

## Ashford Mental Health Action Group

Meeting on Thursday 17<sup>th</sup> January 2019, 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, MHAG Co-ordinator
Jane Nice	Ashford Counselling
Jayne Warren	Ashford JobCentre Plus
Sue Williams	Ashford JobCentre Plus
Lindsay Wratten	Ashford Volunteer Centre, Volunteer Service Co-ordinator
Chelsea Kemp	Carers Support, Ashford
David Crumley	DWP, Partnership Manager, Ashford, Dover, Folkestone
Louise Piper	East Kent Mental Health Commissioning
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Marie Gallagher	KCC, Service Manager
Nicole Griffiths	Maidstone & Mid Kent Mind
V	SpeakUp CIC service user
Charlie Bates	Thinkaction

APOLOGIES	ORGANISATION
Carol Boorman	Ashford Clinical Commissioning Group, Commissioning Support
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Carolyn Lucas	Healthwatch Kent
Jenny Solomon	Insight Healthcare
Lorna Henderson	KMPT, Community Mental Health Team (CMHT) Service Manager
Lianne Fitzmaurice	NELFT (North East London Foundation Trust)

### 1. Welcome, Introductions & Apologies

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

### 2. Children's & Young People's Mental Health Service Update, Lianne Fitzmaurice

Postponed to next meeting.

### 3. Minutes of last meeting – Approved with the following amendment:

Sheryl Fenton should be Cheryl Fenton.

### 4. Action Points

#### a) From Ashford MHAG:

**Nov 18-1:** *Pass on Lorna's details to Xenia for contact re Wellbeing Café concerns. Completed*

**Nov 18-2:** *Report back on plans for 24 hour psychiatric liaison at William Harvey Hospital.*

Response from Maddy MCarthy, Liaison Psychiatry Matron East Kent - Acute Care Group KMPT covering: William Harvey, Kent & Canterbury and Queen Elizabeth Queen Mother Hospitals: She is not aware of any plans for Liaison to go to 24 hour service at William Harvey Hospital (WHH). However, there was a recent report by the Health & Safety Investigation Board which suggested that ALL A&E departments have 24 hour Liaison services. More information via this link:

<https://www.hsib.org.uk/investigations-cases/provision-mental-health-services-emergency-departments/final-report/>

Maddy also did not know anything about A&E from WHH moving to Kent & Canterbury Hospital, and doesn't believe that this has been decided or agreed anywhere yet either.

Amanda clarified that she raised this to keep the considerations of mental health impact on the table during any consultations.

Louise explained that the 5 year plan target was to have 50% psychiatric liaison. This target has been hit at Queen Elizabeth Queen Mother (QEQM) Hospital. Longer term (10 Year) plan from NHS included young people's services, adult mental health place of safety, crisis care etc. No money available at the moment but is in the pipeline.

**Nov 18-3:** *Eve de Gray Birch to take concerns back to Healthwatch about A&E closing at William Harvey Hospital. Completed*

**Nov 18-4:** *Look at whether any practices are noticing that people are not picking up prescription psychiatric medication. Completed*

Response from Carol's colleague in the medicines management team was that practice actions are variable and until there is the facility with Electronic Prescription Service (EPS) to monitor and return uncollected prescriptions that this would not be easily actioned for various reasons.

**Nov 18-5:** *Circulate Ashford Directory of Services and ask for comments by 5/12*

This has now been sent to Engaging Kent for printing. **Completed**

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

## 5. Service User and Carer Questions/Feedback

a) **Raised at today's meeting:**

1) A service user felt that the tick list criteria for IAPT services at Thinkaction wasn't comprehensive enough. She was turned down as needing more long term help but didn't fall under the criteria for secondary care services. She did get some help with an Invicta primary care mental health nurse through her GP and will be having a meeting with Lorna at the Community Mental Health Team (CMHT) with Amanda.

IAPT is for anxiety and depression. Charlie, Thinkaction will take this back so a face to face can be offered.

Louise explained that the expanded local care offer is out for tender this month. Mental health professionals will be attached to local hubs to help manage people who fall between the IAPT/Secondary Care gaps. GPs have referral tools for physical and mental health services.

