

Thanet Mental Health Action Group



Meeting on Thursday 8th September, 2015, 11am-12.30 pm
At Richmond Fellowship, Thanet Community Service,
17 St. John's Road, Margate, Kent, CT91LU

PRESENT

David Rowden – Chair
Marie McEwen – Minutes
Brian Heard
Hazel Malik
Ann Lamb
Pablo Lopez Martinez
Jenny Solomon
Julia Hargreaves
Linda Caldwell
JE
George Anderson
LK

ORGANISATION & EMAIL ADDRESS

Speak Up CIC
West Kent Mind
SpeakUp CIC
SpeakUp CIC
Carer
ThinkAction
Service Development Manager Insight Healthcare
Porchlight
Thanet CCG
KMPT
KMPT
Carer

APOLOGIES

Leonie Downe
Karen Abel
Sami Sharma
Linda Ranger
Holly Warner
Tony March
Liz Frost
Holly Warner
Linda Stocker

ORGANISATION

KMPT Acute Services
Insight Healthcare
KMPT Single Point of Access
ThinkAction
KCC Primary Care Mental Health
DWP Jobcentre Plus
Carers Support
KCC Primary Care Social Work Service
Garden Gate Project

1. KMPT Crisis Café Update

Dr Edeki and Dr Uma from the Beacon have looked at the Crisis Café idea from Safe Haven in Aldershot which has been adopted by other MHAG groups. This has proved to be significantly successful and would give people in Thanet a safe (non-clinical) place when in crisis. The cost to everyone including carers is heavy when a crisis occurs. A working group has been set up with the CCG and interested parties and we have had 4 working meetings so far. It was suggested that the name Crisis Café has a negative feel and that Wellbeing Café or Safe Haven would be better. We want to ask everyone here what they would like from this Wellbeing Cafe. A questionnaire has been circulated via MHAG mailing list to give us an idea of what you want. There is an updated mental health report from the Department of Health which says there is £8.9m is up for grabs. The government decided they had £15m for innovative projects such as the Safe Haven. £6.1m has already been given out. The Crisis Café model is one they are particularly keen to support.

Q&A:

1. How do people get there if they are unwell or have no money?

Answer: Some models have crisis transport to pick people up; this is a big project and we need to know how it will work and be funded. We will do a pilot first. The pilot will be at weekends for one year which will then be reviewed to gather evidence to demonstrate it works and then use this to bid for funding.

2. We used to have a nurse in a police car – will this be reintroduced?

Answer: Police cars cannot be used for this so we might eventually look at a funded van with staff but initially it will be building based. Mental Health Nurses in police cars have not disappeared altogether, they are based at police call centre to give telephone advice but if needed they would attend.

3. What would you do if a violent person attended and scared everyone?

Answer: There will be protocols in place and close links with the police if needed, along with staff and volunteers. Margate Taskforce is very involved in the community.

4. Café sounds great but for someone who is in complete denial. How are you going to engage the hard to reach?

Answer: People in worst position shouldn't be attending the café. This is to fill the space between being well and not so well but not actually in crisis yet. This is designed to help prevent them going into crisis.

Potentially we will need different things to meet different needs. This is a starting point to work out what will be needed. Social media is going to be part of that support. It was highlighted that a member recently received good support on a closed Facebook group when he was struggling and it really made a difference to him. David has raised this in the working group and it will be looked into. Volunteers will be trained to understand how to support people. A venue has already been identified - St Paul's Church in Cliftonville, free of charge and easy to reach. It is already known for activities so people will be aware of it.

5. Do you have a starting date?

Answer: Beginning of next year hopefully. We need to raise funds and then train volunteers. We want to employ one person to manage the service.

6. What about medication?

Answer: No medication will be available. This is for support and signposting only. The needs will determine how it will be run. If someone is very unwell the staff would take action to get the appropriate help for them. We will have processes in place for this.

7. Insight get a lot of inappropriate referrals and it would be really nice to have this to refer people to over the weekend.

Answer: In future the Safe Haven will be out of hours - weekdays, weekends and bank holidays.

