



## **Maidstone Weald Mental Health Action Group (MHAG)**

**Meeting on 21<sup>st</sup> January, 2016 at 2pm**

**At Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone, ME14 1HH**

### **PRESENT**

Annabel Aitalegbe – Chair  
Juliette Page – Co-Chair  
Sue Sargeant – Minutes  
DS  
Jenny Solomon  
Maureen Belcher  
Anita Hodge  
HL  
Lindsay Prestage  
Emily Musara  
Margaret Bell  
Zena Watson  
Jacquie Pryke  
Ali Marsh

### **ORGANISATION & EMAIL ADDRESS**

Rethink Mental Illness  
Involve Older People's Services  
West Kent Mind  
Involve service user  
Insight Healthcare  
Involve Carers  
Homegroup/Stonham  
Involve service user  
Maidstone District Libraries  
Primary Care Mental Health Specialist, KMPT  
Samaritans  
West Kent CCG  
West Kent CCG  
ThinkAction

### **APOLOGIES**

Julie Meadows  
Buba Cooper  
Maria Bassett

### **ORGANISATION**

Acute Service Manager, KMPT  
Service Manager, Maidstone Community Mental Health Team  
Sanctuary Supported Living

### **1. Welcome Introductions & Apologies**

The Chair welcomed the group and apologies were noted.

### **2. Buba Cooper – Single Point of Access**

Buba was unable to attend the meeting but will report on this at the next one. The group asked whether there was an update that can be sent out in the meantime? Also, if it is possible for Buba to send someone else from the CMHT if she is unable to attend as representation from the team is really important for the meeting?

**ACTION 1: Sue to circulate a Single Point of Access update**

**3. Minutes from last meeting** - The minutes were approved with no amendments.

### **4. Action Points**

**From Maidstone Weald MHAG:**

1. Address Gloria's questions re the Carers Project – Maureen has explained changes to Gloria and will speak to her further to check if still an issue
2. Juliette sent Will information about care co-ordinator complaint. There is a lack of care co-ordinators at the moment and they had 60 unallocated cases before Christmas. This is still an ongoing issue. Juliette has got in touch with the service user's housing to suggest a floating support.
3. Insight's new venue information has been circulated.
4. Juliette will include information in the next update of the discharge pack about the CMHT's new phone system where the caller is now requested to press 0. An updated version will be

circulated in April after the changes to provider services have been confirmed.

**Response to question taken to County MHAG:** What is the process to support people with PTSD multiple trauma as this does not fit with IAPT?

Annabel received the following response after the meeting from Teresa Boffa, West Kent CCG:

I've tried to clarify below the pathway, however, Jacquie Pryke is happy to explain this further at the next MHAG and go into more detail. Anyone experiencing PTSD (whether single or multiple trauma) can be referred by GP or a self-referral to the IAPT service.

The first step of the pathway is an assessment process, which will determine what is the most appropriate treatment for that individual. According to the individuals need, IAPT can be provided at step 2 level (low level CBT interventions to help an individual develop coping mechanisms etc.) or they will be escalated to step 3 (where psychological interventions such as, talking therapies would take place). If however, an individual has more complex needs then a referral can be made to step 4 services, which include; community mental health access services, older adult community mental health team, early intervention psychosis team etc. and they will be redirected to the appropriate service for their needs.

We would like to reassure you that it is widely recognised by all our providers that PTSD can be experienced by anyone and not just armed forces personnel, it is the same referral process for everyone. We think this may be more of an issue about communicating to service users what is available and this is something we are addressing with each of our IAPT providers to increase marketing of the services.

If you have any further questions, please let me know. If not, we will update at MHAG.

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

1. A service user goes to psychotherapy once a week and also attends Mind's self recovery group, but said it was not possible to get hold of support people in between these psychotherapy sessions. There is nothing available out of hours and she doesn't have a care co-ordinator.

Emily also suggested contacting Porchlight who support homeless and other people for 8 weeks and then can be referred back again. Key worker will see you once a week in between other programmes you are attending. They are not clinicians but do offer support. Duty or GP can refer you to that service. Emily meets regularly with them too. One of their workers has a drop in session at the library. Steve Bennett (Primary Care Social Worker also has an Enablement Team which may help.

**ACTION 2:** Juliette to contact Buba re lack of care co-ordinator and possible increase in weekly appointments.

2. Derek asked - What is the role of Maidstone & MidKent Mind? They are down to 2 meetings and April is the final month that a meeting is being held in Marsham Street. There are concerns over services being offered in the area. There was general discussion about the uncertainty faced by service providers at the moment which is obviously affecting everyone's services.

**ACTION 3:** Sue to contact Maidstone & MidKent Mind and ask them to attend the next meeting to talk about their services.

