

DDS Mental Health Action Group



Meeting on 26th July, 11.00pm

At Council Chambers, Dover Town Council, Maison Dieu House, Dover, Kent, CT16 1DW

PRESENT

David Rowden -Chair
Marie McEwen – minutes
Sami Sharma
Jo Miller
Tracey King
Anand Louis
TS
KS
AW
Dawn Hyde
Keith Symes
Angie Windsor
Julia Hargreaves
Louise Piper
Sarah Parker
Tanya Clarke
Jeanette Dean-Kimili
Dan Broomfield
Marie Gallagher
Liz Frost

ORGANISATION & EMAIL ADDRESS

SpeakUp CIC
West Kent Mind
KMPT Single Point of Access
Sanctuary Supported Living
Sanctuary Supported Living
Sanctuary Supported Living
Take Off service user
Take Off Service user
Take Off Service user
Carer
Carer
Shaw Trust Employment Service
Porchlight
East Kent CCG
East Kent CCG
Kent Police
South Kent Coast CCG
DWP
KMPT Community Mental Health Team Manager
Carers Support

APOLOGIES

Lynne Westwood
Michelle Godfrey

ORGANISATION

Carer
Folkestone & District Mind

1. Welcome Introductions & Apologies

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

2. Single Point of Access (SPoA) Update – Sami Sharma

The service was launched 4th April for all urgent and emergency referrals by email and phone. Response time for emergency is 4 hours and 72 hours for urgent. Urgent does not mean waiting 72 hours, shift coordinators will review these regularly and ensure support/safeguarding is in place. Since 4th April until 11th July we have received over 11,000 calls (excluding emails). Not all of them are appropriate for secondary care but we would signpost appropriately. For Dover & Deal we have had 418 referrals opened for this area. I don't have separate figures for Shepway but will check and feedback.

Action 1: Sami to confirm SPoA referral numbers for Shepway.

SPoA is now also supporting East Kent Psychiatric Liaison A&E out of hours. We take their pager after 8pm and carry out telephone screening. This means we can refer some to other more appropriate services where necessary.

Assistant practitioners collect all information on risk, medications etc before passing over to clinician. If client is very distressed we try to find a clinician to do screening immediately. We cover older adults but sometimes cannot screen over phone so would pass over to Older People

services and also contact carer and GP and pass information onto Community Mental Health Team (CMHT). At point of screening we can book appointment directly with the CMHT at a time that suits the client. For routine screening we pass over to CMHT to contact the client. We have a DNA (Did not attend) policy where we try to make contact with the client twice, usually at 10am and 7pm. We would not wait 24 hours without contact if an emergency.

If not appropriate for secondary care we will signpost to alternative service after discussion with service user. We contact GP within 24 hrs to let them know what we have done with the referral.

Q&A

1. How would it work for someone discharged from KMPT who need to be fast tracked back to secondary care?

If high risk we would screen same day and offer appropriate appointment. We have conference call every day with locality senior. If need to contact CMHT same day we can give details for fast track. Not all calls are appropriate for CMHT and we are improving on the quality of screening by doing this for them and passing along appropriate cases.

2. Is there a text phone number? Not enough people know about this. Needs to be promoted. Details have been circulated to Community Mental Health Teams and GP surgeries. There are discussions about putting it on local radio and social media. We are still new and will work on this but I will take this back and let you know what has been done.

Action 2: Sami to report back on marketing of SPoA

3. Has the recent Operation Stack gridlock impacted on the service SPoA has been able to offer? What happens if the Crisis Team cannot get to people who need them?

We have not been made aware of any issues so far. However, we would not know if people were not arriving at CMHT appointments.

4. Heard that people were being told by SPoA that they cannot help if they are already under CMHT.

If already under CMHT we would transfer the call through or take details and ask CMHT to call them back. We do not ask them to make the call themselves we would put them through.

3. Minutes from last meeting – Approved

4. Action Points

(a) Local MHAG – No actions raised.

(b) County MHAG – Question raised about the Approved Mental Health Professional service (AMHPS) from several other localities. See full discussion in the draft minutes-
<http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

Marie Gallagher added that the numbers going forward for AMPS training this year is the highest ever. They are asked for 2 year commitment as this is a substantial investment. It involves one year training with a mixture of college days and work days.

5. SU & Carer Questions

(a) Raised at Pre-meeting:

1. Concern raised over incident where ambulance attended patient for overdose. Psychological Liaison staff called toxicology but gave wrong amount of medication. This was a serious incident and is being raised with the CCG and Psychiatric Liaison Teams.

2. Client reported anxiety caused over waiting time for Dover Counselling Service.

Action 3: David Rowden has details and will chase up Dover Counselling for initial assessment.

2. Concerns raised over staff levels at Coleman House, down by 9 and set to lose more. Marie Gallagher explained that 9 had left over a period of time but some have already been replaced. These were down to a mixture maternity leave and retirement etc. In South Kent Coast we have a recruitment day planned for 13th August at Coleman House for at least 5/6 band 6 nurses and 3 band 5 nurses. A separate open day will be held to recruit 3 Support Time Recovery workers.
3. Caseloads very high at 65+. MHAG to invite Angus Gartshore to come and talk about this. Marie Gallagher advised that the aim is to reduce caseloads, not all about resources also need clear pathways for people, new services such as SPoA and strategic partners, Social Care team and ensuring we are appropriately referring people to correct services and not hanging onto them. Need to get caseload down.

