

**Canterbury & Coastal Mental Health Action Group**  
Meeting held on 2<sup>nd</sup> November, 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
Carol Boorman	Canterbury & Coastal CCG
Hannah Costin	Canterbury Umbrella Centre, Day Service Manager
Anna De-brauwe	Canterbury Umbrella Centre, Centre Manager
John Watts	Canterbury Umbrella Centre/Carer
Teresa Norton	Carers Support, Canterbury, Dover & Thanet
Lisa Whitehead	Chaucer House, Supported Housing Officer
Alison Welsh	Chaucer House, Supported Housing Officer
Clive Wanstall	East Kent Carers Committee, Chair
Michael Vince	Herne Bay Network
Richard Bates	KCC, Kent Enablement & Recovery Team, Senior
Sharon Hassan	KMPT Community Mental Health Team, Service Manager
Helen Quinn	KMPT Community Mental Health Team Social Care Team Leader
Georgie Childs	Mcch Personal Assistant
Barnaby Durell	Mcch Personal Assistant
BC	Service User
TM	Service user

APOLOGIES	ORGANISATION
Paul Haith	CHYPS, North East London NHS Foundation Trust, General Manager
Leonie Down	KMPT Acute Service Line, Occupational Therapy Lead
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager

### 1. Welcome, Introductions & Apologies

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

### 3. Minutes from last meeting – Approved without amendment

### 4. Action Points

#### a) Local Actions:

##### From March 2017:

##### 1. *Permission for carers to open mail.*

Sharon Hassan confirmed that it is a criminal offence for someone to open or answer someone else's mail without their permission. At any outpatient appointment the policy is to ask a service user every time if they would like information to be sent to their home. The information is always sent to a GP. There is not an email option due to data protection. If someone has an individual complaint about the way their information has been handled, they can contact the Patient Experience Team who also offer a Patient Advice and Liaison Service (PALS):

Complaints Co-ordinator (East Kent), St Martin's Hospital, Littlebourne Road, Canterbury CT1 1TD  
Tel: 0800 783 9972

[www.kmpt.nhs.uk/contact-us/compliments-and-complaints.htm](http://www.kmpt.nhs.uk/contact-us/compliments-and-complaints.htm)

**From May 2017:**

1. *Scott to arrange a meeting with Clive to discuss funding for the East Kent Carers' Committee.*  
Clive had a positive meeting with Scott Joiner, who also attended an EKCC meeting. Scott has made a recommendation to Shaw Trust's Board to sponsor EKCC.
2. *Is there a target number of meetings that the CPNs should be having with service users?*  
Sharon explained that there is not a target number of meetings, it depends on a host of things such as the service user, the circumstances, which cluster they fall under and the identified needs that come out of the initial assessment.
3. *Update from Sharon Hassan, CMHT Service Manager:*  
There have been staffing issues across the service but Canterbury & Coastal CMHT but it has been recognised that Canterbury & Coastal has been affected significantly .

Vacancies in Canterbury: 1 nurse, 1 occupational therapist, 1 social care worker.

Vacancies in Coastal, King's Road: 2 nurses and 5 resignations, leaving a total of 7 vacancies.

Vacancies across Canterbury & Coastal: We are also half a consultant down in Canterbury & Coastal and Dr Bamber is retiring in January so his vacancy will be out for recruitment  
We have 2 seniors on long term sick, 2 senior vacancies and 4 staff on maternity leave.

This is not a funding issue; it is an issue with recruiting people to posts. A number of other services within KMPT such as the Early Intervention Service for Psychosis (EIP) service and Mother and Infant Mental Health Service (MIMHS), with smaller caseloads, have attracted staff instead. We have had a recruitment drive and will also have a recruitment day and have a rolling rota for adverts. In the meantime we are looking at getting resources from other areas of Trust temporarily and have expanded agency use. We currently have one full time agency worker and one term time 15 hours agency worker, we are actively seeking more until vacancies are filled.

