

Ashford Mental Health Action Group

Meeting on Thursday 15th November, 2018, 11.30am to 1pm
At the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

ATTENDEE NAME	ORGANISATION & ROLE
Amanda Godley, Chair	SpeakUp CIC & Co-Chair Ashford MHAG
Sue Sargeant, Minutes	West Kent Mind
Carol Boorman	Ashford Clinical Commissioning Group, Commissioning Support
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Jane Warren	Ashford JobCentre Plus
Sue Williams	Ashford JobCentre Plus
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Marie Gallagher	KCC, Service Manager
Lorna Henderson	KMPT, Community Mental Health Team (CMHT) Service Manager
Charlie Bates	Thinkaction

APOLOGIES	ORGANISATION
Chelsea Kemp	Carers Support, Ashford
Jenny Solomon	Insight Healthcare
Carly Cribben	KCC, KERS service
Nicole Griffiths	Maidstone & Mid Kent Mind
Xenia West	Maidstone & Mid Kent Mind

1. Welcome, Introductions & Apologies

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

2. Mental Health Social Care Service update, Marie Gallagher, KCC Service Manager

Marie is the Kent County Council (KCC) Service Manager for Ashford and Canterbury & Coastal. She was previously South Kent Coast Community Mental Health Team (CMHT) service manager for a number of years.

From 1st October 2018 social care staff within the CMHTs are being managed by KCC. The Approved Mental Health Professional service (AMHP) is being transferred to KCC Management on 1st April, 2019. The KCC announcement can be found here:

www.westkentmind.org.uk/wp-content/uploads/2018/09/KCC-AND-KMPT-TRANSFORMATION-UPDATE.pdf

As part of the KCC and KMPT Partnership Transformation plan it has been recognised that the roles of professionals has been diluted over many years with staff expected to perform a number of functions regardless of their expertise. Under the new structure nurses, social workers, occupational therapists (OTs) will be able to specialise in areas according to their training and skillsets. This is helping people feel happier in their roles.

The aim is to have separate line manager structures (Lorna Henderson is responsible for KMPT staff and healthcare within the CMHT) but to work closely together to keep an integrated, co-located, multi-disciplinary team to provide the best support for service users and carers. It is still a single access system. Screening of referrals and assessments are carried out jointly, it is just the management structure that has changed. This improved service will provide a clear focus on

people's needs whether they have joint needs or health or social care. Some service users may have a change in key worker or have 2. Our aim is to do this sensitively.

Lorna agreed that they have had challenges but have been working together on them to ensure that the service user is at the centre of every decision made.

Question: Concerns over fragmentation. Will people be separated out?

Response: No. This is not about reducing caseloads. We have been a pilot team in Ashford. We are having discussions about where service users sit within the system. We do joint working where relevant. If health care needs have been addressed and only social care is needed, they will sit within social care.

Question: How will there be fluidity between services?

Response: There will be challenges and we sometimes need to work harder to make sure gaps don't happen but we are not 2 separate services and are all still in the same room working together as a team. We will be attending each other's meetings and any issues or concerns are being addresses straight away. We will both be attending the MHAGs.

Question: Is there a strategic manager who oversees you jointly?

Response: They are separate but work together: Marie's is Cheryl Fenton at KCC who links in with Paula Campbell/Vicky Stevens at KMPT.

Question: Will there be any increase in staff?

Response: We recognise there are staffing issues on the health side of things and are doing everything to address this.

Question: Where does the Kent Enablement Recovery Service (KERS) team sit?

Response: The KERS team still sits separately within KCC. Going forward, the social care team will develop stronger links.

Question: Do you have links with North East London Foundation Trust (NELFT) who provides the Children's and Young People's Mental Health Service (CYPMHS)?

Response: We have Kevin Friel, who is a link worker.

3. Minutes of last meeting – Approved without amendment

4. Action Points

a) From Ashford MHAG:

Sep 18-1: *Invite NELFT representative to attend the next meeting.*

Lianne Fitzmaurice will come to January meeting. **Completed.**

Sep 18-2: *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.*

Amanda has raised this at the Speak Up forum and service users have agreed to keep the groups as is. Amanda has highlighted to the Umbrella that people come after their meeting so they can make sure food is still available. **Completed.**

Sep 18-3: *Follow up with Xenia on Wellbeing Café cases and speak to Lisa Barclay.*

Louise updated that they have had a meeting and she is linking Xenia into the MDT (multi-disciplinary team) meetings for the locality of the service user discussed. This will provide Xenia and the staff with additional support for these cases. **Completed.**

Lorna stressed that these types of issues can be addressed to her directly.

ACTION 1: Pass this information on to Xenia and copy Lorna

Sep 18-4: Invite Lorna Henderson to talk about the CMHT.

Lorna mentioned that it has been a challenging year and Ashford has come a long way. They are in the middle of the KMPT transformation programme and had a CQC (Care Quality Commission) visit which they did well in.

Staffing is stable but they recognise they need extra staffing on the back of the KCC changes to the social care service and are making people aware of Ashford's needs.

Vacancies: 1 x Support Time Recovery (STR) worker – waiting for approval before advertising.
1 x non-medical nurse prescriber – currently recruiting
1 x Band 6 Community Psychiatric Nurse (CPN) post will then be advertised.

Agency staff: 1 x Band 6 CPN 4 days a week for specific pieces of work.
1 x Band 6 CPN for 3 months for specific work.
1 x Locum Occupational Therapist (OT) in post for 4 days a week
Requesting a further 1-2 agency nurses.

Question: Is any more information available on 24 hour psychiatric liaison at the William Harvey Hospital (WHH), due in 2020?

