

## Kent Acquired Brain Injury Forum

[www.kabif.org.uk](http://www.kabif.org.uk)

### Minutes

Wednesday 10<sup>th</sup> June 2009 at 7.00 pm

Royal British Legion Industries, Hall Road, Aylesford, Kent, ME20 7NL

#### In attendance:

Mr Robert Aylott	Solicitor	ASB Aspire LLP
Ms Debbie Bateson	Lead Commissioner – Neurosciences and Adult Therapies	Eastern & Coastal Kent NHS
Mr Tanesh Bhugobaun	Registered Manager	Raphael Medical Centre
Mrs Liz Bray	Head of Nursing	The Children's Trust, Tadworth
Ms Jan Cartmell	Service Manager	The Regard Partnership
Miss Becca Coffey	PA to Frances Pierce	Rix & Kay Solicitors LLP
Ms Patricia Corbett	Private Occupational Therapist	Patricia Corbett Occupational Therapy Services
Ms Di Drummond	Manager	Headway Centre Tunbridge Wells & District
Ms Pattie Ducie		
Mrs Ros Eastwood	Head Teacher	East Kent Health Needs Education Service
Dr Gerhard Florschutz	Director	Raphael Medical Centre
Ms Rikki Gandolf	South East Regional Co-ordinator	Headway UK
Ms Kelly Hamer	Legal Executive	Brachers
Mr Tony Hart	Head of Vocational Rehabilitation	Queen Elizabeth's Foundation, Brain Injury Centre
Ms Tanya Hodnett	Centre Manager	Blackheath Brain Injury Rehabilitation Centre and Neurodisability Service
Mr Keith Hutchinson	Centre Manager	Hothfield Manor Centre
Ms Julia Law	Partner	Brachers
Mrs Jenny Mazur	Parent of son with ABI	
Ms Kiri Mazur		
Ms Rachel McLafferty	NSF Manager	Headway – the brain injury association
Mr Tony Merriman	Solicitor	Rix & Kay Solicitors LLP
Mrs Pam Munro	Founder and Volunteer	Headway Tunbridge Wells and District
Dr Stephen O'Connor		Department of Health

PC Di Paul	Placement Officer	Kent Police
Ms Frances Pierce	Partner (KABIF Chairwoman)	Rix & Kay Solicitors LLP
Ms Mary Ryan	Vocational Assessment Manager / Occupational Psychologist	Royal British Legion Industries Vocational Assessment Centre
Mr Dennis Smith	President	Headway Tunbridge Wells and District
Mr Michael Thomas-Sam	Head of Policy and Standard Services	Kent County Council
Mr Simon Truett	Head of Commissioning for Long Term Conditions	Medway Primary Care Trust
Miss Sue Ware	Independent Speech & Language Therapist	
Carol Williams	Area Manager - Kent & Medway Southeast Region	Care Quality Commission

### Apologies:

Mrs Sophia Chung	Executive Director	S C Support & Care Services Ltd
Rt. Hon. Greg Clark MP	Member of Parliament and Shadow Minister for Charities and Volunteers	House of Commons
Ms Nicky Coffey	Associate Director	South East Coast Specialised Commissioning Group
Mr L J Conradie	Consultant Neuropsychologist	Bbarts, a service of Psicon Ltd
Ms Hannah Farr	Trainee Clinical Psychologist	Salomons
Mrs Sue Goodman	Business Manager	Bbarts, a service of Psicon Ltd
Ms Sarah Greenland		Multimedia for Multiple Disabilities
Ms Jane Heath	Regional Manager	Independent Clinical Services
Mr Stephen Leidecker	Director of Operation	Kent Adult Social Services
Mr Edward Lewis	Solicitor	T G Baynes
Ms Lucy Lloyd-James		
Ms Denise McKeown	Partner	McMillan-Williams
Mr Oliver Mills	Managing Director	Kent Adult Social Services
Mrs Wendy Morcom	Legal Executive	Rix & Kay Solicitors LLP
Ms Ann Newman	Community Occupational Therapist	Kent County Council, Adult Services
Ms Patti Simonson	Head of Social Work	Royal Hospital for Neuro-disability
Mrs Linda Theoff	Brain Injury Case Manager	East Kent Hospitals Trust

## 1. Welcome and Introductions

The Chair Frances Pierce welcomed all attending.

## **2. Approval of minutes of meeting held on 8th April 2009**

Apologies from Sue Ware and Tanesh Bhugobaun were added as these had not been minuted. The minutes of the meeting held on the 8<sup>th</sup> April 2009 were then approved.

## **3. Matters Arising from the Minutes of 8th April 2009**

Frances Pierce confirmed she would be standing down as Chairperson at the end of 2009. She has agreed to take on the role of Ambassador to continue to push the KABIF agenda forward.

Tanesh Bhugobaun of The Raphael Medical Centre has been voted in as Chairperson for the year 2010. Frances congratulated Tanesh and thanked him for agreeing to take on the role of Chair.

