

# Ashford Mental Health Action Group



Meeting on Thursday 12<sup>th</sup> May, 2016 2pm-3.30 pm  
At St Stephens Health Centre, St Stephens Walk, Ashford, Kent TN23 5AQ

## PRESENT

## ORGANISATION & EMAIL ADDRESS

Annie Jeffrey - Chair	Co-Chair Ashford MHAG
Sue Sargeant - Minutes	West Kent Mind
Amanda Godley	Co-Chair Ashford MHAG/SpeakUp CIC
Graham Tarrant	Ashford & Tenterden Umbrella
Debbie Stewart	Ashford CCG
Lindsey Kennett	Carers' Support
CB	Carer
Louise Piper	East Kent Coast CCG
Jenny Solomon	Insight Healthcare
Nick Dent	KMPT
Bob Ditchburn	KMPT, Community Mental Health Team
Dave Rains	Rethink Mental Illness
MH	Service user
Shelley Southon	Shaw Trust
Catronia Toms	Shaw Trust
JB	Speakup Umbrella service user
Ali Marsh	ThinkAction

## APOLOGIES

## ORGANISATION

Michael Claughton	
DH	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 without amendment

### 3. East Kent CCG Mental Health Strategy Engagement - Louise Piper

The PowerPoint presentation has been circulated and can be found on this link <http://www.liveitwell.org.uk/local-news/thanet/#MHAGInformation>. The survey can be completed via this link <https://www.surveymonkey.co.uk/r/EKMHComm> and is available until 31<sup>st</sup> May, 2016.

This is a new team consisting of Andy Oldfield, Louise Piper and Sarah Parker, working to establish connections and to work closely with all stakeholders. They are developing a 5 year strategy for adult mental health and are working separately on an older adult strategy. They have identified priority areas for change and would like feedback to help prioritise. They have received over 200 responses so far.

- East Kent bed provision is being increased from September by 10 beds, to be confirmed.
- Andy Oldfield is working on alternative places of safety for Section 136 in East Kent which doesn't involve police cells.
- Children's service is being re-let next year. Currently for 0-18 year olds but will be 0-25.

Q. Where have statistics for beds come from? Is there any record of number of people who have not been allocated one?

A. The Joint Social Needs Assessment (JSNA) compiled by the Public Health Observatory based in Kent County Council has compiled the data.

Q. Where does Open Dialogue fit in to this?

A. Annie has spoken to Andy Oldfield who is hoping to include it in the strategy.

**ACTION 1:** Annie to find Angela McNab's presentation at Carer's Conference re collection of figures from March.

**ACTION 2:** Louise to contact Deborah to find out how the data was collected.

**ACTION 3:** Louise to update slides and circulate link to new slides

#### **4. Live Well Kent update - Catronia Toms**

We are 6 weeks into the new service and have had 302 new referrals, 45 for Ashford area, which is quite a challenge. This doesn't include people staying in their existing organisations.

Services are up and running: Centra Support is running housing and Porchlight is running the Community Link worker service. We also have employment and navigator services and are in discussions to house the Wellbeing Café at the Live It Well Centre on Friday and Saturday nights. Shaw Trust's new Network Development Director will be attending the next meeting.

The official joint launch for Porchlight/Shaw Trust is from 11am to 3.30pm at St Augustine's House, Canterbury on 17<sup>th</sup> May and is a drop in event focussed around celebrating but also giving an opportunity to think about own health and wellbeing. Expenses are available for service users and carers.

From 1<sup>st</sup> April, KCC have given us a license to use the Ashford Live It Well building and we are working with the KCC property department until a long term lease is confirmed. The building is functional and we have contacted previous users about making use of the centre in the interim period. Refurbishment is planned and furnishings are being sourced.

Q. Porchlight service is not time limited. Is Shaw Trust's?

A. We were commissioned to provide a progressive model. There are 2 journeys options: Level 1 is for 5 to 8 weeks with a Community Link Worker or Level 2 is for up to 12 months with a Wellbeing Navigator. At the conclusion of both of these there is a 6 month tracking period where the service user sets goals and is followed up at 6 months by the Community Link Worker or Navigator. It is also possible to re-access through rapid re-entry if required. There will be a watchful waiting policy to see if you need other services to support you. There will be 3 link workers and 2 navigators across the Canterbury and Ashford Areas.

Q. Where did the model come from?

A. This style of support has been done in other parts of the country/world but is still quite innovative in the UK. Shaw Trust put it together specifically for this tender. There was a huge stakeholder event in Detling with providers 2 years ago asking people for views on service and specification.

Q. The referral process is unclear. If someone wants to use MCCH's services do they have to refer through Shaw Trust? It is possible to access the Porchlight model through existing services.

A. There are 2 models which have both been commissioned by KCC but there is one referral number for Kent and people are then referred to services according to postcode. People have the option to stay with existing services which may have other funding streams. Shaw Trust has put in funding for further 6 months with money that is available. We are looking to support organisations which were historically grant funded. The cash available for this area in Kent was reduced.

Q. How much have services been reduced by?

A. KCC have retained total funding for the County but have reallocated differently across the lots. More has gone into Thanet and South Kent Coast (Lot 4) because of higher levels of deprivation.

**ACTION 4:** Debbie Stewart to check funding reduction in the Ashford area.

Q. The Live it Well Centre was being run by MCCH administrative staff with a centre available to all. They now have only 2 part time staff. The interaction is the benefit of these types of services. What services are going to fill the gap?

A. The contract start date was 1<sup>st</sup> April. We are working with MCCH and have a 6 month grant agreement because we recognise there are transitional issues. We will then be looking at what activities and contracts will follow on and these will be longer term.

