



Canterbury & Coastal Mental Health Action Group
 Meeting held on 4th May, 2017, 2.00pm

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

ATTENDEE NAME	ORGANISATION & ROLE
Karen Abel	Co-Chair/Insight Healthcare
Marie McEwen	West Kent Mind - Minutes
Angela Berry	All About Care, Assistant Manager
Ellie Williams	Take Off/Co-Chair Canterbury & Coastal MHAG
Allison Heathcote	All About Care, Senior Carer
Liz Bailey	Shaw Trust Live Well Kent
Anna Bate	ThinkAction Team Leader
Barnaby Durell	Mcch Personal Assistant
Clive Wanstall	Carer
Claire Harvey	JobCentre Plus, Disability Employment Advisor
Leonie Down	KMPT Acute Service Line, Occupational Therapy Lead
Sharon Hassan	KMPT Community Mental Health Team, Service Manager
Leanne Pritchard	Porchlight Youth Support Worker
Ben Cook	Porchlight Youth Support Worker
Andy Jackson	Porchlight Youth Support Worker
Carol Boorman	Canterbury & Coastal CCG

APOLOGIES	ORGANISATION
Liz Frost	Carers Support
John Watts	Canterbury Umbrella Centre/Carer
Lindsay Topham	Shaw Trust Live Well Kent
Janine Ross	Social Enterprise Kent

1. Welcome, Introductions & Apologies

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

2. Street Triage – Karen Dorey Rees

The presentation has been circulated and can be found on this link on the Live It Well website <https://tinyurl.com/ll5f4r2>

Karen explained that there has been lots of focus on mental health services which have identified that the police and other emergency services spend 25% of their time helping people with mental health needs. There was spike in numbers of Section 136s and this led to everyone working together to pilot the Street Triage Scheme in East Kent. Some services found it successful but the police not so much as it was too resource intensive. This has now been reviewed and has resulted in two services, one which is delivered county wide and one which is Community based for Thanet and Medway. See presentation for more information.

Question 1: When will a 7 day service be available?

Response: Data is being collected from the current service and this should hopefully show a reduction in Section 136s, Ambulance call outs and A&E attendance. We need evidence of need before we can commission a 7 day service.

Question 2: Are there any statistics available?

Response: Statistics are monitored through Key Performance Indicators (KPIs) in place for the countywide service.

Question 3: Under the new Police & Crime Act juveniles under a Section 136 can no longer be detained in a police cell. How will this work if there are only 5 Section 136 places available in Kent?

Response: The Trust has an action plan in place which will drive initiatives like street triage and try to avoid people being sectioned in the first place. The Approved Mental Health Specialist (AMPHs) service can also support this.

2. Minutes from last meeting – Approved without amendment

3. Action Points

a) Local Actions:

1. Circulate the Open Dialogue presentation and main principles to the MHAG. **Completed**
2. Take question of permission for carers to open mail to Patient Safety Forum and feed back to the MHAG. **Sharon Hassan will be on leave at next meeting and her senior Haley Johnstone will feedback on this.**

- b) **Question raised at County MHAG** – For the first time ever there were no questions raised from any of the eight local MHAGs at the county meeting. This is very positive and shows that queries are being responded to by local services as appropriate.

4. Service User & Carer Questions

a) Questions raised at the pre-meeting:

1. Clive asked for an update on recruitment?

Response: Sharon advised as follows:

- Occupational Therapist Team lead in Herne Bay has been offered/accepted but has a 3 month notice period.
- Clinical lead nurse has been recruited
- Further post offered out and accepted
- 5 further interviews next week.
- 40 applicants for 3 support worker posts
- 1.4 OT vacancies and 2 KO11 senior vacancies all interviewing next week.
- There were 10 vacancies but this is now down to 6.6.
- We have regular supervision, caseloads reviews and reflection groups to support staff. We are very proactive and mindful that workload impacts on people using the services.

2. Clive was disappointed that the East Kent Carers Council still receives no funding.

Response: Liz advised Live Well Kent are not commissioned to fund this group. Shaw Trust do not cover East Kent, however, they offered the free use of a venue at their Ashford office with some admin and photocopying. This has been added to the agenda for the next joint Porchlight, Shaw Trust and KCC meeting for discussion. The chair thanked Liz for looking into this. Leonie advised that Canterbury Asda offered free rooms for community meetings which Clive could look into.

3. Clive referred to the recent publication of KMPT's quality strategy document which noted areas of priority such as self-harm, dementia etc and asked how KMPT will deliver this. (link to document <https://tinyurl.com/lml6vxq>)

Response: No one at the meeting was able to comment on this and it was suggested that Clive could raise this as an action at the East Kent Carers Council meeting.

