

Canterbury & Coastal Mental Health Action Group
Meeting held on 6th September, 2018, 2pm

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
Janine Hodges	Canterbury City Council, Community Services
Lora McCourt	Canterbury City Council
Anna Dale	Canterbury City Council, Business Support SVR
Carol Boorman	Canterbury & Coastal and Ashford Clinical Commissioning Group (CCG), Commissioning Support
Hannah Costin	Canterbury Umbrella Centre
John Watts	Canterbury Umbrella Centre/Carer
Phillipa Brennan	Centra
DA	Chaucer House, Client
Louise Piper	East Kent MH Commissioning, Programme Lead
Richard Bates	KCC, Kent Enablement & Recovery Team (KERS), Senior
Leonie Down	KMPT, Acute Care Group
Julie Garbett	KMPT, Canterbury & Coastal Community Mental Health Team (CMHT)
Hayley Johnson	KMPT, Canterbury & Coastal Community Mental Health Team (CMHT)
Hazel Brown	KMPT, Crisis Home Recovery Team (CHRT), Senior STR and Carers' Lead
Fiona Keyte	Red Zebra, Social Prescribing Manager
Hanna Rhodes	Sanctuary Floating Support, Project Worker
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager
Jack Packman	Social Enterprise Kent (SEK), Social Prescribing
Jess Bartondale	Social Enterprise Kent (SEK), Ops Supervisor
Mark Kilbey	Take Off
Charlie Bates	Thinkaction

APOLOGIES	ORGANISATION
Clive Wanstall	East Kent Carers Committee, Chair/Co-Chair Canterbury & Coastal MHAG
Teresa Norton	Carers Support Canterbury, Dover & Thanet, Service Co-ordinator

1. Welcome, Introductions & Apologies

2. Minutes from last meeting – Approved without amendment

3. Housing Allocation Policy for Canterbury City Council – Lora McCourt and Anna Dale

Lora manages the housing team and Anna manages the housing register.

There have been changes to the housing register over the last year with all applications now made digitally via an online form. An email address is needed to fulfil the requirements of GDPR to protect a client's information.

Applications are reviewed and placed in the appropriate band (A to D) with supporting documentation. The policy has remained unchanged since 2013 but is up for review and will be published on the Canterbury City Council website. 2,500 people are waiting on the housing register, up by 500 this year and there are different categories. There are a number of different reasons, ie may be in unsuitable or supported accommodation or be homeless. All reasons are listed in the policy.

Question: What happens if someone doesn't have an email address?

Response: Help is available in setting up email addresses. Email is helpful to keep in touch on a more regular basis. If they are still unable to set up an email address we can bypass that for them and support is available by contacting housingadvice@canterbury.gov.uk or 01227 852000.

Question: What stock is available?

Response: We offer a choice based letting system for East Kent housing and housing associations but have noticed a significant decrease in what is available. We are looking at the best ways to use stock. £24 million has been invested in a new development with some housing being used for temporary accommodation. Planning has also been given for the Kingsmead Field development.

Under the Homelessness Reduction Act we previously only needed to help those in immediate need. We now have to provide everyone with same level of service but our resources are still restricted. We currently have 88 people in nightly paid accommodation and 70-80 waiting for offer of accommodation. Waiting times are between 1-2 years. We understand this is not an ideal situation for many reasons.

In the last year our own social letting agency has signed up 13 properties for families and individuals. We are able to act as an intermediate between landlords and tenants, with different offerings available, ie guarantee rent at local housing allowance, finding tenants and managing tenancy. We also offer tenancy training such as budgeting and linking in with other services.

These properties are not advertised through the choice based lettings and are for homeless only. We want to continue to develop these sustainable tenancies.

Question: Can Chaucer House, supported accommodation, access social letting?

Response: Our priority is with the 13 people waiting for 1 bed, and 51 for 2 bed who are in temporary accommodation. We need to concentrate on those and the hidden homeless "sofa surfers". We will then look to expand.

We monitor housing allocation every 6 months to make sure we offering the right quotas.

Question: Are there any vacancies in sheltered housing that single people might be able to take up?

Response: KCC funding for the enhanced scheme for a worker sleeping in has stopped so this would not be appropriate as a lot of residents are vulnerable over 60s.

Question: Are there any opportunities for using students in sheltered accommodation, ie schemes in Europe.

Response: This is not possible as there are stipulations/reasons why the buildings are built.

