



Canterbury & Coastal Mental Health Action Group
Meeting held on 7th September, 2017, 2.00pm

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

ATTENDEE NAME	ORGANISATION & ROLE
Ellie Williams - Chair	Take Off/Co-Chair Canterbury & Coastal MHAG
Sue Sargeant - Minutes	West Kent Mind, MHAG co-ordinator
David Garrick	West Kent Mind, MHAG co-ordinator
Carol Boorman	Canterbury & Coastal CCG
John Watts	Canterbury Umbrella Centre/Carer
Teresa Norton	Carers Support, Canterbury, Dover & Thanet
Phillipa Brennan	Centra Support, Supported Housing Officer
Paul Haith	CHYPS, North East London NHS Foundation Trust, General Manager
Clive Wanstall	East Kent Carers Committee, Chair
Leonie Down	KMPT Acute Service Line, Occupational Therapy Lead
Barnaby Durell	Mcch Personal Assistant
Alison Taylor	Park & Bromfield Surgery PRP, Deputy Chair
BC	Service User
Colette Chaffey	Shaw Trust Live Well Kent
Scott Joiner	Shaw Trust Live Well Kent
Anna Bate	ThinkAction Team Leader

APOLOGIES	ORGANISATION
Michael Vince	Herne Bay Network
Sharon Hassan	Community Mental Health Team, Service Manager
Anna De-brauwe	Canterbury Umbrella Centre
Hannah Costin	Canterbury Umbrella Centre

1. Welcome, Introductions & Apologies

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

2. Children and Young People's Mental Health Services (CYPMHS) – Paul Haith

Sussex Partnership Trust has had the contract for this service since 2011 but, starting from 1st September 2017, The North East London NHS Partnership Trust (NELFT) has taken over. The new contract has changed following consultation with young people and their families on how the service can be improved. The service is for up to 18 year olds with around 1100 young people from the Canterbury area.

- There is now a 24/7 single point of access phone number for referrals and advice for young people, families and professionals, 0300 123 4496. Previously referrals were only by professionals but can now be from young people and families.
- Medway is contracted separately so there will be 2 numbers (one for Medway and one for the rest of Kent) although both services are operated by NELFT.

- CHYPS is fully staffed 8am - 8pm Mon to Sat. Out of hours, the number is answered by Mental Health Direct who have qualified mental health nurses who can assess, triage and then liaise as appropriate if there is an emergency.
- The eating disorder contract was separate with KMPT for adults and CHYPS for under 18s but there is now an all age pathway coming through one service with a single number for professional or self referrals, 0300 300 1980.
- All staff have been TUPED (Transfer of Undertakings (Protection of Employment)). There will be a 90 day consultation period, working with commissioners, transitioning to full service in April 2018.

Question: What happens if a teen is in crisis? Is there a place of safety and access to children's consultants?

Response: The team consists of child consultant psychiatrists and psychologists, family therapists, nurses and a range of other therapists. The Canterbury team is based in George Turtle House but also works offsite in schools and carries out home visits. Ideally the support package is delivered in the community and hospitalisation is the last resort. Our response time for emergency cases is same day, but if not life threatening, within 5 working days. For other referrals, within 6 weeks although this has been longer.

There is only one adolescent unit with 20 beds for the whole of Kent in Staplehurst. It is almost always full and if no bed is available then it is necessary to look further afield, which could be as far away as Edinburgh. This happens regularly and there are often more people out of area than in area. If someone cannot be hospitalised in a crisis, the Crisis Resolution Home Treatment Team (CRHT) will put a treatment plan in place in the home.

Question: The adult bed situation has been resolved. Why can't the same happen for children and young people?

Response: The problem is that children's beds are commissioned by NHS England, not locally. The CCGs are helpful in escalating the situation.

Question: Are there any situations where young carers come under the radar?

Response: We have good links with local social services so would hope to be aware of them. There are also other organisations that are specifically for young carers.

Question: How are you being proactive for managing mental health/wellbeing?

Response: Work is going on with Early Help Services in the County. There was also a new initiative from last year to put CYPMHS mental health professionals into Pupil Referral Units (PRUs) and Early Help Units. The Headstart project is also putting work into schools with a drive around prevention and CYPMHS also provide advice to professionals in the schools.

3. Minutes from last meeting – Approved without amendment

4. Action Points

a) Local Actions:

1. **(From March 2017):** 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. Carry forward.
2. Clive brought up the ongoing lack of expenses for the East Kent Carers Council
ACTION 1: Scott will arrange a meeting with Clive

- b) **Question raised at County MHAG** – 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.

