME organisation, Lewisham
- Metro Centre, LGBT organisation, Lewisham, Lambeth and Southwark
- Vietnamese Mental Health Services, Lambeth, Lewisham and Southwark
- Certitude, Lambeth
- Four in Ten, Slam-wide LGBT mental health group
- Southwark Hub (Together)

**Regular discussion and engagement has taken place with the following statutory partners from July 2015 to date (where there is no specific date, on-going meetings and/or conversations have taken place):**

- 15<sup>th</sup> January 2016: E mail to two Southwark Councillors offering briefing on the proposal
- 26<sup>th</sup> January 2016: Lambeth Council Adult Social Care Leadership Board
- 27<sup>th</sup> January 2016: Southwark Council Children and Adult Boards
- 22<sup>nd</sup> February 2016: Southwark Healthwatch and Community Action Southwark. (Healthwatch in Croydon, Lewisham and Lambeth invited but unable to attend).
- 25<sup>th</sup> February 2016: Southwark Council elected members with Scrutiny, Cabinet and local responsibilities
- Directors of Adult Services, Heads of Social Care and AMHP leads across the four boroughs.
- Lewisham Children's Services, EDT manager.
- AMHP lead, Camden Council.
- AMHP leads, Wandsworth Council.
- Head of Social Work, CNWL NHS Trust.
- 7<sup>th</sup> March 2016: London Metropolitan Police and British Transport Police at the Trust-wide Police Liaison Committee.
- 19<sup>th</sup> April 2016: Croydon Chair of Scrutiny, Briefing on proposal by SLAM manager.
- 26<sup>TH</sup> April 2016: Joint Health Overview and Scrutiny Committee.

## CONTINUING PARTNERSHIP WORKING WITH STATUTORY PARTNERS ACROSS THE FOUR BOROUGHS BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Directors of Children's Services

Directors of Adult Social Services

Directors of Housing, including leads with responsibility for people with no recourse to public funds (NRPF)

Heads of Social Care and AMHP Managers

London Ambulance Service

Chairs of the Health and Well-Being Boards

Healthwatch

Clinical Commissioning Groups

Joint Health Overview and Scrutiny Committee

Named Professionals for Safeguarding Adults and Children in SLaM

## CONTINUED STAKEHOLDER ENGAGEMENT

Building on the engagement already undertaken in 2015/16, between May – July this year we will be contacting a wide range of organisations by email outlining our proposal for a centralised place of safety and enclosing our engagement questionnaire with a request for feedback. We will provide these organisations with a link to more detailed reports and proposal which will be made available on the trust website. **(Please see chart below for full list of organisations.)**

In addition, we will invite these groups to attend an open day to be held at the Maudsley Learning Centre (ORTUS) where delegates will have the opportunity to speak with staff and service user consultants; view artists impressions of the centralised place of safety; and ask questions about the trust's proposals for the new suite. We will also be organising a focus group of young people in CAMHS and contacting children and young people service user groups and speaking to young people on in-patient wards.

Importantly, we will also be contacting a select number of organisations to request their engagement and views on our proposals, particularly where we have gaps in feedback from certain stakeholder groups – for example: homeless groups, children and young people and Black and Minority Ethnic groups. We are planning to contact the following groups to request their support in organising meetings for us to discuss our proposals with their members:

Feedback from the wider engagement piece, the open day and the targeted meetings will be included in the trust's report to the Joint Health Overview and Scrutiny Committee, will inform the development of the service and be considered by the Trust Board.

Lambeth and Southwark MIND (User Council)  
Family Health Isis  
Thames Reach  
Certitude  
Mosaic Club House (open morning)  
Vietnamese Health Service  
Refugee Council  
The Connection at St Martins  
Passage Day Centre  
West London Day Centre  
London City Mission  
Manna Centre

### Children and Young People organisations:

Young Minds  
Place2be  
Off the Record  
The Children's Society  
Pre-School Learning Alliance (PSLA)  
Croydon Drop-in

## LIST OF QUESTIONS ON WHICH STAKEHOLDERS WILL BE ENGAGED

The stakeholders will be engaged on the specific questions below:

- 1.What do we need to think about when changing from having a place of safety in each borough to having one central Place of Safety at the Maudsley Hospital site in Southwark?
- 2.When people arrive at the place of safety, how can we make the process as comfortable as possible?
- 3.What practical things do we need to consider?
- 4.There will be a specific area for people under 18 with it's own lounge area. What else do we need to think about to make the service comfortable for children and young people.
- 5.Some people need to be admitted to hospital after being brought to a place of safety. What do we need to think about if this happens?
- 6.Some people do not need to be admitted to hospital after being brought to a place of safety. What help might people need when leaving the place of safety?

