

# Medway Mental Health Action Group



Meeting on 2<sup>nd</sup> August, 2016, 10.30pm

ThinkAction, Pender House, Whitewall Road, Medway City Estate,  
Rochester, Kent, ME2 4EW

## PRESENT

Alan Heyes – chair  
Marie McEwen – Minutes  
Brian & Jeanne Clark  
Vikki Randall  
Tracey Munton  
Margaret Hanley  
Rathini Mills  
Jenny Wheeler  
Bobbie Taiano  
Joseph Akinseye  
Annabel Aitalegbe  
Amerdeep Hujan  
Elva South  
Bob Lomas

## ORGANISATION & EMAIL ADDRESS

Mental Health Matters  
West Kent Mind  
Carers  
MEGAN CIC  
DWP  
Carer  
Medway Council  
PoHwer  
Carers First  
Sanctuary Supported Living  
Rethink  
Rethink  
Medway Council  
Sussex Partnership CAMHS

## APOLOGIES

Heidi Butcher  
Alec Renmant

## ORGANISATION

Healthwatch Medway  
Insight Healthcare

### 1. Welcome Introductions & Apologies

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

### 2. Minutes from last meeting - Approved

### 4. Action Points

No actions from local or County MHAGs.

### 4. SU & Carer Questions:

#### a) At Pre-Meeting:

1. Medway hospital has been commissioned to deliver 24 hour psychiatric liaison at A&E but service user/carers waited for 6 hours before being seen. This is not good enough. This has also been raised through the Swale MHAG and the Swale CCG commissioner is looking into this.
2. A carer reported difficulties accessing an urgent prescription for medication from the Medway Crisis Team and the Single Point of Access (SPoC). No reply from the Crisis Team and SPoC could not get through either, they advised he should keep trying or go to Medway A&E. The carer chose not to go through A&E 24 hour Liaison as this is known to escalate the situation. He tried Sittingbourne hospital but they were unable to help as their MEDOCC

(Medway On Call Care) Team only had two nurses who could not write prescriptions. He eventually got the prescription from Sheppey hospital. This local pathway worked much better. The Care coordinator has agreed to provide a letter to use as evidence of needing medication for future use. It was agreed this should be highlighted at the County MHAG and to ask if it can be written into Care Plans as it is a good way forward and takes pressure off CMHT/Crisis/Liaison teams.

Brian added that the Triangle of Care (TOC) is about treating carers with the same respect/responsibility as professionals as carers know more about their loved one and what they need. The profile of carers needs to be raised. Bobbie advised that she is on the steering group for the Self-evaluation programme and both carers and carer organisations are included. Kite marked to say they liaise with carers. TOC should be a standing agenda item for all KMPT meetings.

Margaret commented that her experience has been very different. She feels listened to and would have no hesitation in getting in touch if she had any concerns. Brian noted that his situation was high risk and failure was not acceptable, SPoC is supposed to stop this happening and it is not working.

3. Advocacy question for people with deaf/communication/Learning Difficulties (LD) had been raised by email by a carer which highlights the difficulties. The response from Medway Council was not helpful as it listed separate services for each condition. Margaret queried how a person with all of these needs would be able to access SPoA?

Jenny apologised for the poor response from PoHwer's central office in Birmingham. She advised it was unsatisfactory and they were looking into this.

Jenny added that there had been a pilot for LD advocacy but this had not included referrals from the community. Consequently no referrals had been received. This has now been reviewed and is now available to the community. We can now go out and promote this.

With regard to deaf needs – Chloe the advocate is not trained in BSL so we would buy in that service – if other needs we will work around this. Software converts speech etc. so we would work with the person. We have limited staff and resources but will work on this.

b) Question going forward to County MHAG Medication protocols.

## **5. Information Sharing**

1. **County MHAG Update:** The Next meeting is on 17<sup>th</sup> August. The draft county minutes are available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>
2. **CCG and Medway Council Commissioners Reports:** None received.
3. **Provider updates/New members**

**MEGAN CIC – Vikki Randall:** We offer Peer support programme groups weekly and fortnightly. My role is new for Peer Support and Signposting. We are part of the R.E.A.P. Partnership group (Refugees in Effective & Active Partnerships) which includes, SureStart, Street Safe, Foodbanks etc. for people to access support for crisis. Also looking at their forum for service users to share experiences and we will feedback to MHAG. Not great attendance at the moment but looking at this. We also attend Littlebrook Hospital to talk to people there about peer support.