5. Service User & Carer Questions

a) Questions raised at the pre-meeting:

1. Difficulties contacting the Community Mental Health Team (CMHT). Problems were reported of not being able to get through to Laurel House and the Kings Road Clinic and of no longer having regular check ins with CPNs.

ACTION 2: Ask Sharon Hassan whether there is a target number of meetings that the CPNs should be having with service users?

2. There is a national shortage of nurses. The CMHT are fantastic but there are concerns about staffing levels and the number of care plans that are out of date and haven't been updated for last year. What is the current staffing level of the CMHT? (5 nurses down as last heard).

ACTION 3: Invite Sharon Hassan to give an update about the CMHT.

3. When will the next Carers' and also Service Users' Conference be held? In the past they have been a regular feature.

Subsequent to the meeting, Helen Greatorex confirmed that because there were 2 carers' conferences last year, they had been considering an autumn/winter event this year (and are happy to go with that if people would prefer it), but thought a Spring event in 2018 would be better. This would enable them to properly plan the agenda around what MHAGs members are telling them they would like to hear about, and the new Chief Operating Officer will have had chance to meet everyone and would be in a good position to share her plans based on what she's seen and heard. It wouldn't just be for carers but would be "a brilliant, combined event for people who use our services and those who care about them and for them".

4. When will the Carers' survey for 2017 be issued?

Subsequent to the meeting Nick Dent advised that The Triangle of Care is currently circulating a carers' survey and will forward a copy for MHAG to circulate too.

5. 3 directors have left the Trust; Malcolm Frederick, Angus Gartshore and Ivan McConnell. Can you please confirm who their replacements are or will be and what is being done about the major pieces of work each was responsible for?

Subsequent to the meeting Helen Greatorex confirmed "The new Chief Operating Officer Jackie Mowbray-Gould joins us on October 2nd. She replaces Malcolm McFrederick. Shirley O'Keefe joined us three weeks ago and replaces Angus Gartshore. Ivan McConnell has tendered his resignation and his last day with the Trust is in October so we will be recruiting to his post imminently. All work has been covered and continues."

6. An integrated care centre has opened in Herne Bay at old Queen Vic Hospital from 8am to 8pm, 7 days a week. Will there be some kind of mental health provision?

Workshops are being held across East Kent to develop an Adult Alternative Place of Safety model for those experiencing a mental health crisis. The Canterbury workshop is on 25th September from 6-8pm at ARCA Hall, 151 Ashford Road, Canterbury CT1 3XR. Booking details have been circulated. Please contact EKmentalhealth.commissioning@nhs.net with any questions.

ACTION 4: Ask Carol Boorman about mental health provision at the Queen Victoria Hospital.

7. Sign language training. There was discussion around support workers being able to communicate with a deaf person and how some basic sign language would be helpful. It was

acknowledged that a higher level of sign language ability would be needed to communicate effectively and Leonie mentioned she had difficulties finding interpreters.

ACTION 5: Ask Sharon Hassan what the sign language policy is for the CMHT.

ACTION 6: Leonie find out the outcome of the interpreter service for sign language.

8. Karen Dorey Rees gave a presentation on Street Triage at the May MHAG. Are any stats available?

ACTION 7: Ask Karen Dorey Rees for street triage stats.

9. What is the update re Laurel House? Has a decision been made about where to move services too?

ACTION 8: Ask Sharon Hassan to give an update re Laurel House.

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

6. 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: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

2. **Commissioners' Updates** – All reports below have been circulated and are available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

a) **Canterbury & Coastal CCG – Carol Boorman:**

There was a question about the report which stated under “Local Engagement” that “The CCG continue to meet regularly with the local MHAG Co Chairs, who will be invited to attend the monthly local performance meetings with KMPT in 2017”. Is this happening?

ACTION 9: Carol will follow up.

b) **Live Well Kent Canterbury & Coastal Report – Liz Bailey, Shaw Trust:**

Collette highlighted the following:

- Porchlight link workers are now working at Community Navigators which has increased the team size and enables one Navigator to work with a client through their whole journey after an initial assessment. There will still be Level 1 (5-8 weeks), and Level 2 (up to 12 months) journeys.
- Art exhibition at The Beaney was a phenomenal success and there are discussions on how to move forward. Clive added that he had received positive feedback from a service user who attended the art therapy group and was delighted to sell a painting at the exhibition.
- Scott Joiner is the new Network Development Manager. He will be going out to delivery partners and looking at the service and any gaps.

