

Ashford Mental Health Action Group

Funded by



Meeting on Thursday 18th January 2018, 2pm-3.30 pm
At the Live It Well Centre, Canterbury Road, Ashford, Kent TN24 8QF

ATTENDEE NAME	ORGANISATION & ROLE
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Sue Sargeant, Minutes	West Kent Mind
Steph Shellock-Wells	Carer and Hearing Voices group facilitator
Lindsey Kennett	Carers' Support Ashford, Shepway, Swale
Jenny Solomon	Insight Healthcare
Lorna Henderson	KMPT, Community Mental Health Team (CMHT) Service Manager
Scott Joiner	Shaw Trust Live Well Kent, Development & Network Manager

APOLOGIES	ORGANISATION
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Carol Boorman	Ashford and Canterbury & Coastal CCG, Commissioning Support Manager
Amanda Godley	Co-Chair Ashford MHAG/SpeakUp CIC Team Leader

1. Welcome, Introductions & Apologies

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

2. Minutes of last meeting – Approved without amendment

3. Action Points

a) From Ashford MHAG:

1. *Investigate St Mary's Church location for next MHAG.* Scott confirmed that this venue is not suitable for the MHAGs. The group suggested contacting the new One You Shop in Ashford which is also a central location.
2. *Confirm whether Band B classification for housing allocation applies across Kent.* Sue thought that the Band B classification for housing allocation applied across Kent, however, subsequent to the meeting it was confirmed that each Council is responsible for deciding on their own classification.
3. *Redesign the Live Well Kent (LWK) MHAG report.* This was circulated and Scott welcomes any suggestions for other information to be included.

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

Can Emma Hanson please give an update on the review process at the County Meeting to be fed back to all the MHAGs.

Emma Hanson from Kent County Council attended the County MHAG meeting in December to verbally confirm that following consultation in 2017-18, from 1 April 2018, funding for the MHAGs will transfer to Healthwatch, the consumer champion for health and social care. The funding envelope will remain the same for 1 year whilst a period of redesign takes place in 2018-19. Healthwatch have been tasked to design a structure that can engage patient voice to drive positive change and hold services accountable for the quality of care. The MHAGs will be run as usual for the next year.

An engagement proposal from Healthwatch has been circulated and is available on the West Kent Mind website.

4. Service User and Carer Questions/Feedback

a) Raised at today's meeting:

1. Steph gave an example of a CMHT appointment being cancelled without letting anyone know. Lorna apologised on behalf of the CMHT and will follow up with Steph separately.
2. The waiting lists for psychological therapies are very long. Is it possible to ask for funding to receive this treatment elsewhere?
Lorna explained that there is a psychological therapies review going ahead at the moment. She has a plan in place for all people waiting for therapy and has identified the need for STEPPS (Systems Training for Emotional Predictability and Problem Solving) groups. This 20 week program for people with a diagnosis of borderline personality disorder can take up to 16 people but can have a high drop out rate. There is already one running and an extra group has been introduced to reduce the waiting list.

ACTION 1: Lorna to ask a psychologist to attend the next Ashford MHAG.

ACTION 2: Lorna to ask whether Ben Kunudson? has any thoughts on private funding.

3. Is it possible to get an update on the CYPMHS (Children & Young People's Mental Health Service) now that NELFT have taken it over.

ACTION 3: Invite Paul Haith to give an update at the next meeting.

4. Is there any commissioning for services to support under 18s who are experiencing mental health problems due to bereavement? Services offered seem to be school specific.

Scott has taken on a bereavement counsellor for the Live Well Kent service in Tonbridge, Maidstone and Ashford offering a minimum of 10 one to one sessions then group sessions. She also works within schools at a reduced rate of £20 per session.

ACTION 4: Ask Carol what commissioning is available for bereaved children.

b) Going forward to County:

The Children's section 136 provision runs out at the end of March 2018. What will be happening after this date?

ACTION: Lorna is attending a meeting about this next week and will feed back

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>

Annie highlighted the following:

- Sue Scamell has retired.
- Healthwatch gave presentation about the Sustainability & Transformation Plan. A mental health workstream is needed and there about how to engage with the MHAGs on this. Jenny confirmed that insight attend the STP meetings.

