

# Ashford Mental Health Action Group



Meeting on Thursday 10<sup>th</sup> March, 2016 2pm-3.30 pm  
At St Stephens Health Centre, St Stephens Walk, Ashford, Kent TN23 5AQ

## PRESENT

## ORGANISATION & EMAIL ADDRESS

|                          |                                     |
|--------------------------|-------------------------------------|
| Amanda Godley – co-chair | SpeakUp CIC                         |
| Sue Sargeant - minutes   | West Kent Mind                      |
| Annie Jeffrey            | Co-Chair Ashford MHAG/Carer         |
| Graham Tarrant           | Ashford & Tenterten Umbrella        |
| Michael Claughton        |                                     |
| Debbie Stewart           | Ashford CCG                         |
| John Bridle              | Ashford Patient Participation Group |
| Eunice Shillings         | Ashford Patient Participation Group |
| JB                       | Ashford service user                |
| Sue Sawyer               | Ashford Volunteer Centre            |
| Lindsey Kennett          | Carers' Support                     |
| Jenny Solomon            | Insight Healthcare                  |
| Bob Ditchburn            | KMPT                                |
| Hannah Herlihy           | KMPT Research & Development         |
| Gillian Batcheldor       | mcch                                |
| David Rains              | Rethink Mental Illness              |
| Maggie Gallant           | SpeakUp CIC                         |
| Fran Redmore             | ThinkAction                         |
| Ali Marsh                | ThinkAction                         |

## APOLOGIES

## ORGANISATION

|               |                              |
|---------------|------------------------------|
| Lisa Barclay  | Ashford CCG                  |
| Nancy Fraser  | Ashford Housing Options Team |
| Bonny Andrews | CHYPS/CCAMHS                 |
| LH            | SpeakUp CIC service user     |

### 1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted as above.

### 2. Minutes of last meeting – approved with the following amendments:

Remove Tina Brett, Carer's Support as she was not at the meeting.  
Add Co Chair Ashford MHAG to Annie Jeffrey under 'Apologies'.

### 3. Community Mental Health & Wellbeing Service

Karen Hegarty was unable to attend but Maggie had received the following responses from Shelley Southon at Shaw Trust to questions raised by SpeakUp CIC:

*1. Are Shaw Trust keeping the building? Shaw Trust are currently discussing this with KCC who are the landlords.*

In addition: Alan Heyes, County MHAG Chair, had also met with Shelley and provided an update to be read out:

*"It is not our intention to close the Ashford Live It Well Centre in fact we are committed to further invest into this community Hub and negotiations are under way and we are awaiting for KCC Estates to come back to us with rental terms etc. Principle Grant funding arrangements have been put in place with*

*MCCH to ensure services are in place from 1st April and plans are in place with principle agreements with other providers within our delivery network .”*

Gill said that tables and chairs are currently being packed up around them.

*2. What services will it provide? – If we take on the building, this will be the location of our delivery including – Shaw Trust Community Navigators, Shaw Trust Employment service, Primary Care Social care workers, rental to other community / voluntary organisations e.g. IAPT services, KMPT, Short term recovery team, MCCH, Porchlight.*

Bob, KMPT, confirmed that they have been upping their number of groups at LIW. He has been talking to Michael Foster at Shaw Trust and Kerry and Sue Scamell. He is much more reassured that groups will continue. Shaw Trust are negotiating with property people at KCC.

Ali said that Thinkaction has received no contact from Shaw Trust or Mcch. They have given notice and relocated the clinic to their own building in Ashford.

*3. If we don't operate from Live it well, where will services be held? – Shaw Trust is in discussion with current providers eg MCCH to look at what they will be offering to service users and where this will be located*

Mcch continue to hold contract until 31st March. They have sent a letter to service users outlining what they understand will happen after 1st April. An extract is as follows: “All support provided, groups and activities will be based within the local community, which means that groups will no longer be taking place within the Live It Well building unless there is specific need, for example, healthy eating, where, hopefully the resource in the building could be used.”

*4. Will the same groups be running – this is under discussion with MCCH*

*5. Will meals be provided for service users as for many it is there only meal of the day – meals will not be provided under the new community mental health and wellbeing service, but this is something you can discuss with the organisation currently providing these.*

Gill, said that Mcch won't have the building so if we find another venue in the community we can provide hot meal.

The meeting expressed frustration over the lack of clarity around the future operation of the Live It Well Centre and also felt that there had been a fault with the whole process. MCCH have 201 registered service users and 20 organisations use the building.

