

# Maidstone Weald Mental Health Action Group (MHAG)



Meeting on 21<sup>st</sup> July, 2016 at 2pm

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

## PRESENT

Juliette Page – Chair  
Annabel Aitalegbe  
Sue Sargeant – Minutes  
Yvonne Irvin  
Jenny Dickson  
Jenny Solomon  
Maureen Belcher  
Andy Wood  
Adrian Croucher  
Steve Bennett  
Buba Cooper  
Margaret Bell  
Kathrin Davis  
Liz Bailey  
Anita Hodge  
Ali Marsh

## ORGANISATION & EMAIL ADDRESS

Involve Older People's Services  
Co-chair Maidstone Weald MHAG, Rethink Mental Illness  
West Kent Mind  
Maidstone & MidKent Mind  
Insight Healthcare  
Insight Healthcare  
Involve Carers  
KCC, Kent Enablement Recovery Service (KERS)  
KCC, Kent Enablement Recovery Service (KERS)  
KCC, Primary Care MH Social Worker  
KMPT Service Manager, Maidstone CMHT  
Samaritans  
Sanctuary Supported Living  
Shaw Trust LiveWell Kent  
Stonham Homegroup  
ThinkAction

## APOLOGIES

Jacque Pryke  
Paul Head

## ORGANISATION

West Kent CCG  
Mcch

### 1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

### 2. Samaritans – Margaret Bell

The Samaritans is a 24 hour, 365 day service for listening. Our Mission is to reduce the number of deaths in the country by suicide but also have a belief that people have the right to decide their own destiny and future.

The service was started in London in 1953 by a young vicar, Chad Varah. The highest people at risk from suicide used to be young men but it is now now men aged 45-60. There are now 201 branches across the country offering support in the following ways:

- By telephone. 116 123 is the new centralised freephone number but it is still possible to call the local branch (Maidstone 01622 674444). (Midnight to 5am at the weekends has the most engaged rate with fewer people available and no other services to call. Freephone number has increased calls
- By email. Particularly useful for callers who are deaf or who have hearing or speech impairments. Contact us for support by email by using [jo@samaritans.org](mailto:jo@samaritans.org)
- By visiting a local branch, although opening times differ.
- By text
- By writing to a virtual letter branch. This is particularly useful for prisoners
- Through outreach partners. We attend a Day Centre in Maidstone for homeless, 2 GP surgeries and Fleming House, Probation service. Cruze Bereavement Service have long waiting lists so the Samaritans can offer calls until they have space.
- Through promotion and awareness days.

The Samaritans is a central charity but the local branches are autonomous. We have been in Maidstone at 48 Grecian Street since 1974. There are no paid staff at a local level but we currently have over 70

volunteers, mostly listening but also support Samaritans. We also have a Listener Scheme at East Sutton Park and Maidstone Prisons with Prisoner Samaritans who have been given training.

Last year the Maidstone Samaritans took 13,050 calls, 909 emails, 645 texts and saw 100 visitors.

We encourage people to think about how they are feeling and don't shy away from asking questions about suicide although most callers are not suicidal. We have a strict policy of confidentiality so nothing goes outside Samaritans unless there is a threat. We also signpost to Childline. And other organisations.

Anyone is welcome to volunteer and can contact Margaret for more information. Volunteers are given extensive training and given a mentor for the first 20 hours. There would be an agreement that you would do about 4 hours per week in total including some night duties.

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

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

##### **a) From Maidstone Weald MHAG:**

1. **Buba/Jeanette to forward a KMPT assessment form to Catronia to discuss.**  
Jeanette Freeman, Vocational Rehabilitation Lead, KMPT confirmed that she is meeting Catronia Toms on 25th July 2016 to discuss referral pathways and assessments. Liz also mentioned there is a meeting in August to discuss service managers working with KMPT sending a risk assessment so that information is not duplicated.
2. **Sami Sharma, Single Point of Access has been invited to the MHAG, date to be confirmed.**
3. **Confirm how West Kent is addressing IAPT gap and how case studies can be taken forward.**  
See County response below.
4. **Liaise with mcch to look at supported permitted employment letter and feed back to meeting.**  
Catronia Toms confirmed she was not able to obtain a copy of the letter either from MCCH or the client but did meet one to one with the client to clarify her concerns. From this she agreed to request a position statement from KCC on the future of supported permitted work. Currently it has been agreed support will continue for the client concerned and to identify other clients in similar circumstances – this has been completed and only MCCH have any clients accessing this scheme. KCC has also confirmed that this scheme will not exist following the roll out of universal credit.
5. **Buba to follow up with Sally re care co-ordinator – Completed**
6. **Confirm location of Maidstone Crisis Café – See Commissioner's reports below.**
7. **Yasmin Ishaq, KMPT has confirmed that someone will attend the November MHAG to give an Open Dialogue update.**  
**ACTION 1: Sue to request a written update before November MHAG.**

##### **b) Response to question taken to County MHAG: (See April County minutes for full response)**

**IAPT gap:** This refers to a gap identified between primary and secondary psychological services. East Kent CCG outlined how they would be addressing this going forward and West Kent CCG were asked to do the same.

