

Ashford Mental Health Action Group

Funded by



Meeting on Thursday 9th November, 2017, 2pm-3.30 pm
At the Live It Well Centre, Canterbury Road, Ashford, Kent TN24 8QF

ATTENDEE NAME	ORGANISATION & ROLE
Amanda Godley, Chair	Co-Chair Ashford MHAG/SpeakUp CIC Team Leader
Sue Sargeant, Minutes	West Kent Mind
Anna Bate	Thinkaction, Operations Manager
Annie Jeffrey	Co-Chair Ashford MHAG
Xenia West	Maidstone & Mid Kent Mind, Ashford Café Manager/Wellbeing Worker
Scott Joiner	Shaw Trust Live Well Kent, Development & Network Manager
Steph Shellock-Wells	Carer and Hearing Voices group facilitator
Lindsey Kennett	Carers' Support Ashford, Shepway, Swale
Carol Boorman	Ashford and Canterbury & Coastal CCG, Commissioning Support Manager

APOLOGIES	ORGANISATION
James Bayley	SpeakUp CIC Service user
Jenny Solomon	Insight Healthcare
Ruma Kinkead-Weekes	

1. Welcome, Introductions & Apologies

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

2. Ashford Wellbeing Café, Xenia West

The full report, including survey results and outcomes, is available on the West Kent Mind website through this link: <https://westkentmind.org.uk/wp-content/uploads/2017/11/Ashford-Wellbeing-Cafe-report-November-2017.pdf>

Xenia highlighted the following:

- The café runs every Friday night with 5 additional alternate Wednesday evening sessions funded separately by Maidstone & Mid Kent Mind.
- It is very well attended with an average of 8 to 15 people in an evening, and increase of 37% compared to 2016.
- Current staff are: Xenia West, Martin Bagshaw, Chris Brock, Lorraine Casey and Jane Mairs
- Amongst the people they have helped is a person reported as missing who turned up in crisis. They were able to provide a safe space while they were put under a Section 136.
- They also set goals for service users and support them to achieve them: 1 person has gone into full time work, 2 part time and 1 into further learning.

Question: Do you find that mainly the same people attend?

Response: No, there are lots of new referrals too such as people from the garden project and through posters and social media. Xenia also works in the police control room so can signpost that way too.

Question: Do people have to be referred?

Response: No, people can self-refer and assessments can be carried out on arrival. It is not necessary to have a diagnosed condition. This is for anyone with a mental health condition or who is feeling particularly stressed or anxious

Question: Do you find anyone is too unwell to be helped?

Response: No, we have been able to deal with everything including someone presenting in severe crisis when we have called the Single Point of Access who have been able to get appointments arranged to review medication. Most problems occur for regular attendees when medication is changes. We have enough staff to be able to give one to one attention to someone who needs it.

2. Minutes of last meeting – Approved without amendment

3. Action Points

a) From Ashford MHAG:

1	Feedback about IT training.	Kent Adult Education information was provided to the individual.
2	Invite Maidstone & MidKent Mind to give an update on the Ashford Wellbeing Cafe	Xenia is present today.
3	Look at alternative venues for the Ashford MHAG.	St Mary’s Church Community Hall was suggested as a more central location, as well as changing to an earlier time of 11.30 for the main meeting. ACTION 1: Scott to investigate venue

b) **Response to question taken to County MHAG:** (See County minutes for further discussions <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>)

None taken

4. Service User and Carer Questions/Feedback

a) Raised at today’s meeting:

1. There was a discussion about the MHAG and Service User Forum review being undertaken by KCC and the service specification which had been promised by end of October.
2. Steph sits on the Children & Young People’s Mental Health Service (CYPMHS) Contracts and Performance Monitoring Committee. The operations manager of the provider, North East London Foundation Trust (NELFT) wants to field a local person to the MHAG once the service has bedded down. Positive feedback from Steph about the openness of the new organisation.

b) **Going forward to County:** Can Emma Hanson please give an update on the review process at the County Meeting to be fed back to all the MHAGs.

6. 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 <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>

Amanda highlighted the following:

- o Question from DDS MHAG asking if the Housing Allocation Policy in Kent classifying those leaving Mental Health Supported Housing as Band B can be amended to Band A to give residents better access to Housing Association and Council properties, as outcomes with private landlords had generally not been successful.

KCC confirmed that housing is a statutory responsibility which falls to the respective districts and boroughs, not county council. The question is being taken back to Dover District Council.

Amanda reported the same experiences in Thanet and Ashford and asked whether the Band B classification is the same across Kent?

ACTION 2: Confirm whether Band B classification applies across Kent.

- Clare Lux is the new Primary Care Manager for Kent who is taking the lead across the county to work with statutory and non-statutory providers and GPs to get a framework in place for transferring from secondary to primary care. She will be updating the County MHAG on this in February.

