



## Canterbury & Coastal Mental Health Action Group

Meeting held on 9<sup>th</sup> May 2018, 2018, 2pm

At Riverside Church, Thanet Way, Whitstable CT5 3JQ

ATTENDEE NAME	ORGANISATION & ROLE
Ellie Williams, Chair	Take Off/Co-Chair Canterbury & Coastal MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG co-ordinator
Will Davies	Canterbury Medical Practice, GP
Clive Wanstall	East Kent Carers Committee, Chair/Co-Chair Canterbury & Coastal MHAG
Sue Alder	Engaging Kent, Director
Eve de Gray Birch	Engaging Kent, Co-Production Facilitator
Paula Campbell	KMPT, Head of Service East Kent
Julie Garbett	KMPT, Canterbury & Coastal CMHT, Interim Service Manager

APOLOGIES	ORGANISATION
Carol Boorman	Canterbury & Coastal CCG
John Watts	Canterbury Umbrella Centre/Carer
Teresa Norton	Carers Support Canterbury, Dover & Thanet, Service Co-ordinator
Steve Furber	Faversham Umbrella Centre
Steve Inett	Healthwatch Kent
Richard Bates	KCC, Kent Enablement & Recovery Team (KERS), Senior
BC	Service User
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.

### 2. MHAG and Service User Forum Consultation, Sue Alder and Eve de Gray Birch

Sue explained the co-production process that Engaging Kent are conducting to explore how service user voice, and communication about services and changes, can be more effective. (Co-production is based on the sharing of information and on shared decision making between the service users and providers) The monies currently allocated by Kent County Council for the MHAGs, Service User Forums and peer support will remain the same but the co-production process will jointly define “what good should look like” and how best to deliver that. Engaging Kent also delivers Healthwatch, which is embedded in the Health and Social Care Act. Healthwatch is a good fit to help create a strong service user voice and has the authority to demand a response to questions raised about any service provided by the NHS. Healthwatch has already developed Kent-wide forums for older people and people with physical disabilities, and is also looking to develop a Foodbank forum. There are common issues across these groups, such as transport and loneliness and it is good to have a common voice.

So far they have:

- Talked to stakeholders to create a scoping report of their current views on the Service User Forums and MHAGs.
- Recruited Eve to facilitate the process

Next steps are to:

- 1) Bring together a small Co-Production Group to include representatives from the Clinical Commissioning Group (CCG), Kent County Council (KCC), grant recipient organisations and service user and carer representatives currently engaged and MHAGs, Service User Forums or peer support as well as those who are not engaged in any of these.

- To co-create a Charter that will capture what values and principles are important to create a safe respectful and productive way of working together.
  - To be a sounding board for developing the practicalities and approach to be taken for each step of the co-production process
  - To maintain oversight of the co-production process, reviewing responses/ findings/decisions made during the process and helping to shape each next step
- 2) Conduct a peer review of Service User Forums
- To support service users in visiting activities and service user forums in different areas to build a better understanding of what is happening across Kent
  - To be able to share the findings of the peer review at the workshop event in June to inform discussions
- 3) Talk to service users & carers who are not currently engaging with User Forums or MHAGS
- To build a better understanding of how people would like to be able to have their experiences of services heard
  - To be able to share this at the workshop event in June to inform discussions
- 4) To build some case studies of how Service User Voice has been raised via Service User Forums and / or MHAGS
- To be able to share these at the workshop event in June to inform discussions exploring success/ barriers in the current processes
- 5) To hold a Co-production Workshop Day on 18<sup>th</sup> June, Lenham Community Centre, Maidstone
- To bring all the stakeholders together to review feedback and information gathered to date and consider the emerging questions to inform the next steps of the process.
  - An invitation will be sent out with further details and a response will be needed so that numbers can be catered for.

Further information about the process, including the scoping report has already been circulated to MHAG members and is also available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

Comments:

- There is concern over short term resolution to issues. Sue agreed it is about setting expectations and that there is a great deal of apathy from the service user feeling their voice doesn't make a difference and that decisions have already been made.
- MHAGs all work differently. Some solve issues locally others pick up trends.
- Sue acknowledged that there are a lot of lone carers who are not being reached and they conducted an exercise where they went out on the street to speak to 300 to 400 people. They are very keen to have new voices heard.

