

**Canterbury & Coastal Mental Health Action Group**  
 Meeting held on 2<sup>nd</sup> March, 2017, 2.00pm



At Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE

ATTENDEE NAME	ORGANISATION & ROLE	EMAIL ADDRESS
Ellie Williams	Take Off/Co-Chair Canterbury & Coastal MHAG	
Sue Sargeant – Minutes	West Kent Mind	
Angela Berry	All About Care, Assistant Manager	
Allison Heathcote	All About Care, Senior Carer	
Sue Thomson	Aspirations	
John Watts	Canterbury Umbrella Centre/Carer	
Hannah Costin	Canterbury Umbrella Centre	
Phillipa Brennan	Centra, Supported Housing Officer	
Janice Budd	Centra, Supported Housing Officer	
Michael Vince	Herne Bay Network	
Claire Harvey	JobCentre Plus, Disability Employment Advisor	
Leonie Down	KMPT Acute Service Line, Occupational Therapy Lead	
Sharon Hassan	KMPT Canterbury Community Mental Health Team Service	
Yasmin Ishaq	KMPT Open Dialogue Service Lead	
Annie Jeffrey	KMPT Open Dialogue Service	
Jenny Yore	MCCH, Team Leader	
Victoria Burchett	MCCH, Personal Assistant	
JD	Service User	
Ben Edmonds-Taylor	Social Enterprise Kent (SEK)	
Mark Kilbey	Take Off	

APOLOGIES	ORGANISATION
Richard Green	Avondale Care
Anna Debrauwe	Canterbury Umbrella Centre
Liz Frost	Carers First
Karen Abel	Insight Healthcare
Lindsay Topham	Shaw Trust Live Well Kent
Liz Bailey	Shaw Trust Live Well Kent

**1. Welcome, Introductions & Apologies**

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

**2. KMPT Peer Supported Open Dialogue (POD), Yasmin Ishaq and Annie Jeffrey**

POD focuses on continuity of care and involves family and friends in your support from the beginning. Excellent outcome data from Finland showing less medication, more talking, less relapses and higher return to work figures, however, this is a different economy so we need to try it here to see if it works for us. POD is being picked up worldwide. The foundation study report started this month and there is also a largescale £2.4m research study. If we get the qualitative data we need then we could achieve National Institute of Clinical Excellence (NICE) guidelines. This is also included in the 5yr forward transformation plan.

The aim is to give immediate response to crisis in secondary care by including the person's social network in the first meeting and looking at the impact on those people as well as the person in crisis.

This also avoids confidentiality issues. Everything is discussed together with the person at the centre. 30 KMPT staff have been trained and are based in Canterbury where the first pilot started last week. Referrals come from Single Point of Access (SPoA) for people who are new to secondary mental health services or have been discharged more than 6 months. We also take referrals from the Early Intervention team. We interface with SPoA, Crisis teams and also look at admissions to hospital. We currently operate 5 days a week but are hoping to move to 7. We expect to have 120/140 referrals by end of the year. There will be 4 peer support workers in most groups. Funding has come from a variety of sources including £120,000 from Health Education England. Low caseloads will allow us to do crisis work and see people every day. The professionals do not determine the frequency of the meetings, the person in crisis decides. We are also using peer support workers for people with little network to help them get involved in the community again. By frontloading resources initially there is a decreased need for contact further on.

Kent is first to have a standalone POD team in this country which has provoked a lot of interest and we are delivering a conference to Surrey and Sussex in March.

The handout explains the 12 key elements with 7 main principles. Professionals are saying they are enjoying working in this way and it is very exciting. We will come back in 6 months with some data on qualitative and quantitative levels.

**Question:** How long have you been running?

**Response:** People have been training for 2 years and working with families as part of the training. Feedback circulated is from a recent family. We have been in operation for 1 month across the Canterbury and Coastal area. The randomised control trial (RCT) will have specific localities, probably GP practices.

