

Haringey Service User and Carer Forum

Microsoft Teams

Monday 8th of February 2021, 2:00-3:30

Chairs:	A. Dipino (A.D) & C. Cox (C.C)
Present:	S. Kirkpatrick (S.K.) R. Hudson (R.H.) H. Antony (H.A.) C. Andrews (C.A) C. Groves (C.G) C. Lewis (C.L) Claire A. (C.A) Suzzane Sarah P. Fraser (P.F) L. Hyskes (L.H) S. O'Brien (S.O) L. Harding (L.Ha) Lottie K. Wickermasinghe (K.W) Michelle N. Mitra (N.M) C. West (C.W) E. Sofela (E.S) M. Dimova (M.D) H. Williams (H.W) M. Carroll (M.C) C. Francis (C.F) C. Bernard (C.B)
Minutes:	J. Douzenis (J.D)
Abbreviations	DP Discussion point

	Meeting Summary	Action
1	Round of introductions	
2	Matters Arising & Actions	
3	Notices	
4	Agenda Items <ul style="list-style-type: none"> Presentation by M. Carroll and K. Wickermasinghe; <i>Open Dialogue</i> 	

1.	Introductions	Action
1.1	Introduction of meeting attendees	
2.	Matters Arising & Actions	
2.1	Evelyn (OT in Clarendon Recovery College) has unfortunately passed away. Her colleagues, clients and everyone who knew her will surely miss her.	

3.	Notices	
3.1	<p>Tottenham Talking Winter Café (Update) C.C. update us on the progress of a new winter funded project that will definitely be running until the end of May 2021 in collaboration with Bridge Renewal and the Clarendon Recovery College. <i>It has now opened and is accepting referrals.</i> It will be conducted online for the time being but the plan is to eventually be able to move the groups into Chestnuts Centre. The groups will involve art therapy, mindfulness, and assertiveness course to name a few.</p> <p>Once we are allowed to meet in person again, this project will be designed as a drop in café that will be open every Monday to Thursday between 10:00am and 15:30pm.</p>	
3.2	<p>Open Dialogue Champions The Open Dialogue champions have organised and run a couple of webinars on open dialogue. A newsletter has been published and another one is to be published soon. This will be shared with the forum once it is ready</p>	
4	Agenda Items	
4.1	<p>Open Dialogue M.C and K.W provided talk about Open Dialogue. Open Dialogue is a new approach that is being trailed in the NHS. It generally involves carrying out network meetings with all the professionals, teams and the client involved. The purpose of these meetings is to ensure transparency and continuity of care. The team tried to take a “not knowing approach” and views the client as the expert. The purpose of this approach is so the professionals remain open minded and try to not medicalise the client’s experiences- is a non-diagnostic approach.</p> <p>The approach that has been adopted in the UK is “Peer Supported Open Dialogue” (POD). The approach values tolerating uncertainty, transparency and including the service user in every decision that is made. POD tries to solve the issues created by lack of communication and accountability. Working collaboratively with professionals, teams and the clients is the main focus.</p> <p>Currently there is a trial of POD within the NHS called ODESSI. This is a randomised control trial of POD which means participants are either assigned to receive POD or treatment as usual. This will allow the researchers to compare the outcomes for each treatment/approach. The aim of the study is to see if POD is clinically effective and cost effective.</p> <p>Another study that is currently being trialled is APOD. This is an anthropological study of POD. They are looking into “what is happening” in POD and conducting ethnography. This is the scientific peoples and their experience of POD based on individual factors.</p> <p>Some of the challenges currently faced by the studies and POD in general include the covid pandemic. Even though it was also very difficult to organise and set up “network meetings” before the pandemic this has become even harder. Professionals are no longer able to visit their clients in person in their home or meet in large groups that would include the service user’s family and other professionals. Another challenge is the high incidence of staff turnover within the team as well as not being able to include non-English speakers in the POD trial.</p> <p>DP: <i>Do you liaise with the other teams included in the POD study?</i></p>	

	<p>All the teams involved in the trial have monthly meetings with all the peer workers in all the sites, as well as monthly principal investigator meetings.</p> <p>DP: Can the Haringey POD meetings come back? We discussed the POD monthly meetings. When the study first took off, these were very popular and exciting, but as the pandemic came in and time passed people seem to have forgotten about them. Having these meetings may help keep the “momentum” and excitement around POD. If anyone would like to be on the mailing list, they can let us know and we can pass their email addressed onto the presenters.</p> <p>DP: “Third phase” of POD The “first phase” of POD was described as being full of excitement, the “second phase” seemed to be more bureaucratic and paper work based. We are now onto the “third phase” which involves thinking about what is the best way to go forward.</p> <p>DP: Does POD require a clinical setting? Could POD be better suited as a community based team? Although it may fit in better with the community model, when a crisis arises the medical model will take over again which is not dialogical.</p> <p>DP: A lot of evaluation about POD but what about existing services? There seems to be a lot of focus on evaluating POD and how it can be optimised but not so much about evaluating current services.</p> <p>DP: Train Carers in POD Carers are one of the biggest and most useful resources in the NHS. Training carers in POD may help implement and integrate the POD ideas into everyday care. It could also be useful to form a POD action group.</p>	
6.	Next Meeting	
	<p>Monday 8th of March 2021, 14:00-15:30- Theme: Open Dialogue</p> <p>Click the link below to join our next meeting:</p> <p><u>Join Microsoft Teams Meeting</u></p>	