

County Mental Health Action Group

Meeting Held on 19th August, 2015, 2-4pm

At County Hall, Room Swale 3, Sessions House, Maidstone, ME14 1XQ

Present

Organisation/Email

Alan Heyes – Chair	Mental Health Matters
Marie McEwen – minutes	West Kent Mind
David Hough	Co-chair Swale/Service User
Steve Furber	Co-Chair Swale/Centra Support
David Rowden	Co-chair Thanet/Speakup CIC
Brian Heard	Co-chair Thanet/Service user
Amanda Godley	Co-Chair Ashford/service user
Annabel Aitalegbe	Co-Chair Maidstone/Rethink
Jeanette Dean Kimili	CCG South Kent Coast j
Janet Lloyd	KMPT
Audrey Quansah-Akabah	KMPT Equality & Diversity
Steve Inett	Healthwatch Kent
Matt Stone	Sussex Partnership NHS Trust (CHYPS)
Andy Hales	Heart of the Matter (DGS MHAG)

Apologies

Lynne Jones	Co-Chair South West Kent
Katie Smith-Palomeque	Co-Chair DGS MHAG
Richard Giles	Co-Chair DGS MHAG
Annie Jeffrey	Co-chair Ashford/Carer
Naomi Hamilton	CCG Swale & Dartford Commissioner
Linda Caldwell	CCG Thanet CCG Commissioner
Sue Scamell	KCC Commissioner
Malcolm McFrederick	KMPT
Carol Infanti	KCC (CAHMS)
Daniel Lee	KMPT Single Point of Access

1.Welcome, Introduction and Apologies

The chair welcomed the attendees and everyone introduced themselves.

2.Minutes of last meeting – approved with minor amendments.

3.Action Points

Update on actions from April meeting:

3. Update on daily Out of Area beds reporting. Ashford CCG confirmed that Annie Jeffrey and Lisa Barclay have been involved in the format to be used. Still room to improve as picture changes by the day. The information will be out of date by the time it gets to the MHAGs though as it is a live web based report which changes daily. The important aspect is that the person presenting the information can give a narrative of current picture.

4.Steve Inett confirmed he has met with CCGs and KMPT. Further meeting planned with Malcolm McFrederick to look at a year's data to get a better picture. Will not be looking at specialist placements only overspill. Ticehurst is specialist provision.

Actions from June meeting:

1. Volunteer Driver Service Information. Thank you to Eileen Shrubsole from Canterbury MHAG for providing contact information for volunteer driver service for all of Kent.
2. Psychological waiting times for Kent: There was some confusion on this but it has now been confirmed that this was for secondary care provision. JL can now follow this up. Dave Holman is also attending the next meeting and will give an update. SI: will send papers from HOSC on CAMHs,
3. Matt Stone : CAMHs Apologies due to annual leave. Matt will action this by next meeting.
4. Dave Holman has confirmed attendance at the next meeting on 21st October to update on Crisis Concordat and Crisis Houses. It was agreed that Crisis Houses will be added to all local MHAG agendas for September.

4. Locality Questions – sent separately

No questions raised from Ashford, Canterbury, Dartford, Gravesham & Swanley or Maidstone Weal, MHAGs.

Dover, Deal & Shepway : Improvements to general physical health wards discharge planning for people with mental health needs. Janet agreed to raise the issue with East Kent Trust. This is a Patient Advice and Liaison concern which needs to be investigated. David agreed to provide details. Not confident the question is always asked at the pre-admission assessment and could be a staff training issue. Janet will look into this.

Action 1 : David to provide details of discharge incident for further investigation

Action 2 : Janet to raise poor discharge with East Kent Trust

Action 3 : Janet to enquire if pre-admission assessment question on mental health is always asked

South West Kent: Protected characteristic questions issue : Audrey advised that people do not have to answer these questions. However, the data is needed to ensure needs are being met. The data is anonymised but agree there are concerns about the amount of times a person might be asked this by lots of different mental health services. Audrey agreed to attend SWK MHAG to deliver a 10 minute presentation and will also draw up a short statement.