Action 4: MHAG to invite Angus Gartshore to respond to high caseloads.

- (b) Raise at County MHAG: Concern raised over recurring gridlock problems caused by Operation Stack. Crisis team should be a blue light service to get around town a lot quicker as they are saving lives. When Operation Stack is in place the Crisis service should be given authority to be a blue light service when needed. See further item below to be raised also.

6. Information Sharing:

1. County MHAG update: AMPH service issues were highlighted and the lack of decision makers attending the meeting. See full details in the draft minutes on this link <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>
2. **Commissioners' Reports:** Both available on this link <http://www.liveitwell.org.uk/local-news/south-kent-coast/>

Kent County Council Commissioner Update – Sue Scamell: Circulated.

Clinical Commissioning Group Update – Jeanette Dean-Kimili: Circulated.

- Further update added: Live Well Kent have target 5 GP practices which have highest deprivation and need. Take Up in South Kent Coast has been considerable. We have been doing a lot of work with IAPT services and it is going really well. We will collect data and trends and will feedback to this meeting. Providers are required to really think about how they want to do outreach to the community so that public know services exist and how to access them. We wanted this to be focussed on gaps in services around supporting families and have now linked this into children's' centres and also with older people who are less likely to access services through Age UK. These are all positive changes.
- The Primary Care Mental Health service and Primary Care Social Care social work service is now fully up and running. Primary Care services are improving how they signpost and direct people to those services including IAPT and Live Well Kent.
- Eating Disorder procurement for all ages is with all CCGs, as numbers are small and hard to finance. Working together and bringing support back into the community to catch people at the front door to prevent escalation. All ages.
- Early Intervention in Psychosis (EIP) review is under way. This is a national initiative.
- Health, Housing & Social Care group meets monthly with council housing leads and KCC to look at needs, care home, nursing home, and dementia patients. We want to support housing better. Workshop being held on 17th November at Lees Cliff Hall with 60/70 attendees to join the workshop specifically with housing providers to understand what is

in the system. Housing Support officers will be more informed about how to access this for tenants. Early days for planning but we are trying to join this up.

- Jo advised that there is a gap in the market for hoarding support and she was in discussions with Folkestone MIND and Alan Heyes about this. Is this something the CCG could get involved with? Jeanette acknowledged this had been flagged by housing providers and there would be some appropriate cases for referrals to CMHT or IAPT but would be dependent upon where people were on the spectrum. This is not something we would be looking to commission specifically as there are other services that support this need. Family Mosaic do offer a service and work with housing providers. Dawn queried that if this is funded by KCC, Local District Council and CCGs why does nobody know about it? Jeanette advised that details are on the Live It Well website.

Jo noted that private companies charge lots of money to clear up but this does not include any support for the client during or afterwards and there are some unscrupulous practices. Marie Gallagher added that people would be assessed appropriately and if they need secondary care they would be supported for this. Jo reported that one client was told they had to empty their room before they could access therapy. Jeanette advised that IAPT providers would do the screening and would identify if they can support people with this or to signpost elsewhere. **It was agreed this would be raised at County MHAG.**

3. **East Kent CCG – Louise Piper:** Following up on the East Kent Engagement Strategy presentation at the last meeting Louise reported that they had received just under 400 responses with over 200 people offering to get more involved. The final document is being tidied up but the draft is available on the Live It Well local pages. It includes a second link to a further web page with more information. If you have any other comments or questions on the strategy you can still raise them with Louise (louise.piper2@nhs.net) The next stage is to put together a plan for September to meet with those who want to be involved with workshops, surveys etc. We cover 6 localities and an invite to the workshops will be circulated shortly.

4. Provider Updates/New Members:

Sanctuary Supported Living – Jo, Anand & Tracey: We are recruiting for a full time project worker for Folkestone Housing project. Lots of referrals' coming in. Have some due to move out soon. Good meeting with Shepway Council helping to push people up to Band A if they have been with us for over 2 years.

Delighted to report a very successful outcome for one of our former residents. Keith moved out into community housing and also started volunteering at the Romney & Dymchurch Light Railway. The Volunteer Bureau nominated him for Heart of the Community Volunteer of the Year awards on 14th July and he won first place. Keith added that the staff at Sanctuary Supported Living had guided him to reach this goal, they have been brilliant and he wants to still keep in touch to help support others. He will be working at their Kent Mental Health Festival on 11th October to give back. Keith also volunteers at the Rainbow Centre in Folkestone who helped him in the past and is also a Trustee at Folkestone and District Mind.

The group were delighted to hear of Keith's success and gave him a round of applause.