The student market is evolving with purpose built student accommodation so some properties which were previously used by students and are now available.

We are trying to use 55+ designated buildings for the elderly for different purposes ie 1st floor flats which are in lesser demand, but there are lots of objection from longer term residents.

We are also looking at the offering for older residents with KCC to make sure they are suitable.

Question: What happens to people coming out of hospital who don't meet the criteria?

Response: We can work with anyone who is homeless or threatened with homelessness on discharge.

The housing needs register is not appropriate for all and we can work with the discharge team to formulate a plan.

Leonie agreed that they want to work closely with the council and want to resume regular meetings between patient flow/ discharge coordinator team and the council. Lee Michaels in the lead in the discharge team.

3. East Kent Mental Health Commissioning Team – Louise Piper

1. Re-procurement of East Kent IAPT services

The East Kent Clinical Commissioning Groups (CCGs) are now starting to look at redesigning their IAPT (NHS Talking Therapy services). We will be conducting a review of the services and looking at what has worked well and what has not. We are also looking for ideas for the IAPT services for the future and will also be looking to work with other areas in Kent. The procurement process will take approximately 18 months and our engagement will involve surveys to current IAPT providers and clients

of the IAPT service as well as workshops and opportunities to get involved in the actual procurement process. A service user/carer questionnaire will be circulated before the end of September and this will enable people to opt in to get involved, or email the East Kent Mental Health Commissioning Team on EKmentalhealth.commissioning@nhs.net.

Question: Will IAPT work with longer term conditions?

Response: IAPT is currently working with clients who have long term physical health conditions.

The service was originally set up to treat anxiety and depression to help prevent people from needing secondary mental health services. However, it has highlighted an unmet need in the community with people falling between the gaps in primary and secondary care services and that is what we are hoping to address.

2. Local Care

The East Kent Mental Health Commissioning Team will be expanding our mental health primary care service. This expanded service will enable more people to access mental health professionals locally, for example in GP surgeries as part of the local hubs. Local care is the phrase we are using to describe health and social care provided outside of a community mental health team, at home, in a clinic, GP surgery or in a community hospital.

The East Kent Mental Health Commissioning Team will be advertising opportunities to get involved in their monthly email. To receive this email please contact: EKmentalhealth.commissioning@nhs.net.

3. Commissioning Mental Health Forum

The team will be at The Beacon in Thanet from 2pm to 4pm on Wed 12th September to meet local people and hear their views and questions about services. This regular forum started with Ashford in July and will be held bi monthly around East Kent.

4. Mental Health Pathways

We are involved in a multi-agency piece of work to map out mental health pathways across local and secondary care. This work will include eligibility criteria and clear pathways and eligibility for services for adult mental health services in east Kent so that people understand what is available for them.

Janine had an example of client being referred around services.

Carol confirmed that GP referral tools in Ashford and Canterbury are regularly updated and they receive monthly updates about services but gave examples of cases raised at the Multi Disciplinary Team (MDT) meetings which were falling through gaps.

Louise confirmed that in future these pathways should be clearer.

4. Action Points

a) Local Actions:

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. Completed.*

May 18-1: *Invite Open Dialogue to give an update. Waiting to hear back from Yasmin Ishaq. Carry forward.*

May 18-3: *Discuss peer support for carers. Scott, Mark and Clive are meeting to look at a different model and will report back at the next MHAG. Carry forward.*

Jun 18-1: *Confirm how social care is being reorganised. This was discussed at the County MHAG and an update was circulated and the KCC and KMPT Transformation Update is available at: www.westkentmind.org.uk/mhag-county.*

Historically KCC staff were seconded into the Community Mental Health Team (CMHT) and managed by them. Social care will now be managed by KCC but there will still be joint working. The new KCC service managers (Marie Gallagher for Canterbury & Coastal) will be visiting the MHAGs in November. **Completed.**

Jun 18-2: *Follow up with CMHT about attendance. Completed.*

Jun 18-3: *Pass on to Healthwatch the importance of KMPT/CCG attendance.*

Sue Alder responded that Engaging Kent is currently in conversation with KMPT and all the CCGs re the development of User Voice as part of the co-production process. Whatever the emerging model looks like it is clear that all stakeholders will need to sign up to upholding their part of making User Voice work. As part of the next steps in defining the future stakeholders can consider if an agreement between stakeholders is needed which could certainly include attending appropriate meetings.

