

Ashford Mental Health Action Group

Meeting on Thursday 13th September, 2018, 11.30am to 1pm
At the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

ATTENDEE NAME	ORGANISATION & ROLE
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-Ordinator
Carol Boorman	Ashford Clinical Commissioning Group, Commissioning Support
Louise Piper	East Kent Mental Health Commissioning Team
Jenny Solomon	Insight Healthcare, Business Development Manager
Leonie Down	KMPT, Acute Care Group and OT
Hazel Brown	KMPT, Crisis Team Support Time Recovery (STR) Worker
Xenia West	Maidstone & Mid Kent Mind
Nicole Griffiths	Maidstone & Mid Kent Mind, Community Development Worker
Donna Samuels	Sanctuary Supported Living, Project Worker
V	Service user
Scott Joiner	Shaw Trust Live Well Kent (LWK), Network Manager
Charlie Bates	Thinkaction

APOLOGIES	ORGANISATION
Lindsey Kennett	Carers Support, MH Coordinator
Carly Cribben	KCC, Kent Enablement Recovery Service (KERS)
Amanda Godley	SpeakUp CIC & Co-Chair Ashford MHAG

1. Welcome, Introductions & Apologies

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

2. Re-procurement of the East Kent IAPT services, Louise Piper, East Kent Mental Health Commissioning

1. Re-procurement of East Kent IAPT services

The East Kent Clinical Commissioning Groups (CCGs) are now starting to look at redesigning their IAPT (NHS Talking Therapy services). We will be conducting a review of the services and looking at what has worked well and what has not. We are also looking for ideas for the IAPT services for the future and will also be looking to work with other areas in Kent. The procurement process will take approximately 18 months and our engagement will involve surveys to current IAPT providers and clients of the IAPT service as well as workshops and opportunities to get involved in the actual procurement process. A service user/carer questionnaire will be circulated before the end of September and this will enable people to opt in to get involved, or email the East Kent Mental Health Commissioning Team on EKmentalhealth.commissioning@nhs.net.

Question: Is a client automatically designated an IAPT provider?

Response: East Kent have AQPs (any qualified providers) so people can choose who they want to go to. Medway and West Kent have a service lead, where one provider gets the contract and has partners they work with and there is only one telephone number to call.

Question: Do the IAPT services work together?

Response: A client cannot use 2 services at one time but can refer into one after another.

2. Local Care

The East Kent Mental Health Commissioning Team will be expanding our mental health primary care service. This expanded service will enable more people to access mental health professionals locally, for example in GP surgeries as part of the local hubs. Local care is the phrase we are using to describe health and social care provided outside of a community mental health team, at home, in a clinic, GP surgery or in a community hospital.

The East Kent Mental Health Commissioning Team will be advertising opportunities to get involved in their monthly email. To receive this email please contact:

EKmentalhealth.commissioning@nhs.net.

3. Commissioning Mental Health Forum

The team was at The Beacon in Thanet on Wednesday 12th September to meet local people and hear their views and questions about services. This regular forum started with Ashford in July and will be held bi monthly around East Kent.

3. Minutes of last meeting – Approved without amendment

4. Action Points

a) From Ashford MHAG:

May.18-1: *Healthwatch to share CQC report. Circulated.*

Louise confirmed that an action plan has been developed, for the whole of Kent, which is monitored on a monthly basis.

Leonie mentioned that a CQC visit is anticipated in acute services focussing on leadership quality. Staffing levels are nearly fully recruited.

July.18-1: *Ask for a KMPT representative to attend each MHAG meeting. Completed.*

July.18-2: *Circulate Headstart/ Young Peoples Services poster. Completed.*

The group would also like to hear an update on the CYPMHS (Children's and Young People's Mental Health Service).

ACTION 1: Invite NELFT representative to attend the next meeting.