## **6. Information Sharing**

1. **County Mental Health Action Group Update** – The County MHAG minutes and local questions are all available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>
2. **Commissioners Reports** – These were also circulated separately and are available on Live It Well website.

**Sue Scamell, KCC** – Introduction of Mental Health Primary Care Social Work Service.

**Jacqueline Pryke/Zena Watson, West Kent CCG :**

Crisis Café is still on the agenda. Jacquie is new to the role and is looking at a model called the Sanctuary which can be accessed from different pathways and has an overnight service. There is a meeting in 2 weeks time.

Primary Care Mental Health (PCMH) specialists – Four band 7s are in post dealing with over 200 people in secondary care currently. Two new band 6s are starting in Maidstone and Tunbridge Wells. They are engaging with GPs and feedback is really good.

KMPT are undertaking an audit of case notes as there are lots of people in secondary care who could have their needs met in primary care. Want to have more acute, complex needs treated in secondary care and build the team in primary care. GPs are signing up to Local Enhanced Service (LES) to administer and prescribe Depot injections in primary care.

Dementia – diagnosis rates are fairly low compared to national average. West Kent is under the 60% diagnosis of estimated prevalence so are trying to find and diagnose these people. There are lots of benefits to diagnosis: plan for future, power of attorney, help families, medication to help in early stages, access to services. There is a project to find and put through memory assessment service and support GPs. They are about to carry out short programmes in nursing homes and estimate 10% of people there should have formal diagnosis. There will be a short questionnaire for carers; 4 questions then referral to GP for blood tests, ct scans etc.

Margaret Bell mentioned that Heart of Kent hospice now looks at all life limiting illness and employs a dementia nurse. They have a dementia café on a Saturday, she will pass on information to Zena.

Crisis care – they have additional money to support services through to end of March. 7 days a week till midnights. 12-12 for CAMHS Monday – Friday.

Street triage – This is joint commission with North, South and West Kent CCGs. A Band 4 health care worker is based in police control rooms, together with a triage nurse, for 3 nights per week till 2am. This has only been running for a short time but has already had an impact. They can also go out with police and there are plans for them to go out with ambulances too.

Sue asked on behalf of the group whether it was possible to have a more user friendly CCG printed report?

### **3. Service Update/Introduction for new members**

The Standard Service Information was circulated before the meeting and is available on the Live It Well website. Any updates or amendments should be sent to the MHAG administrators.

**Lyndsay Prestage, KCC Libraries:** There is a new Books on Prescription scheme starting in April to accompany Dementia, Mental Health and it will focus on Young people.

**Margaret Bell, Samaritans:** 116 123 is the new Samaritans Freephone number which has been in operation for 2 or 3 months. They have never had a high engaged rate but it has always been busy in the early hours of morning. Engaged rates have reduced and regular callers say that

they have noticed an improvement to the service. Samaritans do work outside of the Samaritans centre. Only a very few callers, less than 20%, have suicidal thoughts, they deal with people in crisis and distress. They are not a chatline but they do befriend. They are also contactable by email, text and they go out to places, ie homeless centres. In Maidstone they have developed partnerships. They have 2 GP practice partners where GPs can send a number to the centre for the Samaritans to call a patient. They also work with Cruse Bereavement Service. There is a long waiting list for bereavement counselling so someone can talk to the Samaritans regularly while they are waiting. Volunteers can give first names only and can't keep a history of callers due to data protection. Margaret would like to give a formal presentation to the group some time.

**ACTION 4: Add Margaret to speaker list.**

#### **4. Staff changes**

Jacque Pryke has replaced James de Pury at West Kent CCG.

#### **7. Working Groups**

Supporting Open Dialogue in Maidstone. They have already had one meeting and are collating information to send to Kim Murphy and Jeremy Cross. They are contacting Yasmin to have an initial meeting to see whether it is possible to access some of the families who would be suitable for Open Dialogue and conduct a survey. Nick Dent is also interested in supporting Open Dialogue and will take forward to East Kent. Kim and Juliette are meeting again next week

**ACTION 5: Sue to send Emily the Open Dialogue presentation**

#### **8. Date of next meeting**

17<sup>th</sup> March 2016, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.30pm

#### **ACTION TABLE**

Action No.	Action Point	Responsibility	Status
1	Circulate Single Point of Access update	Sue	Completed
2	Contact Buba re lack of care co-ordinator and possible increase in weekly appointments for service user.	Juliette	
3	Contact Maidstone & MidKent Mind and ask them to attend the next meeting to talk about their services.	Sue	Completed
4	Add Margaret to speaker list.	Sue	Completed
5	Send Open Dialogue presentation to Emily	Sue	Completed

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

Administration :

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