8. What stood out in the Aldershot model?

Answer: The reduction in hospital admissions and in the number of people using emergency services. The service was available after work 5-11pm, weekends and bank holidays. Having somewhere to go prevented a crisis and cost £500 compared to costing thousands to manage someone in crisis if they had gone to A&E etc.

Action 1: Marie to recirculate Aldershot Safe Haven documents to all.

2. Minutes of last meeting – Approved

3. Action Points:

(a) from last meeting:

No.	Action Point	Status
1	Arrange a monthly information update for circulation via MHAG.	Outstanding. Sharon Buxton queried what sort of information. The group discussed and requested that all meetings open to the public are identified. (See point 4 (a) 4 below).
2	Raise urgent need for appropriate phone system for Thanet CMHT at County MHAG	Outstanding. Apologies this had been omitted from the County Actions to be raised and will be copied to Malcolm McFrederick for comment.

(b) Raised at the County MHAG: Nothing to report on behalf of Thanet.

4. Service User & Carer Questions

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

1. Computer at the Beacon is covered in dust and not switched on and neither is the radio. Several people reported that the radio had been on when they last attended. It was suggested that the computer may just been in sleep mode. David agreed to switch off the "sleep" option and will add a sign with details on how to use it. User friendly instructions to encourage and prompt people how to use it and make it obvious it is for everyone to use.

Action 2: David to switch off sleep mode on the computer at the Beacon reception and display a user friendly sign on how to use it.

2. Is there anything in place to protect people when they are unwell and not able to manage their finances? Some people can be taken advantage of and are financially abused. Sometimes it is only family/carers who manage this but wondered if there is anything clinically provided? Is there anyone in the community who provides this?
If known they are highlighted at the Beacon. Anne advised that Christians Against Poverty (<https://capuk.org/>) are based at Fegans' building (60 Whitehall Rd, Ramsgate CT12) and can support with this. It was highlighted that a service user in supported housing is getting into lots of debt and his support worker is not helping to prevent this. David noted there are lots of advice on how to manage money but what is needed is for someone to physically manage the money by handing over a daily allowance. Safeguarding is also needed for the support workers doing this.
3. A service user was discharged from hospital in August but the carer has not been given any information by anyone - statutory services or the housing support at Avondale. Carers is worried they are not getting appropriate support at Avondale. Doesn't even know if the service user is under the Beacon or not. David agreed to assist the carer with this.

Action 3: David to meet with carer to assist with above.

4. Carer raised awareness that there is a pharmacist at the Beacon and they had not been told this was available even though this have been in place 9 months. This is the kind of thing which could be included in Sharon Buxton's Information Newsletter.

(c) **Raise at County MHAG:** Beacon phone issue to be raised.

7. Information Sharing:

1. **County Update:** Approved Mental Health Professional Service (AMHPS) Manager Helen Burns gave an update on the service and Sami Sharma gave update on the Single Point of Access. Alan Heyes proposed a group to look at suicide prevention on social media.

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.

Linda added the following comments:

- A pilot is proposed for Single Point of Access to take all referrals not just urgent. Start date not yet known.
- The CCG is meeting with South London & Maudsley Trust next week to discuss the procurement for the Neurodevelopmental Pathway.

- The biggest issue for out of area beds is Psychiatric Intensive Care Units (PICU).
- KMPT care co-ordinators have worked hard to reduce Delayed Transfer of Care (DTOC) which has seen a huge drop.
- Please see item in the report re **Co-Production Engagement workshops**. Email address provided for more details.

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

Porchlight Live Well Kent Update - Julia Hargreaves: A regular written update will now be provided and circulated before each MHAG meeting.

Julia added the following comments to the report:

- Demand for Live Well Kent services in Thanet has continued to rise and is very busy. Our 'No wrong door' model is different to Shaw Trust's model. The Central referrals team has an understanding to ensure information is getting out to delivery partners and is improving all the time.
- The Employment Forums in Thanet are reporting a big dip in referrals to employment providers. We know the need is still there and we are continuing to try and promote this. We have a small quarterly meeting to unpick and identify the barriers. Please remember the same providers are still in place and use them. You can go directly to Rethink/Shaw Trust employment services. Contact details will be circulated via MHAG to make it as easy as possible. Jenny added that it would be useful to have a leaflet with details for clinicians.