We have agreed to move staff from West Kent, we are interviewing today for an agency worker and also have additional management support (Caroline Blades) for the Canterbury service so that Sharon can concentrate on Coastal.

As it is so difficult to recruit care co-ordinators, some posts have been changed to Support, Time & Recovery (STR) workers to work with the care co-ordinators and in supporting the duty role. KMPT are also looking at whether they have the right number of care co-ordinator positions. It is incredibly challenging for the team who are coming in on Saturdays to work extra hours to review and allocate cases and ensure that people are being called or seen.

**Question:** It is helpful to understand the strains being put on the service. At Mcch, half of the service users don't have a care co-ordinator and they are aware of 500 more. Is it possible to let people know why they are not currently allocated a care co-ordinator and informing them of the current position.

**Response:** We are encouraging care co-ordinators to have these conversations. For cases currently unallocated we hope they will all have had a review by December. Some cases do not need intervention; those that do need allocation are being contacted on a weekly basis.

**ACTION 1: Sharon to ask team who are looking at unallocated cases if it is possible to contact people.**

**Question:** Is there something that can be done on the front line to help answer phones?

**Response:** Hayley Johnson at Laurel House and Lynn Nichols at King's Road are operationally managing the teams and duty is also taking calls.

There was general discussion about the knock on effects of staffing issues:

- Provider services are seeing people that are too sick for them.

- The waiting times for more psychological therapy means that care co-ordinators are having to hold the cases which ties up the case load.
- Chaucer House and The Kent Enablement & Recovery Service (KERS) have noticed a massive decline in referrals which is due to someone not having a care co-ordinator who can refer them.

4. *Will there be mental health provision at the Queen Victoria Hospital?*

Carol confirmed that at present there will not be a specific mental health service in the Queen Victoria Memorial Hospital, Herne Bay as the procurement was for a Minor Injuries Unit, however when it becomes an integrated care hub it will have mental health support. Carol is not sure whether this is in Phase 2 or 3.

5 and 6. *What is the sign language policy for the Community Mental Health Team (CMHT) and what interpreter service is available?*

A new supplier is being procured so the KMPT (including CMHT) are currently using KCC's sign language service which can provide a sign language interpreter or other communication professional, including: Deafblind manual, Deaf relay, speech-to-text reporting (STTR), lip speaking and note taking.

The Sign Language Interpreting Contract is commissioned and managed by Sensory and Autism Services – SC (Adults) on behalf of SC. All KCC directorates can access the contract through the booking system administered by Sensory and Autism Services. Several other Kent public agencies also utilise the service as contract partners (Police, Fire, KMPT, KCHT, Dover DC).

7. *Karen Dorey Rees to provide stats for street triage service. Carry forward.*

8. *Laurel House update. Subsequent to the meeting, Sharon confirmed that at present there is no update on the building move, it is back to the start of the process again.*

9. *The Commissioner's Report mentioned that MHAG co chairs should be invited to KMPT monthly performance meetings. Is this happening?*

Subsequent to the meeting, Carol confirmed that the reference in the report should have been to the Local Operational Group (LOG) meetings and not the KMPT Performance and Quality meetings. The co chairs have been invited to the LOG meetings which will be arranged so as not to clash with the MHAGs. Any concerns from the MHAGs can be fed into the LOGs.

**ACTION 2: Invite the LOG chair, Dr Simon Lundy to attend the Canterbury & Coastal MHAG.**

10. *Emma Hanson to confirm how are service users being consulted about the new service offer? Carry forward.*

11. *Send MHAG meeting posters to Carol Boorman to give to GPs. Completed. These are available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>*

b) **Question raised at County MHAG – None taken forward.**

## 5. Service User & Carer Questions

a) **Questions raised at the pre-meeting:**

- 1) Live Well Kent reimburse service users and carers for travel costs to attend the MHAG. This covers public transport, mileage, parking and voluntary car scheme mileage costs (excluding the monthly fee) but not taxi. Would taxi reimbursement be available in exceptional circumstances for someone with disabilities who is unable to walk the distance to and from a bus stop?