A Vice Chairperson will be decided by the Steering Committee shortly.

## **4. Neuro-Rehab Stakeholders Group and NSF Update – Nicky Coffey**

Nicky Coffey was unable to attend this meeting and had not sent a report.

## **5. Coordinator for Kent Update – Simon Truett**

Simon Truett reported there will be a new West Kent & Medway Neurosciences Commissioning Group. Previously the commissioning for this area had been grouped in with the South East London area.

There will also be a dedicated Commissioner for East Kent working on neurosciences commissioning.

Simon confirmed there was a meeting recently to look at strategy, particularly with acute ABI, with a view to keeping treatment in Kent so that treatment is closer to the patient's home. The group are looking at the ways commissioning agendas are set and also looking at the commissioning of neuropsychiatry. Money has been made available this year for increasing neuropsychiatry treatment within the community. East Kent are investing in neuropsychiatry services.

Frances thanked Simon for his helpful update. She confirmed her hopes that, with Dr Stephen O'Connor's help, there will be coordination between health and social services to achieve a framework document for ABI in Kent to catch the unique ABI client group. The Steering Group has asked Dennis Smith and Ros Eastwood to arrange a meeting between key people from health and from social services. Stephen O'Connor has kindly agreed to assist to arrange and chair this meeting.

Simon reminded the meeting that KABIF should not forget Medway Council.

Frances thanked Michael Thomas-Sam from Kent Social Services for coming to the meeting.

Simon confirmed that he has sitting on the South East Coast Procurement Hub, which is currently working on a service specification for ABI services. All the PCTs are involved and they have a document in draft.

## **6. Mapping Exercise/Website Update – Tony Merriman**

Tony Merriman confirmed that Chris Merriman is revamping the KABIF website. The new site won't look too dissimilar, but will be technically stronger and have extra features, it will be brought up to date. The Website Committee will meet to approve the work Chris has done before the new site is launched.

## **7. Headway (Kent) – Di Drummond**

Headway Tunbridge Wells has started a drop-in service on Friday mornings (10am to 12 noon) to catch those individuals in the community who don't know where to go to get support. Di has come into contact with people within the community who do need support.

Di has got involved with the Gateways scheme. There are currently Gateways in Maidstone and Tunbridge Wells, one is due to open in Tonbridge in autumn of this year and one is due in Sevenoaks. The Gateways are a one-stop shop for borough council services, although there are more than just council services there as they invite other groups to come along. People can make appointments with voluntary organisations such as Headway and Mind, or with a benefits advisor or housing officer, etc. Di attends the Gateway every other week in Tunbridge Wells and finds it a useful opportunity to meet other groups, and she hopes to attend the Tonbridge Gateway when that opens. Headway have their leaflets at the Maidstone Gateway.

Di announced that NHS West Kent are holding an event, 'NHS West Kent Commissioning with the Voluntary Sector', on 23<sup>rd</sup> July 2009 at the Angel Centre in Tonbridge. Information about the event will be added to the KABIF website.

Rikki Gandolf mentioned that she had given an update about Headway East Kent at the last KABIF meeting but this had been omitted from the minutes. She reminded the meeting that Headway East Area are holding various events to celebrate this being their 20<sup>th</sup> year. They now have an Outreach Coordinator (Ben Bowles) who is arranging a number of activities and daytrips as well as holding one-to-ones. Headway East Kent are trialling drop-ins once a week in Canterbury. They have achieved funding to employ an Assessment Officer, who will hold a series of surgeries and give support over the phone. They will recommence their carer support service and there will be a newsletter.

## **8. Towards Independence – Ros Eastwood & Mary Ryan**

Ros Eastwood reported that a letter had been drafted ready to be sent out, inviting people to confirm how many of the Towards Independence Booklets they would like. The booklet is aimed at those aged 18 – 35 with an acquired brain injury and is based on the framework of staying healthy. The key message that came through from this project is that brain injury sufferers want to be as normal as possible.

## **9. Health Network – Dennis Smith**

Dennis Smith informed the meeting that NHS West Kent has adopted a service named CareCall, which is a pilot scheme that will last for 18 months and will then be assessed. CareCall is for people with long-term conditions, specifically the degenerative disorders of heart disease, asthma, chronic obstructive pulmonary disease and diabetes. The medical records of patients whose GP surgeries have signed up for the scheme are made available to Nurse Coaches who then phone the patients (unless the patient has opted out of the scheme). The Nurse Coaches ask the

patients how they are getting on with their problems and ask whether there is anything the Nurse Coaches can do to help. Patients can telephone the Nurse Coaches. The Nurse Coaches can act as a comfort. Dennis reported that pilots of this scheme across the country have received positive feedback, patients have appreciated the service. He cautioned that the service may not be of great use to ABI patients for a while as it is only the specific degenerative disorders that are in the pilot. So far 24 GP surgeries have signed up to CareCall, including one in Tunbridge Wells and some in Sevenoaks.

