

Summarised note of Communications and Engagement Advisory Group Meeting

Video Conference Meeting: 14 September 2020

Present: John Scott, Sophie Ryder, Irene Oldfather, Amanda McLaren, Chloe Trew

Secretariat: Kirsty McGrath

Apologies: Karen Martin, Shaben Begum, Sam Philips

The full discussion of the meeting is recorded this note serves only to summarise main points.

The meeting started with an update on the progress of the review. This was followed by a discussion on the proposed updated communications plan.

1. Review Update

The call for evidence had raised a lot of issues about poor communication between professionals and patients and carers.

The group will look at recommendations for change based on the evidence.

Some of the main issues were discussed in the meeting;

There is a feeling that the balance of confidentiality and the role of carers supporting mental health patients need improving.

More clarity is definitely needed around what the Act says, and the relationship with other parts of the law.

It was suggested that there are levels of complexity in mental health care that are not recognised in the Carers Act.

More understanding is needed about the barriers to communication between professionals and carers. It was agreed that the group would think about a questionnaire aimed at professional bodies to explore these issues further.

It was acknowledged that continuity of relationships is really important too- it helps so much when professionals know their patients well and there is a trusting relationship.

It was acknowledged that communication is impacted by resources and cultural issues. This will also be touched on in the Economic, Social and Cultural Rights workstream.

The issue of accountability was also discussed.

2. Communication and Engagement Plan

The group reviewed and agreed the communication plan. It was agreed that the focus would be on Communication between Carers and Professionals and the Triangle of Care.

3. Next steps

The group agreed to look more closely at the Triangle of Care model and some of the tools incorporated within this to determine whether any of these could be rolled out in the short term to resolve the issues highlighted. Ideas should be brought to the next meeting.

The Secretariat agreed to look at a questionnaire which will be used to understand the barriers from a professional perspective. This is something that the group can construct together and the group can use network of stakeholders to distribute.

4. Next Meeting

A doodle poll will be distributed to gauge availability for the next meeting.