ACTION 2: Lorna to report back on plans for 24 hour psychiatric liaison at the William Harvey Hospital

Question: According to the new hospital proposals in East Kent, A&E may close at the WHH. If so, where will people go in crisis when they are desperate as, at the moment, this is where people go whether or not there is 24/7 psychiatric liaison available? This will have a knock on effect for the Wellbeing Café.

ACTION 3: Eve to take concerns back to Healthwatch

b) Response to question taken to County MHAG: None taken.

5. Service User and Carer Questions/Feedback

a) Raised at today's meeting:

- 1) Suicide Prevention. All figures seem to be around secondary services
Tim Woodhouse is looking at this and it is much wider than secondary care. Current survey is looking at men who have attempted suicide and what they have tried to do to get help. A link to the presentation Tim gave at the County MHAG can be found here:
<https://westkentmind.org.uk/wp-content/uploads/2018/09/15th-August-Suicide-Prevention-update.pdf>

b) Going forward to County MHAG: None

6. Information Sharing:

1. Engaging Kent Update:

Eve explained that the Co-production process started in April and that she and Sue had been visiting and working with local service user and carer groups. Eve thanked everyone for their feedback so far and explained that the proposed model had been circulated via the MHAG network and more feedback received. The feedback has been incorporated into the thinking about the model and shared with the Co-production group.

The Co-production group have started work on what the role will entail from April 2019 including how much time should be spent on networking, outreach and peer support/forum work and will next be working on focusing on the specification. Once agreed the draft specification will go to commissioners (KCC, KMPT, NELFT and SEAP) for comment. If approved there will be a stakeholder event in January/February to share the model further. Training and support is to be

designed and implemented for those delivering the model with the new specification being delivered from April 2019. Eve is happy to come out to any groups to talk about this.

2. **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

The following points were highlighted:

- In East Kent, the Primary Care MH Specialist Service (which was originally a pilot) will be extended to all hubs and GP practices this year. The primary care mental health worker role is for people who need a little more support in primary care or have been discharged from secondary care. 2 in Ashford with own caseloads: Lynn Irwin, nurse and Margy King, OT.
- 3 new psychological therapy pathways for secondary care are currently being piloted. They aim to reduce waiting times and will likely involve the wider team.
- Information given about the future of mental health in local care, including: Organisations working together (e.g. GP practices, integration of local and hospital care, real involvement of voluntary/ community services); the 'Dorothy' Model; and multi disciplinary team (MDT) working. These plans are currently being implemented at a vanguard site in East Kent. Lorna wants to engage in these conversation for their own service users Carol went to one MDT and found it really effective.
- Question from Thanet around having to pay for prescriptions – not everyone on Universal Credit or contribution based ESA gets free prescriptions. This is being followed up at County level.
ACTION 4: Carol to look at whether any practices are noticing that people are not picking up prescription psychiatric medication.

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.

Carol added the following:

In 2018/19 NHS England have implemented an indicator for Clinical Commissioning Groups (CCGs) to report quarterly on the delivery of physical health checks for people on the Severe Mental Illness (SMI) register in primary care. For 18/19 this reporting includes the initial six physical health check numerators with development on the comprehensive 12 part health check and subsequent physical health plan. It is anticipated that from 2019/20 all elements of the physical health check and subsequent intervention data will be collected nationally.

The checks required are;

1. a measurement of weight (BMI or BMI + Waist circumference)
2. a blood pressure & pulse check (diastolic and systolic blood pressure recording+ pulse rate)
3. a blood lipid including cholesterol test (cholesterol measurement or QRISK measurement)
4. a blood glucose test (blood glucose or HbA1c measurement)
5. an assessment of alcohol consumption
6. an assessment of smoking status

Lorna confirmed this is also happening in the CMHT.

- b) **Live Well Kent (LWK)**

Lorna mentioned that Liz Bailey, LWK came to the CMHT last week to talk about their service and to highlight concerns. It was agreed that LWK would attend monthly meetings to promote positive work or raise concerns.

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

DWP, Jane and Sue are work coaches focussed on getting people back in to the community so they are not isolated. Jane covers Ashford and Sue covers Ashford and Folkestone. There is a big increase in people being discharged from William Harvey Hospital so it is useful to have details of organisations to refer to. They have received suicide prevention training. They will be coming out to Speak Up forum.

Thinkaction, Charlie. We are closing our services in Thanet and South Kent Coast (SKC) and concentrating on Ashford and Canterbury. People on waiting lists for those areas will be passed on to Insight, and Dover Counselling. Information has recently been circulated re groups, webinars.

Open Dialogue, Annie: Pleased to report that the Open Dialogue team have been awarded the best psychiatric team for adults by the Royal College of Psychiatrists. KMPT is one of the co-applicants of a 5 year trial.

7. Task & Finish Group

Mental Health Directory of Services: hard copy leaflets containing a directory of local services, for distribution to GP surgeries, libraries, etc.

Funding for the printing is being provided by Engaging Kent and the final version is currently being checked before going to print.

ACTION 5: Circulate and ask for comments by 5/12/12

8. Date of next meeting

17th January 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 12.48pm

ACTION TABLE

Action	Action Point	Responsibility	Status
Nov 18-1	Pass on Lorna's details to Xenia for contact re Wellbeing Café concerns	Sue Sargeant	Completed
Nov 18-2	Report back on plans for 24 hour psychiatric liaison at William Harvey Hospital	Lorna Henderson	Awaiting response from Maddy MCarthy
Nov 18-3	Take concerns back to Healthwatch about A&E closing at William Harvey Hospital.	Eve de Gray Birch	
Nov 18-4	Look at whether any practices are noticing that people are not picking up prescription psychiatric medication.	Carol Boorman	Completed
Nov 18-5	Circulate Ashford Directory of Services and ask for comments by 5/12	Sue Sargeant	Completed

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



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