Michael voiced the sentiment of the meeting that this was utterly appalling and it was an absolute disgrace that no one from the Shaw Trust was present, the Chief Executive should have attended. Some of the most vulnerable people in society are slipping through the net. Service provision for mental health in this borough is very poor. Are KCC aware of the tremendous service that the LIW service provides? The impact on service users has been devastating. Shaw Trust were invited to talk to service users but it was left to Mcch. All the good work at LIW is getting swept away.

There was discussion around fighting this as a group and informing politicians, Damien Green (local MP) and Graham Gibbons (cabinet minister with responsibility) and also Robert Barman at Kentish Express. Other options considered were taking questions to the Ashford Health & Wellbeing Board on 23<sup>rd</sup> March.

However, there was also the concern about considering the wellbeing of the service users and moving forward assuredly to make transition as positive as possible. Mcch are still running a service, 1<sup>st</sup> April is the change date. They are communicating to service users as they find out about the services.

Debbie agreed we need a clear communication and way forward and wanted to clarify with Alan after his meeting with Sue Scamell, KCC this morning before other action was taken. Pending this the following actions were suggested:

**ACTION 1:** Annie/Amanda to write to Roger Gough, Chair of the County Health & Wellbeing Board to get clarification.

**ACTION 2:** Amanda to invite Damien Green and local city councillor, Jim Wedgebury to attend a SpeakUp forum on a Friday in the grounds of LIW once Michael Claughton has written a letter to pass on.

**ACTION 3:** Take questions to Ashford Health & Wellbeing board on 23<sup>rd</sup> March at 9.30am, Ashford Borough Council.

**ACTION 4:** Form a Working Group: Amanda, John, Michael, Jill, Annie and James to discuss how to go forward with this.

*\*Subsequent to the MHAG meeting, Julie Cable, Head of Projects – Operations, at Shaw Trust has agreed to provide a statement for the Ashford Health & Wellbeing Board.*

- 6. When will a key worker start providing services – unsure what you mean by this? You can refer yourself into the new service and be seen by Porchlight staff who will assess your needs and develop an action plan looking at delivery partners that can meet your needs. A Shaw Trust community navigator will oversee your journey with delivery partners and touch base with you on a regular basis.*
- 7. If you don't get on with the key worker will they be able to change them – there will be 2 Shaw Trust community navigators across the Canterbury and Coastal areas. If issues arise this can be escalated to the manager who can change caseloads as required.*
- 8. Is there someone available to answer questions as they arise, will this be yourself – yes please send questions to me – however It will take me a few days during implementation to reply.*

It was suggested that questions are put through the MHAGs.

Q: Have we issued service users with a single point of access number for Shaw Trust. Mcch have been told to refer everything to Michael Foster.

**ACTION 5:** Sue to put the question to Shelley at Shaw Trust

#### **4. Action Points**

##### **a) From Ashford MHAG:**

1. Provide data on Out Of Area beds for CAMHS. To be provided by Bonny
2. Invite Strategic Partner to next MHAG. Shaw Trust were unable to attend this meeting but have agreed to attend the County MHAG on 15<sup>th</sup> April and future local MHAGs.

##### **b) From local questions taken to County MHAG:**

None taken forward but Amanda raised issues around inadequacy of the crisis team. Andy Oldfield acknowledged this and has promised a review of the service.

#### **5. Service User and Carer Questions**

None further to those raised under Community Mental Health & Wellbeing Service above.

**To County:** The uncertainty of the Live It Well Centre is raising general anxiety. There are concerns that the process has not been observed correctly. What are Shaw Trust going to do to reassure people that adequate services are going to be provided around the LIW centre?

#### **6. Information Sharing:**

**1. County MHAG Update:** Please see the County MHAG minutes which were circulated before the meeting for full details. The minutes and local questions are all available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

15 questions were sent to the Strategic Partners following the meeting. Answers have been received from Porchlight but not yet from Shaw Trust.

Service user/carers expenses. Shaw Trust & Porchlight are going to pay expenses for travel by public transport, for the MHAGs. We are awaiting confirmation that KMPT & CCG will pay expenses for their meetings.

*\*Subsequent to the meeting we are awaiting further confirmation from Sue Scamell that mileage can be claimed for private car use.*

**2. Commissioners Reports:** The CCG Commissioners' Report was circulated before the meeting and is available on the Live It Well website <http://www.liveitwell.org.uk/local-news/ashford/#MHAGInformation>

Debbie noted some highlights from CCG report:

**Crisis Café:** Debbie and Lisa Barclay met with Maidstone & MidKent Mind last Friday to discuss how everything is going. It continues to be well received and well used. For the weekend of 26<sup>th</sup>/27<sup>th</sup> February the total individuals were 19, total attendances were 28 and average attendance per session was 14. The impact on front line services was 5 possible A&E visits averted and 8 incidents possibly involving the crisis team averted.