(See questionnaire, Appendix 1)

## LIST OF STAKEHOLDER ORGANISATIONS TO BE ENGAGED WITH BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Lambeth			
Age UK Lambeth		Lorrimore Drop-in Centre	
Afiya Trust		Lambeth Mencap	
Amardeep Project		Maroons Centre	
Community Support Network		Mind Lambeth and Southwark	
Cooltan Arts Lambeth		Mosaic Clubhouse	
Fanon Resource Centre		Peer Support Network	
First Step Trust		Ruth Samuel, MH Carers Hub	
Lambeth Black Health and Wellbeing commission		Solidarity in Crisis	
Lambeth Accord		SIMBA	
Lambeth Asian Centre		Spires Centre	
Lambeth MENCAP		Start Team	
Lambeth Carers		The Clapham Park Project	
Lambeth Mental Health Care support Service		Thames Reach	
Lambeth Pensioners Action Group		Together UK	



# LIST OF STAKEHOLDER ORGANISATIONS TO BE ENGAGED WITH BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Southwark					
AAINA Woman's Group		Fast Minds		Southwark Association for Mental Health	
AAWAZ, Southwark Asians Women's Association		Healthwatch		Southwark Bereavement Care	
Action for Community Development		Hestia		Southwark Carers – making spaces	
African Women's Support Group		Hexagon Housing Association		Southwark Community Care Forum	
Age Concern – Black Elders MH Project		Kindred Minds		Southwark Cypriot Day Centre	
Bede House Association		London Grows		Southwark MIND	
Bengali Community Development Project		Lorrimore Drop-in Centre		Southwark Muslim – Women's Association	
Bengali Women's Group		Maroons Resource Centre		Southwark Pensioners Action Group	
Blackfriars Settlement Mental and Wellbeing Service		May Project, Addictions		Start Team	
BME Volunteering Project		Mental Health Champion		Status Employment Ltd	
Cambridge House		MIND Southwark and Lambeth		Stepping Stones	
Carers of Life		Mosaic Clubhouse		St Giles Trust	
Castle Day Centre		Open Door Resource Centre		The Clapham Park Project	
Charterhouse in Southwark		Peckham Befrienders		Three Cs Support	
Community Action Southwark		Project Dare		Threshold Support, Open Door Centre	
Cooltans Arts		Rainbow Resource		United Families Working Together	
Crossways Centre		SIMBA		Vietnamese Women's Group	
Dragon Cafe		Southside Partnership		CIO - Vishvas South Asian Counselling and Resource Centre	
Downham (Wesley Halls) Community Association)		Southside Rehab			
Equinox Central Office		Southwark Action for Voluntary Organisations			9

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## LIST OF STAKEHOLDER ORGANISATIONS TO BE ENGAGED WITH BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Croydon			
Age Concern, Croydon		Croydon Mencap	
Alzheimer's Society		Croydon voices Forum	
Anna D'Agostino Community Development Worker		CVA	
Asian Resource Centre		Cruce in Croydon	
Bromley Mind, Beckenham Centre		Faiths together in Croydon	
Carers Trust		Foxley Lane Women's Service	
Community Drug Service (South London)		Healing Waters	
Compass		Health Watch	
Croydon African Caribbean Centre		Hear Us	
Croydon Alcohol Counselling Service		Imagine Mental Health Croydon	
Croydon Area Gay Society (CAGs)		Mental Health Champion	
Croydon MBE Forum		Mind in Croydon	
Croydon Drop in		Rethink Croydon Carers' Support Project	
Croydon Intensive Psychological Therapies Service		Spires Centre	
Croydon Local Pharmaceutical Committee		Silver Rainbow	
		Voice Ability Croydon	