I will bring this up at the co-production group as something raised by a local MHAG. Completed.

Jun 18-4: *Contact Healthwatch to follow up on disabled access at Laurel House. Response received from Julie Garbett.*

- *Estates do check the door bell regularly, however admin are also checking it on a weekly basis in addition.*
- *We have also requested for a new door bell as the one in situ is getting a bit old and I have asked for a contact sign.*
- *We would also expect staff to be aware if they have people attending who may have accessibility needs (wherever possible) and to themselves also check if people have attended and need access.*

However, there were still concerns about disabled people not being treated equally, ie being left in the rain while someone came to open the door. Is it possible for a camera/buzzer to be installed? Carry forward.

Jun 18-5: *Clive Wanstall to take summary of crisis incident to the Crisis Concordant Group. Carry forward.*

Jun 18-6: *Ask Umbrella Centres (Canterbury, Whitstable, Faversham, Herne Bay) to attend next meeting and put an item on the agenda. Responses only received from Canterbury and Faversham. Completed.*

b) **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 www.westkentmind.org.uk/mhag-canterbury-and-coastal)

None taken forward.

5. Service User & Carer Questions/Feedback

a) **Raised at the pre meeting:**

- 1) The move of the CMHT from Laurel House has been talked about for the last 7 years. Is the building still being sold?

Julie has been unable to get an update on this. Concerns were raised about accessibility if the team moves in with Coastal team in their offices at St Martin's Hospital. It also may not be a positive experience for clients to go back to the St Martin's setting.

Louise highlighted the local care offer which aims at placing more mental health staff in GP surgeries and would enable GPs to refer directly to the primary care mental health team who can assess and determine correct referral pathways. The service is currently delivered in East Kent by Invicta and KCC.

ACTION 1: Contact John Carey, Head of Estates for an update on Laurel House move.

- 2) **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:
www.westkentmind.org.uk/mhag-county

2. **Commissioners' Updates** – All reports below have been circulated and are available at
www.westkentmind.org.uk/mhag-canterbury-and-coastal

a) **Canterbury & Coastal Clinical Commissioning Group (CCG) – Carol Boorman:**

Ashford MHAG are putting together a directory of services leaflet, partly funded by Healthwatch, to be available in public places, ie libraries, pharmacies, GP surgeries as well as online. She suggested something similar for Canterbury & Coastal – see Task & Finish Group below.

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

- The Innovation Fund closes on 14th September and decisions will be made on 21st September 2018.
- Groups are all running well and bereavement services are growing.

c) **Engaging Kent** provided this update to the service user forum/MHAG review, which there was not time to read out at the meeting:

“The co-production discussions are now refining all the feedback to identify the core principles people feel should underpin the future ways in which Mental Health Service User, and Mental Health Carers' Voice is supported to effect change in Kent.

A rough model for the future is emerging and in early October we would like to share this with people and together develop the detail. We will therefore be arranging meetings/phone calls with MHAG Chairs, User Forums and Peer Support Groups, as well as engaging wider MHAG attendees.

We hope to be in a position to attend the round of next MHAGS and make a presentation on the agreed ways forward.”

3. **Umbrella Centre updates:**

Mark reported that the Umbrellas were set up for the purposes of mental health services when Charlton closed nearly 30 years ago. There have been funding challenges and it would be good to get an update of what services are now being offered at these centres.

Faversham: Following consultation with over 70 people the Trustees decided to sell the building as is was not suitable for use. It was owned by the charity so it was felt that the monies raised could be used in a better way. However there were some challenges with the Land Registry not having a current signature. This year Faversham Town Council/MP/Mayor campaigned to save the building and new trustees were appointed. Swale Council registered the building as an Asset of Community Value to prevent it from being sold. The building is still empty and the hope is for it to be a community centre.

Miranda Ford, Chair of Trustees for Faversham Umbrella said, by email, that they would be soft launching in October and relaunching in January.

Canterbury: Hannah reported that they are pushing their student support model with a fortnightly Breaking Barriers group on a Wednesday at 4pm – 5.30pm, and a social support group for Canterbury Christchurch University on alternate weeks. They will be holding a launch on 15/10 for a book written by the Head of Law as part of Human rights studies.

We have taken on overflow of Whitstable clients who say that the building is not support them with their mental health problems.

No response from Herne Bay or Whitstable Umbrellas.

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

Red Zebra, Fiona: We have a Connect Well database with over 300 services that anyone can refer into. We support people with health and wellbeing but not medical interventions.

