

Ashford Mental Health Action Group



Meeting on Thursday 11th May, 2017, 2pm-3.30 pm
At the Live It Well Centre, Canterbury Road, Ashford, Kent TN24 8QF

ATTENDEE NAME	ORGANISATION & ROLE
Annie Jeffrey	Co-Chair Ashford MHAG
Sue Sargeant	West Kent Mind
Graham Tarrant	Ashford & Tenterden Umbrella Centre, Trustee
Carol Boorman	Ashford and Canterbury & Coastal CCG
Vikki Baker	Ashford Borough Council, Senior Revenues & Benefits Officer
Maggie Paterson	Aspirations Locality Manager
Maryanne Porteous	Aspirations Service Manager
Steph Shellock-Wells	Carer and Hearing Voices Group facilitator
Jayne Faulkner	DWP Partnership Manager
Lesley Riding	Healthwatch Kent
Lin Irwin	Invicta Health Primary Care Mental Health Nurse
Emma Horne	KMPT, Student Mental Health Nurse (CCCU)
Leonie Down	KMPT Acute Services
Xenia Button (part)	Mcch
Amelia Greensill	RAPT, Ashford Service Manager
NP	Service user
C	Service User
T	SpeakUp CIC Service user
Lindsay Topham	Shaw Trust Live Well Kent, Network Development Manager
Sian Williams	West Kent Mind Support worker
Ali Marsh	Think Action, Ops Manager

APOLOGIES	ORGANISATION
Amanda Godley	Co-Chair Ashford MHAG/SpeakUp CIC
Jenny Solomon	Insight Healthcare
Dave Rains	Rethink Mental Illness
Lindsey Kennett	Carers' Support, MH Outreach Worker

1. Welcome, Introductions & Apologies

The Chair welcomed the group and apologies were noted as above.
The Chair reminded the group to be respectful of one another.

2. Minutes of last meeting

Leonie asked for wording on Page 2, Action point 2 to read: "Also a total of 12 Psychiatric Intensive Care Unit (PICU) beds located at Dartford with no specific area allocation."

3. Shaw Trust Live Well Kent, Lindsay Topham

The full summary report has now been circulated to the group.

Live Well Kent have looked at the data around people's needs and have put more money into Ashford. The new tier 3 provision is just beginning with the following new groups:

Ashford and Tenterden Umbrella Centre

- Social support activities

MCCH

- Well Being core courses

West Kent Mind

- Managing Depression and Managing Anxiety Courses structured courses. This is a good way for clients to get into the Live Well Kent programme.
- Social support activities including, Creative Minds, Living Well, Natural Ways to Wellbeing for service users who want to build confidence doing activities with other people without having to commit to a specific length of time.

MarchWood Project

- Project to improve physical and emotional wellbeing based outside in a wood. This is a pilot project meeting once a week using the natural environment to talk about wellbeing.
- Canterbury Art Studio
- Art Therapist running a pilot Art Project with exhibition in the Beany Centre at the end of the course.

Take Off

- Cycle/recycle Project. Dance and Yoga groups, Wellbeing and Depression Peer Support Group for clients needing a little more structure.

These can all be accessed through the Live Well Kent service central referral line where the next step will be to talk about what is on offer and help to organise a time to see a Community Navigator. It is also possible to access services through the provider who will refer upwards to Live Well Kent.

Question: How will you promote your service?

Response: This new tier 3 provision has only just launched with some services not starting until June. We are forming a new communication strategy to look at how we get our message out there, including approaching hospitals with flyers.

Subsequent to the meeting Lindsay confirmed that they are looking into some of the ways of effectively having service user input and will be able to update via the MHAGs once this has been agreed.

Question: Who is eligible for these services?

Response: Everyone is eligible but some people may not be appropriate. Providers have given us a criteria for who will be suitable.

Question: What is the difference between Live Well Kent and Live It Well?

Response: Live Well Kent is a different service from Live It Well. The Council has restructured the way that the social care services are funded. The initial 5 year contract has been extended to 7 years. After the first year the service was reviewed based on client's needs so the 2nd year reflects this. The same will happen going forward.

There was positive feedback from a service user that the 10 week live well course last year was very useful.

Live it Well Building: Shaw Trust is still in discussions with Kent County Council about the length of the lease so are working with Ashford Borough Council to look at how best to use the building and fund renovations.

4. Healthwatch Kent, Lesley Riding

Healthwatch Kent (HWK) is a consumer champion organisation, delivered in Kent by Engage since 2013 and funded by Kent County Council with money from the Department of Health. It is a statutory service and there are over 100 Healthwatch organisations across the UK.

All experiences are shared with Healthwatch England to help identify themes across the country, ie deprivation of liberty and the conditions attached to what can and can't be done in a care environment.

If we don't hear the voice of the public we can't effectively improve services and approach decision makers.

We have a statutory responsibility under the Social Care Act to be the champion for NHS health and social care and children's services in Kent. Most common contact is through the Freephone helpline (0808 801 0102), but also through the website, by email, letter and various forms of social media. We are open to anyone and provide independent impartial information about what services are available or if any barriers are being met. Everything is logged confidentially, anonymised and given to anyone who is publicly funded.

Our Community Champions come out to community groups to find out concerns and share positive experiences. We have a wide range of representatives at forums and strategic meetings to share real experiences of what is happening and can escalate a concern. We share feedback with providers every quarter but if it is urgent we can escalate immediately. We have 10 paid staff and 70 volunteers, and are continually looking for more.

We make sure the public are aware of what is happening and are given the opportunity to have an input. HWK is actively involved in the KMPT Patient and Public advisory group looking at how they are going to create a mental health framework. Ivan McConnell is leading the work stream and they are also recruiting members of the public to be actively involved.

