



## Canterbury & Coastal Mental Health Action Group

Meeting held on 28<sup>th</sup> June, 2018, 2pm

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

ATTENDEE NAME	ORGANISATION & ROLE
Clive Wanstall, Chair	East Kent Carers Committee, Chair/Co-Chair Canterbury & Coastal MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG co-ordinator
Janine Hodges	Canterbury City Council, Community Services
John Watts	Canterbury Umbrella Centre/Carer
Teresa Norton	Carers Support Canterbury, Dover & Thanet, Service Co-ordinator
Claire Harvey	DWP Jobcentre Plus Canterbury, Disability Employment Adviser
Jenny Solomon	Insight Healthcare
James Osborne	KMPT, Consultant Psychologist, Lead for Psychological Practice for East Kent, Community & Recovery Care Group & Clinical Lead for Open Dialogue
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager
Mark Kilbey	Take Off
Ellie Williams	Take Off/Co-Chair Canterbury & Coastal MHAG
Sarah Gillam	Thinkaction, Team leader

APOLOGIES	ORGANISATION
Hannah Costin	Canterbury Umbrella Centre
Anna de Brauwe	Canterbury Umbrella Centre
Dawn Hughes	DWP, Young Persons Community Partner
Richard Bates	KCC, Kent Enablement & Recovery Team (KERS), Senior

### 1. Welcome, Introductions, Apologies & GDPR update

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

Sue outlined the changes to the way that West Kent Mind collects and stores personal data for the Mental Health Action Groups (MHAGs) in line with the new General Data Protection Regulations (GDPR):

- Going forward there will be 2 mailing lists.
- As a member, anyone attending a meeting or asking to join the MHAG, will be automatically added to the meeting mailing list to receive information about the meetings and relevant documents.
- Anyone wishing to receive our information sharing emails should tick the appropriate column on the attendance sheet or email a request to [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)
- No action is needed for anyone currently receiving the information sharing emails from us.
- Draft minutes circulated to attendees for comment will contain full names and email addresses, however email addresses will be removed, and the names of service users and carers anonymised (unless otherwise requested) when the minutes are circulated to the wider mailing list and posted on the West Kent Mind website.

Further information about our privacy policy is available at:

<https://westkentmind.org.uk/mental-health-action-groups/mhag-privacy-notice>

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

### 3. Psychological Therapies Service, James Osborne

James is responsible for the East Kent secondary care psychological service which is an integrated part of the Community Mental Health Team (CMHT). He reports to the Trust's psychological lead, Nicky Oatham.

There is a limited provision of psychological therapies (PT) in secondary care with only 10 people offering this service to Canterbury & Coastal equaling 5 full time positions. Referral is made by the CMHT internally to the Psychological Therapies Service. In the last year we have instigated 4-6 weeks for someone to be seen by a psychologist, which is happening in Canterbury.

There are concerns across the county about the length of the waiting lists which we agree are not acceptable. Since summer last year we have worked hard at bringing down waiting times (which were up to 2 years). We have been successful and are now down to 19 people waiting for secondary care PT, with the longest wait at 15 months. Our aim is for 18 weeks from referral to treatment. 4 or 5 people are waiting for cognitive behavioural therapies (CBT) which is one therapy approach among the range we offer. In May 2017 we had 2 CBT therapists leave and it took 3 attempts to recruit to their posts. This was achieved in April 2018 and we are hoping that the waiting list will start to look a lot more healthy.

We offer individual or group treatments. Treatment lengths are from 24 sessions to 1 year, with group work up to 2 years. It is a longer term intervention but still time limited.

**Question:** Biggest complaints are around not knowing what is going on so your honesty is appreciated.

How do you ensure the treatment is relevant as the service user is not always engaged in the process?

**Response:** The assumption is that PT treatment will help everyone but it only works if someone is willing to engage. Face to face screening assessments should include discussions about timing and fit.

Clinical outcome data gathering is good and routine evaluation shows good outcomes.

**Question:** Do you audit the waiting lists for priority cases, ie self harm?

**Response:** No. Most people are severe and it is a complex area around determining severity. We do review waiting lists to keep people informed about how long they are waiting. Anyone waiting a long time should contact the locality lead for their area for an update.

**Question:** Is there a mechanism for pushing people up the list?

**Response:** There is NICE (National Institute for Health And Care Excellence) guidance around pregnant mothers and veterans to have immediate or quick access.

**Question:** If someone is waiting a year, what is being done in the meantime?

**Response:** They should be supported by the CMHT depending on their needs at the time. If they are only waiting for psychological intervention they won't receive ongoing support.

I don't think we have got it right around shorter term psychological interventions that take place before longer term therapy so we are developing shorter term psycho-social interventions, ie 6-8 sessions of treatment for personality disorder before the specialist service.