2) A question sent ahead of this meeting referred to the gardening group at the Live It Well Centre which closed last year. Scott Joiner, Live Well Kent went to a meeting at the forum

in August where this was addressed. The minutes have been forwarded to the service user.

- 3) A question sent ahead of this meeting referred to a Shaw Trust Live Well Kent meeting in April last year that wasn't reported back on. Issue is around transparency of Shaw Trust services and decisions generally not being explained on the ground.

**ACTION 1: Sue to follow up with Live Well Kent**

- b) **Going forward to County MHAG: None**

## 6. Information Sharing:

### 1. Engaging Kent Update:

Eve explained that Engaging Kent's role has been to review the MHAGs and service user groups across the County. They are waiting to hear new model confirmation from CCGs to confirm allocation of funding by end of the week and a statement will go out shortly after.

Organising to go out to local service user groups to discuss model. An outline of training for providers going forward is being sent to frontline staff for comment

MHAGs will continue but they are looking at how to improve the networking parts and are trialling some active networking for providers to talk about challenges at the beginning of the meeting.

2. County MHAG Update: Please see the County MHAG minutes for full details, which were circulated before the meeting. The minutes, local questions and supporting documents are all available at [www.westkentmind.org.uk/mhag-county](http://www.westkentmind.org.uk/mhag-county)

The following points from the meeting were highlighted:

- Cheryl Fenton gave an overview of the KMPT/KCC transformation line management change for social and health care.
- DWP's changes to the Severe Disability Premium and its impact on universal credit (also discussed in provider updates below)

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

- a) **East Kent Mental Health Commissioning Group Report, Louise Piper added:**

- Over 200 respondents to the IAPT survey with 80% from East Kent. A Kent wide report has been sent to IAPT managers to feed back by end of January.
- Suicide prevention funding. Additional funding for last year extended to this year. Public Health will issue a press release about the funding given to smaller organisations.

- b) **Live Well Kent (LWK): Report not available.**

Melanie Cowley is the new Network Development Manager who will be attending future MHAG meetings.

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

#### **KCC Social Care, Marie Gallagher.**

- Following the change in line management of the health and social care mental health services the 2 teams are working together and going forward both service managers will be representing their services at key meetings.
- Lorna Henderson is moving to the crisis team on 8<sup>th</sup> February 2019. No current replacement but should hear soon.

- Louise confirmed that the Community Mental Health Team (CMHT), Crisis Resolution and Home Treatment Team (CRHT) and psychiatric liaison are restructuring.

**ACTION 2: Louise to follow up with Paula Campbell, Director about new roles**

**DWP, David:** A number of changes have recently been announced to Universal Credit (UC):

- Rollout of UC has now been completed. For new claims, nobody is now able to apply for any legacy benefit across the country. Benefits now available are: UC, a new style Jobseekers Allowance (JSA) and a newer version of Employment Support Allowance (ESA) based on income.
- Changes to families with two children. There was previously a cap in payment but now money can be received for any children born before April 2017.
- As of 15/5/2019, for couples, pension credit and pension age housing benefit are not available until both people reach state pension age, instead of just one as currently. They may still be eligible for UC payments if they satisfy the criteria.
- Severe Disability Allowance (SDA) is generally for people living by themselves and people were significantly worse off on UC by losing this premium. The Severe Disability premium gateway has now been closed and people receiving this will only transfer as part of the managed migration scheduled for 2020. A pilot of 10,000 people is starting July 2019. Will then decide how to migrate anyone else. For anyone already moved on, legislation will provide for cases to be looked at retrospectively but don't yet know what the criteria is.

**Question:** Will new people who may have been entitled for SDA under old system still be entitled to receive it?

**ACTION 3: David to send information about SDA**

- For anyone previously receiving housing benefit there is now a 2 week run on which is additional money at the beginning of the UC claim.

**Question:** How long between making a claim and receiving UC?

**Response:** It should be paid 5 weeks after claim is first made. It is possible to get an advance at beginning of claim for rent but not living costs. Benefits are still available from local authorities, ie discretionary housing payments and exceptional hardship payments.

**ACTION 4: David to send a link to these local authority benefits**

**JobCentre, Sue** is always available at the Jobcentre to deal with any enquiries on an individual's behalf and recently went to the Speak Up forum. Staff in Ashford are currently going through 2 day mental health training through West Kent Mind. Very good feedback has been received and management team and call centre colleagues are also attending extra courses.