July.18-3: *Circulate service directory leaflet. Completed.*

b) Response to question taken to County MHAG: (See County minutes for further discussions www.westkentmind.org.uk/mhag-county)

- 1) *A new GP Care Navigation System, in which GP receptionists signpost to relevant organisations, recently started in West Kent. Are there any plans to roll this system out to other areas of Kent?*

Louise confirmed that GP receptionist signposting in East Kent will be looked into if the funding appears again, as it was missed last year.

LWK is one of the providers involved with this in West Kent and Involve Kent has the contract for social prescribing in West Kent.

The RIO system at St Martin's Hospital now allows workers to see GP records. This is a good resource for out of hours' services.

- 2) *We have heard that services for 18-65 year olds at St Martin's Hospital, Canterbury, are due to close. Could we have clarity on when this will happen and what will be put in its place?*

From the County MHAG minutes: Vicky Stevens, Deputy COO, KMPT responded at the County MHAG that there is no current plan to do this. This may be linked to concerns about Cranmer (older adults) Ward at St Martin's closing. Background info - Cranmer Ward is situated in an old Victorian building. Care is excellent but CQC is mindful that the building is not conducive to high quality modern care. Lots of options for re-providing those 15 older adults beds. Ward closure is one possibility of many, but services will not be closed.

Leonie thought this may relate to an idea about shutting the 15 bed men only Sapphire Ward, which had beds which were not always used, to use the staffing resources across other wards. However, staffing is no longer an issue due to new recruitment.

Louise confirmed that any proposed closure of the Cranmer Ward could not happen without consultation of commissioners across Kent, not just in East Kent.

Question: There are no longer any out of area beds. Has the level of admission been raised or are patients being discharged early?

Response: The Patient Flow teams' approach has been working well with younger adults and they are now working in older adults services and are very pro-active. There is a whole different attitude/team expertise to help people. They are looking at cases, person by person to check rationale behind admission to use admissions more effectively, and also making sure home treatment has been looked at as an appropriate option. With readmission, the name would go back to same team to see what hasn't worked. The team are really careful about where to place people, they are not rushing them, and are taking more care to make sure placement is suitable.

Open Dialogue has also been working well over the last year with a small team making a difference.

5. Service User and Carer Questions/Feedback

a) Raised at today's meeting:

- 1) The Umbrella group in Ashford on Tuesdays clashes with Speakup's group at the Scout Hut, which runs on Tuesday, Wednesday, Thursday. Is it possible to do anything about this clash?

ACTION 2: Scott to talk to Speak Up about combining the venue for the 2 groups so that members can join in with the food which follows the Umbrella group.

- b) Stanhope Surgery. Information was circulated from the CCG, via Healthwatch and the MHAG about the closure of the Stanhope Surgery which is open for 2 hours a day and the relocation of current capacity to St Stephen's Health Centre. No feedback was received at this meeting.
- c) Going forward to County MHAG: None

6. Information Sharing:

1. **County MHAG Update:** Please see the County MHAG minutes for full details, which were circulated before the meeting. The minutes and local questions are all available at www.westkentmind.org.uk/mhag-county

Annie highlighted the KCC/KMPT Transformation Plan which explained that the social care workforce seconded into KMPT is now being managed by KCC. Louise added that people will now be aligned with a social worker across primary and secondary care.

2. **Commissioners' Reports:** These have been circulated and are also available on the West Kent Mind website: www.westkentmind.org.uk/mhag-ashford

a) **Ashford CCG Commissioners' Report, Carol Boorman** – See circulated report.

Annie mentioned that all East Kent CCGs except Thanet have gone into special measures to do with Financial planning (£15 m overspend at Ashford CCG). This is mainly due to acute hospitals: William Harvey and QEQM (Queen Elizabeth the Queen Mother)

Suicide Prevention: Louise updated that monies available under the Sustainability Transformation Plan (STP) has enabled them to do a whole piece of work around Suicide Prevention, including a grant for small organisations to bid for. Other initiative are: developing training for staff in GP surgeries; mental health training being rolled out again; tender for an app to include a crisis plan, such as the "Stay Alive" app run by a company in Brighton; young people's mental health training. The focus is on middle aged men, people who self harm, and people coming out of patient settings. The "Release the Pressure" Campaign, which is aimed at encouraging men feeling under pressure to seek help, is being rolled out again.

