

Canterbury & Coastal Mental Health Action Group
Meeting held on 8th November, 2018, 2pm

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

ATTENDEE NAME	ORGANISATION & ROLE
Clive Wanstall, Chair	Co-Chair Canterbury & Coastal MHAG/East Kent Carers' Committee, Chair
Sue Sargeant, Minutes	West Kent Mind, MHAG co-ordinator
Carol Boorman	Canterbury & Coastal and Ashford Clinical Commissioning Group (CCG), Commissioning Support
Janine Hodges	Canterbury City Council, Community Services
Sam Terry	Canterbury City Council, Community Support Officer
Alison McGuigan	Canterbury City Council, Syrian Vulnerable Persons Resettlement Officer (CVPRS)
Amanda McNeill	Carers' Support, Canterbury, Dover, Thanet
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Marie Gallagher	KCC, Service Manager
Julie Garbett	KMPT, Canterbury & Coastal Community Mental Health Team (CMHT)
Hazel Brown	KMPT, Crisis Home Recovery Team (CHRT), NE & SE Kent, Senior STR and Carers' Lead
Leonie Down	KMPT, Acute Care Group
Zoe Young	KMPT, Volunteer Manager
Scott Joiner	Mcch
Jenny Yore	Mcch, Team Leader
Lisa Munday	Mcch, Personal Assistant
David Palmer	Mind Bexley, Revival Café Whistable (Social Enterprise)
Fiona Keyte	Red Zebra, Social Prescribing Manager
Sandra Bray	Red Zebra, Social Prescribing Co-ordinator
Mark Kilbey	Take Off

APOLOGIES	ORGANISATION
Miranda Ford	Faversham Umbrella
Richard Bates	KCC, Kent Enablement & Recovery Team (KERS), Senior
Ellie Williams, Chair	Take Off/Co-Chair Canterbury & Coastal MHAG
Janine Hodges	Canterbury City Council
John Watts	Canterbury Umbrella Centre/Carer
Teresa Norton	Carers Support Canterbury, Dover & Thanet, Service Co-ordinator
Peter Tomlinson	SEK

1. Welcome, Introductions & Apologies

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

2. Minutes from last meeting – Approved without amendment

September 2018 minutes: Lora McCourt and Anna Dale gave a presentation about housing.

ACTION 1: Invite Canterbury City Council back next year for a housing update and in the meantime forward any specific questions to Lora McCourt for response.

September 2018 minutes: Louise gave information about the re-procurement of the East Kent IAPT services and advised that a service user/carers survey would be circulated with responses due by end of November 2018.

ACTION 2: Follow up with Louise about IAPT responses received and options for giving later feedback.

3. Mental Health Social Care Service Update, Marie Gallagher

Marie is the Kent County Council (KCC) Service Manager for Ashford and Canterbury & Coastal. She was previously South Kent Coast Community Mental Health Team (CMHT) service manager for a number of years.

From 1st October 2018 social care staff within the CMHTs are being managed by KCC. The Approved Mental Health Professional service (AMHP) is being transferred to KCC Management on 1st April, 2019.

The KCC announcement can be found here:

www.westkentmind.org.uk/wp-content/uploads/2018/09/KCC-AND-KMPT-TRANSFORMATION-UPDATE.pdf

As part of the KCC and KMPT Partnership Transformation plan it has been recognised that the roles of professionals has been diluted over many years with staff expected to perform a number of functions regardless of their expertise. Under the new structure nurses, social workers, occupational therapists (OTs) will be able to specialise in areas according to their training and skillsets. This is helping people feel happier in their roles.

The aim is to have separate line manager structures but to work closely together to keep an integrated, co-located, multi-disciplinary team to provide the best support for service users and carers. It is still a single access system. Screening of referrals and assessments are carried out jointly, it is just the management structure that has changed. This improved service will provide a clear focus on people's needs whether they have joint needs or health or social care.

Question: How will you get convergence on meetings?

Response: We are being clear about whether meetings are for health and/or social care and moving away from meetings that included everyone but may not have been appropriate. They are only joint if both inputs are needed. Marie and Julie will be meeting up with senior KR11 social workers and experienced team manager nurses to capture and resolve issues.

Question: Can you clarify care co-ordinator roles?

Response: It is about the language. Social care doesn't work under the Care Plan Approach (CPA) so doesn't have care co-ordinators but may be the 'predominant lead'.

Question: Are there different job descriptions?

Response: Yes, focussed on social care input defined by the Care Act and Mental Health Act. We are not responsible for a 7 day follow up after discharge but the care co-ordinator would do this.

Question: Is there a carers' champion?

Response: Yes, we still have a carers' lead.

Comment: It has been difficult to contact anybody at Laurel house.

Response: We have just employed another person to back up reception so there are now 2 people to attend to the door, switchboard and visitors.

ACTION 3: Marie to provide a follow up report on the KCC social work service.

4. Action Points

a) Local Actions:

May 18-1: *Invite Open Dialogue to give an update.* Yasmin/Annie to attend January MHAG. **Closed**

May 18-3: *Discuss peer support for carers.* Take Off's carers bid to LWK was not successful.