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

**4. Action Points**

a) Local Actions:

From January 2018:

6. *Hannah Costin to contact Canterbury Christchurch University (CCCU) about including more mental health organisations at Freshers Fairs.*

Hannah is still waiting to hear back from CCCU. **Carry forward**

Julie met with CCCU last week to look at how to link in better with them.

11. *Invite a housing representative (Anna Dale) from Canterbury City Council*

No response received. **Carry forward.**

**From March 2018:**

1. *CMHT to provide a breakdown of the number of people who are unallocated and those who are waiting to be assessed. See below.*
2. *Raise the issue of disparity as there are processes for physical health which aren't put in place for mental health.*  
No update received from Andy Oldfield. **Carry forward.**
3. *Invite Paula Campbell, Assistant Director of the CMHTs, to the next meeting to answer:*
  - 1) *What actions are being taken to address the shortfall in the Canterbury CMHT and what is the current staffing level*
  - 2) *Concerns regarding communication to clients about changes to the team.*See below
4. *Update on Laurel House move*  
Julie advised that the Canterbury team is looking to move in with Coastal team in their offices at St Martin's Hospital within the next couple of months. They co-locate with the crisis team and older peoples services and this will bring the whole team together. The Kings Road Clinic in Herne Bay has become a spoke with clinics couple of times a week.

Julie Garbett, Canterbury & Coastal Community Mental Health Team (CMHT) Interim Service Manager and Paula Campbell, Head of Services for East Kent responded to the action points:

**Unallocated cases and communication:**

- These change on a daily basis and are decreasing as staff numbers are increasing. There are currently 136 people who have had one contact and are waiting for a decision or to be allocated. This is down from a much higher number.
- It has been a tricky period but we are trying to contact people. The team has been routinely looking at unallocated cases and nurses are holding review clinics to follow up with people who have disengaged with the service.
- We are making sure that all letters going out to GPs are copied to client, unless they have said they don't want it.

**Staffing level and addressing shortfalls:** Julie has been in post since March 2018 and the team has been very supportive.

- There were a number of staff on long term sick leave, but this is now down to just 1 care co-ordinator.
- There have been a number of new staff: an assertive outreach caseload starter, someone from the ward, a new STR worker, a band 5 and band 6 along with people wanting to increase hours.
- Current vacancies are for 2 band 6, and a nurse and OT.
- We are trying to get people to play to the skills they are good at and enjoy, ie nurses want to be nurses. We have been rolling out CAPA to ask people what they want and also have more social care staff to help with assessments.
- Caseload numbers are down to around 35.
- We are working on discharge pathways and would like to work with more 3rd sector organisations so any contacts would be helpful.
- We acknowledge that this is ongoing but are trying our best.

**Question:** Who are the people now waiting? Are they primary care referrals?

**Response:** There were previous problems with people in secondary care whose care co-ordinator had left and had not been re-allocated. The current people waiting have all been referred in the last few months through Single Point of Access which accepts self referrals or

from GP or police. These referrals are RAG rated (risk assessed, prioritising people in or coming out of crisis). A daily team meeting is held to discuss these cases and the current 7 day face-to-face follow up is 100%.

**Question:** What pathways are there for Personality Disorder (PD), is it just in Ash Eaton?

**Response:** There has been work done in Devon around structured programmes for PD and we are looking as an organisation to use this. It is currently being piloted in Medway.

The Open Dialogue pilot in Canterbury is currently finishing and a clinical trial is being conducted.

**ACTION 1:** Invite Open Dialogue to give an update.

The MHAG were positive about the improved staffing levels and CMHT performance and thanked Paula and Julie for coming along to share this information.

- a) **Questions raised at County MHAG** (full details are available in the County MHAG minutes which have been circulated to the group and are available, once approved, at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>)

None taken forward

## 5. Service User & Carer Questions/Feedback

- a) **Raised in the meeting:**

- There was concern about the length of time being taken to revise a carer's assessment for a carer who had a sudden serious health condition.

