

Thanet Mental Health Action Group



Meeting on Thursday 12th July, 2016, 11am-12.30 pm
At Richmond Fellowship, Thanet Community Service,
17 St. John's Road, Margate, Kent, CT91LU

PRESENT

ORGANISATION & EMAIL ADDRESS

David Rowden – Chair	Speak Up CIC
Marie McEwen – Minutes	West Kent Mind
Liz Frost	Carers Support
Helen Rhodes	Carers Support
Kelly Williams	Liaison Psychiatry (Thanet)
Katrina Eavy	Student Mental Health Nurse
Jenny Solomon	Insight Healthcare
Anthony Long	KMPT Adult Inpatients St. Martins
Sami Sharma	KMPT Single Point of Access
Louise Piper	East Kent Commissioning
Sarah Parker	South Kent Coast CCG
Paul West	Disability Drop-in Centre
Brian Heard	SpeakUp CIC
Maggie Gallant	SpeakUp CIC
Hazel Malik	SpeakUp CIC
LK	Carer
Terry Balby	Addaction (IAPT ThinkAction)
Sharon Buxton	KMPT/KCC
Linda Caldwell	Thanet CCG
Lorraine Kent	Richmond Fellowship
Linda Stocker	Garden Gate
Annette Wolujewicz	Porchlight Live Well Kent
Guy Barritt	Rethink

APOLOGIES

ORGANISATION

Marissa	
Mazza Duplany	SpeakUp CIC
Gloria Phyll	East Kent Carers Council
Holly Warner	KCC Primary Care Mental Health
Tony March	DWP Jobcentre Plus

1. Single Point of Access Update – Sami Sharma

The service is open to all, 24 hours 365 days. Referrals taken by phone and email including emergency referrals. An assistant practitioner will collect all information and pass onto a qualified clinician to do telephone screening. We have the flexibility and technology to book face to face appointments and refer to crisis team or other appropriate service. Details are then passed to CMHT to follow up. Response times are 4 hours for emergency and 72 for urgent. We regularly go through all urgent referrals to pick up the person on same day to ensure a safety plan is put in place.

From 4th April, when the service was launched up until 11th July we received 10,445 phone calls. From 11th June to 11th July there were 3,371 calls. There was 2,745 referrals for young adults and 378 for older adults. 341 referrals were for Thanet. Since Monday this week we are now covering A&E Liaison out of hours with telephone screening to reduce waiting times. We want to support other mental health services.

Question 1: High number of calls to deal with. Where do you refer them to?

Response: To the voluntary sector etc, secondary care if appropriate, we screen and signpost. Even if issue is for housing needs we will signpost to the appropriate team. We would transfer the call rather than give them another number to call.

We do have teething problems for huge area. All feedback welcome, happy to work with all providers. Anyone call us 0300 222 0123 <https://www.kmpt.nhs.uk/where-do-i-go-in-a-crisis/> We are part of crisis plan and people open to the Community Mental Health Team are given our number. We can transfer them to CMHT during day time. If out of hours we would deal with the situation.

Question 2: What is difference between this and the Crisis team?

Response: We only do telephone screening. The Crisis team can do home visits and can be more involved. If client is under the crisis team we can still transfer their call through.

Question 3: 72 hours is a long wait for urgent situations.

Response: We have qualified clinicians who go through and check all urgent referrals and take appropriate action. Some GPs refer as urgent when this is not the case. We can pick this up. If someone is distressed we will call them back immediately. If they need support we ask about risk – e.g. can you wait 4 hours/tomorrow do you have support/safety plan etc.

2. Minutes of last meeting – approved with minor spelling amendment and one correction – the Disability drop-in is no longer available at Margate Jobcentre

3. Action Points:

(a) from last meeting:

Action No.	Action Point	Status
1	Meet with Sharon Buxton to set up Hearing Voices group:	Lead is on annual leave but is thought to be possible. If Beacon cannot run the group though we are looking at suggestion that people use their personal health budget to come to Richmond Fellowship for this. Other options being looked into. Keep on the agenda.
2	Provide details of client to Sharon who will investigate	Not completed. Client was re-admitted to hospital but is out now. David hopes to meeting with them this afternoon to take further details.
3	Provide details of Disability Drop-in Centre	Completed with correction added. No service provided at Margate.
4	Circulate Working Group Update by email.	Outstanding. David has met with KMPT Social work team to discuss Crisis café. Further meeting this afternoon and in 2 weeks. Sharon and Linda attending and keen to push this forward.

