

Ashford Mental Health Action Group

Funded by



Meeting on Thursday 8th March 2018, 11.30 to 1pm
At the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

ATTENDEE NAME	ORGANISATION & ROLE
Amanda Godley	Co-Chair Ashford MHAG/SpeakUp CIC Team Leader
Sue Sargeant, Minutes	West Kent Mind
Carol Boorman	Ashford and Canterbury & Coastal CCG, Commissioning Support Mgr
Xenia West	Maidstone & Mid Kent Mind
Beverley Crossland (part of meeting)	One You Team Lead (SKC/Ashford)
Byron Royal	SpeakUp CIC/Volunteer
Colin Dunn	SpeakUp CIC/Volunteer

APOLOGIES	ORGANISATION
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Steph Shellock-Wells	Carer/Hearing Voices group facilitator
Lindsey Kennett	Carers' Support Ashford, Shepway, Swale
Jenny Solomon	Insight Healthcare
Samantha Wanstall	KCC, Primary Care Mental Health Social Work Service
Lorna Henderson	KMPT, Community Mental Health Team (CMHT) Service Manager
Scott Joiner	Shaw Trust Live Well Kent, Development & Network Manager

1. Welcome, Introductions & Apologies

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

2. One You, Beverley Crossland

Bev manages the One You services in Ashford, Dover and Shepway.

The health improvement services have been rebranded and now sit under the One You national scheme which includes: Smoke Free (Stop Smoking), Lifestyle Advisors (Health Trainers), Fresh Start (Healthy Weight), Alcohol support and Walking and Exercise Programmes.

The Ashford shop is the first of its kind offering health style advice, stop smoking, health care and health checks and the Booth of Truth which measures weight and fat. We can take follow up blood pressure appointments for GPs.

We can also work with people with low level, under control, mental health issues. Health trainers can support them with exercise, healthy eating, drug and alcohol, stop smoking, form filling and can accompany someone to the gym who may be nervous about the first step or to the council for support with housing. We can refer on if someone needs more support – ie to local mental health services or the GP.

The Fresh Start 12 week weight management programme is for those with a BMI between 28 and 35. Healthy walks are run across East Kent and Maidstone by the NHS, and in other areas by councils or Healthwatch. They are of varying lengths and fitness levels.

Following NHS Health checks, up to 8 sessions can be given to help make people self sufficient by giving them the support they need to maintain their behaviour. Check ups are in 3 and 6 months and they can come back into the service for different reasons.

Smoke Free stop smoking service can refer people to groups or a one to one service. CO readings are taken to ensure that people are not still smoking.

Services are offered in local community centres; at the Gateway, South Ashford, Willow Centre, Ray Allen and the One You Shop. One You Lifestyle advisors work in areas of deprivation. People can just drop in or be referred.

Lifestyle advisors are all local so know of different smaller groups that are available.
The same number is used for all the services: 0300 123 1220

3. Minutes of last meeting – Approved without amendment

4. Action Points

a) From Ashford MHAG:

1. *Ask a psychologist to attend the next Ashford MHAG*
Ben Knudson will be attending the May meeting
2. *Ask whether Ben Knudson has any thoughts on private funding for psychological therapies*
Ben responded: "With respect to the question about private funding for psychological therapies, I'm afraid this is not provided by the NHS as the local Clinical Commissioning Groups commission psychological therapies in Primary and Secondary Care services.

However, for patients who wish to access affordable private therapy, some private therapy providers offer low-cost therapy schemes: eg, Relate offer a sliding scale depending on income (for couple therapy).

For individual therapy some providers offer low-cost therapy provided by therapists in training. For example, the following providers offer this scheme:

Canterbury Counselling - <http://www.canterburycounselling.co.uk/low-cost-therapy/>
Medway Low cost counselling (North Kent Mind) - <http://northkentmind.co.uk/medway-low-cost-counselling-service/>

New Romney Counselling Service - <http://newromneycounselling.co.uk/about-us/>
Cruse Bereavement Care also offer free bereavement counselling but ask for a voluntary donation - <http://www.eastkentswalecruse.org.uk/>

Xenia confirmed that Maidstone & Mid Kent Mind also offer this.

3. *Invite Paul Haith to give an update at the next meeting.* No response received – carry forward
4. *Confirm what commissioning is available for bereaved children.*
Carol confirmed that the CCG does not commission a specific bereavement service but pays towards Pilgrim's Hospices services. Carol also mentioned a number of other organisations which can be found by an internet search.
5. *Take back question of carer representation at the Local Leadership Group (LLG).*
Ben confirmed that he will add to the agenda of the LLG a request for a carer representative to attend, as well as a service user.
6. *Provide examples of housing banding problems if applicable.*
Lorna provided the following: If a Service User is on Choice based Lettings they are required to bid for properties, if they are interested they can bid on the property with their bidding number and once they have this number they are live on the system. They can bid on up to 3 properties at any one time, properties are normally on the website for approximately 1

week. Then priority need is established, the more the Service User bids the more chance of getting a property. If they are deemed a priority they will be Band A, this is not easy to get. Most are put in a Band C and some in a Band D. Band B is associated with a physical disability. Kent Agency Assessment form is completed by CMHT regarding their mental health and housing needs. The more information given the more they will go up the banding. On Band A they can wait up to 6 months, on a Band C they can wait up to 3 years.

