



Ashford Service Users' Minutes **Tuesday 6th September 2016**

Present: Maggie, Amanda – Chair, Luke – Minutes, Murray, Graham (Umbrella), Paul Head (MCCH), Vinnii, Joyce, Lizzie, Xenia-MCCH, Ellie Bennett (Primary Care, Mental Health Social Worker), James, Danni, Richard.

Apologies: Lee, Jane, Ken.

Minutes: Verified

Matters Arising From Last Minutes: None.

Speakers:-

Paul Head from MCCH: There have been a lot of changes. MCCH have feedback on groups. Paul handed out graphs on how helpful the groups have been. The average score was 3.2 out of a score of 1-4. On the whole the groups have been successful. MCCH will be using the feedback to see how they can improve the service in the Ashford area. Paul also gave out comments feedback. The comments were very encouraging. The stats were taken from the Wellbeing Group. To access MCCH you must be referred through Shaw Trust. An Assessment is usually done within two days. The whole process is being replicated in Dover and Deal due to the success in Ashford.

Ellie Bennett from Mental Health Primary Care Social Work Service: The Service went live in April and is separate from Secondary Care CMHT. Individuals can self-refer. A lot of referrals come from the CMHT for people who are not suitable for secondary services or people who are being discharged. The service aims to contact people within two days. The service identifies social care needs and signposts to other agencies. Telephone referrals are made via a duty team. The single point of access number is 0300 222 0123 which is a 24hour helpline which will refer and signpost. The mental health primary care social work service is based at Kroner House. If assessed and there is a need for support a referral to Shaw Trust will be made through the Live well service. Kent enablement service will work with individuals for up to twelve weeks. The service can refer to improve access to psychological services. The Mental

Health Primary Care Social Work Service Number is 0300 042 2356. There are two social workers in each area in Kent with nine workers in total. It is a small service with over 300 referrals since going live. There will be a new service manager who will be Lindsey Johnston from the Autism Team. Face to face assessments are done within 5 days. The service works towards an individual's goal and is an enablement service.

Questions for MP: A service user has put together a letter to Damien Green and there has been a reply. Damien Green wants a name put to the letter but the service user does not want to use their name. As a result Vinnii and James have agreed that their names and addresses can be used. We want to invite Damien Green to the Forum and need a list of questions for the MP

Subs: It was agreed that everyone would contribute a pound each month towards the food that James very kindly brings to the forum.

Health Walks: Maggie is looking for someone to train as a health walker for the Ashford area.

Charity Run for Mind Ashford Crisis Café: Vinnii West has done a 5k run around Victoria Park and very kindly raised £875 for the Crisis Café in Ashford. The money will be used to set up a sensory room in the café and to buy things that the café and its users require.

The next meeting will be on Tuesday October 4th @ 11am