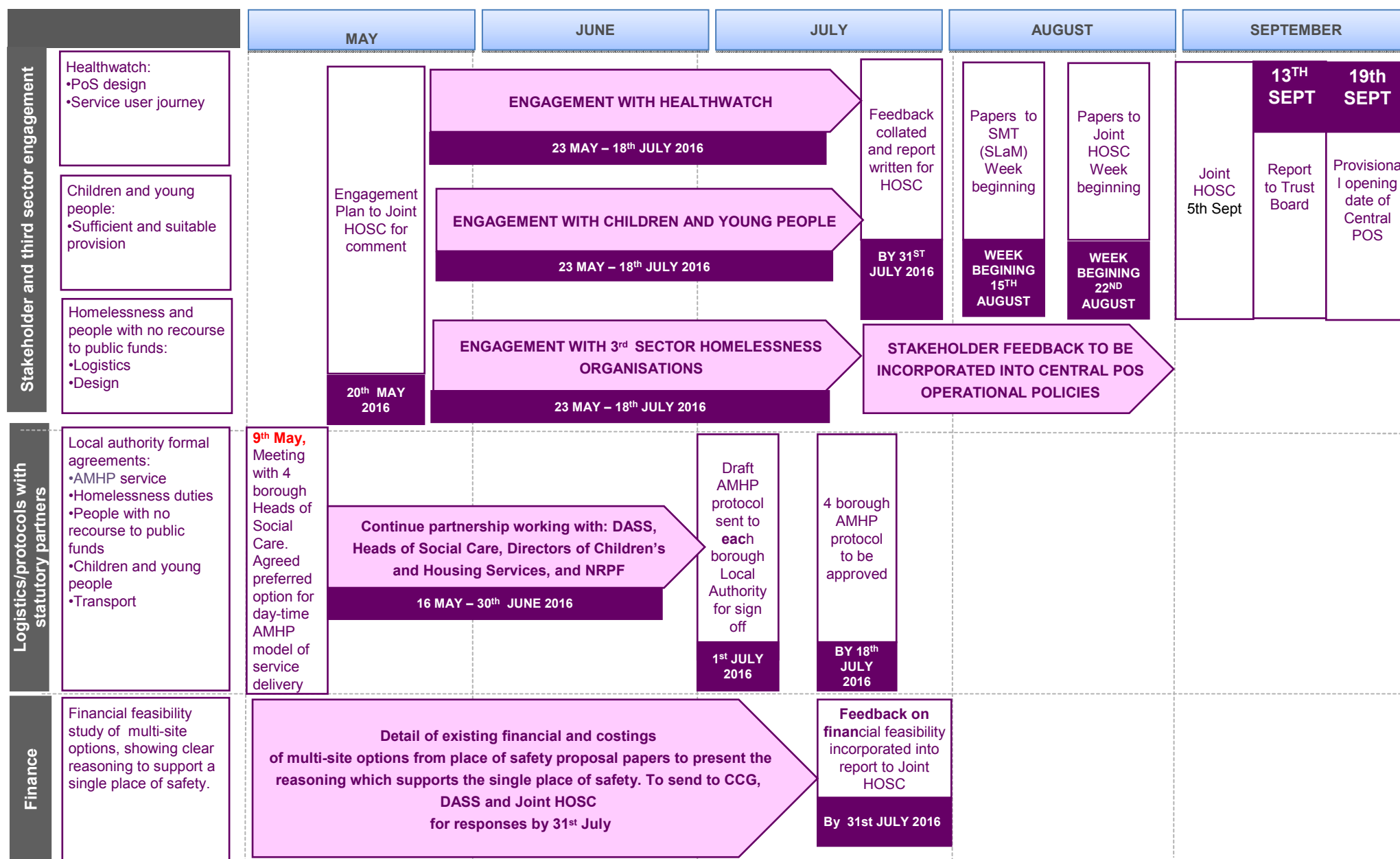
## LIST OF STAKEHOLDER ORGANISATIONS TO BE ENGAGED WITH BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Lewisham			
Action for Refugees in Lewisham		Lewisham LINK	
Age UK Lewisham and Southwark		Lorrimore Drop In Centre	
Alzheimer's Association		Lewisham Users Forum	
BASCAS		Mental Health Champions	
Black Users Forum		Metro Centre	
Bromley and Lewisham Mind		Rethink Lewisham	
Carers Lewisham		South East London Tamil Elders and Family Welfare Associations	
Community Opportunities Service Centre		Start Team	
Compass Centre		Time Banks	
Downham (Wesley Halls) Community Association		Turkish Community Project	
Family Health Isis		Victim Support Lewisham	
Healthwatch		Vocational Services	
Hexagon Housing Association		VSL Stepping Stones	
Lewisham Carers Centre		Young People's drugs and alcohol service	
Lewisham Refugee Network		Youth AID Lewisham	
Lewisham Irish Centre			
Lee Centre			

## LIST OF STAKEHOLDER ORGANISATIONS TO BE ENGAGED WITH BETWEEN MAY AND 31<sup>ST</sup> JULY 2016

Borough /Trust Wide	
Chinese Mental Health Association	
Denise McKenna (Independent)	
London Irish Women's Centre	
Somali Carers Project	
Vietnamese Mental Health Services	

# PROJECT PLAN - 12 WEEK LOOK AHEAD



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