We have also held a workshop about support for families who are bereaved by suicide and lots of information is being made available for GPs.

Leonie added that KMPT are about to launch STORM training for clinicians. STORM is a self-harm mitigation model developed at the University of Manchester.

b) **Live Well Kent (LWK), Scott Joiner.** Scott highlighted that:

- LWK are about to commission new women's shed project which will run for 12 weeks from Oct at March Wood. There has been no demand for a men's shed in Ashford, but there is a gardening group.
- New carers' projects will be assessed from 21st September, to begin November 2018.
- Bereavement and money management programmes are popular referrals.

This will be Scott's last MHAG as he is leaving to work for MCCH. There is no current replacement.

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

Insight Healthcare, Jenny: From 13th October Insight will be offering Saturday sessions at Brogdale and Kingsnorth GP surgeries in Ashford (for patients of those surgeries only) and one other surgery. Jenny to confirm whether other practices working out of these hubs will be included.

Thinkaction, Charlie: We have extended our offers to service users in the form of groups, workshops, courses and webinars. Our website will be updated to be more interactive. Groups offered are around long term physical conditions and mental health and wellbeing.

Sanctuary Supported Living, Donna: We offer housing support, supporting tenants facing eviction, those whose benefits have stopped, keeping people in tenancies and supporting homeless.

There was discussion around other support options available:

- There is housing support within LWK for people with mental health problems.
- Ashford CAB are no longer part of Citizen's Advice but are still supporting people and offering a money advice programme.
- Subsequent to the meeting, Charlie added that Ashford Council has 2 welfare intervention officers who can help with housing/homelessness advice, benefits, council tax, discretionary housing payments and universal credit.

Maidstone & Mid Kent Mind, Xenia is Manager of the Ashford Wellbeing Café which offers out of hours support on Friday and Saturday evenings for age 18+. They have 2 new staff members. A recent service user review found that 40% had used it as an alternative to calling a GP, 60% as an alternative to the crisis team and 40% to A&E, police, friends and family.

Friday night numbers are generally higher than Sat with a maximum turnout of 21 in one evening. This should be a mild to moderate service but they have seen lots more people presenting in crisis after discharge from CMHT with a higher need over last 6 months. They have had problems with crisis team referrals and have been bounced between the Police, Crisis Team and Single Point of Access.

The group suggested a regular meeting with Ashford CMHT to work together and also highlight to local MDT (multi-disciplinary team) meeting a person who keeps presenting as suicidal from Kingsnorth surgery.

ACTION 3: Louise to follow up on this with Xenia and speak to Lisa Barclay.

ACTION 4: Invite Lorna Henderson to talk about the CMHT

7. Task & Finish Group

Mental Health Directory of Services: Brand name and volunteer support

Carol is continuing to work on developing hard copy leaflets containing a directory of local services, for distribution to GP surgeries, libraries, etc.

8. Date of next meeting

15th November 2018 from 11.00am to 12.30pm, with a pre-meeting at 10.30am, at One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

Meeting finished at 1.03 pm

ACTION TABLE

Action	Action Point	Responsibility	Status
1	Invite NELFT representative to attend the next meeting.	Sue Sargeant	
2	Talk to Speak Up about combining the venue for the 2 groups so that members can join in with the food which follows the Umbrella group.	Scott Joiner	
3	Follow up with Xenia on Wellbeing Café cases and speak to Lisa Barclay.	Louise Piper	
4	Invite Lorna Henderson to talk about the CMHT	Sue Sargeant	

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



Minutes posted on: www.westkentmind.org.uk/mhag-ashford