

# Maidstone Weald Mental Health Action Group (MHAG)



Meeting on 17<sup>th</sup> March, 2016 at 2pm

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

## PRESENT

Juliette Page – Chair  
Sue Sargeant – Minutes  
Annabel Aitalegbe  
HL  
Maureen Belcher  
Yvonne Lindley  
Gloria Bacon  
IJ  
Jenny Solomon  
Tom John  
Kelly Shurmer  
James Walker  
Amanda Sidwell  
Buba Cooper  
Margaret Bell  
Kathy Davis  
Kim Murphy  
Ali Marsh  
Zena Watson

## ORGANISATION & EMAIL ADDRESS

Involve Older People's Services  
West Kent Mind  
Co-Chair/Rethink Mental Illness  
Involve service user  
Involve Carers  
Involve Carers  
Involve Carers  
Service user  
Insight Healthcare  
Kent & Medway NHS  
Kent Police  
Maidstone & MidKent Mind  
MADM  
Service Manager, Maidstone Community Mental Health Team  
Samaritans  
Sanctuary Supported Living  
Sanctuary Supported Living  
ThinkAction  
West Kent CCG [†](#)

## APOLOGIES

Kim Flain  
Lindsay Prestage  
Caroline Moore

## ORGANISATION

CRI Maidstone  
Maidstone District Libraries  
MCCH

### 1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

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

This number (0300 222 0123) is being staffed 24/7 for 365 days a year by experienced nurses, occupational therapists and mental health social workers and will go live for emergency calls and urgent referrals from 4th April, 2016.

All referrals will go into one team based in Canterbury who will perform telephone triage, screening and signposting. All teams have been asked to provide emergency appointment slots, ie Maidstone Community Mental Health Team (CMHT) have provided 2 per day. For East Kent, all referrals including routine will be taken but for West Kent it will be emergency only until August. Routine work will still be carried out by the CMHT, ie referrals from GPs however this will allow them to focus on secondary service referrals only instead of dealing with all referrals (210 per month). They have to see people face to face within 28 days. Tom said that this will also help the PICU wards which also currently receive direct incorrect calls.

Q. Can inappropriate calls received by IAPT services be passed on to SPA?

A. They shouldn't be receiving any as they should have gone through the screening process.

Q. Is this only for first time referrals and who can refer?

A. No it is for everyone and anyone can refer to this number.

Q. Will email address for referrals from the police change ?

A. Yes, but for now will remain the same.

**ACTION 1 : Buba to email updated information for circulation**

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

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

**From Maidstone Weald MHAG:**

1. Single Point of Access update was circulated.
2. Juliette to contact Buba re lack of care co-ordinator and possible increase in weekly appointments for service user. See under "Service User questions" below for response.
3. James Walker from MidKent Mind gave an update as requested – See "Information Share" below.
4. Margaret has been added to the speaker list.
5. Open Dialogue presentation sent to Emily.

**Response to question taken to County MHAG:** None raised

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

##### **a) At pre-meeting**

1. Raised at previous meeting re service user needing more support than weekly psychotherapy appointments. Juliette contacted Porchlight but they don't work with anyone at Albion Place, only with primary care.

Buba explained that if someone is having weekly psychotherapy and has no other needs they wouldn't have a care co-ordinator. Only people on the Care Programme Approach (CPA) pathway with other issues get allocated one. If on a standard pathway they would have a healthcare professional although the CMHT would help if breakdown or in crisis. CMHT has problems with things being promised by other people that are not suitable or available. It is a misconception everyone will get care co-ordinator. With currently over 700 people are under CMHT and they can't all have one. The service user mentioned above would need to let their psychotherapist know that their needs are not being met. They can do this by phone if it is not possible in a group session. CMHT have weekly meetings with psychotherapists. CPA policy is on KMPT website to determine when a care co-ordinator is allocated.

There was much discussion about what to do with someone who falls through the gaps between IAPT and CMHT. Jenny said that the SWK MHAG had presented a list of case studies to County identifying gaps. Andy Oldfield is following up on this.

**ACTION 2: Juliette to contact Jenny re format for case studies of IAPT gap to help highlight services affected by this. Kelly also has examples.**

Gloria has been part of IC (previously Maidstone & Malling Carers Project) for a number of years and has always had a good service but is unhappy with recent changes. Maureen explained there had been a change from a Service Agreement (with its own Budget) to a Contract (in 2013). When it was changed from a SA to Contract the Mental Health Carers Break Fund ended and was replaced by Carers' One Off Payments [COOPs]. A COOP is an individual payment that can be used as a means to meet a Carer's need identified during a Statutory Carers' Assessment and is made directly to the individual Carer. Gloria feels this has marginalised the Mental Health Carers as they are no longer funded via the Carers Break Fund to have Carers' Trips – Gloria expressed that Maureen would accompany them on these Trips as part of her working day and is no longer able to do this. Gloria feels a lot of restrictions have been placed on the time of people doing the job. This seems to have a lot to do with the Care Act and the majority of IC Carers staff now completing Carers Assessments. Maureen explained her role no longer includes organising the Carers' Break Fund. Her role, which is part of a job

share is to provide Carers' Assessments and support services [which includes 1:1 support and group support] Gloria also mentioned that agencies can be used to support people with physical health needs and similar services for people with MH needs aren't so readily available so a lot more pressure has been put on MH Carers'.

**ACTION 3: Maureen will take this to the carers' support group to ask if other Carers have views on the above and follow up with Barbara Hagan, Manager of Involve Carers if more explanation about the contract is needed.**

2. Juliette wanted it noted that one of her service users in crisis had been sent to North Yorkshire. Zena responded that KMPT have proposed more beds and have a ward in mind at Darent Valley Hospital in Dartford. East Kent wants 10 beds and there are discussions re purchasing the remaining 6 beds for West Kent patients.
3. Maureen wanted to give some positive feedback from the partner of one of her carers. Although they were not pleased with the services as a whole they felt that Buba had really made a difference to the service they had received.

