



Summary of Meeting with CAPS Edinburgh Collective Advocacy group members and representatives from Edinburgh Health and Social Care Partnership (EHSCP), to discuss lived experience questions and perspectives of care reviews.

Location: Augustine United Church
Date: 10th June 2024

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Edinburgh Collective Advocacy

Edinburgh Collective Advocacy is a project run by CAPS Independent Advocacy for anyone living in Edinburgh with lived experience of mental health issues. Its purpose is to bring people together to have their voices heard and be involved in decisions and conversations that may impact their lives.

Reason For This Meeting

Edinburgh Collective Advocacy Workers and CEO from CAPS held group meetings with some of the people 'living in housing with support' to ensure they were aware of their right to independent advocacy throughout the review process. Many people affected, voiced concerns about the care reviews and wanted to work together to have their voices heard by those making decisions in EHSCP.

In April 2024, EHSCP announced plans for savings within mental health services, which contributed to a wider climate of savings within all service provision. This came up as a cause for concern amongst people with lived experience.

In response to the wishes of people with lived experience to improve direct communication with EHSCP, a meeting was arranged with representatives to create a space for people to have their questions answered and their concerns listened to. The attendees of the meeting included people receiving support that could be affected by care reviews, to ensure that the voices of people with lived experience were at the forefront of discussion, in addition to relevant staff from CAPS, AdvoCard and EHSCP, including the Manager of Mental Health and Substance Misuse Services in the North East; the Interim North

West Locality Manager; a Senior Social Worker; and the Strategic Programme Manager at Thrive Edinburgh.

Key Themes

Throughout the meeting multiple key themes and issues arose.

People felt there has been a lack of clear, accessible, direct communication from the team at EHSCP planning the reviews.

People expressed frustration, stating that 'essential' support is not just support that keeps people alive, it should be considered support that allows people to live their lives with fulfilment. They felt that often this is considered un-essential and acceptable to reduce to make savings, so wanted to make it clear how important this support is to them.

For many people, the ongoing discussions around care reviews are part of a wider climate of anxiety and insecurity around the effects of savings for service provision, which makes it more difficult to build trusting relationships over time with the services they use.

EHSCP staff expressed their intention to increase involvement of lived experience and were keen to continue discussions about how this can be achieved. They spoke about the potential to involve service providers more in review processes, as they understand that going through this process is better for people if it is with somebody they already have a trusting relationship with. They apologised for communication issues people have experienced and stated this is something they would report back to the review team and that they don't want this to happen going forward. EHSCP staff explained they want people to get the care they need, and that this should be the priority.

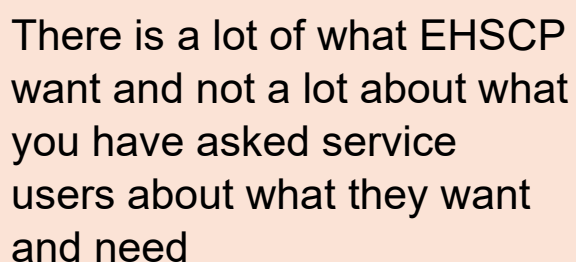
There was some difference between what the EHSCP staff outlined as their hopes within these review processes going forward, and what people affected by the review process have felt and experienced so far.

EHSCP staff expressed appreciation for the insight people brought and were keen to welcome a lived experience input into the review process. They said they would feedback today's perspectives to the whole review team to consider within their ongoing work.

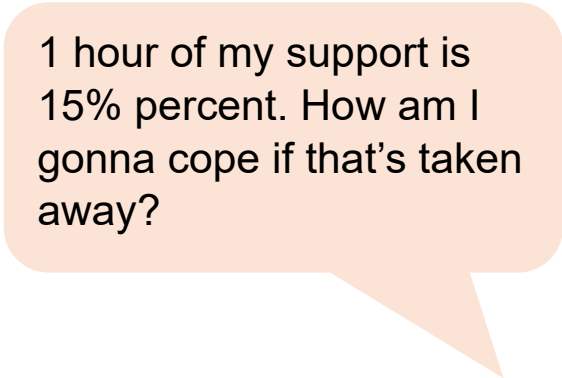
Group members, CAPS staff and EHSCP staff were all in agreement that we would continue this discussion beyond this meeting.

CAPS will continue to meet people affected to discuss what matters to them and create a space for ongoing discussion with lived experience perspectives with EHSCP.

Quotes



There is a lot of what EHSCP want and not a lot about what you have asked service users about what they want and need



1 hour of my support is 15% percent. How am I gonna cope if that's taken away?