



Yorkshire and the Humber
South Yorkshire Focused Implementation Site (SYFIS)

SYFIS Showcase

2nd July 2008, 10.30am – 12.30pm

Don Valley House, Sheffield

Present

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| 1. Abdulla Mohammed | Rotherham Yemeni Community Association |
| 2. Abrar Javid | CDW, Doncaster PCT |
| 3. Alan McGreen | Commissioner, Barnsley MBC |
| 4. Alice Kilner | Adult Mental Health Commissioner, Rotherham PCT |
| 5. Benson Mbure Kimaru | Carer, Barnsley Black and Ethnic Minority Initiative |
| 6. Carol Anderson | CDW, Barnsley Black and Ethnic Minority Initiative |
| 7. Curtis Henry | CDW, Doncaster PCT |
| 8. Deborah Williams –
Jones | Sheffield CAMHS |
| 9. Elaine Barnes | CDW, Rotherham PCT |
| 10 Emma Khdir | Maan, Somali Mental Health Project |
| 11 Faisal Badade | CDW, Doncaster PCT |
| 12 Jahanara Rowell | Sheffield CAMHS |
| 13 Jan Sobieraj (Chair) | Chief Executive, Sheffield PCT |
| 14 Janet South Worth | NHS Sheffield |
| 15 Jo Nicholson | Sheffield Care Trust |
| 16 Kevan Taylor | Chief Executive, Sheffield Care Trust |
| 17 Liz Johnson | Sheffield Care Trust |
| 18 Marjorie Thomas | EPIC 2 Sheffield African Caribbean Community Association |
| 19 Mohammed A. Musleh | Rotherham Yemeni Community Association |
| 20 Mohammed Nawaz | Rotherham MBC |
| 21 Nicola Bailey | Warwick University |
| 22 Noshee Zameer | CDW, Rotherham PCT |
| 23 Pamela Allen | CDW Team Leader, Sheffield PCT |
| 24 Pamela Allen | CDW Team Leader, Sheffield PCT |
| 25 Paul Dearden | CDW, Sheffield PCT |
| 26 Paul Dearden | CDW, Sheffield PCT |
| 27 PC Mohammed Aref | Specialist Community Engagement Unit, South Yorkshire Police |
| 28 Rashid Ahmed | Doncaster Elders Forum |
| 29 Rashna Hackett | Regional Race Equality Lead, NIMHE NEYH |
| 30 Sarwar Khan | South Yorkshire FIS Project Manager |
| 31 Sayed Ahmed | Head of Equality, Rotherham NHS foundation Trust Hospital |
| 32 Shahida Johnson | Transcultural Team, Sheffield Care Trust |
| 33 Vena Wynter-Truscott | Sheffield Racial Equality Council |
| 34 W. M. Rope | Doncaster Elders Forum |
| 35 Wayne Goddard | Doncaster PCT |

36 Wendy Beresford
37 Zabida Rashid

Head of Nursing, Barnsley PCT
Doncaster Elders Forum

Jan Sobieraj Chairs Opening remarks

SYFIS is embarking upon its third year and it is time we took stock of our achievements and highlighted what other business we have to complete. Today we want to highlight some of our achievements and consider what our next steps will be.

Change happens through conversation, today everyone is welcome to discuss and ask questions of the speakers in order to gain a better understanding of how projects were developed, delivered and ultimately evaluated, as well as what the next steps for them are.

Today is about:

- Share and learn from good practice from other sites and build into own locality.
- How can this shape our future?
- Darzi review has been launched and this signifies that this is a good time for change
- World Class Commissioning document also been launched and commissioners now must start planning for the future. Communities will play a pivotal role in this.

Benson Mbure Kimaru – Barnsley Carer perspective

- Came to UK 3 yrs ago from Kenya. 1st daughter (20 yrs old) discovered she has mental distress – she has slow learning.
- GP introduced family to crisis team. They visited daughter twice a week.
- Once she was recovering – they were introduced to Sheffield. Early Intervention team.
- The Sheffield. Early Intervention team introduced her to going out – supporting her via education. They were there to help via education and her social needs.
- She now has access to free travel, introduced to other people with similar issues as her.
- She was given respite care and socially developed.
- Children did not want to be involved in her care.
- SACMHA was also involved in supporting the family – engaged with the family through trips and support via SACMHA Community Development Workers
- The reason for moving to Barnsley was that Benson was offered work as a voluntary pastor in a church in Barnsley this provided the family with a church house
- Family could not afford her education fees. Family did not have leave to remain which meant family is struggling to support her needs.