**ACTION 2:** Paula to follow up on carer's assessment outside of the meeting.

- Paula confirmed that she will be chairing the KMPT Carer's Consultative Committee following a request from the members.
- Local Leadership Group (LLG) meetings have been suspended.
- Clive attended the KMPT conference last week which was for both service users and carers. The conference was informative but the feeling among carers was that it was focused more on service users and there was not enough time for carers. The highlight was Mary Mumvari chairing table discussion for carers.
- The conference was run by peer support workers from KMPT. Could there be peer support workers for carers?

There was discussion among the group. Kent Carers Matter is the umbrella for the 3 carers organisations who hold carer's support contracts for Kent. [www.kentcarersmatter.co.uk](http://www.kentcarersmatter.co.uk)

**ACTION 3:** Ellie and Clive to talk about this further with Scott Joiner

**ACTION 4:** Julie to ask the peer support worker at CMHT about carers' support

- b) **Questions going forward to County MHAG:** None

## 6. Information Sharing:

1. **County MHAG Update:** The draft minutes are circulated to the MHAG mailing lists and, after approval, are posted on the West Kent Mind 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:

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

### 3. Provider updates/new members:

**Canterbury Medical Practice, Will:** Since November 2017, Will has been working as part of a pilot supporting service users with mental health problems. This pilot has now been extended to April 2019. He is supervised by Dr Marcos Pisaca from Laurel House.

The service users are from his local Community Hub Operating Centre (CHOC) which covers around 20,000 patients from the Canterbury Medical Practice, University Medical Centre and New Dover Road Surgery. CHOC meetings are held weekly on a Wednesday and involve the community multi-disciplinary team; social services, intermediate care, district nurses, older and younger mental health teams and Red Zebra, social prescribers, to discuss service users who are identified by GPs or CMHTs as needing timely help outside of hospital. They are usually seen within a week at home or at a university practice. It is not for someone in crisis or secondary care but a plan can be made for social prescribing and medication.

**Take Off, Ellie:** Our bipolar disorder group is going well and our crisis support group is still on running on Sundays. We have a showcase event on Saturday 19<sup>th</sup> May in Whitstable at the Umbrella Café with art, poetry and creative activities.

**Canterbury Umbrella Centre, Anna** requested to mention that their Millennials Breaking Barriers project (open to all students from all universities/colleges) will be restarting in September, details will follow closer to the time.

**Faversham Umbrella Centre, Steve Furber** asked for the following information to be passed on to the group: Faversham Umbrella will be holding this year's AGM on 28 June at 6.00pm for 6.30pm. We're really keen that individuals from the Faversham district, or organisations that cover the area, come along and help us plan ahead as we re-launch ourselves. In the week before the AGM, we're meeting with members, so anyone interested can please contact me for further details.

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

The idea of a local service directory was discussed however there was concern about duplicating information already held by Red Zebra/Healthwatch/KMPT/Leonie Down at St Martins. Live Well Kent have also been discussing adding details of additional service providers to their website. It was decided to wait to find out more about this.

### 9. Date of next meeting

28<sup>th</sup> June, 2018 at 2pm at Thanington Resource Centre

Meeting finished at 3.30pm

**Action Table**

No.	Action	Responsibility	Status
	<b>From January 2018</b>		
6	Hannah Costin to contact Canterbury Christchurch University (CCCU) about including more mental health organisations at Freshers Fairs.	Hanna Costin	Awaiting response from CCCU
11	Invite a housing representative (Anna Dale) from Canterbury City Council	Sue Sargeant	Email sent 25/3/18
	<b>From March 2018</b>		
2	Raise the issue of disparity as there are processes for physical health which aren't put in place for mental health.	Andy Oldfield	No update received
	<b>From May 2018:</b>		
1	Invite Open Dialogue to give an update.	Sue Sargeant	
2	Follow up on carer's assessment outside of the meeting.	Paula Campbell	
3	Discuss peer support for carers	Ellie Williams/Clive Wanstall/Scott Joiner	
4	Ask the peer support worker at CMHT about carers' support	Julie Campbell	

**Administration :**

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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>