ACTION 4: Scott to contact Mark to follow up on this in his new role at MCCH

ACTION 5: Eve to check on peer support for carers outside of Canterbury & Coastal

Jun 18-4: *Follow up on disabled access concerns at Laurel House.* Debbie Carson to look into whether there is a simple solution to the buzzer suggestion. Healthwatch have also visited the building.
Carry forward

Jun 18-5: *Take summary of crisis incident to the Crisis Concordant Group.* **Closed**

Sep 18-1: *Contact John Carey, Head of Estates for an update on Laurel House move.*

John Carey and/or Debbie Carson will attend the January MHAG. From John: "On the matter of relocating services from Laurel House and then disposing of it, this has featured in Trust plans for a number of years and been regularly frustrated for a variety of reasons

The Trust is indeed looking again at whether this can be achieved, and when, but no final decisions have yet been made, it will depend on the merits of a business case which is in preparation." **Completed**
There are rumours about the old building at St Martin's Hospital closing and Cranmer (older people's) ward relocating.

ACTION 6: Ask John/Vicky Stevens/Andy Oldfield for clarification.

Sep 18-2: *Invite Music for Change to attend an MHAG.*

Leonie said that Music for Change are running a new group in Canterbury and there is a bid for them to deliver groups at St Martin's. Emma has been invited to attend a future MHAG. **Completed.**

Sep 18-3: *Send information about volunteer roles to mailing list.* **Closed.**

See update from Zoe Young below.

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 meeting:**

1) Mark reported that reps from Laurel House had visited Take Off and the feedback was positive.

Julie confirmed that they were 70% down due to sickness and vacancies at the beginning of the year but they have only 2 more vacancies to be filled and have good quality staff and a happy team. They are working with 35 caseloads each and actively review them. The team makes contact while people are waiting, ie for psychological therapies, and are checking on care plans to agree how often someone should be contacted. They have just taken on a registered general nurse to help with physical problems and are joint working with the social care team.

Julie has sent letter to every GP surgery to see if they have space in their surgeries for the CMHT to go out to them.

Part of the first 2 weeks of induction for staff includes making links with local services in the community, particularly at the MHAGs. Julie encourages people to come in to meet the team and to raise any concerns with her directly at juliegarebett@nhs.net. The team is also working more closely with colleagues in the crisis team.

There have been problems with 7 day minimum wait upon discharge before engaging with CMHT. Julie said contact is now made before then, face to face with the lead practitioner (if they have one) or the duty worker, otherwise telephone contact will be made. 92% of people are now being seen within 28 days of referral.

Alison said that mental health is a huge issue for many of their clients and would like the CMHT to make contact with Canterbury City Council.

Alison added that she has had a good response with the families she works with, some from Syria as refugees, and a particular case of a young man with serious mental health problems was seen quickly after contact with the CCG.

- 2) An example was given of someone with a bi-polar diagnosis who had referral appointments cancelled, waits for assessments and referrals to various teams but was finding it difficult to see someone to provide medication.

Julie explained that initial assessments look at everything and are very comprehensive but there may be some people getting pushed back during this period of change and as the organisation is held to its commissioned acceptance criteria. She asked for details to follow up on so she could investigate that case.

- 3) There were concerns about people being bounced between GPs, Laurel House, 7 sessions of counselling, waiting for psychological therapy, too anxious to go to groups. GPs and local providers are seeing more people who are unwell. Julie agreed they are receiving referrals they don't know what to do with as they may not be for secondary care so is keen to work more closely with GP and third sector as KMPT may not have been commissioned for that need and thus don't have the necessary specialities. ASD is one gap they have picked up on and are discussing with commissioners and GP's. They need evidence of cases and she encouraged people to contact her.

Eve advised that Healthwatch are in middle of project around CMHTs and are looking for details of live cases to collect information about.

Subsequent to the meeting, Healthwatch confirmed that these visits were at the request of KMPT. Following a CQC visit they had put some new practices in place, and these visits were to test what improvements there had been from a service 'user' perspective and included Laurel House.

Healthwatch will be publishing what they heard shortly, but in the meantime their raw data has been shared with the CQC prior to another visit to KMPT to check on progress. They are happy to receive any further comments that they can share. So please feel free to contact

Jo@healthwatchkent.co.uk

It was noted that lots of work has been done by KMPT and KCC over the last 6 months as part of the Sustainability and Transformation Plan and that it was positive that Healthwatch have been tasked with collecting evidence.

Julie and Marie asked to be contacted directly about any problems that are being experienced. Their email addresses are: juliegarbett@nhs.net and Marie.gallagher@kent.gov.uk

b) Questions going forward to County MHAG: None

6. Information Sharing:

1. Engaging Kent

Eve explained that the Co-production process started in April and that she and Sue Alder had been visiting and working with local service user and carer groups. Eve thanked everyone for their feedback so far and explained that the proposed model had been circulated via the MHAG network and more feedback received. The feedback has been incorporated into the thinking about the model and shared with the Co-production group.