(b) Raised at the County MHAG on behalf of Thanet MHAG re complex case. An action was raised advising that the Thanet MHAG chair should check with Sharon Buxton, CMHT Manager if this has been dealt with and if not, raise it with Linda Caldwell at Thanet CCG. Sharon and David to discuss after this meeting today. Linda added that there is some work happening with dual diagnosis. Sharon also noted that there is senior dual diagnosis nurse who attends screenings every two weeks and there is more partnership working and training happening.

6. Service User & Carer Questions

a) Questions raised at today's pre-meeting:

1. Take off Peer Support service still not being delivered in Thanet. Contract commenced in April and it is now July and nothing is happening. Can Porchlight update on if or when this will start? Annette advised that this is an internal staffing issue. Further questions can be taken by Julia

Hargreaves Juliahargreaves@porchlight.org.uk Porchlight are aware of this but MHAG is not the correct arena for this discussion.

2. Carers afternoon at Beacon was not well attended as it was not advertised to all groups/surgeries and only advertised on site at the Beacon. Suggest a monthly report is circulated to give this kind of information. Sharon agreed to this and will circulate it via the MHAG mailing list.

Action 1: Sharon Buxton to arrange a monthly information update for circulation via MHAG.

3. Delyth Andrews trial is due to finish soon. It has come to light that numerous agencies possibly failed to take appropriate action. Reports had been made to social services and the police but no action appears to have been taken. We want these services to be held accountable. SpeakUp CIC have started a campaign on behalf of Delyth to ask these agencies why they did not take any action when they were aware of what was happening. There could be others in the same situation. We hope to set up a trust for Delyth in the future. Everyone is welcome to attend our first campaign meeting next **Wednesday, 20th July, 2016, 11.30am** at the Media Centre, Margate, 11-13 King St, Margate CT9 1DD.

- (c) **Raise at County MHAG:** Raise awareness of Delyth Andrews' death. Thanet District Council social services and Kent Police are accountable.

7. Information Sharing:

1. **County Update:** There was discussion regarding delays with the Approved Mental Health Professional Service (AMHS) and the service lead has been invited to attend the next meeting on 17th August, 2016. Please refer to the minutes for full details on the Live It Well website on this link <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>
2. **Commissioners Reports:** Thanet CCG Commissioners Report has been circulated and is also available on the Live It Well website on this link <http://www.liveitwell.org.uk/local-news/thanet/#MHAGInformation>. Linda noted there are 3 acute and 3 picu out of area bed placements at present. A weekly teleconference between the CCG and KMPT takes place to look at any delayed transfer to try to resolve these as soon as possible. East Kent CCGs are planning to block purchase 10 beds with a private provider – not local but not so far to travel.

KCC Commissioner Sue Scamell: Sue's update has been circulated and can be found on the above link.

Porchlight Live Well Kent Update: Key developments for the first quarter of Live Well Kent in Thanet are:

- Employment group set up to look at some of the challenges and changes impacting on employment delivery in Thanet – includes Rethink, Shaw Trust, Job Centre Plus and Vocational advisors
- First steering group held for delivery partners and their service users. First meeting provided updates on progress, but will be more issue based around service developments and opportunities.
- Useful meetings with the new KERS team, with ongoing relationship to look at how we can work together effectively
- Reviewing recovery focus of services – good examples of wider network partner is the Garden Gate project
- Innovation Grant to be launched in September – will be themed, with some ring-fenced money for service user involvement and young people's transition. More details to follow

3. Provider Service Update/New Members:

Louise Piper EKCCG Amazing response to the recent survey, results can be found on the Live It Well website here <http://www.liveitwell.org.uk/local-news/ashford/east-kent-mental-health-say-survey-results/> and will be added to CCG pages. There were over 400 responses with over 220 wanting to be involved. Get back to me if you have any questions. Over 1,300 suggestions on what our mental health strategy should look like in 5 years. All answers are on the second document on the link.

Rethink Employment - Guy Barritt: Leaflets and cards distributed. We help people aged 18-65 to get back onto path to employment. We take referrals through the Live Well Kent Hub or from other agencies.