Experience of services

- Benson has introduced her to YMCA (Moorland Court). Family comes from a religious background – the service she receives did not meet her or her family's religious needs
- Issues around religion and mixing with boys has been raised in Barnsley, but their issues have not as yet been actioned
- There is a lot of work to do in terms of how culturally appropriate services are for BME people in Barnsley
- Consider carer perspective via carer strategy, consider user perspective. Assessment of carer needs is critical.
- More men are carers who are also working as well as carers. This issue needs to be considered by service providers and commissioners

EPIC 1 and 2, Marjorie Thomas, SACMHA

- Rashna introduced the Pathways into care model
- Developed partnerships with communities.
- Through the audit cycle benefits to BME users were identified
- Darzi report is timely for this work.
- SACMHA – Marjorie works across 5 wards across staff. Focus to work across the wards to identify patients who may benefit from early discharge.
- CAHT visits to see how this may benefit.
- Services on the wards are not as culturally appropriate as would be expected.
- SACMHA offers a long term social model for users.
- At this moment some changes have occurred.
- Users have expressed they are more confident about getting involved – seeing people early rather than later.
- This work is recognised and accepted across the board.
- Epic workers are more equipped to work better with clinicians (staff and other communities)
- Individuals – changes have been identified and will be shared

A case study of Service User

- 22 yrs Kenyan woman, Post Traumatic Stress Disorder (PTSD).
- After assessment she was discharged to SACMHA and works with another team – 'Embrace'.
- She has not been re-admitted for 12 months now. Through the support with CAHT, SACMHA and Embrace, she has remained outside the systems.
- There is a much more direct link to services – people are being signposted to SACMHA earlier.
- Referral process is smoother. A much more systematic approach using the 3 building blocks.
- Having a framework it signs up both partners to deliver and therefore the work cannot slip.
- Prior to this there was anecdotal workers and nothing systematic.
- Relationship with the Transcultural team.

- Inequalities begin at the funding level. Commitment is required.
- This is about people and communication. Nobody came onto the wards. Communities did not attend wards – they were limited.

Outcomes: National DRE Programme board has developed the Dashboard (performance indicators) this has now includes EPIC. Once this has been agreed by the National Programme Board, Sarwar Khan will circulate for information.

Abdullah Mohammed – Community Engagement Project (CEP), Rotherham Yemeni Community Association (RYCA)

- Insight into RYCA – established 1993. Set up to support Rotherham Yemeni health, social and education.
- Most Yemeni's came to UK to fill the labour market.
- Yemeni CEP is one of 120 UCLAN projects.
- Highlighting gaps for Yemeni community in terms of mental health
- 3 researchers were appointed – 2 male, 1 female. The project was co-ordinated by Abdullah Mohammed.
- Population of Yemenis in Rotherham is 400 Yemenis in comparison to Sheffield which is 3,500 Yemenis

Kassim Ahmed CEP Researcher

Mental health was not previously discussed within the community, the RYCA needed to consider how this subject would be raised within the community

The researchers developed core research skills and attended workshops developed through UCLAN. The proviso was that they attended all the workshops, as they would equip the researchers with the core skills they would need when entering their research field.

Final draft has been approved by UCLAN –The RYCA launch event will be held September. Once the final date has been identified, notifications will be distributed

6 key recommendations were identified – some have been already been implemented.

RYCA have a good track record of delivery of services to their own community.

Challenges

RYCA have had a limited response from Rotherham PCT

Jo Nicholson, Data Analyst Project – Adult focus

- Research is completed but the information is not used by providers and commissioners.
- Focus – provide a good practice framework for SYFIS.

- Have a real problem at PCT level as it is not mandated – lack of reporting at P Care level.
- Info can be shared locally – need to negotiate with info. Depts.
- PH priority is mortality rates. MH is not their priority.
- Other data collective orgs. – Local Authority, BME carer/voluntary sector

Sarwar Khan will circulate Jo's presentation on request.

Faisal Badade –Community Development Worker, Doncaster PCT

Setting up a BME Elders Forum

Phase 1

- Initially there was no working relationship between different BME communities in Doncaster, Faisal had to negotiate this from the onset
- Over 70 languages spoken in Doncaster; 7,000 G&T; large polish community.
- Focus to identify Older People to champion the forum.
- The idea for the forum is that all BME's are welcome – but community leaders cannot lead.

Phase 2

- Statutory sector steering group was set up + 11/15 BME community steering groups set up = to work together as a team.
- Report developed and is now available for information
- Framework and guidance from statutory sector.
- Raised funds from statutory sector partners to support this work
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Phase 3

- Launch of BME Elders was hosted by Faisal November 2007. The event was chaired by a Doncaster Councillor also the Local Government champion for older people
- 13 applications received from BME Elders on the day
- The forum is still in its infancy stage but it is now functioning with elders chairing the forum and setting their own agenda

SYFIS has identified this as a model of good practice and Faisal has been requested to write up the process for submission.

Challenges Ahead for SYFIS

Race Equality Cultural Competence (RECC) Toolkit training– will proceed once agreement from the National Programme team has been received

- Faisal's model of engagement is a good model – Consider using this model to engage with carers'
- Where Community Development Workers should be based? PCT or the Community in which they are developing links?
- Good practice guide for SYFIS
- Reward and recognition for users and carers to be engaged in the board.
- Challenge now is for PCTs and providers to deliver what the FIS has started and to embed this into core business.
- Real engagement locally is the way forward
- Data is a way of engaging people locally, to consider the data as evidence to improve local action and service delivery based on need. In essence the World Class Commissioning is focusing upon a similar path.

Primary Care Trusts (PCT's) Decision making process – World Class Commissioning

How to do collaborative impact assessment with public authorities.

More to do:

1. Work around carers
2. A piece of work looking into the target for prisons in Doncaster is currently being developed.
3. Different levels of services to consider BME provider engagement in discussion, look at working differently – more collaboration within smaller communities is needed
4. How we get the spread – 'How do we do it?' Sharing the learning better
5. Darzi Report:-personalised service, local collaboratives to be developed to ensure good communication and authenticity of data used.