Please send any questions by email to [opendialogue@kmpt.nhs.uk](mailto:opendialogue@kmpt.nhs.uk)

**ACTION 1: Circulate the presentation and main principles to the MHAG**

**2. Minutes from last meeting – Approved without amendment**

**3. Action Points**

**a) Local**

1	Ask Karen Dory Rees for an update on the street triage service	Updated briefing has been circulated. Karen will attend May MHAG
2	Clarification of content of the assessment letter from CMHT	From CMHT Admin: All letters are marked Private & Confidential – The clinician (author) will indicate if they feel the letter should not be copied to the patient, or part of it removed. As for any concerns about how issues of domestic abuse are followed up this should be an operational clinical process.  If a service user wanted a carer to open their mail then they should give that permission.  <b>ACTION 2: Sharon will take this to Patient Safety Forum and feed back to the MHAG</b>
3	Follow up re financial support for East Kent Carers Committee	Shaw Trust will attend the next EKCC meeting and are waiting to hear the date.

- b) Taken to County MHAG – For full responses see draft minutes <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

*What initiatives are happening in the different localities for street triage and engaging with the police?*

As per above action point, Karen Dory Rees will attend the Canterbury & Coastal MHAG in May to update.

#### 4. Service User & Carer Questions

a) Questions raised at the pre-meeting:

- 1) Someone was referred from Laurel House to a Therapy Course in Folkestone. They were unable to attend some of the sessions and so didn't complete the group and their work was shredded. This can be followed up with the CMHT but we need more information about the provider.
- 2) It is good to see that there is now a British Sign Language (BSL) signer at Laurel House.

b) Questions going forward to County MHAG: None

#### 5. Information Sharing:

1. **County MHAG Update:** The draft minutes are circulated to the MHAG mailing lists and, after approval, are posted on <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

Swale MHAG have updated their Terms of Reference (TOR) and it was agreed that these would be circulated to the other MHAGs so they could be adopted across the groups.

2. **Commissioners' Updates** – The reports have been (or will be) circulated and will be available at <http://www.liveitwell.org.uk/local-news/canterbury-and-coastal/#MHAGInformation>.

a) **Carol Boorman, Canterbury & Coastal CCG:** To be circulated.

b) **Sue Scamell, KCC** – Shaw Trust now provide an update on behalf of Kent County Council. However, Sue is always happy for any queries to be emailed directly to her on [sue.scamell@kent.gov.uk](mailto:sue.scamell@kent.gov.uk)

c) **Shaw Trust Live Well Kent Canterbury & Coastal Report:**

SWEMWBS stands for Shortened Warwick & Edinburgh Mental Wellbeing Scale. Live Well Kent are using this as a measurement of how well people are doing.

The Tier 3 Procurement Process has been completed and contract awards are to be announced to successful providers this week. The new service offer can be shared at the next MHAG.

3. **Provider updates/new members:**

**All About Care, Angela:** We look after clients with mental health problems and have a lot of crisis team and care co-ordinator involvement. Service users do find the number of staff changes in these teams difficult to deal with. We have some out of area residents and also offer respite care.

**Centra Care Chaucer House, Janice:** We have 15 self contained units, 12 which are 2 year tenancies with support to move on to independent living and 3 have life long tenancies. There are no vacancies at the moment but we are taking referrals. We are holding a joint Open Day on 22<sup>nd</sup> March 2017 from 10am to 2pm with the Domestic Abuse/Women's Refuge Scheme which is also run by Centra in Canterbury. Please contact Janice for more details.

**Aspirations, Sue Thomson:** We provide ongoing support in the community for people with mental health problems and learning disabilities and receive referrals from CMHT and other organisations. We cover East Kent and have several supported living houses in Herne Bay, Thanet and Ashford.

**Canterbury Umbrella Centre, Hannah:** We are a social support centre offering an open door service and all our established activities are going well. We have just launched a student support group in the evenings with 15 students per session.