**Sussex Partnership Children & Adolescent Mental Health services (CAMHs):** We provide tiered services and deliver Children & Young People Services (CHYPS) as part of this. We operate

Tiers 2 and 3. Tier 3 is based in Gillingham Business Park and is very like adult CMHT and has a multi professional team with 20 clinicians for moderate to severe needs for 0-17 years. Tier 2 is the entry level for less complex and is short to medium term operating out of New Horizons Hub at Chatham and is closely linked to Tier 3. Medway has two separate teams unlike Kent which is one team. We have equivalent to adult crisis team based in Maidstone. South London & Maudsley (SLAM) Trust provides inpatient unit at Staplehurst and is always full. The need for inpatient Psychiatric Intensive Care (PICU) beds is very high and we have people going as far as Newcastle and Yorkshire. Young People national bed crisis happened later than adult crisis about 5 years ago and has never improved. All operated by NHS England and not commissioned locally. Inpatient care is predominately private for PICU. Issues of people not being accepted because of low risk and end up being detained in order to get them into hospital and we are working hard to stop this. Sussex Partnership took over in 2012 and have made fair progress but not out of the woods for waiting times. Every CAHMs provider across UK has waiting list but to some extent it is the model of delivery which we have no option on.

There are themes emerging around school refusal, education and exams stress. Colleagues in education share those concerns and sympathize with us. Self-Harming is a big issue. Significant amount of pressure on children. Social media too much exposure and information. Budget of £10m but with lots of constraints set by commissioners on how it was spent and is time limited. Very challenging. Joint working with KMPT has improved and we now have a structure in place which has improved for moving into adult services. Lots of talk about developing young people services – 18yrs is legalistic. At 18 people can make their own decisions but not under 18 and it makes it harder. A lot of our work is with parents as it is a legal requirement that we work with them but we try to involve young people with monitoring etc. The contract is up for renewal and going out to tender next year. There will one contract for Kent with a separate one for Medway but both happening at the same time. Medway Commissioners are keen to shape their services locally to suit their own locality. Potentially some positives in there. We hope to continue to be the main provider but with other agencies involved such as Addaction who are doing great work here. We want to be more engaged with MHAG locally. Our Gillingham team attend Swale MHAG.

**Rethink – Annabel Aitalegbe:** We are now part of Medway Mental Health Integrated Services funded by Medway CCG. Historically we were closed to CMHT specialist but we will now be opened to IMAGO and we work to prevent unnecessary admissions to hospital. We work with people for 8 weeks but can be longer if needed and can be re-referred straight away. Annabel will circulate an update in due course.

**PoHwer – Jenny Wheeler:** Medway Minority Ethnic forum held 3 events and not one service user attended from the BME (Black, Minority, Ethnic) communities. Professionals attend and provide good information but it is one way on the experience of professionals rather than the service user. Last one is on 26<sup>th</sup> August.

The group discussed this issue and the following comments were made:

- The Hope Project tried to do a similar engagement but could not get enough people signed up. Nothing changes with the barriers.
- MEGAN had same experience with the same faces attending, although accessing services there are no live new sign ups. Most of our good information is coming from the professionals.
- Perhaps forums are not what BME (Black, Ethnic, and Minorities) want. Stigma on whole family. Services have remained the same but still good to keep reporting it.
- There is some support within their own communities, but we need to reach the ones who have no support but we are struggling to access relevant communities.
- Limited resources could be causing this.
- Good engagement in other parts of the country (Harrow/Leicester). We need to look at what they are doing differently.
- Nationally BME do not access services early enough.

- Need to pull the data for next meeting.
- Could we look at the JNSA to look at population needs?
- Look at GP surgeries and women's refugees? The Hope Project tried this but it hasn't worked.
- We can take the forum out to the people but we need bigger resources.

**Sanctuary Supported Living – Joseph Akinseye:** Kent Mental Health Festival details circulated. If you are interested in having a stall all details are on the Live It Well website on this link <http://www.liveitwell.org.uk/your-community/kent-mental-health-festival/>

Renee Hepker's email was read out to say goodbye as she moves on to her new job at Inclusion Thurrock's IAPT & Recovery College Service as the Recovery College Lead. <http://inclusionthurrock.org/> Alan Heyes passed on his thanks on behalf of the group to Renee for all the work she has done over the years. She will be missed and we wish her well for her new job.

#### **4. Staff Changes – none to report**

#### **6. Working Group Update**

Elva advised that the mapping booklet is still a work in progress. A draft copy was passed around. It contains a summary from providers' services. The draft will be sent out to local groups/clients/agencies for comments. Elva has been emailing people to find out about their funding and what they are providing.

**Action:** Elva to circulate mapping booklet for comments via MHAG.

#### **7. Date of next meeting**

27<sup>th</sup> September, 2016, 10.30am, ThinkAction, Pender House, Whitewall Road, Medway City Estate, Rochester, Kent, ME2 4E

**The meeting finished at 11.50am**

Administration



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