Current vacancies: 1 x band 4 assistant psychologist in Canterbury and a trained clinical psychologist in Thanet.

James is also the clinical lead for Open Dialogue which is coming to Canterbury with a national randomized control trial starting in July this year. All people from 2 or 3 GP areas will get Open Dialogue and that treatment will be compared against other community treatment. It has been up and running as a pilot since 1<sup>st</sup> Feb 2017.

In September/October this year there will be a new NICE guidance on CMHT care. This will be the first guidance for the service and commissioners commissioning across primary and secondary care to draw support from third and voluntary sectors as well as the NHS. The CMHT are currently made up from care co-ordinators who offer both health and social care. Social care will be moving out to KCC.

**ACTION 1:** Ask Andy Oldfield at East Kent CCG and/or Penny Southon/Sheryl Fenton at KCC to confirm how social care is being reorganised.

#### 4. Action Points

**a) Local Actions:**

**Jan 18-6:** *Hannah Costin to contact Canterbury Christchurch University (CCCU) about including more mental health organisations at Freshers Fairs.*

Take Off confirmed that they have been in touch with CCCU and felt they were engaging more with local providers. **Closed**

**Jan 18-11:** *Invite a housing representative (Anna Dale) from Canterbury City Council to talk about the Council's housing allocation policy and what stock is available, including for people being discharged from an acute hospital stay. Sue S now been given Lora McCourt, Housing Options Manager as a contact. Carry forward.*

**Mar 18-2:** *Andy Oldfield to raise the issue of disparity as there are processes for physical health which aren't put in place for mental health in relation to the psychological therapies waiting list.*

Louise Piper, East Kent Commissioning Group responded that the national mental health investment standard was previously known as parity of esteem and is part of the government's drive to bring investment and standards into mental health so they are equal to those of physical health. This is ongoing work by NHS England and will require investment as well as them also setting the standards / targets. We, along with the Government, are aware that standards differ for mental and physical health and will be bidding for funding for services when it becomes available to us. **Completed.**

**May 18-1:** *Invite Open Dialogue to give an update. No response received yet. Carry forward.*

**May 18-2:** *Julie Garbett to follow up on carer's assessment outside of the meeting. Julie advised that she had taken the information back to her counterpart in the relevant team for action. Completed.*

**May 18-3:** *Ellie Williams/Clive Wanstall/Scott Joiner to discuss peer support for carers. Meeting to be held on 29/6/18, report back to September MHAG. Carry forward.*

**May 18-4:** *Ask the peer support worker at CMHT about carers' support. Julie Garbett responded: I'm not sure what the action refers to as we don't have a peer support worker at Canterbury, we have Social work assistants. They are very active in supporting carers where they are identified by care co-ordinators and we offer assessments, although understandably not all are accepted if people don't feel they want it. I think the discussion was about the development of carer/peer support workers. Completed.*

Julie mentioned she might not be able to attend this MHAG although it was noted that both her and Paula Campbell were at the last one. The group felt strongly that the meetings only worked if questions could be posed to the right people and suggested there should be an opportunity to submit questions in advance to ensure this happens.

**ACTION 2:** Follow up with CMHT about attendance

**ACTION 3:** Pass on to Healthwatch the importance of KMPT/CCG attendance.

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:

- 1) Entry to the rooms on the lower floor of Laurel House is via a buzzer system and there is no disabled access to reception. Reception is up some stairs and cannot be seen from this entrance. If the buzzer doesn't work (which has happened recently) then someone can be stranded at this entrance. Is it possible for daily checks to be carried out on the buzzer system to ensure it is working?

**ACTION 4: Sue to contact Healthwatch to follow up.**

- 2) PIP Assessment – a carer who cares for son, who is tall and can be violent and refuses to go to appointment, is concerned benefits will stop if they can't get him there. This is putting stress on the carer.
  - Claire advised them to call PIP to explain and get medical evidence from their GP for a paper based review.
  - Live Well Kent's Money management programme has specialists to help with this across Shaw Trust's lots: Canterbury & Coastal, Ashford and West Kent.

### 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>

Clive highlighted Vincent Badu's balanced presentation of the 136 plan, and also discussions around housing needs.

Mark talked about someone being made homeless because their needs were too great. They are looking at supported housing in Canterbury.

Claire shared an experience of helping someone in need, due to domestic violence. The crisis team were unable to help but the Samaritans gave excellent support.

**ACTION 5: Clive sits on the Crisis Concordat group and requested a summary to take to the group.**

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 highlighted:

- The new bereavement and loss services in Canterbury, Herne Bay, Whitstable and Faversham have started.
- 1 to 1 and group based money management clinics have also begun.
- A new pot of money is coming up. This is usually used for innovation but this time we will be looking to support existing projects which may already be running.
- Also looking at carers and young people and the transition to older people's services.
- Art therapy – 3 courses of 10 weeks will be running. Process to get onto this course is via Live Well Kent. There is a telephone number for referral and it is possible to sign up for one particular activity.