Action 4: Julia to circulate contact details of Employment services

- The Innovation Grant will be launched on 17th September. There is £45,000 available for Thanet and South Kent Coast. Bids for £500-£10,000 for exceptional projects. This will be advertised to all Live Well Kent networks including social media. We are looking for good innovative ideas.

All of the above reports can be found on this link on the Live It Well website:
<http://www.liveitwell.org.uk/local-news/thanet/#MHAGInformation>.

3. Provider Service Update/New Members:

SpeakUP CIC - Brian Heard: We have a Bi-Polar support Group at the Media Centre on the first Thursday of each month from 1-3pm. Please promote and refer through SpeakUp.

KMPT - George Anderson: World Mental Health Day. The Kent Mental Health Festival in Folkestone looks like an excellent event and there is no reason why we cannot have a similar annual event. I would like to look at how we can come together as a collective to make this happen. With all of our experience we could draw on this to bring about real societal change.

The group discussed this and felt it was a little late to organise at such short notice. Most providers have already committed to their own events or will be supporting the Kent Mental Health Festival. The following comments were noted:

- Julia agreed Porchlight would be interested in supporting this as it was highlighted at their steering groups as important.
- Anne suggested raising awareness in the Youth groups.
- David suggested we could think about arranging it for Time to Talk day in February next year and follow up for World Mental Health Day the following October.

- Jenny suggested this could be taken to the Thanet Community Support Partnership which meets on the 4th Monday of the month from 12:30pm to 1:30pm. at a local Church for networking. Email Louise or Fran at tcspsc@hotmail.co.uk.

George is keen to go ahead with a stall on the seafront and will contact the council to get permission. If anyone is interested in supporting this please contact George on George.anderson@kmpt.nhs.uk

Insight Healthcare – Jenny Solomon: We have two more venues up and running for face to face counselling starting next week. Garlinge Childrens centre and Birchington Childrens Centre. Update leaflet will be circulated shortly via MHAG.

As well as face to face and telephone service we now also offer online CBT for those who cannot get out. We have linked up with IESO for this.

ThinkAction – Pablo Lopez Martinez: Our Silver Cloud online therapy is similar to IESO. People can have online CBT while waiting for counselling. See link for more details <http://www.liveitwell.org.uk/local-news/thanet/>

Richmond Fellowship – Lorraine Kent: Our new programme is now up and running. Had hoped we would have new member of staff in place by now. We have agency staff covering in the meantime and getting new referrals. Some teething problems explaining the new service but we are getting there.

Anne Lamb advised that Cruise are launching a new Counselling & Bereavement service and she will circulate details via the MHAG.

Action 5: Anne to provide details of the Cruise Counselling & Bereavement Service launch.

6. Working Groups

- See Crisis Café working group update above by Dr Joyce Edeki.
- The group agreed to work together to arrange an event for Time to Talk day on 2nd February 2017.

7. Date of next meeting

8th November, 2016, 11am at Richmond Fellowship, Thanet Community Service, 17 St. John's Road, Margate, Kent, CT91LU. Lorraine will confirm if this is available.

ACTION TABLE

No.	Action Point	Responsibility	Status
1	Recirculate Aldershot Safe Haven documents to all.	Marie McEwen	Circulated and available on http://www.liveitwell.org.uk/local-news/thanet/#MHAGInformation
2	David to switch off sleep mode on the computer at the Beacon reception and display a user friendly sign on how to use it.	David Rowden	
3	David to meet with carer to help issues raised.	David Rowden	
4	Circulate contact details of Employment services	Julia Hargreaves	Circulated and available on http://www.liveitwell.org.uk/local-news/thanet/#MHAGInformation
5	Provide details of the Cruise Counselling & Bereavement Service launch	Anne Lamb	

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

Administration :

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