They are looking at more funding for Sunday opening and it will stay open for at least another year. It has been noted that the venue is not ideal and signage is difficult so they are looking at other options for venue. Eunice suggested that it also needs some sort of activity and wants to see if she can do some craft work.

*\*From Lisa Barclay: The Café is still a pilot and will be reviewed by Ashford Health & Well Being Board on 23 March, in line with the original project plan. CCG is actively looking at funding to continue this pilot project, but does require a collaborative approach from local council and KCC to support the further development. If successful MIND will work with local council to identify more suitable premises in the longer term.*

**Psychiatric Liaison:** Progress is being made with additional cover being provided alongside the existing adult services from 5pm to 10pm for under 18 year olds. This started on 4<sup>th</sup> January 2016. Annie asked why this was not in all the acute hospitals? It is happening In West Kent so why not in East Kent?

*\*From Lisa Barclay: The additional provision to support adolescents has been in place at William Harvey, QEQM and Kent & Canterbury Hospital since beginning of January. The CCGs across East Kent have agreed to use central transformation money to support this approach in the new financial year. I am unsure as to why members think this is not in place.*

GP's awareness of mental health issues. GP mental health training was given at Practice Learning Time (PLT). Dr Okoye is back as clinical lead.

### **3.Provider Service Update/New Members:**

**KMPT Research & Development, Hannah:** She is involved with a big cohort research study across UK looking at people on the autism spectrum and their needs at different stages in life. Carers First invited Hannah to perform research with their carers.

There is also a Research Skills workshop at Priority House for KMPT Service Users on 16<sup>th</sup> March from 11am-3pm.

**ACTION 6:** Hannah to send information for circulation

**SpeakUp CIC, Maggie:** SpeakUp CIC is 5 on 31<sup>st</sup> March and they are holding a party at St Pauls Community Centre, Margate from 11am to 3pm.

**ACTION 7:** Maggie to send information for circulation.

**Annie:** Ashford Patient Participation Group met and decided to have a meeting about mental health.

**Ashford Volunteer Services, Sue:** They are currently reviewing services for 16-25 year olds. They run a small youth programme to get people into voluntary activities and are seeing a number of people with quite severe mental health problems. They are able to spend one to one time with them but are concerned about the lack of services for them. Jenny confirmed that IAPT services in East Kent can now take 17 year olds and older. Healthwatch is currently working with organisations around out of county beds.

**KMPT, Bob:** Single point of access goes live for emergency referrals on 31<sup>st</sup> March 2016.

**4. Staff Changes:** None reported.

## 7. Working Group

At the January meeting a new working group was formed to look at helping teenagers struggling out of hours instead of going to A&E. Alan Heyes, Debbie Stewart, Jenny Walsh and Bonny Andrews agreed to work on this. Sue Sawyer agreed to support anyway she can but might not always be able to attend meetings. It was agreed to take this forward to the next meeting.

## 8. Date of next meeting

12<sup>th</sup> May, 2016, 2-3.30pm at St Stephens Health Centre, St Stephens Walk, Ashford, Kent TN23 5AQ.

Meeting finished at 3.30pm

## ACTION TABLE

| Action No. | Action Point   | Responsibility                               | Status     |
|------------|--|--|------------|
| 1          | Write to Roger Gough, Chair of the County Health & Wellbeing Board to get clarification of LIW centre action   | Annie/Amanda                                 |            |
| 2          | Invite Damien Green and local city councillor, Jim Wedgebury to attend a SpeakUp forum on a Friday in the grounds of LIW once Michael Claughton has written a letter to pass on. | Amanda                                       |            |
| 3          | Take questions to Ashford Health & Wellbeing board on 23 <sup>rd</sup> March at 9.30am, Ashford Borough Council.   |  |            |
| 4          | Pending outcome of Health & Wellbeing Board, form a Working Group to discuss how to go forward with this.  | Amanda, John, Michael, Jill, Annie and James |            |
| 5          | Ask Shelley at Shaw Trust to answer Single Point of Access question  | Sue  | Circulated |
| 6          | Circulate KMPT Research & Development information  | Hannah/Sue                                   | Completed  |
| 7          | Circulate details of SpeakUp CICs party  | Maggie/Sue                                   |            |

Minutes posted on: <http://www.liveitwell.org.uk/local-news/Ashford>

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