- Shaw Trust's Live Well Kent service is a completely offer from different Porchlight's.
- c) **Engaging Kent** provided this update to the service user forum/MHAG review, which there was not time to read out at the meeting:

Thank-you to all who attended the workshop on the 18th June in Lenham. We had a fantastic day with representatives from many service user groups, service users themselves, carers, KCC, CCG, KMPT, housing, voluntary services, mental health charities and more. We will be spending the next few weeks getting round the county to visit as many service user groups as possible to make sure that their voices are heard, especially those that were unable to attend the event. We will then be producing a report to help us together to take the next steps in shaping future services.

### 3. Provider updates/new members:

**Insight, Jenny:** We are an IAPT provider and are still focussing on long term physical conditions, ie diabetes, chronic pain. We don't have a face to face venue in Canterbury and looking for one which is free. Take Off/DWP may be able to help.

**ThinkAction, Sarah:** We are also an IAPT provider starting a group for people with long term conditions such as diabetes, ibs, chronic pain. We have lots of practitioners being trained in long term conditions across the organisation.

**Carers' Support, Teresa:** We are recruiting for a new mental health support co-ordinator. (Liz Frost/Paula White have left). Jennifer Bentley is now head of service for Carers Support and the area. We work closely with Ashford and bulletins are being published across both areas. We are also part of Kent Carers Matter which covers East and West Kent and is an interactive platform for carers and employers. [www.kentcarersmatter.co.uk/](http://www.kentcarersmatter.co.uk/)  
Information about the Government Carers Action Plan is also on this website.  
Any ideas for suggestions for carers in Canterbury would be welcome.

**Take Off, Ellie:** Our healthy eating group for people with eating disorders is once a month on a Monday for 2 hours and includes going to the shops to make sure people are comfortable with shopping for their food requirements. There is also a cooking group every Wednesday.

**DWP Jobcentre Plus, Clare:** Universal Credit full service is in effect from next Wednesday. We are working jointly with housing to help with any problems that may come up.

**Take Off, Mark:** We have a new building opening in Dover which has been newly refurbished and are looking to populate the timetable so are looking for suggestions. We also have a room to rent.

Faversham Umbrella was made to leave their building which was not suitable for their purposes. Money from the sale was meant to be used for the charity's work but now other community groups are looking to use the building.

Scott is looking to get all the Umbrella Centres together to look at how they can work together.

**ACTION 6: Ask Umbrella Centres to attend next meeting and put an item on the agenda (Canterbury, Whitstable, Faversham, Herne Bay)**

**Canterbury City Council, Janine:** Manages the newly formed Community Support Team. Comprises of a number of projects: Neighbourhood Centres, Syrian Vulnerable Persons Resettlement Scheme, Armed Forces Community Covenant and an outreach team working with people who have a housing need and unmet additional needs. Already apparent from the first review of cases that many clients of the outreach service have mental health issues.

## 8. Task & Finish Group – none agreed

## 9. Date of next meeting

It was agreed to continue with the current venue for the meetings and not to alternate between Canterbury & Coastal venues for now.

The next meeting will be on Thursday 6<sup>th</sup> September at 2pm at Thanington Resource Centre

Meeting finished at 3.40pm

## Action Table

No.	Action	Responsibility	Status
Jan 18-11	Invite Lora McCourt, Housing Options Manager, Canterbury City Council to talk about the Council's housing allocation policy and what stock is available, including for people being discharged from an acute hospital stay.	Sue Sargeant	Will attend in September
May 18-1	Invite Open Dialogue to give an update.	Sue Sargeant	Attendance being co-ordinated
May 18-3	Discuss peer support for carers	Ellie Williams/Clive Wanstall/Scott Joiner	Meeting to be held on 29/6/18, report back to September MHAG.
Jun 18-1	Confirm how social care is being reorganised.	Andy Oldfield/Penny Southon/Sheryl Fenton	Circulated
Jun 18-2	Follow up with CMHT about attendance	Sue Sargeant	Completed
Jun 18-3	Pass on to Healthwatch the importance of KMPT/CCG attendance.	Sue Sargeant	Completed
Jun 18-4	Contact Healthwatch to follow up on disabled access at Laurel House.	Sue Sargeant	Email sent
Jun 18-5	Take summary of crisis incident to the Crisis Concordant Group	Clive Wanstall	
Jun 18-6	Ask Umbrella Centres to attend next meeting and put an item on the agenda (Canterbury, Whitstable, Faversham, Herne Bay)	Sue Sargeant	Ongoing

### Administration :

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Minutes and supporting documents are posted on:

[www.westkentmind.org.uk/mhaq-canterbury-and-coastal](http://www.westkentmind.org.uk/mhaq-canterbury-and-coastal)

