

Kent Community Mental Health and Well-being Service – 16.03.16

The purpose of this document is to provide the Mental Health Action Groups with an update regarding the new service.

From 1st April, as a strategic partner to Kent County Council and the three clinical commissioning groups (covering West Kent, Ashford, and Canterbury and Coastal), Shaw Trust will deliver a new community mental health and wellbeing service supported by community organisations. The aim of the service is to promote people's recovery from mental health challenges and to support them to re-engage with their community, gain greater independence and achieve economic wellbeing.

Delivery Network

Shaw Trust will offer a broad and diverse delivery network supporting service users to achieve their goals and aspirations. This will include arts, culture, sports, leisure, community projects, the natural environment, training, skills and employment. In addition, our partner organisations will be able to offer specialist support relating to housing and finance.

Our service is needs-led and our delivery network will reflect this.

We have in principle agreements with organisations to deliver services from April and are waiting to receive their confirmation; once this is received we will be able to share more information with you.

Alongside this, statutory and community services will provide information and guidance relating to mental health and wellbeing. This will include teams such as Primary Care Social Care workforce, Kent Enablement and Resettlement team and IAPT's.

Access to the Service

Shaw Trust has a 'no wrong door' approach whereby people can access the service through our delivery network partners, via their GP, contact us themselves, or a family or friend can refer to us. We will talk through how we can help and offer information, advice and guidance as needed. Referrals can be made by telephone, fax, email, web form, post or face to face; in essence whatever is easier for the individual and we will share more details on this in the next ten days.

For people who are currently accessing services, which have historically been grant funded by Kent County Council, they should discuss their options with their current service provider who will support them with their progression and any potential referrals to the new service.

Service User Journey

Having worked with service users to identify their goals, aspirations and needs, our staff will support them to decide how they would like to achieve these goals and which organisations they would like to work with across our delivery and wider network. Service users will be supported by either a Community Link Worker or a Wellbeing Navigator, depending on whether they require short-term or longer-term support. Shaw Trust's priority is to ensure people feel supported to access services and our volunteers will also be on hand to provide additional help wherever necessary. Our next update will provide a pictorial demonstration of this.

Premises

We will be delivering the service through a number of premises, which will include those provided by Shaw Trust, our delivery partners and the wider community. We currently operate from Tonbridge Live It Well Centre, Whitstable, and will be looking to expand in other areas.

We are currently in negotiation with Kent County Council regarding the future occupancy of the Ashford Live It Well Centre building and whether it can be utilised for the new Community Mental Health and Wellbeing service. If Shaw Trust is able to secure a tenancy arrangement, we envisage this becoming a community hub, similar to our Tonbridge Centre, with teams co-locating from primary care, social care, IAPT services, and Kent Enablement and Recovery team, as well as other delivery network partners. Our priority is to deliver a service that is client driven and responsive to local need and this approach will enable service users to have access to a range of support.

Summary

Although Kent County Council have been engaged with the community since June 2014, and some organisations have prepared, themselves and the people they support for the changes, we appreciate this is still an unsettling period for service users.

Shaw Trust recognised some organisations were finding it difficult to fund services owing to the change and uncertainty, and we have therefore revised our position and offered 6 months grants to these providers. During the six months we will work with these organisations on developing their service offer so we can give them assurances of longer-term contracts and allow them to plan their services accordingly. This 6 month period will also enable organisations to support their service users through this transitional phase to achieve their goals and aspirations. In the meantime, should people wish to be supported by the new service a referral can be made as outlined previously.

We will be sending out further updates over the coming days as we approach 1st April but in the meantime if you have any queries, please address these via the MHAG admin; Marie McEwen at mhag@sevenoaksareamind.org.uk