

Maidstone Weald Mental Health Action Group (MHAG)



Meeting on 19th May, 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
Susie Chassagne
Maureen Belcher
Jenny Solomon
VG
Steve Bennett
Buba Cooper
Audrey Quansah-Abakah
Jeanette Freeman
Justine Barry
Sally Witts
Lindsay Prestage
Margaret Bell
Catronia Toms
Ali Marsh

ORGANISATION & EMAIL ADDRESS

Rethink Mental Illness
Involve Older People's Services
West Kent Mind
Blackthorn Trust
Involve Carers
Insight Healthcare
Involve service user
KCC, Primary Care MH Social Worker
KMPT Service Manager, Maidstone CMHT
KMPT Equality & Diversity Manager
KMPT, Vocational Rehabilitation
KMPT, Ward Manager
KMPT
Maidstone District Libraries
Samaritans
Shaw Trust
ThinkAction

APOLOGIES

Amanda Sidwell
Zena Watson
Jacquie Pryke

ORGANISATION

MADM
West Kent CCG
West Kent CCG

1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

2. LiveWell Kent service – Catronia Toms

The service was officially launched in Canterbury on 19th May with lots of partner agencies and networks present. Over 180 people came through on the day.

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. Link workers will have booked appointment slots at certain times in delivery partner offices.

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. We don't offer clinical interventions as part of this service but can signpost to the Single Point of Access.

A senior colleague is starting in June, and a navigator starts on Monday. In the meantime there is an interim navigator covering Maidstone.

From 1st April until now there have been a total of 330 referrals with 57 in the Maidstone area. The most used support is around housing, although employment also features heavily. The focus is on making every contact count, ie healthy lifestyles. By asking everyone simple questions they are able to make other recommendations ie stop smoking, getting fitter, stop drinking. Referrals have been higher than expected so they are putting in extra resources to help people move through more quickly.

The network is still a work in development but the core providers are are mcch, Maidstone and MidKent Mind alongside other community resources such as West Kent Housing and Centra. The new Network Development manager, Michael Bourne, is now in post and will be looking at new pathways such as Kent Enablement and Recovery Service (KERS), KMPT, IAPT, primary care mental health nursing team.

Q. Can we refer directly to you or give client's contact number?

A. Either way. We are trying to phase out the paper based referral form. Email or phone is fine.

Q. Some people have been in a service for more than 5 years. How can they be supported?

A. We are looking at different options, ie wellbeing cafes, drop ins etc for longer term support but this is not possible in the existing contract. We are working closely with Ashford LIW Wellbeing Café.

Q. If someone is in a service for a long time but stable it is not possible to access counselling. KERS is for 12 weeks and sometimes people drop off end.

A. It is about acknowledging gaps. Ali - There may be caveats, ie it is possible to get treatment before 12 week wait if referral from GP. The clinician should contact GP to take onus off service user.

Q. There is a reluctance among service users to call, sometime due to a lack of confidence or uncertainty.

A. A lot of referrals are new ones although some are from service users still in old services, it depends on the service user. We are hoping to look at taster days going forward to give people opportunity to engage with various partners.

Discussion around duplication of information being asked of service users :

- Clients open to KMPT have already gone through assessment to determine needs so don't want to go through another service to assess their needs. Could ST and KMPT look at assessment forms to see whether they can be used for the same purpose. If someone is self referring that is not a problem but we want to break down a barrier to the service, ie access for someone referred by KMPT.
- Shaw Trust has a set of key questions we need to ask in terms of demographic information, protected characteristics. Under equality any organisation receiving public funds must ask questions re protected characteristics. Option is available not to answer.
- Shaw Trust needs to hold information in a central place to demonstrate outcomes but also to keep a consistent contact (link worker).
- Purpose of wellbeing discovery session is for the person to decide for themselves what they need not what the professional has decided. Shaw Trust would need to see assessment carried out by CMHT. It would be unfair to take additional choices Live Well Kent could offer away from service user. KMPT is only one route into the service. If the data comes across that answers questions then we won't ask them again.
- KMPT are also asking questions around wellbeing and social care needs so there is duplication.
- Shaw Trust and Porchlight are operating differently, ie Porchlight do not have to go through the assessment process and it is much more accessible service.
- Porchlight are struggling to capture the data. KCC commissioned 2 different models to see what worked well going forward. This is not a static model and may look different in the future.
- As part of IAPT gap conversations, CCGs and providers will be looking at questions asked in assessments. Can this be broadened to have one questionnaire that captures all information?