Thinkaction, Charlie: We are an IAPT provider offering courses and webinars to make our service accessible for more people.

SEK, Jack and Jess: We cover the whole of East Kent and want to help reduce social isolation and loneliness. We support people with long term mental health conditions to access the labour market and have a budget for clients who are over 18 who may need help in a number of ways, ie may not have suit, birth certificate etc. We also help with volunteering and are taking referrals

Centra, Chaucer house, Phillipa: We offer supported housing for anyone with a low to medium diagnosis mental health condition. Currently redesigning our referral form to make it easier to refer. There are possibly 2 rooms available. Please email Phillipa.brennan@centrasupport.org.uk for a referral pack.

Kent Enablement Recovery Service (KERS), Richard: Community based working with anxiety. Canterbury has a slightly longer waiting list temporarily. We aim to screen and allocate within 5 working days but this is currently 15.

CHRT, Hazel Grant is Senior Time Recovery (STR) worker and carers' lead for the crisis teams, implementing Triangle of Care (TOC) within the service.

Sanctuary Supported Living, Hannah: We are seeing more clients with mental health problems than without, varying from common to serious/complex mental health needs. Thanet and Dover have big waiting lists with priority given to those facing imminent evictions.

Takeoff, Mark: We are a service user led registered charity in Canterbury with 27 'doing' and 'diagnosis' groups operating from our office and other places across East Kent. We are reducing the age of from 17 to 16. 35 peer workers are trained, including safeguarding and first aid and paid £10 per hour. Our crisis group has been running for 3 years and operates every Sunday from 4pm to 8pm. It is referral only from CRHT/CMHT and up to 10 attend. Our new building in Dover will have its official opening on 19th September 2018. More information about our services can be found at: www.takeoff.works

Acute Care Group, Leonie:

- New nursing staff are due to start at St Martin's.
- We want to make sure people are carer aware and improve the training. We are holding an event for our carer champions on 28th September (we have at least one on each ward). Our
- Moving on group happens every Wednesday so that people who have been in hospital can receive signposting for what is happening in the community. It is good to have people with lived experience of services/groups to talk about their services. Also, to promote creative things that people can get involved in, such as Music for Change.
- Have a new partnership with Canterbury Student Radio.
- New voluntary co-ordinator who is putting together volunteer job profiles based around people sharing interests/skills.

ACTION 2: Leonie to invite Music for Change to attend an MHAG.

ACTION 3: Send information about volunteer roles to mailing list.

CMHT, Julie: Forward Trust are running a group out of Laurel House for ex-offenders and people with drug and alcohol issues and offering joint working opportunities. 3 nurses are contacting people waiting for services such as groups, STEPPS etc to find out how often they would like contact.

Staffing: We have 2 vacancies with interviews next week.

8. Task & Finish Group

Directory of Services. There are lots of directories such as: DWP, Red Zebra, KCC, Shaw Trust and there is a challenge around keeping them up to date.

However, the group agreed that a one off printed mental health directory of services was a good idea to reach people who may not have the resources or be well enough to search for help.

Group members: Ellie, Carol, Fiona, Claire Harvey at DWP?

9. Date of next meeting

The next meeting will be on Thursday 8th November, 2018 at 2pm at Thanington Resource Centre Meeting finished at 3.43pm

Action Table

No.	Action	Responsibility	Status
May 18-1	Invite Open Dialogue to give an update.	Sue Sargeant	Attending Jan MHAG
May 18-3	Discuss peer support for carers	Mark Kilbey/Clive Wanstall/Scott Joiner	Update at November MHAG.
Jun 18-4	Follow up on disabled access concerns at Laurel House	Julie Garbett	Debbie Carson, KMPT to look into this
Jun 18-5	Take summary of crisis incident to the Crisis Concordant Group	Clive Wanstall	
Sep 18-1	Contact John Carey, Head of Estates for an update on Laurel House move.	Sue Sargeant	Update received. John Carey/ Debbie Carson to attend Jan MHAG
Sep 18-2	Invite Music for Change to attend an MHAG.	Leonie Down	Completed
Sep 18-3	Send information about volunteer roles to mailing list.	Leonie Down	Zoe Young attending from volunteer department

Administration :

Phone: 01732 744950

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Minutes and supporting documents are posted on:

www.westkentmind.org.uk/mhag-canterbury-and-coastal