Action 4: Audrey to attend SWK MHAG to deliver presentation on Protected Characteristics

Swale : Standard information pack for service users/carers sent out of area: KMPT provide a standard Out of Area Bed leaflet which explains why and what they will do to get people back in area. It is the duty of the care co-ordinators to provide information to the carer if the service user has given permission. Janet will forward leaflet for circulation via Marie. Care co-ordinators prepare people for discharge and are encouraged to advise people to use the Live It Well website for up to date information. For elderly carers the care co-ordinator can help with this. Carers will receive a personal budget if they have had a carers assessment. All wards now have computer access and can print information from LIW.

Action 5: Janet to circulate Out of Area information leaflet via Marie.

Thanet : KMPT mental health staff shortages. What is being done to encourage recruitment and are training roles being made available?

Response :Shortages are not just with KMPT but are a national problem across the whole of the NHS. KMPT are attending recruitment fairs and also looking at skill mix. Nurses/GPs/clinicians are doing levels of work they should not be doing. The Health & Wellbeing Board were looking at recruitment. David R advised that Angus Gartshore planned to use less skilled people to free up nurses to do own job and will pilot this in Thanet shortly.

David H added that he had sat on interview panels recently and was very impressed by standard and quality of applicants.

The new director of HR is looking at how services are structured. Staff sickness levels are improving and are monitored on weekly levels to support staff. It is an issue, but across all of NHS KMPT stats are not particularly high. Significant improvement in four East Kent CCGs. Sickness levels are reviewed monthly and have seen improvements in South Kent coast, particularly Thanet.

Brian raised the query from Thanet MHAG asking for qualifications to be visible in consultant rooms. This was not possible as consultants use a variety of rooms. Janet reassured that qualifications are very robustly checked.

Medway - Request that KMPT/CCGs meet cost of out of area travel for carers to places such as Weston Super Mare.

Response: Carers will receive a personal budget if they have had a carers' assessment. Jennie Pasternak from Medway Council is also looking into this and will report back.

5.Commissioners Updates: All circulated, no questions raised.

6. Patient Experience Team Update – Janet Lloyd

CQC inspection report has been circulated along with the Action plan and sub-group presentation. These can all be found at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

- 88 inspectors had visited KMPT for a week looking at all services. There were some immediate actions enforced but there were some positive comments about caring and compassionate staff.
- The report says 5 areas are outstanding, 20 good, 19 need improvement and one is inadequate.
- Notable awards and service accreditations have been received this year for some outstanding care and innovative use of technology.
- Impressed with service users and carer engagement
- Serious concerns with Littlestone Lodge. Warnings issued and action was taken immediately.
- Concerns on services being embedded; deprivation of liberty service; high bed occupancy and high community case loads; care planning inconsistency.
- Patient Experience Team won academic award for memory services; Expert by Experience group etc Skype came strongly out of MHAGs.
- 'You said we did' on all wards. Evidence of learning and responding to complaints. Where services scored outstanding they will peer support others;
- Skilling up was outstanding.
- Older People services need to address mixed sex wards and closer HR involvement in risk management.
- Bed Capacity – increased models in the community to avoid admission etc. commissioners agreed to provide shared care. Big piece of work. Bed numbers contentious 174 currently being reviewed. Housing issues were blocking discharge. Lack of single person accommodation.
- Section 136 suites refurbed by 2015 and safe rooms by 2016.

Conclusion : Given time KMPT will realise its vision.

Response : KMPT acknowledge and accept findings.

KMPT must submit an action plan within 28 days of report being published. Healthwatch/MHAGs have a good opportunity to be involved. There will a re-inspection probably within six months.