**ACTION 3: Ask Shaw Trust about taxi reimbursement.**

- 2) Clive advised that there are a number of service users interested in the art therapy course to be run by Joyce Armstrong but concerned about the process of how to get on. We understand that they have to self refer but this is putting some of them off because of divulging personal information.

**ACTION 4: Ask Scott Joiner if there is a way to make the referral process easier.**

- 3) Is there a patient group at the King's Road clinic?

Sharon confirmed that there isn't but is happy to put up a poster advertising the MHAG.

**ACTION 5: Sue to circulate leaflets and poster about the Canterbury & Coastal MHAG.**

- 4) What are the options for secondary services therapies?

Low cost therapy used to be available through Canterbury Counselling but now KMPT psychological services is the only option. Unfortunately, there are very long waiting lists. IAPT is for primary care only.

- 5) It has taken a service user over 5 years to access services. The experience with the psychiatrist has been frustrating, as well as the fact that once someone is under secondary care, it is not possible to get a service from other service providers.

**ACTION 5: Sharon to follow up with the service user outside of the meeting on concerns raised.**

- 6) There was a discussion around the impact of the mental health needs of university students, the additional pressure this is causing to the mental health services and the universities not accepting this as their responsibility.

Sharon confirmed that there is an extensive increase in referrals in September/October every year to the CMHT which has not been acknowledged. However, Occupational Therapists (OTs) have been employed from different teams to work within the Christchurch and Kent Universities. The OTs have also asked to come to a team meeting at Laurel House.

There are also local services and IAPT available. For example, The Canterbury Umbrella Centre is working with students from Kent University to develop a 'Millennials Breaking Barriers' group after hours, aimed at discussing issues important to students and diminishing stigma. These sessions are open to all students, including those from Canterbury Christ Church and surrounding sixth forms. Sessions happen every 2 weeks on a Wednesday at 4pm – 5.30pm. They also run a social support group at the University of Kent fortnightly on a Monday.

- 7) **Questions going forward to County MHAG:**

1. There are long waiting lists for KMPT psychological therapies with no other options available. If treatment for a physical health problem cannot be provided through the NHS then funding is available for private treatment. Is there parity care for access to private therapy or counselling?
2. How are local CMHTs being funded or supported to take into account additional strains caused by local universities across the county, ie Canterbury Christchurch and Kent Universities?
3. How are universities being worked with to address the needs of students?

## **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 Clinical Commissioning Group (CCG) – Carol Boorman:**

Carol reported that there is currently nobody in out of area PICU and mental health beds.

**Question:** There are currently 48 people needing specialist out of area treatment (OAT) (down from 57). Is it possible for these figures to be recorded in the CCG report?

**Response:** The numbers refer to patients that have been placed out of area by NHS England because the specific treatment required is not available locally. These patients are dealt with by the OATs team. It is not appropriate for the CCG to include this information in the report.

b) **Live Well Kent Canterbury & Coastal Report – Scott Joiner, Shaw Trust:**

There was insufficient time at the meeting to read Scott's update but it is included below for reference:

- Volunteer Manager has been recruited for Live Well Kent and is currently in the process of expanding our Volunteer team up to 50.
- We are about to launch 7 new pilots across both areas we cover and these will be funded from the Innovation Grant.
- We are looking to work more with Carer Forums and will be consulting with them with regards to the Carers Rights day later on in November as well as looking at what additional support we may be able to provide. Met with Clive on this and will be feeding back to him shortly.
- Have re commissioned 3 Art Projects through the Canterbury Art Studio. Have contracted Marchwood and looking at ways to duplicate this in Canterbury, currently in talks with Muddy Wellies to see if this can be achieved. Have also contracted Blackthorn who will tailor a programme to the individual, this will be delivered in Maidstone but we are in discussion on how we can get Canterbury clients to this venue or duplicate in Canterbury.
- Looking at sorting more delivery locations within Canterbury.
- Best Practice meetings have been introduced with our delivery network with the aim of offering a wider range of services to clients