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

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

- Jacquie advised that, in the current contract KMPT provide support to NELFT and there has been an agreement that Littlebrook s136 suite is used for CYPS services, this agreement expires in April and will not be renewed by KMPT, thus an alternative s136 suite is required. Kent & Medway have submitted a bid to Department of Health (DoH) to refurbish the Woodlands Suite in Staplehurst so that this could provide the s136 suite, however this is still subject to final agreement between NELFT and SLaM (who own the suite).
- If we don't get funding we will extend the contract at Littlebrook, Jacquie Mowbray-Gould (KMPT COO) has agreed to extend the KMPT contract until a suitable alternative has been found.
- The difficulty with that suite is finding a placement after assessment. This is more difficult now with The Police & Crime Act (i.e. less time), but work is being done around this.

5. Service User and Carer Questions/Feedback

a) Raised at today's meeting:

1. Is there a drop in that someone can go to if they are feeling unwell and want to find out what is available to them?
Xenia talked about the Ashford Wellbeing Café (details in Provider Updates)
The Live Well Kent navigator can also work with someone to determine their needs and work on a plan with them.
2. Discussion around how someone can find out what mental health services are available in the community, ie providers and groups.
The KCC website does not have the same range of information as the old Live It Well website.
A GP referral tool is being updated by East Kent CCG for Ashford, Canterbury and South Kent Coast but this is not accessible for the public.
Shaw Trust are working on a directory on the Live Well Kent website
ACTION 1: Scott to give update on Live Well Kent website
3. A sad account was given of a service user who engaged periodically with services but whose mental health issues caused him not to take regular medication for a physical health problem resulting in death and not being found for several weeks. There was concern over how someone could have fallen off the radar.

Carol mentioned the ACP (Ashford Clinical Providers Ltd) which is the collective name for the GPs in Ashford, who meet monthly. These meetings usually consists of representation from at least one clinical member of each hub (GP), where they discuss patient pathways, services, share concerns etc., with the aim of being able to provide the best medical care to their patients.

Within the ACP are three Hubs/Clusters; Ashford North, Ashford Urban and Ashford Rural. Each Hub is made up of a collective of practices (local to each other) who work together alongside various services to provide integrated care, to ensure that the patient has 'wrap around' care

and has the best access to local services. This integrated working should ensure that people do not fall through the service.

b) **Going forward to County:**

How are services such as Live Well Kent and other groups in the community being communicated to local people? Is there a central place that people can find out what is on offer, such as the old Live It Well website?

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>
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.
3. **Provider Service Update/New Members:**

Maidstone & Mid Kent Mind, Xenia: The Ashford Wellbeing Café has received funding from the CCG until March 2019 and has taken on new bank staff, bringing the total staff to 6. It is open on Friday and Saturday nights from 6pm to 9.45pm in the Annexe at the Live It Well Centre on Canterbury Road. There have been 288 attendances since November and 11 new referrals. The average attendance is 9 people with the highest at 14 in one evening. The full report is available here: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

SpeakUp CIC, Amanda: We have received funding for the next year from Engage Kent and are going to be focussing specifically on service user engagement and voice, which may have an impact on the peer support services we currently offer in the area. The current wellbeing group at the Scout Hut will be used to include expression of views using art. We will continue to have weekly drop-ins at the Tank Café as well as a new one in April, starting at the Gateway but hoping to have them in different places. We are also organising a Listening Event in Ashford in the afternoon to find out: What gets you out of bed? What is done well or not well or could be better? The restructure at SpeakUp is resulting in some staff losing hours.

7. Task & Finish Group

To organise a Mental Health event and collate and share information about local services.
Date for Task & Finish Group meeting: Thursday 5th April at 11am at the One You Shop
TASK & FINISH group: Amanda, Colin, Carol, Byron, Xenia

ACTION 2: Send Colin information about discharge pack and LWK website

8. Date of next meeting

10th May, 2018 from 11.30am to 1pm, with a pre-meeting at 11am, at One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

Meeting finished at 12.54 pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Give an update on Live Well Kent website	Scott Joiner	
2	Send Colin information about discharge pack and LWK website	Sue Sargeant	Completed

Administration :

Phone: 01732 744950

Email: mhaq@westkentmind.org.uk



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

APPROVED