Carers support Liz Frost & Helen Rhodes: Liz is the Young Adult Carer Development Worker and her role is to develop the service for Young Adult Carers (16-25). If they are receiving support from Kent Young Carers they can also have support from us. It is the same referral form/process for referring Young Adult Carers as for adult Carers. We offer one to one, home visits, access to Carers' Assessments, activities and training. Full details of the Young Adult Carer service and events/activities can be found on our Facebook page at: <https://www.facebook.com/YoungAdultCarersCanterburyDoverThanet/>

Thanet Liaison Psychiatry – Kelly Williams: First time at the meeting. Please contact me if anyone has any questions.

Insight Healthcare – Jenny Solomon: We have some new venues for face to face counselling. Details will be circulated via MHAG mailing list. We have linked with IESO for online support.

KMPT - Anthony Long: Occupational therapist on Bluebell ward at St. Martin's Hospital, Canterbury. Leonie Down will be attending the MHAG in future. We want to forge stronger links. There is some positive work happening:

- New peer support role at St, Martins on all wards is going well
- Support workers at the hospital are linking with the new Social Worker assistants.
- New person centred care planning for people in hospital which is less prescriptive
- Para medic students and practitioner nurses are training on the wards.

Disability Drop-in Centre - Paul West: We offer a free service to help with:

- Signposting
- 1:2: support
- Form Filling (booked appointments only)
- Appeals (first stage)
- Blue Badge applications
- Benefit calculations
- Housing register applications
- House bidding

Leaflet will be distributed via MHAG mailing list with further details or look us up on <http://www.ddicuk.com>

SpeakUp CIC – Brian Heard/Maggie Gallant:

- Bi-polar monthly support group at the Media Centre Thursdays at 1pm has availability, please refer to us.
- Our 5 year celebration on 22nd August will be at the Garden Gate. We are planting a cherry tree in memory of Clare.
- Re-launching our walk and talk next week, meet at the clock tower next Tuesday at 1pm and will meet other group at the lido. Gentle Walk, lunch, stroll back.

ThinkAction – Terry Balby: Addaction provides ThinkAction IAPT services. We work out of two buildings in Margate and other places such as GP surgeries. Please contact me for more information. We provide CBT and Psychological services. Very busy but strive to do assessment within a week and have no waiting list.

KMPT Community Mental Health Team – Sharon Buxton: Some members of staff are retiring and we have a recruitment drive for some senior posts, Team Operational Lead for nursing and a clinical lead. We apologise for ongoing switchboard problems. It is not fit for purpose and we recognise that people cannot get through. There is only one phone between several receptionists which has 6 lines. You only hear an engaged tone if all 6 calls are engaged so sounds like nobody is answering the phone. Please bear with us. Clinicians are mobile nowadays and have answerphone facilities.. We are encouraging all care coordinators and professionals to give service users their mobile numbers. It is getting worse and has been the same for years, it is embarrassing and a Health & Safety issue. The MHAG group decided to raise this at the County MHAG as a matter of urgency.

Action 2 : Raise urgent need for appropriate phone system for Thanet CMHT.

Richmond Fellowship – Lorraine Kent: New in post. Service going through transition moving away from traditional day services to recovery services. Successfully recruited for two staff. Service User itinerary programme is available but due to staff annual leave etc it may be restrictive and is still a work in progress.

Garden Gate – Linda Stocker: – Music Day Event on 23rd July. Fresh food from the garden with music playing all day up until 9pm. Early bird ticket £5 or £10 on the day. All money goes to our funding. More information here <http://www.thegardengateproject.co.uk/location.html>

6. Working Group

David advised there has been no MHAG working group yet as he has been meeting with KMPT and others to explore options for Crisis Café. They are looking at a church hall for out of hours/ weekends. The hall at St Johns is looking possible and they are keen to get involved. There will be a cost to use this and we need to look at where the money will come from. We are meeting this afternoon and then fortnightly. Will update by email and when appropriate will circulate an invitation to the MHAG working group.

7. Date of next meeting

6th September, 2016 at Richmond Fellowship, Thanet Community Service, 17 St. John's Road, Margate, Kent, CT91LU. Email to be circulated to confirm if this suits those not present today. Email was circulating checking venue suitability and no objections were sent.

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Arrange a monthly information update for circulation via MHAG.	Sharon Buxton	Ongoing
2	Raise urgent need for appropriate phone system for Thanet CMHT at County MHAG	Thanet MHAG Chair	Ongoing

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

Administration :

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