Sue Ware pointed out that it wasn't clear in the CareCall documentation given to patients that if they choose to opt out of the scheme they can opt back in again. Dennis confirmed that patients could opt back in.

Dennis reported that he had been receiving communication from LINKs (Local Involvement Networks). Dennis is a member of LINKs but is not currently active. Dennis wondered whether KABIF could link in with LINKs at some time in the future.

## **10. Tea & Coffee Break**

There then followed a break for tea and coffee.

## **11. Speakers**

### **a. Rachel McLafferty, NSF Project Manager, Headway – the brain injury association – “Update on NSF for Neurological Conditions”**

Please see attached PowerPoint presentation.

### **b. PC Di Paul, Placement Officer, Maidstone Police Headquarters – “What the Police are taught about ABI”**

Di Paul outlined her career background and confirmed that Kent Police had in 2004 started a placements scheme as part of their officers' training. Kent Police now place officers within approximately 300 organisations (including Headway Tunbridge Wells).

Officers have a six week placement when they join as recruits and have a second placement later on in a different organisation. Each officer gives a talk on their placement to their colleagues.

Di was able to announce that recently authority was given by Chief Constable Fuller that when people within the police force are promoted they are sent on a two day placement (this scheme includes senior police).

Di Paul finds that placements enable officers to learn so much more than if organisations come in to the training room to give a talk. Placements in organisations such as Headway can teach officers to pick up signs and skills to help their understanding of the community and individuals' needs.

She gave an example of an officer who had been placed with Headway who, when conducting a police interview after his placement, had picked up signs that led him to believe that the person being interviewed may have a brain injury, so stopped the interview.

Frances Pierce mentioned that as a result of a police officer attending training with a brain injury organisation that police officer spotted a brain injury in someone she knew.

As a result of this, appropriate support was put in place to nip the issue in the bud, which not only cut down on the costs to the police but also changed someone's life for the better.

Sue Ware asked whether police officers are given training to enable them to identify the difference between someone who is drunk and someone with communication problems.

Di Paul explained that there is so much to pack into the police training that it is difficult to train on all issues. Di is able to pass out leaflets to the recruits, but she finds that placements within organisations are much more effective and the person on placement then comes back to talk to their colleagues about the placement so the learning is passed on. Sue Ware said that she has a contact at the Stroke Association who may be able to provide placements. Sue would send the details to Di Paul.

PC Di Paul invited any organisations within Kent who could accommodate a police placement to get in contact with her.

## **12. Any Other Business**

Since the last meeting Ros Eastwood, Dennis Smith, Tony Merriman and Frances Pierce had met and Ros and Dennis had agreed to coordinate with health and social services to try to achieve a framework document for ABI in Kent.

Ros, Dennis, Tony and Frances had produced a Policy Document that sets out gaps for ABI in Kent. The Policy Document incorporated the 10 quick wins from Robyn Noonan of CSIP (Care Services Improvement Partnership).

Frances asked KABIF members to contact her ([francespierce@rixandkay.co.uk](mailto:francespierce@rixandkay.co.uk)), with any up to date examples of issues occurring in ABI in Kent in 2009, such as examples of ABI sufferers falling through the net, or problems that have caused more work, or where someone has been concerned about what was presented to a patient, carer or practitioner. Often the response from organisations such as the PCTs or Social Services is that 'it is not like this now', so it is important to have up to date examples of what is happening now.

The gaps identified within the Policy Document include: -

- The need for KABIF to work with key hospitals in London to ensure that ABI sufferers don't fall through the net when they are discharged from hospital back into the community. This is particularly an issue because patients who live in Kent usually start their acute treatment out of the county at hospitals such as King's College Hospital.
- Information given to patients, families and GPs is currently inadequate. Families are not told what to expect of ABI and often a lot of time is wasted in trying to get information and to get the right treatment.
- Follow up and treatment needs to be at the earliest opportunity to maximise recovery.
- Implementation of the National Service Framework
- ABI patients need a Case Manager or Co-ordinator. Care Managers in the NHS are now known as Case Managers, but the role of case manager is far wider than just 'care'.
- GPs should be better educated about ABI and understand they need to be proactive with this client group.
- Statutory organisations could make better use of other voluntary organisations such as KABIF.

The Policy Document will be added to the KABIF website.

UKABIF are due to launch a pathway for ABI at their conference on 11<sup>th</sup> November (leaflets circulated at the meeting). If anyone is interested in attending, the details are on the KABIF website under forthcoming events.

Frances thanked Mary Ryan for providing the venue, etc. and thanked the speakers.

### **13. Next Meeting**

The next meeting will be held on 9<sup>th</sup> September 2009 at 3 pm at the Raphael Medical Centre, Coldharbour Lane, Hildenborough, Tonbridge, Kent, TN11 9LE.