**Ashford Counselling, Jane** has just started and works part time. The service provides volunteer counsellors for people to refer themselves at reduced fees. Also runs post natal depression groups, Craft Attack and Jigsaw at the Bluebell Children's Centre.

**Ashford Volunteer Centre, Lindsay** is looking after befriending service which is currently for over 50's but is looking to expand. New project at the Centre, Men in Sheds, is for ex-service men to come to a physical shed to make things and talk. "Teapot" self esteem training course, still has places.

**Healthwatch, Eve:** Visits were made to Dover, Maidstone, Canterbury, Dartford and Medway CMHTs before Christmas. Medway reports is already out and others should be available shortly.

**Carers Support, Chelsea:** The Kent County Council (KCC) local contract has gone out for tender and they are hoping to find out if they have been successful at beginning of February.

**Maidstone & Mid Kent Mind, Nicole:** The Ashford Wellbeing Café is open from 6pm to 9.45pm on Fridays and Saturdays at the Live It Well Centre. Funding has been continued and it is going well.

Attendance for Sep to Oct 2018 was 111 people with a high of 14, Nov-Dec 2018 was 87 with a high of 13.

**KCC Social Care Service, Marie:** We are currently about embedding the changes to the service. There will be one main number for all referrals for KCC social care service, whether primary or secondary, although other routes for referral will still be available such as assessment under Care Act. Communications to follow.

**Thinkaction, Charlie:** Our building is up for sale and we are moving out end of Feb 2019 with services continuing in the community: Drop ins and bookable appointments are available at the Volunteer Centre, Job Centre, Gateway, and Regis rooms; groups at Repton Community Centre and Live Well Kent. The choose and book appointment system has now gone live.

## 7. Task & Finish Group

The Ashford Directory of Services has been passed on to Engaging Kent for printing. Many thanks to those involved in putting this together, especially Carol Boorman and Amanda Godley.

The group suggested printing as many as possible, preferably around 4,000.

### **ACTION 5: Eve to follow up with Sue on number of print copies**

Louise mentioned that she has been gradually updating a Health Help Now app and website which has been recommissioned for 5 years for East and North Kent.

Anyone wanting to submit their service to be reviewed for inclusion can either fill out the google form here: <https://goo.gl/forms/VbZJwcfNqvvIWw6U2> or complete a template which will be circulated separately.

**Health Help Now** go to <http://www.healthhelpnow.nhs.uk/> or  
Android: [https://play.google.com/store/apps/details?id=com.tinderhouse.healthhelpnow&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.tinderhouse.healthhelpnow&hl=en_GB)  
Apple: <https://itunes.apple.com/gb/app/health-help-now/id945041769?mt=8>

### **ACTION 6: Circulate template for services to complete for inclusion in Health Help Now app**

A Suicide Prevention **Stay Alive** app has also been commissioned for Kent.

Android: [https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive&hl=en\\_GB](https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive&hl=en_GB)  
Apple: <https://itunes.apple.com/gb/app/stay-alive/id915458967?mt=8>

Both apps should be easily found through your phones app store.

### **ACTION 7: Circulate information about the Stay Alive App**

## 8. Date of next meeting

14<sup>th</sup> March, 2019 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 12.58pm

**ACTION TABLE**

Action	Action Point	Responsibility	Status
Jan 19-1	Follow up with Live Well Kent about April 2018 closed meeting	Sue Sargeant	Completed
Jan 19-2	Follow up with Paula Campbell, Director about new roles	Louise Piper	Completed
Jan 19-3	Send information about SDA	David Crumley	Not received
Jan 19-4	Send a link to local authority benefits	David Crumley	Not received
Jan 19-5	Follow up with Sue on number of print copies	Eve de Gray Birch	Completed
Jan 19-6	Circulate template for services to complete for inclusion in Health Help Now app	Sue Sargeant	Completed
Jan 19-7	Circulate information about the Stay Alive App	Sue Sargeant	Completed

**Administration :**

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Minutes posted on: [www.westkentmind.org.uk/mhag-ashford](http://www.westkentmind.org.uk/mhag-ashford)

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