Question: What happens if someone doesn't show for an assessment?

Response: 3 attempts at contact are made by the navigator for a service provider referral. For self referrals a meeting will be booked straight away, then for a no show a letter is sent to give another 7 days. The service is managed around a person engaging and there is always the opportunity to refer in again.

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

Mcch, Barnaby: We still have a vacancy at Herne Bay for supported living.

KMPT Acute Service Line, Leonie: A new mental health awareness group started last week at St Martin's to educate current patients and relatives together. This is a co-production with service users and carers, co-facilitated by a peer worker and is a rolling programmes of 5 key issues. We are also linking in with groups at Take Off. Live Well Kent are coming to the Moving On group. For World Mental Health Day on 10th October, we are looking at an event in conjunction with Christchurch.

Carers Support, Teresa: We are open to receive new referrals from service providers (with the carer's permission) or from carers. We offer emotional support, signposting, activities, networking events and training for carers over the age of 16, as well and activities and events for younger carers too. We also have outreach services at the Kent & Canterbury Hospital and various GP surgeries.

Thinkaction, Anna: We are still providing standard IAPT (Improving Access to Psychological Therapies) services, one to one and Cognitive Behavioural Therapy (CBT) as well as Computerised Cognitive Behavioural Therapy (CCBT) through our Silver Cloud package via the internet. A peri natal mental health group is starting today at the Children's Centre. We are also involved in a pilot for IAPT for mental health and long term health conditions and have 2 therapists joining a training programme next week for this in the Canterbury area.

7. MHAG and Service User Forum review update

An update from Emma Hanson has been circulated explaining the plan to re-use the money committed to historic grants to the MHAGs and Mental Health Service User Forums to recommission a new service offer through 3 key areas: Providing Peer Support, Supporting Service Improvement and Informing Future Commissioning Intentions. KCC & CCG commissioners will be gathering information and taking advice from people and she mentioned at the County MHAG that she was hoping to get a new service spec out by the end of October.

We would encourage people to take Emma up on her offer of inviting her to come to their groups. In the meantime we have circulated a MHAG survey to get some feedback of our own and asking people to complete this at the meeting or online.

The group expressed disappointment that service users have not been consulted about the review and that the service specification is being put together without their input.

ACTION 10: Ask Emma to confirm how people are being consulted?

There was general discussion around how to reach more service users with the following suggestions:

- Providers could encourage their clients to attend as some service users would feel more comfortable going with someone.
- The community navigator goes to St Martin's Hospital so can promote to service users.
- Promote meetings through GP surgeries.

ACTION 11: Sue to send Carol details of the meetings to give to GPs

8. Task & Finish Group – none agreed

9. Vacant co-chair position

Many thanks to Karen Abel who has stepped down as co-chair and who has been an invaluable member of the group.

Would anyone interested in this role please contact the admin team at mhag@westkentmind.org.uk

9. Date of next meeting

2nd November, 2017 at 2pm at Canterbury Umbrella Centre, St Peter's Place, Canterbury, CT1 2DB.

*****PLEASE NOTE THE CHANGE OF VENUE FOR THIS MEETING*****

Meeting finished at 3.31pm

Action Table

No.	Action	Responsibility	Status
1	From March 2017: Take question of permission for carers to open mail to Patient Safety Forum and feed back to the MHAG.	Sharon Hassan/Hayley Johnson	Email sent 20/9/17
	From September 2017:		
1	Arrange a meeting with Clive to discuss funding for the East Kent Carers' Committee	Scott Joiner	
2	Is there is a target number of meetings that the CPNs should be having with service users?	Sharon Hassan	Email sent 17/10/17
3	Invite Sharon Hassan to give an update about the CMHT	Sue Sargeant	Email sent 17/10/17
4	Will there be mental health provision at the Queen Victoria Hospital?	Carol Boorman	Carol has responded.
5	What is the sign language policy for the CMHT?	Sharon Hassan	Email sent 17/10/17
6	Find out the outcome of the interpreter service for sign language.	Leonie Down	
7	Provide stats for street triage service.	Karen Dorey Rees	Email sent 19/9/17
8	Give an update re Laurel House.	Sharon Hassan	Email sent 17/10/17
9	Confirm whether MHAG co chairs should be invited to KMPT monthly performance meetings.	Carol Boorman	Carol awaiting response
10	How are service users being consulted about the new service offer?	Emma Hanson	Email sent 3/10/17
11	Send Carol MHAG meetings posters to give to GPs	Sue Sargeant	

Administration :

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Minutes and supporting documents are posted on:

<https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>