ACTION 1: Buba to forward a KMPT assessment form to Catronia to discuss – Jeanette/Buba/Catronia

Q. What happens if someone wants to work less than 16 hours ?

A. They can still come for support around wellbeing and employment. There are 2 tiers – the contract is for 16 hours plus but we have also introduced another level around cv, interviews, volunteering.

Q. Jeanette's team offers job retention support; early intervention for those already employed to enable them to continue to carry on. Every person has been discharged back to primary care. They only

work with 25 people but 120 are in secondary care. This needs to be looked at as a preventative solution.

A. It is good to identify these gaps and we may need to look at other avenues of funding. KCC looked at what were most deprived quintiles across county and money was redistributed so funding in Maidstone has been reduced. Porchlight have had funding increased, Shaw Trust reduced.

Annabel asked the group to think about identifying gaps and send any suggestions to livewellkent@shaw-trust.co.uk Shaw Trust are in constant communication with Porchlight about delivery of service.

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

4. Action Points

From Maidstone Weald MHAG:

1. *Email updated information on SPA for circulation* – not available.

ACTION 2: Invite SPA Service Manager, Portia Sherpin to attend a future meeting.

2. *Collate case studies of IAPT gap from different services to pass on to County MHAG* – See County response below

3. *Take concerns from carer to the carers' support group and follow up with Involve Carers.*
Barbara Hagan, Involve Carers Manager went to the carers' meeting to explain the new contract and clear up concerns.

Response to question taken to County MHAG: *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.*

East Kent Commissioners are holding regular meetings with IAPT providers, KMPT and Shaw Trust.

ACTION 2: Jacquie Pryke to confirm what is happening with West Kent and how case studies can be taken forward.

5. Service User & Carer Questions

Annabel explained that other people can also bring forward service user or carer concerns at the pre-meeting if the service users or carers are unable to attend.

- a) A letter was received by a service user from mcch about the change in their services which has caused great distress to the service user in question. She is keen to stay in employment, for less than 16 hours a week, and relies on seeing an employment advisor once a month to enable her to be eligible for supported permitted employment. She is seeking assurance that this service will still be available to her and others in her situation.

- Supported permitted work can't be done without an employment adviser. There are lots of people that need to be linked in under a specialist employment service. Those that aren't eligible because they cannot undertake 16 hours or more. Supported Permitted working rules are that they have to check in once a month with an employment advisor.
- For equality purposes everyone should be entitled to receive service and should not be discriminated against whether they want full or part time work.
- Has an equality impact assessment been carried out into this? Yes, this was done as part of the original contract. If it is implemented but indirectly discriminative then it is down to Shaw Trust as well as KCC.

Catronia confirmed that they have agreed with mcch that their employment service will stay in place for next 6 months at least. A meeting is planned between Shaw Trust and Jeannette Freeman to discuss this going forward.

ACTION 3 : Catronia to liaise with mcch to look at letter and feed back to meeting.

- b) Sally has a client who is ready to be discharged from residential unit but doesn't have a care co-ordinator. She has contacted the Community Mental Health Team as one third of their clients do not have care co-ordinators.

ACTION 4: Buba to follow up with Sally

- c) Juliette went to the Live Well Kent launch event. A service user was in the first frame of the video which was circulated afterwards and appeared on You Tube, without permission being given. This caused great distress to the service user. Catronia has personally spoken to Porchlight about this as they had organised the photographic equipment. The video has been taken down and this will be raised again at a joint conversation meeting tomorrow. Will ensure that there should be some caveat going forward, either obscuring faces or consent forms.

Take to County:

Does an amendment need to be made to the Live Well contract to support supported permitted work to ensure that everyone has access to employment support?