2. **Commissioners' Reports:** These have been circulated and are also available on the West Kent Mind website: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

a) Ashford CCG Commissioners' Report, Carol Boorman.

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

The whole Live Well Kent programme has been redesigned in the last 4 months and our goal is for the network to be designed by service users and providers and not Shaw Trust. We hold bi-monthly meetings with our 22 providers.

We are trying to change the delivery model to involve the family unit and to not just work with individuals. A couple of family oriented projects have been commissioned. We are also working with Starbucks to introduce a carers' drop in café.

We want, generally, to have more structure and potential step down into the community. Lots of courses are changing to be more beneficial. Providers will be given more flexibility and we are aiming to let the money follow the client to carry on with other projects if something is not working for them.

- A new, more structured, IT group has started in Ashford.
- 2 other providers will offer level 1 and level 2 qualifications out of regular learning structure.
- A 12 month African Drumming in Maidstone – we are offering transport from different areas. After week 6 they will perform at different venues.
- 2 new projects to run at weekends and offer later hours.
- Over 50 volunteers and some can help accompany people to travel, ie for anxiety.

We are getting ready to launch the next innovation grant in March 2018. We are looking for new ideas and fund matching projects. We will be sent this out via the MHAGs.

Meeting with KCC tomorrow to talk about the current broad criteria of 17+ and not in crisis.

3. Provider Service Update/New Members:

Insight Healthcare, Jenny: As well our regular CBT (Cognitive Behavioural Therapy) service, Insight is also part of a pilot study in East Kent to provide talking therapies for people with long term physical conditions such as diabetes, heart and lung disease and chronic pain. Four CBT and two PWP (Psychological Wellbeing Practitioner – low intensity CBT therapists) have completed bespoke training and we are now taking referrals. From end of Jan/early Feb, we will be starting an ACT (acceptance and commitment therapy) workshop on Wednesday afternoons at the Live It Well Centre, Ashford. This is about the client's relationship with the condition and not the condition itself.

Hearing Voices Group, Steph: The group is still continuing and has around 4 to 10 people attending.

Carers' Support, Lindsey: Event dates will be available from next month.

CMHT, Lorna: Things have settled down since last year and there is a different atmosphere at Eureka House.

- Full complement of staff. New social worker starting 1st March. 1 CPN post advertised and closing on 29th March.
- Caseloads have significantly reduced from the 80s although some are still over 40.
- New systems are in place with the CAPA (Choice and Partnership Approach) being implemented over the period of a year.
- 28 days for new referrals to be reviewed and booked in for assessments. All care co-ordinators booked in to do that as part of a team with team diary.
- Complaints have gone down from PET (Patient Experience Team) because they are being addressed as they occur.
- Encouraging service users to call directly and Lorna is attending the service user forum.
- Locums are doing extra work and they are making use of an administrator who has health care skills.

Question: Is there any carer representation at the Local Leadership Group (LLG) in Ashford?

Response: Lorna confirmed that a service user was previously involved and they were looking for someone to engage again.

ACTION 5: Lorna take back question of carer representation.

7. Task & Finish Group

Housing questions: An MHAG representative will attend the Kent Housing Options Group meeting in March, to discuss housing issues faced by those with mental health problems leaving supported housing. If any individual or service has experiences/case studies of problems finding housing (particularly leaving supported housing), it would be greatly appreciated if you could email MHAG admin with the details, so that these experiences can be raised at the housing meeting in March. Amanda mentioned at the last meeting that there were some in Ashford and Thanet.

ACTION 6: Lorna/Amanda to provide examples of housing banding problems if applicable.

8. Date of next meeting

8th March, 2018 at the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY at the new time of 11.30am to 1pm, with a pre-meeting at 11am.

Meeting finished at 3.07pm

Action Table

Action No.	Action Point	Responsibility	Status
1	Ask a psychologist to attend the next Ashford MHAG	Lorna Henderson	
2	Ask whether Ben Kunudson? has any thoughts on private funding for psychological therapies	Lorna Henderson	
3	Invite Paul Haith to give an update at the next meeting.	Sue Sargeant	
4	Confirm what commissioning is available for bereaved children.	Carol Boorman	
5	Take back question of carer representation at LLG	Lorna Henderson	
6	Provide examples of housing banding problems if applicable	Lorna Henderson/Amanda Godley	

Administration :

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