**b) To County**

Provide case studies as further evidence of the gaps between IAPT and CMHT that have already been highlighted in other areas for Andy Oldfield to feed back on.

## **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/>

The contract for service user and carers' expenses for attending meetings has changed. KCC have now confirmed that Porchlight/Shaw Trust will reimburse public transport and private car mileage but not parking costs for travel to MHAGs.

2. **Commissioners Reports** – This was circulated separately and is available on Live It Well website.

**Sue Scamell, KCC** – None available

**Zena Watson, West Kent CCG** : Further to the report, Zena added the following:

The comments at the last meeting had been noted and she hoped that the meeting found the new report more user friendly.

**Dementia.** There has been a big push on increasing the diagnosis rates of dementia to the national target of 67%. They are also looking at people who have already been diagnosed but not reported and are going to nursing homes to diagnose and ensure correct medication and care is given.

**Primary Care Mental Health Specialist service.** There are plans for 2 new specialists over the next year. A recent audit of CMHT showed that there are lots of people in secondary care who don't need to be there and could have their needs met in primary care. West Kent CCG will work with the service managers at Kingswood and Highland House (Buba Cooper and Clare Lux) to come up with an action plan to discharge into primary care ensuring the right support is in place.

**Eating disorder service.** A new service is being developed which will be an all age pathway focussed on early intervention and prevention. There had been concerns raised about the existing service and, following public consultation, people now won't have to transfer from the children's to the adults' service. Details are going to all CCGs by the end of March and they are hoping to get agreement across Kent and Medway to get the same service. The procurement

process will take about a year until April 2017 but more support for carers, skills workshops in Sevenoaks and Maidstone and work in schools is going ahead in the meantime. Radio Kent have contacted them with interviews planned for Tuesday 22<sup>nd</sup> March.

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

The Standard Service Information was not circulated before the meeting as it will need to be updated following the introduction of the new Live Well Kent service formerly known as Community Health & Wellbeing Service.

**Maidstone & MidKent Mind, James Walker.** There have been some mixed messages over the last couple of months causing confusion and James wanted to confirm what is actually happening. Jenny Walsh is no longer CEO and James Walker and Julie Blackmore are back in post. There was a press release about the loss of community services but this information had not been approved by the trustees and was confused as it did not account for the projects that had other funding. MMK now have a new in-principal agreement with Shaw Trust going through sign off. All service users were told of the new timetable of services that would be available from 1<sup>st</sup> April at a service user forum last week. There will be a number of community services still in operation: Mindfulness, garden sheds, culture club, traditional service user peer support, recovery out of hours 6-8 and a rolling programme of coping with life courses. This is part of 6 month transition agreement from Shaw Trust. The social group, recovery group and gardening would all have been kept in place anyway as trustees had allocated some temporary funding to these from MMKM reserves. Even if Shaw Trust hadn't contracted them the following groups would all still be running: Kent Police caller assistance, Ashford Wellbeing Cafe, Coping with Life courses, Work and Wellbeing Lite courses in Maidstone & Medway, Women at risk of self-harm, Children in need young persons support and Older person chair exercising. They also have Adult Education Centre funding till end of July (Phase 1) and April 2017 (Phase 2) for 5 or 6 week education programmes (in conjunction with WKM), ie a 4 week Self-esteem, 5 week Music creation and 3 week Creative Writing programmes. They have also received funding for 18 mental health awareness courses in the next year and continue to run a low cost counselling service.

Where groups have been discontinued, they have been amalgamated with another group, ie culture club now has arts and baking. They would like to focus on the good things not just services shutting.

Q. What is waiting list for new clients?

A. For lifestyle or traditional groups they would just need to call and register and then just turn up at Maidstone Mind or Live It Well, Holland Road for the gardening. For other groups on rolling programmes it would depend on where they are in the programme. In the meantime someone come to peer support groups.

Maidstone & MidKent Mind's newsletter has been circulated to the group.

**Mcch, Caroline Moore:** Sue read out the following from Caroline, together with an extract from the letter sent to their service users explaining the changes taking place from 1<sup>st</sup> April:

*I've attached a letter we are sending to all clients regarding changes to mcch Employment Service Maidstone. I am aware these are difficult times for many services and I'd like to offer our best wishes to all affected by changes to funding. I hope this message reaches you in time to be included in the minutes.*

*"We know there will be some changes as the money allocated by KCC to mental health employment services has been significantly reduced. We also know that KCC want services to concentrate on helping people who:*

- have severe mental health problems, and*
- are looking for full time work*

*If you do not fit these criteria, do not despair as these details have not been finalised and even if this is the final eligibility criteria, MCCH will not suddenly stop working with you. However, we may have to develop a plan which will identify other support options for the future.*

*I will write to you again as soon as we know more."*

4. Staff changes – none mentioned

## 7. Working Groups

Supporting Open Dialogue in Maidstone – Juliette Page/Kim Murphy. Yasmin Ishaq, KMPT, is keen to work with clients and service users that are experiencing Open Dialogue. Juliette to send her a few dates.

## 8. Date of next meeting

19<sup>th</sup> May 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	Email updated information on SPA for circulation	Buba	
2	Collate case studies of IAPT gap from different services to pass on to County MHAG	Juliette	
3	Take concerns from carer to the carers' support group and follow up with Involve Carers.	Maureen	

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

Administration :

T: 01732 744950

E: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