See <http://healthwatchkent.co.uk/projects> for more details about the projects currently being worked on.

HWK's biggest client group is the over 50's and Lesley acknowledged they need to get information about their service to a wider group. Suggestions included GP surgeries, council newsletter, the Civic Centre, also making more use of their social media presence.

5. Action Points

a) From Ashford MHAG:

Action No.	Action Point	Status
1	Provide the contact at KCC who is looking into the lack of support for carers	Steph had a very productive conversation with Nigel Warner at KCC who is committed to look at the commissioning around this service.
2	Invite Live Well Kent to give and update of the Live It Well Centre refurbishment and the new contracts.	Completed
3	Any comments on the draft TORs to be forwarded to mhag@westkentmind.org.uk before the April County Meeting.	See County update below
4	All organisations involved in the Ashford MHAG to send name and contact details of the person responsible for ensuring attendance.	See County update below

b) Response to question taken to County MHAG: (See County minutes for further discussions <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>)

None taken

6. Service User and Carer Questions

a) Raised at today's pre-meeting:

- 1) There was some discussion around the difficulty of getting a call back from a care co-ordinator and an example was given of this where, coupled with being unable to get a GP appointment, a call back was only received after the service user had gone into crisis..
Leonie noted that the Community Mental Health Team (CMHT) in Canterbury is particularly understaffed and that the CMHT's are working really hard on moving people through to primary care to give more availability to people in secondary care.
ACTION 1: Lorna Henderson to give an update on the Ashford CMHT.

b) Take to County:

A previous question to the County MHAG was around the electronic sharing of information and Leonie mentioned that she was at an IT meeting recently which discussed this.

7. Information Sharing:

- 1. County MHAG Update: Please see the County MHAG minutes which were circulated before the meeting for full details.** The minutes and local questions are all available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

Swale MHAG held a recent workshop to review the Terms of Reference which were then taken to the County MHAG to be agreed for all localities. These were well received however it was felt this was a good starting point but needed to go further. KCC felt this was a good time to review the MHAGs. West Kent Mind inherited the current model over ten years ago and this was reviewed by Activmob in 2014. West Kent Mind will be working closely with KCC to co-ordinate this review, it maybe that the July meetings will be replaced by workshops to invite everyone to contribute to the review. We do not yet know if the workshops will be locality based or if they will include all localities together. Information will be circulated in due course.

- 2. Commissioners' Reports:** These been circulated and are also available on the Live It Well website <http://www.liveitwell.org.uk/local-news/ashford/#MHAGInformation>

a) Ashford CCG Commissioners' Report, Carol Boorman:

Carol highlighted that there are 7 more PICU beds for East Kent, in East Kent and that the weekly clinics at Ivy Court is for older adults only (over 65).

3. Provider Service Update/New Members:

DWP: Jayne is the Partnership Manager. DWP are currently recruiting for a new one specifically for mental health, and are expecting someone will be in position by the end of June. There will then be 6 in Kent.

Aspirations, Maggie and Mary Anne: Covering Ashford, Dover, Deal & Shepway and Ashford, Aspirations offers support in the community and also supported living in Ashford for people with mental health conditions and learning difficulties.

Mcch, Xenia: As outlined by Lindsay, Mcch are offering a 6 week wellbeing programme in Ashford which started on 26/4 in a number of areas. This is a good place to start for reducing anxiety, and incorporates a 1 to 1 conclusion meeting for the last week. The next programme starts on 14/6.

RAPT, Amelia: Previously Turning Point, there may be some changes to services with a co-design currently happening. For now we are still continuing with same service, location, clients and staff.

KMPT Acute Services, Leonie: Our Moving On group, with talks from various agencies, gives patients at St Martin's Hospital information on how they might access services in the future. We are

always looking for organisations to promote their services. KMPT got 'good' in the recent CQC report with 'excellent' for the caring element.

Thinkaction, Ali: We offer an Improving Access to Psychological Therapies (IAPT) service with self or GP referrals for brief therapy interventions.

West Kent Mind, Sian: As outlined by Lindsay, we are now providing 4 days of 2 hour groups for social support. We offer coping skills and strategies and also a number of activities based around wellbeing.

Hearing Voices group, Steph: This group runs on Tuesday afternoons (2pm to 4pm) in the community room at Tesco in Ashford.

Invicta Health Primary Care Mental Health Nurse, Lin: Our caseloads are growing as more GP surgeries get to know about our service.

Ashford Borough Council, Vikki: Responsible for Council tax, housing benefits and managing 2 welfare intervention officers who deal with people with more serious issues, ie debt, housing, mental health issues. We also run a job club helping people to access computers.

Ashford & Tenterden Umbrella Centre, Graham: At a trustees' meeting it was really reassuring to know that we are getting enough money for the next year. It is a worry when you don't know whether your services are being renewed. Short Termism makes it really difficult to plan services and recruitment.

Lindsay confirmed that while grants given in the first year were 6 months, 3 months then 3 months, funding for this year and going forward will be 1 year at a time so that Live Well Kent can change to meet the needs of the client group.

Information about services and how to refer can be sent to the GP practices via Carol Boorman.

8. Task & Finish Group

A new working group needs to be decided on.

9. Date of next meeting

14th September, 2017, 2pm - 3.30pm at the Live It Well Centre, Canterbury Road, Ashford, Kent TN24 8QF

Meeting finished at 3.28 pm

PLEASE NOTE THE JULY MEETING HAS BEEN CANCELLED DUE TO THE MHAG REVIEW

Action Table

Action No.	Action Point	Responsibility	Status
1	Give an update on the Ashford CMHT.	Lorna Henderson	

Administration :

Phone: 01732 744950

Email: mhaq@westkentmind.org.uk



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

APPROVED