Community Wellbeing Centre Stakeholder Group

9/12/21

Via MS Teams

**Attending**: Robert Cook, Claire Johnstone, Caitlyn Tadden-Patterson, Ruth Brown, Kenny Thorn, Sheila Allen, Linda Graham, Rachel Duke, Corrie Tadden Paterson, Drew Greenwood, Alison Morris, Arlene Mitchell, Arlene Hiron, Danielle Hinton, Rosie Ivins, Fiona Smith, Mary (DIAS)

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| Transcript | Action |
| **Ruth Brown** - Opens meeting, I am chairing due to sickness on behalf of DVVA, Louise Yanetta sends apologies, Group is a mixture of those with a work or personal interest, we will go around the group and do brief introductions.**Kenny Thorn** – Assistant Area manager, Penumbra**Robert Cook** – Mental Health Volunteer, Making Recovery Real**Arlene Mitchell** – Locality Manager, Health and Social Care partnership**Arlene Hiron**– Integrated Manager, Health and Social Care Partnership**Rachel Duke** – Haven**Sheila Allan** – Community Health and Equalities manager, Health and Social Care Partnership**Alison Morris** – Coordinator for Community Recovery Team, Hillcrest Futures**Linda Graham** – Clinical Lead for Mental health and Learning Difficulties, Tayside Crisis and Urgent Care**Mary Sneddon** – DIAS Manager**Rosie Ivins** – Mental Health and Wellbeing Team Leader, Dundee and Angus College**Danielle Hinton** – Dundee Fighting for Fairness**Drew Greenwood** – DVVA Admin Assistant**Corrie Tadden Paterson** – Navigator, Ninewells**Caitlyn Tadden Paterson** – Recovery Network Coordinator, DVVA**Claire Johnstone** – Co-Manager Mental Health and Substance Use Team along with Ruth Brown, DVVA**Fiona Smith** – Nurse Manager, Community Mental Health Nursing Teams**Ruth Brown** - Previous meeting was the 17th of November, minutes have been sent out, we spoke on the origins of the project and work done so far, and a few questions and answers. Today we are going to take some more steps towards bringing this centre to life, Work with the building is ongoing, decisions still to be made regarding the building and we want to discuss some of those today. Any comments on last meeting?**Sheila Allen** – Can we send minutes out to interested parties?**Ruth Brown** – Absolutely, not a closed group, minutes will be eventually up on our website.**Danielle Hinton** – Was wondering if we had received a document of questions from ourselves?**Arlene** **Hiron**– Yes, we have, we will discuss some of those later on today.**Robert Cook** – The minutes mention some of the presentations, are those going to be sent out?**Ruth Brown** – Apologies, those will be sent out ASAP. The next item on the agenda is an update on the building, then we are going to look at what would be happening within the building, services, etc. This will help bring us closer to the tender process to get someone in to staff the building. Arlene Hiron introduce the building update. | DG to circulate presentations from previous meeting. |
| **Arlene Hiron** – DG can you bring up the first slide? [Slide shared on screen] So a little bit of information on the plans themselves, they are drawn as the building is currently laid out and we do know that some modifications are required, we’ve tried to include some of those modifications, and we do know that some of the adjustments that have been made aren’t reflected on the plans yet. The ground floor is on screen now, on the left side we have the main entrance, the reception area, and at the rear of that we have the community café, the Space identified for that purpose but the design yet to be established. Then further on the left, past the boiler room we have a set of large rooms that can be used for whatever purposes we decide them to have.**Robert Cook** – Is this the Shelter building at moment?**Arlene Hiron** - Correct but they will be moving out. That space is dedicated for us and we can tap into the interview rooms dotted around the building and the community café space. [Upper floor slide is brought up] Now this drawing doesn’t have all the modifications present on them, on the left, past the male bathrooms, there are a number of rooms there above our rooms on the floor below, more likely this will be staff areas. We have a fair amount of space for ourselves in the building. We are linking with Hillcrest Homes for costs on renovation, and we are confident that our requirements can be met. At last stakeholder meeting we discussed visits, hopefully as we go into new year we can arrange these. Any questions so far?**Danielle Hinton** – Dundee Fighting for Fairness has asked around the possibility of having a Sensory room for folks who struggle with bright lights or loud sounds or simply need a safe space, also a facility for kids perhaps for those who are unable to gain childcare?**Arlene Hiron** - It is part of our plan to include both of these on the lower floor, the designation for each of the rooms has yet to be confirmed and we have consulted a specialist who will be involved in the design of these spaces.**Kenny Thorn** – Have you identified a space for DBI can I ask?**Arlene Hiron**– Within the area we described, precise location not yet allocated.**Ruth Brown** – In summary am I right in thinking, we have a broad idea of the spaces we need and the next steps are allocating this?**Arlene Hiron** – Yes, broad strokes only agreed so far.**Ruth Brown** – Excellent, thanks for that Arlene, going forward on the building then we have a number of tasks ahead of us, some very pressed for time. We want the building to be ready within the next few months. We will want in short order a group to design interior, and how spaces are allocated, how we address look and feel / needs of the service users. If you have an interest please notify Drew Greenwood. We can arrange with Arlene visiting dates. Good to see building plans, brings idea to life. Linda has next presentation around the callers journey to, and through the CWC.  | Parties interested in joining Interior Design sub-group to contact DG |