Porchlight Live Well Kent – Julia Hargreaves: We continue to develop good relations with providers and with new Kent Enablement & Recovery Service. Big demand for link worker service with some challenges around miss-communication. Delivery partners who deliver employment support are reporting big drop in number of referrals. If in any doubt about what they provide please contact them to find out what they offer. No change to how you refer for this service. We have flagged this drop to commissioners.

MCCH wellbeing services in Dover and Deal held a service user consultation on Friday. It was very positive despite staffing challenges but with staff in place now things should improve. Their new services are starting 2nd September, details to be circulated by MCCH.

Dawn queried if Louise will continue to manage the Live It Well website. Louise confirmed this will be ongoing alongside her current CCG work.

Shaw Trust Employment – Angie Windsor: Referrals have dropped drastically. We are concerned about where those clients are now. We used to have caseloads of 30 each and now nowhere near that. Please remember to refer to us. Please do not be put off by new criteria of 16 hours plus. We will work with anyone who is looking for employment. We are still here and accepting clients, please get in touch if you need details. angie.windsor@shaw-trust.org.uk

Carers support – Liz Frost: A new service will be starting in Dover soon, details to follow.

Jobcentre plus – Dan Broomfield: We work with people with mild/moderate mental health needs. First time attending and looking to network and who to signpost people to. We have met with ThinkAction who will be based in Dover Jobcentre to carry out initial assessments for IAPT. We hope to roll out CBT from there too. Was not aware of Shaw Trust Employment service until recently but have now arranged for them to come and talk to staff soon. Mental Health is now firmly on the DWP agenda and we are also working with the local college. Had not heard of SPoA either and details will be useful.

Q&A

1. What level of mental health training do your staff have?
We have mental health training and disability awareness training. We are not experts but do need to know who to refer onto. We realise our customer group is challenging.
2. Lots of service users get a hard time at jobcentres about the way they are spoken to in general across all jobcentres. What criteria do you follow?
We have plan in place for people who may be suicidal etc and call Coleman House to establish if they are known to them.
3. Confidentiality issue here?
Sami advised that the SPoA confidentiality policy is to take details of client and would then call Coleman House, we would not tell anyone else. The phone would be passed to the client and we would speak to them directly. Dan advised they were able to move that person forward and next time saw them in private room. Work coaches have had training with more to follow. Marie Gallagher advised that CMHT should not be giving out information on a patient without consent. Dan noted that the person was high risk.
4. Do you run job clubs?
No but Kennedy Scott provide customer computers and support services.
Tracey noted that the Kennedy Scott work programme at Shearway Business Park is staffed by G4s staff who are supposed to help people to use them but staff do not help and many of the computers do not work. We have had clients come back very upset and in tears who report they have been told by staff to get off their backside and do it themselves. One client is studying and working part-time but was sanctioned for three months as she was not able to attend one meeting due to work and college even though she informed them. Staff are dismissive and very rude at Shearway Business Park, Folkestone. She was told to give up college and find fulltime work. Some staff do not understand how to speak to vulnerable people. I have been there and witnessed it. They feel they are being knocked back and not worthy.
Dan was not aware of this case and advised raising with the Mental Health lead Sarah Buller. Kennedy Scott have their own formal complaints process. Jeanette suggested this should be raised as a formal complaint and they would have to respond.

5. Who makes final decision on sanctions recommended by Kennedy Scott?
The decision maker would be independent.

Action 5: Marie to ask DWP contact Tony March if we can see what DWP plan looks like or if there is a flow chart?

KMPT Community Mental Health Team – Marie Gallagher: Our Customer Services Week focused on reception areas to look at how we could make them more welcoming and responsive to people. We gathered service users/carers views to try and develop and improve the service. We had 72 responses and will feedback on this at another meeting. There were challenges and issues but also some good positives.

5. Staff Changes: None to report at present. CMHT staff chart will be updated in due course after recruitment drive.

7. Working Groups

1. Kent Mental Health Festival – Jo Miller: We have a meeting today straight after this one, please stay and get involved. There are lots of organisations getting in contact from across Kent and funding donations are now coming in. PR department at Sanctuary Supported Living are involved and contacting celebrities for us. We are also discuss filming this event. Kent College wanted £200-300 for this. Good progress. Next meeting after today will be 30th August here at 11am.

2. Crisis Café – David: Discussions are happening with Folkestone Mind but it would be good if Michael Lake from Mind attended this meeting to share details. We will keep pushing for a crisis café. More information to follow.

8. Date of next local Meeting

20th September, 2016, 11am (Pre-meeting for service users/carers only at 10.30am)
At Council Chambers, Dover Town Council, Maison Dieu House, Dover, Kent, CT16 1DW
Time Suit? Yes.

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Sami to confirm referral numbers for Shepway.	Sami Sharma	
2	Sami to report back on marketing of SPoA	Sami Sharma	
3	Chase up delayed assessment for Dover Counselling	David Rowden	
4	Invite Angus Gartshore to respond to high caseloads.	Marie McEwen	
5	Ask DWP contact Tony March if we can see what DWP plan looks like or if there is a flow chart	Marie McEwen	

Administration:

T: 01732 744950

E: mhaq@westkentmind.org.uk



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