**KMPT Acute Service Line, Leonie:** We really appreciate the contributions of the MHAG which has helped us to build contacts to set up our Moving On group at St Martin's Hospital. This group is run in conjunction with Take Off and JobCentre Plus to create a positive experience for people to engage in the community. We are waiting for feedback from the Care Quality Commission (CQC). We are also looking at innovation funding for technology and wanted to know if people are aware of any recovery apps? Mark provided information about something are working on as well as a Diary that has been developed.

**DWP:** Claire Harvey is a Disability Employment Advisor. The work coach's role is going to be upskilled to help everyone and onward refer. Claire will be going to St Martin's Hospital to advise people on how to move on.

**SEK, Ben:** We have 2 new contracts starting around April and are currently recruiting. "Lots More to Offer" is for age 45 plus and economically inactive to get back into work. "Lets Get Working" has no age limit and is for anyone who is unemployed and has a long term physical disability or health condition (but we expect that many of these service users will have mental health issues as well). These are funded by Big Lottery and European Social Fund, working with a range of providers.

**Take Off, Mark:** We are a service user led organisation based in Military Road but working across East Kent. The services are designed, developed and delivered for and by service users. We pay everyone (min £10 per hour) and have a workforce of 40 in total trained to deliver peer work. Our self help groups are facilitated by at least 3 people. Our crisis service is our biggest success with referrals from Laurel House and GPs. One referral gets 2 Sunday visits and last year 350 people attended on a Sunday. It is being funded again by Canterbury & Coastal CCG for next year and we are looking at how to extend it to an extra night.

We have a room available in the flat above our office for £120 per week. 2 other people are also living there. Please contact Takeoff if interested.

Ellie is now Assistant Director with someone else now taking on staff support and project management.

**Mcch, Jenny and Victoria:** Mcch manages 2 supported living services in Canterbury and Herne Bay for people with mental health problems. They are 1 room tenancies with communal areas, staffed from 9am to 5.30pm. We currently have one vacancy. We offer a move on service promoting independent living.

**Community Mental Health Team, Sharon:** We didn't have a CQC inspection because they went to Single Point of Access (SPoA) instead. The Transformation team is meeting on a fortnightly basis looking at the potential move of the service to another location in Canterbury. They had an open invite at Beercart Lane for service users and carers to give their views. There is another

meeting with the Transformation team next week looking at pros and cons of that location. There is no funding budget to for renovations to Laurel House. We will keep the MHAG updated.

Vacancies – We have 6 Band 6 health nurse vacancies. We had recruited to one but someone is leaving. We are interviewing for a senior advanced practitioner position and a lead nurse but also need at Operational team leader in Herne Bay because the person is moving on, and an Occupational Therapist (OT) lead is on long term sick leave.

We have an OT Lead and then 4 OTs working across Canterbury & Coastal. Some work as care co-ordinators if their specific skills are needed in that role.

We are in the process of moving into pods although issues with GP and consultant alignment are currently being looked at.

## 6. Working Group

Mark Kilbey suggested looking at how people are being supported in serious crisis.

A new service user would be referred through Single Point of Access to Open Dialogue but what is there for current users?

Mark to provide a date for a meeting to discuss this and link in with Carol Boorman, Canterbury & Coastal CCG to make sure that there is no overlap to what is already being discussed.

## 7. Date of next meeting

4<sup>th</sup> May, 2017 at 2pm at Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE.

Meeting finished at 3.30pm

## Action Table

No.	Action	Responsibility	Status
1	Circulate the Open Dialogue presentation and main principles to the MHAG	Sue	Completed 18/4/17
2	Take question of permission for carers to open mail to Patient Safety Forum and feed back to the MHAG	Sharon	Outstanding

### Administration :

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Email: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)



Minutes and supporting documents posted on: <http://www.liveitwell.org.uk/local-news/canterbury>