The Co-production group have started work on what the role will entail from April 2019 including how much time should be spent on networking, outreach and peer support/forum work and will

next be working on focusing on the specification. Once agreed the draft specification will go to commissioners for comment. If approved there will be a stakeholder event in January/February to share the model further. Training and support is to be designed and implemented for those delivering the model with the new specification being delivered from April 2019.

Please contact Eve at eve@engagingkent.co.uk with any feedback or groups you would like her to visit.

2. **County MHAG Update:** The draft minutes are circulated to the MHAG mailing lists and, after approval, are posted here: www.westkentmind.org.uk/mhag-county

Clive highlighted a number of items from the meeting including:

- Presentation by Dr Mike Bassett who talked about 3 psychological services pilots. Vicky Stevens, Deputy COO, KMPT is providing a highlight report on care pathways which will be circulated across the MHAGs when available.
- Presentation from Cathy Bellman and Andy Oldfield about integrating mental health into local care.
- Prescription costs for people on benefits.
- Travel costs for carers visiting relatives placed out of area. Following a letter to Helen Grotorex a carer travelling from Thanet to Burgess Hill now has a volunteer driver. Patients are no longer being sent out of area, except for specific treatments. Alan Heyes is following up on a response regarding children and young people being sent out of area and travel costs for parents.

3. **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:

There have been no out of area placements for acute patients since November 2016. PICU (Psychiatric Intensive Care Unit) out of area placements are kept to a bare minimum and are of short duration. There are 8 people currently out of area due to difficult long term mental health problems.

ACTION 7: Can the out of area PICU placements be captured on the CCG report?

Subsequent to the meeting, Carol updated on the following:

In the Five Year Forward View Mental Health (MHFYFV, NHS England committed to leading work to ensure that “by 2020/21, 280,000 people living with SMI (Severe Mental Illness) have their physical health needs met by increasing early detection and expanding access to evidence-based physical care assessment and intervention each year”. This equates to a target of 60% of people on the General Practice SMI register receiving a full and comprehensive physical health check and the required follow up care.

In 2018/19 NHS England have implemented an indicator for CCGs to report quarterly on the delivery of physical health checks for people on the SMI register in primary care. For 18/19 this reporting includes the initial six physical health check numerators with development on the comprehensive 12 part health check and subsequent physical health plan. It is anticipated that from 2019/20 all elements of the physical health check and subsequent intervention data will be collected nationally.

The checks required are;

1. a measurement of weight (BMI or BMI + Waist circumference)
2. a blood pressure and pulse check (diastolic and systolic blood pressure recording + pulse rate)
3. a blood lipid including cholesterol test (cholesterol measurement or QRISK measurement)
4. a blood glucose test (blood glucose or HbA1c measurement)

- 5. an assessment of alcohol consumption
- 6. an assessment of smoking status

b) Live Well Kent (LWK) Canterbury & Coastal Report

4. Provider updates/new members:

KMPT, Zoe Young is the Volunteer Manager at St Martin's Hospital responsible for recruiting, training and placing volunteers. Zoe gave examples of a number of volunteer opportunities including; Donated clothing co-ordinator at St Martin's; gardeners for the acute ward to work with patients; taking a trolley to different wards; hospital radio.

ACTION 8: Zoe to forward details of volunteer opportunities for circulation.

Carers Support, Amanda. We have had the carers' contract in Canterbury, Dover and Thanet for the last 5 years and will hear in April whether this will continue. Amanda has been in position for a month and is looking at where new groups could be. There were meetings at 2 locations in Canterbury but no-one turned up. She is looking at a new group in Deal in January. Amanda is also putting together a bereavement pack to help carers with a long term bereavement to help them do something else in the community.

There was no time for other provider updates.

7. Task & Finish Group

There was no time to discuss this. Carry forward to the next meeting.

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 10th January, 2019 at 2pm at Thanington Resource Centre
Meeting finished at 3.34pm

Action Table

No.	Action	Responsibility	Status
Jun 18-4	Follow up on disabled access concerns at Laurel House	Debbie Carson	Pending
Nov 18-1	Invite Canterbury City Council back next year for a housing update and in the meantime forward any specific questions to Lora McCourt for response.	Sue Sargeant/All	
Nov 18-2	Follow up with Louise about IAPT responses received and options for giving later feedback.	Sue Sargeant	
Nov 18-3	Provide a follow up report on the KCC social work service.	Marie Gallagher	
Nov 18-4	Follow up on options for peer support for carers.	Scott Joiner/Mark Kilbey	
Nov 18-5	Check on peer support for carers outside of	Eve de Gray Birch	Completed

	Canterbury & Coastal		
Nov 18-6	Ask John/Vicky Stevens/Andy Oldfield for clarification of Cranmer Ward closure.	Sue Sargeant	See County MHAG minutes
Nov 18-7	Can the out of area PICU placements be captured on the CCG report?	Carol Boorman	Louise Piper provided current stats and will include in future East Kent CCG reports
Nov 18-8	Forward details of volunteer opportunities at KMPT for circulation.	Zoe Young	Nothing received.

Administration :

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Minutes and supporting documents are posted on:

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

APPROVED