

Canterbury Mental Health Action Group

Meeting held on 5th May, 2016, 2.00pm



At Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE

PRESENT

Karen Abel - Chair
Sue Sargeant – Minutes
Liz Frost
Ellie Williams
Debbie Stewart
Anna De-brauwe
Hannah Costin
Clive Wanstall
Louise Piper
Athene Lane-Martin
Nick Dent
Amanda Lailey
Michelle Webb
Alan Heyes
Catronia Toms
Angela Shaw

ORGANISATION & EMAIL ADDRESS

Insight Healthcare
West Kent Mind
Carers Support
Co Chair Canterbury MHAG/Take Off
Canterbury & Costal CCG
Canterbury Umbrella
Canterbury Umbrella
East Kent Carers Council
East Kent CCG
Kent Community Health Trust
KMPT, Patient Experience Team,
KMPT, Liaison Psychiatry Team, Kent & Cant
KMPT, Community Mental Health Team
MHAG County Chair
Shaw Trust
ThinkAction

APOLOGIES

Ron Woolven
John Watts

ORGANISATION

Depression Alliance Self Help
Canterbury Umbrella Centre

1. Welcome Introductions & Apologies

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

2. East Kent CCG Mental Health Engagement Strategy - 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 31st 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.

3. Live Well Kent update - Catronia Toms

Shaw Trust have been overwhelmed with the number of referrals; there have been 252 since 1st April in total across their areas. We are aware there have been teething issues and are always happy to receive feedback. We are now ready to start referring to providers. Official Live Well Kent service launch, in partnership with Porchlight, will be from 11-3.30pm at St Augustine's House, Canterbury on 17th May. This will be an opportunity to get to know partners, engage in activities and find out more about the roles and how the service works.

Live Well Kent also plan to come round to all existing service providers to discuss gaps and engage with service users who have been historically been supported by GP link workers.

Q. How does a service user enter the service?

A. A phone call can be made to the referrals line (0800 5677699) which is 24 hours and manned by the referrals team during working hours and Porchlight out of hours. The number is currently in Maidstone but will be moving to Canterbury. People's details will be taken, including postcode, and then an

appointment given with relevant Community Link Worker (employed by Porchlight). Appointments are face to face for about 1 hour to collect information and gain an understanding and will be in an agreed location. They are currently developing sites to host these meetings. The option is then to join Level 1 journey – 5 to 8 weeks with a Community Link Worker or Level 2 – Up to 12 months with a Wellbeing Navigator.

Q. Are you up to speed with your new service? Are service users being let down in meantime?

A. We are in discussions with KCC, current landlords of the Ashford Live It Well Centre and are hoping to secure an agreement – could take up to 6 months. MCCH are still running services, just not in building. SpeakUp are still holding forums. KMPT will start using for their recovery groups. The building will be updated and we want to engage with service users to discuss how the centre might work going forward. In the meantime the centre is still open. New furniture has been ordered and we are offering rooms on an adhoc basis – call enquiries line (0300 790 0532) for more information or for a regular slot a lease would need to be obtained through KCC facilities and properties department. Previous providers have been contacted.

We are still recruiting for the Live Well Kent service but all Community Link Workers are in post. Interim navigators are in post and 3 have confirmed start dates – 15th May. Network Development Manager is also starting on 15th May. Information about the roles is available on the Live It Well website: <http://www.liveitwell.org.uk/local-news/thanet/health-and-wellbeing-job-vacancies-at-the-shaw-trust/>

4. Minutes from last meeting – Approved.

5. Action Points

a) Local

1. From Nov 2015 meeting: Concerns that with KMPT overspend of £2.3 million there will be cuts to services to recoup this. Julie Meadows is the new Acute Services Manager for East Kent and has been invited to the next meeting.
2. Ashford Live It Well Centre update – see Catronia's update above.
3. Mental Health experience of clinical lead of Shaw Trust (Catronia Toms) was circulated.
4. Out of area bed numbers for whole of Kent sent to Clive.

b) Taken to County MHAG

1. **From Dec 2015:** Transport protocols. The current Transport Policy does not cover things such as ensuring there is adequate food/water etc. Debbie read an excerpt from the KMPT Transport protocol which outlines the above. Nick Dent confirmed that Stephanie Taylor – Acute Services Quality and Development Lead will be reviewing the document. **Item to be dropped.**
2. **From Feb 2016:**
 - Parity of esteem - The transport system for getting to London is much better than getting around Kent will KMPT put transport assistance in place for people travelling to and from Dartford? Transport issue from Canterbury has been emailed to Malcolm McFrederick at KMPT asking for a response – Pending
 - There is gap in IAPT services and we want to keep this on agenda. *See County minutes for full response.*