Jacquie explained that she has liaised with the other CCG's to see how they had addressed the gap. Certain changes have been agreed with providers and KMPT and the following actions were agreed:

- Eligibility criteria was reviewed and agreed
- It was acknowledged that there are currently long waiting times for psychological therapy at KMPT due to high level of demand, under resourcing and the length of course duration. The

new Live Well Kent service started 1st April 2015 and patients can be signposted to Live Well Kent to support patients either following IAPT treatment or whilst waiting for secondary services

- It was agreed that going forward if a provider receives a referral from another provider that they think might be inappropriate for their services they will phone the referring provider to discuss the case and mutually agree the best place for that patient to be seen, rather than refer the patient back to the patient's GP.
- The provider to provider transfer of care form was reviewed and updated.

Jacque is hopeful that these interventions will help to address the gap identified in West Kent as they use the same providers as East Kent (Insight and Think Action). They have meetings scheduled to address this to ensure that there is consistency across Kent with all providers and KMPT.

However it is also acknowledged that this is also an issue of resources. Mental Health is undergoing many service changes and transformation as part of the Government's Five Year Forward View and although not an immediate resolution it is part of the long term vision to improve these services.

Regular meetings will start from next week. CMHT, SPA, Crisis, IAPT, CCG had meeting in East Kent so hopefully can be replicated into West Kent.

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

None brought forward

Take to County: N/A

## **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:** These reports were circulated separately and are also available on the Live It Well website.
  - a) Sue Scamell, KCC
  - b) Jacque Pryke, West Kent CCG:

**Crisis Café:** Very sadly although first agreed by the CCG, due to some current changes in funding all new projects for the CCG have been put on hold. They will be reviewed again in September and we are hoping that we get the go ahead for funding then. It is very disappointing, but I have liaised with both Maidstone Mind and West Kent mind. At this stage there isn't anything further I can do, other than put a strong case forward in September.

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

**Mcch, Paul Head sent the following:** Outcomes for the employment service are going well with people going into work and retaining job for the 13 week target. We have appointed to the Maidstone vacancy and are now fully staffed.

**Insight Healthcare, Jenny:** We are running a pilot group for older adults at Starbucks in Maidstone with between 5 and 10 people attending for six 2 hour sessions.

**Shaw Trust Live Well Kent, Liz:**

- During the first quarter of the contract (April to June 2016) there were 650 referrals in total across all lots with 282 from West Kent.
- Referrals for Maidstone were about 30 per month, so one third of the West Kent total.
- In general the age group breakdowns are as follows: 25 - 50 year olds (67%) 17-25 at 13%, 50-65 are 16%. Split of 55%-45% serious mental illness v common mental illness which is not what we expected. This could be due to pressures in KMPT.
- Top interventions were around healthy lifestyles, employment, housing, informal mental health support (groups within network), benefits and finances.
- We held a Theory of Change workshop last week for our delivery network to talk about changes to funding and service delivery.
- Part of our role as strategic partner is to support delivery partners in changes made based on evidence around the programme and to look at how services can be supported long term. Some of the first year is looking to see where the programmes fits within the health and social care sector.
- We are still in the process of designing procurement process and looking at timeframes and, following the previous 6 month extension of some services will be meeting up to talk about what will stay.

**Stonham Homegroup, Anita:** We have had 4 successful move ons at Dartford and Maidstone.

**KCC, Kent Enablement Recovery Service (KERS), Andy and Adrian:** We are based at Albion Place but moving to the Live it Well Centre, Holland Road from September. We offer community support, working with individual clients for up to 12 weeks looking at social care needs. Referrals are received from the Primary Care Social Care worker and Community Mental Health Team.

**4. Staff changes** – none reported.

**7. Working Groups**

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

Subsequent to the meeting the working group decided that the event should be delayed until The Shaw Trust and delivery partners all know who is receiving funding etc and services have had a chance to settle down. A new date will be discussed at the next MHAG.

**8. Date of next meeting**

15<sup>th</sup> September 2016, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 2.57pm

**ACTION TABLE**

Action No.	Action Point	Responsibility	Status
1	Request a written update on Open Dialogue before November MHAG.	Sue	

**Administration :**

Phone: 01732 744950

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



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

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