The importance of this was highlighted at the Ashford MHAG with an example being given of someone who does not need secondary care for the majority of the time but is unable to be taken on by the GP due to the medication needed. This seems to be working better in West Kent where there are more primary care nurses.

2. Commissioners' Reports:

- a) **Ashford CCG Commissioners' Report, Carol Boorman.** This has been circulated and is also available on the West Kent Mind website: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

Carol added that she attends the mental health Local Operation Group meetings (LOGs) and feeds back any concerns from the MHAGs. These meetings are also attended by KMPT and the GP clinical lead, Dr Okoye. Going forward the Ashford and Canterbury & Coastal MHAG co-chairs will also receive an invitation to attend and the meetings are being arranged to follow the MHAG meetings.

- b) **Live Well Kent (LWK), Scott Joiner:**

When the service was commissioned, the expected referrals were for 25% serious mental illness (SMI), 75% common mental illness (CMI). There was an initial peak of 49% SMI which has now settled to around 31%. There is concern that inappropriate referrals are being made from secondary care and if the needs are too high to be met by LWK, who is able to support these people? This clear pattern is being presented to KCC to ask for more funding. Scott can update at the next MHAG.

There was discussion in the group around the mental health budget, the majority of which goes to KMPT (with only 2% to LWK). Further to a conversation with Emma Hanson, Amanda reported that KCC are looking to fight for some of the funding to go into the voluntary sector as KMPT are not meeting the mental health needs of many people who are being sent into the community.

Scott has redesigned the interface meetings with their delivery networks and from 1st Dec the monthly meetings will move to bi-monthly. He has changed the Terms of Reference to get all of the delivery networks together and to add speakers and service users to present what is happening now. The aim is to get ideas on how the service can move forward and cross refer into other organisations and to use navigators and service users to develop the network. He wants to build a community, not a network, to join together all services and is particularly keen to include carers.

Amanda confirmed that Speak Up have had positive meetings with Shaw Trust and Porchlight about problems that have been highlighted. The importance of independent forums to get honest feedback about services was reiterated.

Scott wants to change the existing report format to something that is more valuable to the group and asked what people want to see in the report going forward? Ideas suggested were:

- Figures to show people who have exited too early from secondary care.
- Figures to show people that the short term interventions are not working for?
- Information about what is happening in Ashford

Scott will look at the questions LWK raise to KCC, the numbers of CMI/SMI and how long they have been on the programme and include information in a report for the next meeting.

ACTION 3: Scott to redesign the LWK report for the MHAGs.

- A Volunteer Manager, Karen, has been recruited for Live Well Kent and is currently in the process of expanding our Volunteer team up to 50.
- We are looking to work more with Carer Forums and will be consulting with them with regards to the Carers Rights day later on in November as well as looking at what additional support we may be able to provide.
- LWK have re commissioned 3 Art Projects through the Canterbury Art Studio, have contracted March Wood for another 2 projects and are currently in talks with Muddy Wellies. They have listened to service users and are trying to offer local projects.
- LWK are about to launch 7 exciting new pilots across both areas we cover, funded from the Innovation Grant. 27 applications were received in total.
- An interactive service directory is being designed to sit behind the Live Well Kent website, as well as a You Tube website. Staff are looking at what is available Kent wide and putting together a search bar to find what is available in each area. This was available on the old Live It Well website but the new KCC link to mental health is confusing and does not have the same information.
- The Tier 3 network is about to increase by 50% in next few weeks.
- The universal credit benefit wait is up to 10 weeks and this will have a knock on effect on housing issues with some people missing 2 months' payments, and they want to make sure that the housing providers are able to cope.
- They are also launching a monthly electronic newsletter and will have the opportunity to include information about other organisations. The first one should be going out end of December.

3. Provider Service Update/New Members:

Thinkaction, Anna: She just started last week in Ashford, having previously been in Canterbury. Thinkaction have just launched a self-refer online system to make it easier for people to access psychological therapies.

Carers Support, Lindsey: The new Christmas bulletin is available for carers of people with mental health difficulties but most of events are plus one so the carer can choose who they bring. They are also running caring with confidence workshops, some funded by Porchlight and also by Carers Support.

7. Task & Finish Group

A new working group needs to be decided on. Please email the MHAG admin team with any suggestions.

Previous groups have been creating a discharge pack with contact details, wellbeing café and networking events.

8. Date of next meeting

18th January, 2018 at the Live It Well Centre, Canterbury Road, Ashford, Kent TN24 8QF. Suggested change of time to 11.30pm - 1pm to be confirmed.

Meeting finished at 3.42pm

Action Table

Action No.	Action Point	Responsibility	Status
1	Investigate St Mary's Church location for next MHAG	Scott	Not available for January meeting
2	Confirm whether Band B classification applies across Kent.	Sue	The same bandings are used across Kent.
3	Redesign the LWK report for the MHAGs.	Scott	Completed.

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



Minutes posted on: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

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