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**

From 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

Steve Bennett added that this team is now practically fully staffed with at least one worker for each of 8 areas across kent. He is based in Cromer House in Ashford and is currently developing a network of locations

Referral to the Mental Health Primary Care Social Work Service is to 03000 422 356 or primarycarementalhealth@kent.gov.uk

Cheryl Fenton, Primary Care Social Care Head of Mental Health is also looking at preventing an overlap of services across the county and is working with KERS/IAPT/Primary Care Social Care Workers, Primary Care Mental Health Specialists and Shaw Trust.

Live Well Kent's community link worker is a revised role based on the successful GP link worker role. For Shaw Trust this role is contracted to Porchlight and provides initial wellbeing discovery session for all referred clients in addition to providing up to 8 weeks support for wellbeing needs including signposting, finance and benefits, basic housing and employment advice plus support to access a range of activities to improve wellbeing based on an individual's own goals. They can transfer a client following the Wellbeing Discovery Session if longer support is identified.

For clients managed within Primary Care the new Primary Care Social Work service can carry out Care Act Assessments and identify support for social care needs which the Live Well Kent service is not commissioned to provide.

Live Well Kent may refer clients to a primary care social worker for needs that are predominately social care as they focus on wellbeing.

West Kent CCG: This was circulated separately and is available on Live It Well website.

Crisis Café -funding has now been agreed for Maidstone and Tonbridge with pilot starting July 2016.

ACTION 5: Confirm location of Maidstone café. Tad had been involved early on but had received no further feedback about using the Maidstone Community Support Centre.

3. KMPT Community Engagement Strategy, Audrey Quansah-Abakah

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

This strategy was developed 5 years ago to replace previous service user and carer strategies. 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.

4. Service Update/Introduction for new members

Community Mental Health Team, Buba: We have been in our new building for 6 months now and are settling in. 18th July is customer care week where we open to service users to show what we offer and what we do. There will be activities such as massages and a bake off. We will send something out nearer the time. We are also looking at how we engage with service users and carers locally and on 3rd Friday of every month from 9am – 1pm there is an opportunity to meet the manager. Juliette said her service users thought it was a very positive thing.

Maidstone District Libraries, Lindsay: Shelf Help is a new national books on prescription scheme aimed at helping young people with mental health issues.. This complements the adult scheme which has been running for a couple of years. The books can be ordered through any library.

5. Staff changes

KMPT, Jeanette: One of their vocation advisors in Maidston has gone to Single Point of Access and they will be interviewing on 6th June for a replacement.

7. Working Groups

1. Supporting Open Dialogue in Maidstone. It has been decided not to take this forward as a working group but to keep in touch with Yasmin.

ACTION 6: Invite Yasmin Ishaq to give an Open Dialogue update at the October MHAG.

Shaw Trust are going out to network providers from 6th June to meet their service users but it would be good to have a community resource event which Shaw Trust could support to also highlight their services to other providers and service users. A service directory being updated and will be sent out through the MHAGs.

Juliette Page, Jenny Solomon and Steve Bennett to co-ordinate a Partnership Event with Michael Bourne at Shaw Trust for end of September.

8. Date of next meeting

21st July 2016, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 15.44pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Forward a KMPT assessment form to Catronia to discuss.	Jeanette/Buba/Catronia	
2	Invite SPA Service Manager, Portia Sherpin to attend a future meeting.	Sue Sargeant	Completed for September
3	Confirm how West Kent is addressing IAPT gap and how case studies can be taken forward.	Jacque Pryke	
4	Liaise with mcch to look at supported permitted employment letter and feed back to meeting.	Catronia Toms	
5	Follow up with Sally re care co-ordinator	Buba Cooper	
6	Confirm location of Maidstone Crisis Cafe	Jacque Pryke	
7	Invite Yasmin Ishaq to give an Open Dialogue update at the October MHAG.	Sue Sargeant	Possible attendance for November

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

Administration :

T: 01732 744950

E: mhag@westkentmind.org.uk



Catronia – Will ask mcch for copy of letter for Venetia and will feed back to MHAG