4. Clive advised that sometimes there is a gap when people are being transferred from secondary care to primary care if their GP is not adequately informed and their mental health medication is not in stock.

Response: Sharon advised work is currently being carried out to identify gaps in primary care. Carol added that mental Health Link workers contact numbers were recently circulated to GP and that pharmacists/GPs have a process in place for prescriptions.

5. Clive asked what would happen if someone was too ill to request/collect their prescription.

Response: Carol advised that all GP practices have their protocols in place but if Clive could provide evidence that this had happened she would be happy to investigate.

b) **Questions going forward to County MHAG:** None raised.

5. Information Sharing:

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

Extract from the recent meeting: Swale MHAG held a recent workshop to review the Terms of Reference which were then taken to the County MHAG to be agreed for all localities. These were well received however it was felt this was a good starting point but needed to go further. KCC felt this was a good time to review the MHAGs. West Kent Mind inherited the current model over ten years ago and this was reviewed by Activmob in 2014. West Kent Mind will be working closely with KCC to co-ordinate this review, it maybe that the July meetings will be replaced by workshops to invite everyone to contribute to the review. We do not yet know if the workshops will be locality based or if they will include all localities together. Information will be circulated in due course.

2. **Commissioners' Updates** – All reports below have been circulated and are available at <http://www.liveitwell.org.uk/local-news/canterbury-and-coastal/#MHAGInformation>.

Canterbury & Coastal CCG – Carol Boorman: No questions raised on the report. Carols suggested to Clive that the Canterbury Frazzled café might be good venue for EKCC to meet.

Live Well Kent Canterbury & Coastal Report – Liz Bailey, Shaw Trust: No questions raised on the report. Liz added the following update:

- Range of new services commissioned for Tier 2 including:
- New providers Take Off and Canterbury Art Studio
- Range of structured courses and peer support accessible through our central referral point.
- Regular presence at Faversham Community Centre.

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

DWP – Claire Harvey: Disability Employment Advisor. The work coach's role has changed and widened. Claire will attend St Martin's Hospital to meet with people before they are discharged and to share good practice. Clive suggested Claire could give a presentation on Personal

Independence Payments (PIP) at the next meeting. The group did not feel they needed this and it was suggested that Clive could meet Claire to get an update or perhaps invite Claire to the East Kent Carers Council.

MCCH – Barnaby Durell: We currently have a vacancy in Herne Bay, details will be circulated via MHAG mailing list. Clive added that MCCH do a good job, they are a really good organisation and always go the extra mile.

Take Off – Ellie Williams: Shaw Trust have funded us to deliver peer support groups in additional localities in Ashford, Thanet and Herne Bay. We are relaunching our Cycle Recycle. Bikes refurbished then donated to people who need them. More information and how to refer can be found here <http://www.takeoff.works/projects.html> We are also work alongside Leonie at St. Martins Hospital.

ThinkAction -Anna Bate: We are open for referrals for talking therapy, low waiting time. Please refer to us.

Insight Healthcare – Karen Abel: We have secured funding to provide talking therapy for people with long term conditions such as diabetes/heart disease etc. Referrals for all of East Kent has increased. Current waiting time for treatment 4/6 weeks but assessment can range from 14/28 days to get in the door. We are available at Brogdale Farm, Faversham every day up until 8pm.

Porchlight – Leanne Pritchard/Ben Cook/Andy Jackson: Youth Support Workers who support ages 15/18 and community clients: We are key workers with allocated caseloads to help resettle people into secure accommodations and other activities. Our referral process has changed – we now only accept people with local connections to Canterbury with priority for care leavers.

KMPT Acute Services – Leonie Down: We are looking at Section 135 service and trying to make it much more therapeutic with working parties etc and would welcome ideas and suggestions from everyone. Please email me at leonie.down@kmpt.nhs.uk. Delighted to report that KMPT now have a gold star rating for Triangle of Care services.

6. Working Group

This is on hold for the time being whilst the MHAG review takes place. It was suggested at the County meeting that having planned themed Task & Finish Groups linked to all local MHAGs would be more productive. Watch this space.

7. Date of next meeting

7th September, 2017 at 2pm at Thanington Resource Centre, Thanington Road, Canterbury, CT1 3XE.
Meeting finished at 3.30pm

PLEASE NOTE THE JULY MEETING HAS BEEN CANCELLED DUE TO THE MHAG REVIEW

Action Table – No actions raised.

Administration :

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