c) **Provider updates/new members:**

**Herne Bay Umbrella Centre, Mike:** The centre has received a lottery grant in addition to funding from Live Well Kent.

**Mcch.** Georgie is a new staff member. The supported living vacancy in Herne Bay has now been filled.

**Carers Support, Teresa:** We are offering new Mental Health Workshops for Carers in Thanet on 9<sup>th</sup> November and Dover on 22<sup>nd</sup> November from 10-1pm at Whitfield Village Hall and hoping to run some more in the new year. Our Carers Forum on 20<sup>th</sup> October was very successful and well attended by professionals and carers. We have a Crafts, Arts, Wellbeing event at Triangle Centre, Dover on 9<sup>th</sup> November. Carers Training is also coming up soon.

**Canterbury Umbrella Centre, Hannah:** We have just celebrated our 25 year anniversary. Membership ever increasing with 634 members currently. As well as the 'Millennials Breaking Barriers' and social support groups mentioned above there is a 'Bully Beaters' on 13<sup>th</sup> and 14<sup>th</sup> November and IT beginner and step 1 courses. We also have a Christmas dinner Pantomime for members as well as a 5 star chef volunteering to cook on Christmas Day.

**KERS, Richard:** We provide an enablement model to help people with short term interventions of up to 12 weeks, with referrals through primary care social worker, duty referral and secondary care care co-ordinators. Services include managing anxieties, travel training, pursuit of interests and employment training options. We have introduced the High Impact

Changes (HIC) team with 5 advanced KERS workers working with people discharged from hospital. The Canterbury & Coastal team consists of Richard, Jackie, Jane, Trish and Debbie (moving on to be social worker so looking to recruit). This service is massively under utilised as we are not receiving referrals from care co-ordinators due to the staffing shortage. GPs also need to be educated about who to refer.

**ACTION 7: Richard to send details of KERS service for Carol to add to the CCG referral information.**

**Chaucer House, Lisa and Alison:** We provide temporary accommodation for up to 2 years and currently have 4 vacancies but are not receiving many referrals. It is possible to self refer but we need a proper diagnosis from CMHT either from a care co-ordinator or psychiatrist.

**8. Task & Finish Group – none agreed**

**9. Vacant co-chair position**

This position is still available. Would anyone interested in this role please contact the admin team at [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

**9. Date of next meeting**

11<sup>th</sup> January, 2017 at 2pm at Canterbury Umbrella Centre, St Peter's Place, Canterbury, CT1 2DB.  
Meeting finished at 3.46pm

**Action Table**

No.	Action	Responsibility	Status
<b>From September 2017:</b>			
7	Provide stats for street triage service.	Karen Dorey Rees	No response received to emails
10	How are service users being consulted about the new service offer?	Emma Hanson	No response received to emails
<b>From November 2017:</b>			
1	Ask team who are looking at unallocated cases if it is possible to contact people to update them.	Sharon Hassan	
2	Invite the LOG chair, Dr Simon Lundy to attend the Canterbury & Coastal MHAG.	Sue Sargeant	Completed
3	Ask Shaw Trust about taxi reimbursement.	Sue Sargeant	Taxi expenses confirmed.
4	Ask Scott Joiner if there is a way to make the referral process easier for the Art Therapy Group	Sue Sargeant	Completed, Scott is looking into this.
5	Circulate leaflets and poster about the Canterbury & Coastal MHAG	Sue Sargeant	
6	Follow up with service user on concerns raised.	Sharon Hassan	
7	Send details of KERS service for Carol to add to the CCG referral information.	Richard Bates	

**Administration :**

Phone: 01732 744950

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



Minutes and supporting documents are posted on:

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