| **Linda Graham** – Today want to advance on ideas introduced last time. Want to agree on the design input we need from everyone. I’ve tried to structure so anyone can use this presentation if it helps you in any form. Topics highlighted in boxes we want varied input on. The Idea is task broken into manageable chunks, smaller groups lead to detailed discussions. So, let’s think about somebodies Journey through comm centre, the journey starts before they even go through the front door. How can someone become aware of it? This leads to question, How will people access the CWC? We are still wanting a single phone number that people can call, but that’s just one route, how else can we make this accessible? Not everyone will have a phone after all. It needs to be safe and secure, think big! Second idea to answer, What support will people and family need to access CWC? For example, our aim is to be truly open 24/7, not just the phoneline. Your input is useful to highlight things we may not have considered ourselves. Still on the idea of the journey to contacting the CWC, who else might be helpful in getting people to access the CWC, for example our Police colleagues encounter people in distress and are able to access the Crisis resolution team at Carsview, but there is a need for a non-clinically driven service. We need to design safe and effective pathways to access the CWC. The next big thing is, What should the meet and greet feel like? We need your input on what it should look and feel like. What do people need first of all? Do we offer a Chat? A five-minute rest? A cup of tea, all of the above depending on the person and circumstances? The environment must not look intimidating or sterile or too clinical. What do families and supporters need at the first meeting? Get this right and it will build confidence for the rest of the service user’s journey. Next question, What support do people experiencing such distress need? How do we progress people through their journey? One thing to balance what is it what we want to deliver within the CWC by CWC staff versus things in their own community the CWC can help them access? How do we ensure what families and carers need? Next links to the building, what should the rooms or the Café space look like? Building has a good amount of space we can work with. Lots of scope on this exciting point, what kind of staff should we have? What training should they have? How do we use volunteers? How can we enable Peer Support? Accommodation with support is a topic to be handled in future, this will be need to be discussed more in depth. In summary, we have many opportunities ahead around Access, Arrival, Support, the Family Environment, and Staffing. There will be other stuff I have missed, and feel free to let us know. A final reminder to think big and unrestrained by any preconceptions.**Ruth Brown** – Thanks Linda, good way to split it up, questions?**Robert Cook** – Around environment, we won’t want a clinical feel, I am part of a club who have excellent adaptions expertise for venues, how could I get them involved?**Ruth Brown** – Earlier in week we discussed how we get from broad shared picture to deliver what folk are looking for. Stakeholder group is a focal point for gaining input but not only point of engagement. We thought to take input each of these themes and we would pose a series of options to take back to the group and get opinions on the best. There are a lot of groups in Dundee who can offer input or expertise and we will be looking at getting more information from them in February. We will put something out publicly or via our networks in February.**Danielle Hinton** – We recently spoke about Dundee’s Training, we can offer unique training packages combining theory and practical.**Linda Graham** – We need to know for sure what functions we want to deliver first. |  |
| **Ruth Brown** – This takes us near to a position to input organisations to tender, alongside that we hope to be ready to arrange visits soon. Last thing is around the draft PIN to go out to notify organisations that will soon be bringing out invites to tender. We believe it describes it well, any feedback on this? I Understand some of you may not have seen one before, but do you believe it is clear and provides the relevant information?**Arlene Mitchell** – I believe balance is correct.**Danielle Hinton** – I agree that this works well as a quick attention-grabbing notice.**Ruth Brown** – That brings us to the end of the agenda, AOCB? … No? No date set for next meeting yet, will be sent in the New Year. | DG to circulate date of next meeting when set |