Debbie confirmed that the disjointedness between KMPT and IAPT was discussed at a meeting last week. Commissioners are now meeting with IAPT providers on a monthly basis and there is now a dialogue between CCG/KMPT/IAPT/LiveWell Kent. Specific examples of gaps should be forwarded to Debbie who can take them forward to local operational meetings.

Ron was absent from the meeting but raised his concerns about a number of people who had only had 6 IAPT sessions when more would have been of benefit.

Karen explained that the number of sessions offered is on a case by case basis. Insight operate a 7 plus assessment model and have the flexibility to offer up to 20 sessions if that is needed by client. When looking at the outcomes, the average number needed is 5. She is happy to discuss this to Ron if he would like to contact her.

ACTION 1: Debbie to forward IAPT referral guide for circulation.

6. Service User & Carer Questions

a) Question raised at the pre-meeting:

Why is there to be no Carer's Survey this year? Clive said they will challenge this through the CCGs. Nick Dent confirmed that, with the Triangle of Care (TOC), the Trust is going a robust process conducting assessments in the acute team including engagement with carers and wanted to concentrate resources on this instead of the Carer's Survey. They had raised the suggestion to the carers' meeting and, as there is no statutory obligation to do it, the meeting agreed not to. The Trust Development Agency were also consulted.

Subsequent to the meeting Nick Dent confirmed that "the CCGs have added the requirement to do a carer survey into the performance contract so we will be running this this year."

b) Question going forward to County MHAG:

Louise confirmed that 10 new out of area beds are being provided across Kent. How many are being provided in the Canterbury area?

7. Information Sharing:

1. County MHAG Update: See draft minutes <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

- Carer's expenses for MHAGs and KMPT meetings have been confirmed and forms circulated.
- Andy Oldfield is still waiting to meet with Cygnet Healthcare regarding new hospital in Maidstone.

2. Provider updates/new members:

Thinkaction, Angela: Running a new time for you group in conjunction with the Children's Center from 12th May. Also offering additional therapy in Herne Bay

Take Off, Ellie: Their crisis group is still running on a Sunday from 4 to 8pm. Referrals are from GPs only. New women's creative group to promote wellbeing. Also bipolar, eating disorders, depression and dementia groups.

Carers First, Liz: It is carers' week from 6th June. We will be organising lots of activities around the area

Kent Community Health Trust, Rathini: 16th May is Mental Health /Dementia awareness week.

KMPT Liaison & Psychiatric Team, Amanda: In line with parity of esteem their service is going from 8am to 8pm from 23rd May. From June, the team will be fully staffed so will be able to conduct drop ins on every ward to ask what people want. Also from 23rd May, Single Point of Access will start taking routine referrals and are continuing to recruit. The team have seen a big increase in their calls.

3. Commissioners' Updates

- a. KCC Update – Sue Scamell: 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

- b. Canterbury & Coastal Clinical Commissioning Group Commissioners' Report has been circulated and is available at <http://www.liveitwell.org.uk/local-news/canterbury-and-coastal/#MHAGInformation>.

4. KMPT Community Engagement Strategy, Nick Dent:

This was developed 5 years ago to replace previous service user and carer strategies. We are aware there is not good representation in older people's services and black & minority ethnics (BME). We are 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.

5. **Staff changes:** Helen Greatorex is the new chief executive at KMPT and is due to start 5th June. Mary Mumvari has replaced Pippa Barber.

8. Working Group

Jasmine, Maxine, Angela, Debbie, Athene, Ellie and Amanda agreed to form a working group to organise an event for World Mental Health Day on 10th October.

The group met and there were lots of ideas. They are planning on tagging onto different festivals during the year, not just the one day, ie marketing with Oyster Festival etc. Another meeting organised for 1st June.

9. Date of next meeting

7th July, 2016 at 2pm at Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE.

Meeting finished at 3.25am

Action Table

No.	Action	Responsibility	Status
1	Debbie to forward IAPT referral guide for circulation.	Debbie	Completed



T: 01732 744950

E: mhag@westkentmind.org.uk

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