Shaw Trust will be setting up meetings with MCCH, Ashford & Tenterden Umbrella, SpeakUp to find out what services they will need going forward. They may look different from previous services because we are looking at new service users coming through. We will need to work with partners such as KMPT, IAPT, Public Health etc to build a pathway.

There have been problems getting this up and running but the important thing now is to think about the service going forward and to gather everyone's views to help this happen.

## **5. Action Points**

a) **From Ashford MHAG:** A number of action points were dependent on getting clarification around the Ashford Live It Well Centre which is outlined in Shaw Trust's item above.

1. Write to Roger Gough, Chair of the County Health & Wellbeing Board to get clarification of LIW centre action. *No longer applicable.*
2. Invite Damien Green and local city councilor, 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. *This was delayed as letter not received. This has now been addressed.*
3. Take questions to Ashford Health & Wellbeing board on 23<sup>rd</sup> March at 9.30am, Ashford Borough Council. *Annie attended – there was a statement from Shaw Trust but no one was there to answer questions.*
4. Pending outcome of Health & Wellbeing Board, form a Working Group to discuss how to go forward with this. *No longer applicable.*
5. Ask Shelley at Shaw Trust to answer Single Point of Access question. *Response circulated.*
6. Circulate KMPT Research & Development information. *Completed.*
7. Circulate details of SpeakUp CIC's party. *Not received.*

b) **From local questions taken to County MHAG:** 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? *See above.*

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

Carer's question regarding wait for Approved Mental Health Professional (AMHP) services. Son (who is 25) had to wait 6 days between seeing psychiatrist and AMHP services team. No beds were available and the son was sent home by himself. Carer and son were both put at risk for this time. No call from Crisis Team as promised. Crisis Team referred to AMPH service. No response from Mental Health Team at Eureka. When Crisis Team finally arrived they were wonderful. The AMPH service comes under KCC not KMPT and, since being centralised, their numbers have been cut from 47 to 17 resulting in a loss of local knowledge and continuity of care. The waiting list is currently held by KCC so does not come under the East Kent CCG Mental Health Engagement Strategy.

**ACTION 5:** Louise to take this back to Andy Oldfield to see whether the AMHP service can be included in their strategy.

**To County:** Why were no beds available? Why such a long wait for AMHP services? Can there be a service where a taxi is called to get someone home? Take forward case study.

**ACTION 6:** Lindsay to send forward details of case.

## **7. 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/>

## **2. Commissioners Reports:**

- a. Sue Scamell, KCC: Nothing new to report at the moment whilst the new Live Well Kent service beds down. Porchlight and Shaw Trust will provide their own updates going forward. Sue chaired the recent County MHAG meeting and has responded to all questions raised on the Live Well Kent service. The new Primary Care Social work team will be attending local MHAGs and will also be able to give updates on the service. Sue is happy to take any further questions by email [sue.scamell@kent.gov.uk](mailto:sue.scamell@kent.gov.uk)
- b. 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>

## **3. KMPT Community Engagement Strategy, Nick Dent**

This strategy was developed 5 years ago to replace previous service user and carer strategies. We were aware there was not good representation in older people's services and people from black & minority ethnic (BME) backgrounds and this was one reason why we decided to have a Community Engagement strategy. We have greatly increased our older adult involvement in the 5 years since we started the strategy. We are now preparing new priorities for the next year and would like your input. We have 3 questions which have been circulated and your feedback is welcomed. The new draft strategy should be ready by the end of the summer and we will come back to share this with you.

The Strategy and questions have been circulated and are available on the Live It Well website <http://www.liveitwell.org.uk/local-news/ashford/#MHAGInformation>

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

**Rethink, David:** KCC are starting a consultation re housing on 18<sup>th</sup> May at Folkestone Council offices.

**Ashford & Tenterden Umbrella, Graham:** We are finding it frustrating to not know what services will look like in 2 years.

**Insight Healthcare, Jenny:** Online CBT service is up and running in East Kent in partnership with IESO from 17yrs onwards. This provides flexible access to therapy for people finding it hard to access services 9-5 and also offers online messaging 24/7. Initial assessment is by telephone during working hours but is flexible after that.

**KMPT, Nick:** Carers Consultative Committee is meeting in Canterbury – next Friday 20<sup>th</sup> May from 2pm-4pm at Eastern and Coastal Area offices, Canterbury. Patients' committee meets the following week Wed 25<sup>th</sup> May from 2pm-4pm.

**KMPT, Bob Ditchburn:** Doing lots of group work to keep caseloads lower.

**5. Staff Changes:** See details in CCG Commissioners Report.

## **8. 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. Debbie Stewart, Sue Sawyer, Amanda Godley and Alan Heyes met and decided to carry some scoping exercises to think about ideas going forward. Difficulties may be in

helping those with a clinical need (ie self harm) in the community. Debbie is still mapping services; there is the Sk8side project but she is also looking at other projects that may be available. Another meeting is planned.

#### **9. Date of next meeting**

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

Meeting finished at 3.47pm

#### **ACTION TABLE**

Action No.	Action Point	Responsibility	Status
1	Circulate Angela McNab's presentation at Carer's Conference re collection of figures from March	Annie/Sue	
2	Contact Deborah at Public Health to find out how the data was collected.	Louise	
3	Update slides for EKCCG Mental Health Engagement Strategy and circulate link	Louise	Completed
4	Confirm KCC's funding reduction figures for the Ashford area.	Debbie	
5	Look at whether AMPH service can be included in EKCCG Mental Health Engagement Strategy	Louise	
6	Forward details of carer's AMHP service experience	Lindsay	Completed

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

#### **Administration :**

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