7.Any Other Business

1. **Staff Changes.** Both co-chairs at Canterbury MHAG have resigned. Steve Furber agreed to step in and chair their next meeting on 3rd September until further chairs have been appointed by the group.
2. **Crisis Concordat** Steering Group Minutes and supporting papers have been circulated. Dave Holman will be attending the next county MHAG to discuss these. Group requested this is added to the September MHAG agendas for discussions locally to provide some questions for Dave Holman. Steve Inett suggested that anyone interested in getting involved should contact him directly on steve@healthwatch.org.uk.

Action 6: Add Crisis Concordat to MHAG September agendas

3. **Suggested Co-Chair update:** Chairs discussed this and felt it was unnecessary as the mhag minutes are all available on the Live It Well website. Admin also produce a monthly report of all groups.
4. **Revised MHAG Agenda:** Admin have re-drafted the local MHAG agendas to make the meetings more efficient. Any Other Business has been removed as it is considered unnecessary and encourages new discussion at the end of an already long meeting. Any further items to be raised should be notified in advance and will be added as separate items on the agendas. Comments welcomed on the new format at the September round of meetings.

Amanda reported lots of concerns at Thanet being raised about a particular psychiatrist who is not referring people to services and telling them they are fine when they are not. Janet asked for details and evidence is needed to investigate. Local issue must also be fed back to CCG.

Andy Hales advised that Bexley has 4,000 people on waiting list for IAPT with 18 month waiting time for six sessions. Jeanette advised that IAPT service is not limited to 6 sessions and that the number of sessions can be as little as 2 and may go up to 12 or beyond, depending on the clinical need of an individual, equally it is important to not over treat. If a provider is promoting IAPT as a package of 6 sessions across the board, and not on the basis of a robust assessment and identified clinical need then it would be appropriate to query this with the provider. If a local MHAG thought this was the case then they may want raise it with their local CCG with the evidence and information of where a provider had promoted the service as a standard of 6 sessions as there could be contractual questions?

Steve Furber asked how the MHAGs are engaging with Older People and Children's' services. It was noted that both services do attend some of the local MHAGs. No attendance at Swale from CMHT for many months.

The group discussed local MHAG actions/working groups. Suggested idea of themes for working groups and revisiting them. Choose two or three for the year. Housing could be good as causes problems with bed blocking. MHAGs to sit on local Health & Wellbeing board?

Could look at how housing impacts on mental health, including social housing providers. Invite Housing Options teams to local MHAGS to get some information, maybe from Sue Scamell/Lesley Clay – Kent Housing Group protocols. Are there any housing meetings and information on available stock or information?

Action 7: Marie to invite Housing Options Teams to local MHAGs/Ask Sue Scamell for information.

Brian circulated information on a Hard of Hearing group in Thanet. Details to be circulated.

8. Date of Next Meeting:

21st October 2015, 2pm at Kent House, Station Road, Ashford, TN23 1PP. This clashes with the Equality & Diversity Let's Talk conference. The group agreed to change the date of the October County MHAG. Marie will circulate new date and check if ok with Dave Holman for Concordat presentation.

Action Table with responses

No.	Action	Responsible	Status
1	Provide details of discharge incident to Janet Lloyd for further investigation	David Rowden	Completed
2	Raise poor discharge with East Kent Trust	Janet Lloyd	Completed
3	Enquire if pre-admission assessment question on mental health is always asked on general wards	Janet Lloyd	ongoing
4	Attend South West Kent MHAG to deliver presentation on Protected Characteristics	Audrey Quansah-Abaka	Completed
5	Circulate Out of Area information leaflet	Janet Lloyd	Ongoing
6	Invite Housing Options Teams to local MHAGs/Ask Sue Scamell for information	Marie	Completed
7	Add Crisis Concordat/Crisis Houses to local MHAG agendas	Marie	completed

Please note that draft minutes/agendas/documents will be available via the Live It Well site on the following link: <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

Administration :



T: 01732 744950

E: mhag@westkentmind.org.uk