



Canterbury & Coastal Mental Health Action Group
Meeting held on 10th January, 2019, 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
Alison McGuigan	Canterbury City Council, Syrian Vulnerable Persons Resettlement Officer (CVPRS)
Amanda McNeill	Carers' Support, Canterbury, Dover, Thanet
Jenny Yore	Choice Support, Team Leader
Lisa Munday	Choice Support, Personal Assistant
JD	Choice Support, Tenant
Clive Wanstall	East Kent Carers Committee, Chair/Co-Chair Canterbury & Coastal MHAG
Louise Piper	East Kent Mental Health Commissioning
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Carolyn Lucas	Healthwatch Kent, Volunteer
Jenny Hanna	KCC Early Help, Canterbury District Partnership Manager
Leonie Down	KMPT, Acute Care Group
Julie Garbett	KMPT, Canterbury & Coastal Community Mental Health Team (CMHT), Interim Service Manager
Hazel Brown	KMPT, Crisis Home Recovery Team (CHRT), NE & SE Kent, Senior STR and Carers' Lead
Annie Jeffrey	KMPT, Open Dialogue/Co-Chair Ashford MHAG
Yasmin Ishaq	KMPT, Open Dialogue
Brittany Case	Social Work Student
Michael Youngs	Sanctuary Supported Living, Local Service Manager
Mark Kilbey	Take Off

APOLOGIES	ORGANISATION
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
John Watts	Canterbury Umbrella Centre/Carer
Jenny Solomon	Insight Healthcare
Marie Gallagher	KCC, Service Manager
John Carey	KMPT, Head of Estates
Fiona Keyte	Red Zebra, Social Prescribing Manager
Steve Butler	Young Addaction

1. Welcome, Introductions & Apologies

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

2. Minutes from last meeting – Approved without amendment

3. Open Dialogue, Yasmin Ishaq and Annie Jeffrey

Yasmin gave a presentation on the pilot for Open Dialogue, a psycho-social approach that involves working with the whole family or network of a person experiencing mental health crisis, rather than just the individual themselves, from the point of crisis through to recovery.

The model was pioneered in Finland in the 1980s and has reported outcomes of reduced need for medication and hospitalisation among people experiencing first episode psychosis, as well as higher levels of return to work.

A £2.4 million research grant has been allocated across 5 trusts involving 600 participants over the next 2 years. The pilot has been running in Canterbury since the beginning of 2017 and the team is the first to become operational in the country, initially as a standalone but now working as part of the Community Mental Health Team (CMHT).

They are currently developing an in-house training programme, primarily for the CMHT and Crisis team to keep it sustainable which should be available around March 2019.

Annie became involved with Open Dialogue after experiencing frustration with secondary mental health services for several years. The key to this approach is continuity, including everyone in meetings and decisions and the involvement of peer support workers.

Evidence is currently being gathered to show that it works better so that it can be included in NICE (National Institute for Health and Care Excellence) guidelines across the country. Data collected over the first year shows positive outcomes for the individuals as well as bed day and cost savings. It is important to sustain this going forward. 2, 5, 10 and 20 year follow ups in Finland show results continue to stay the same.

Question: Continuity of staff is so important but is it a big challenge?

Response: So far the team has stayed. They feel supported and records show that staff stay long term and sickness rates tend to be lower.

Question: Could it apply to the over 65s?

Response: In Finland it is for children through to older people. Here the research is currently for 18 to 65 but it could certainly apply across all ages.

Question: Could principles be copied across to 3rd party provide to help keep people out of hospital?

Response: Julie - It is about seeing how this develops after the research part. It has been a big change and we want to make sure it is thoroughly researched and evidenced before moving forward.

Question: Has it been piloted in other countries as well?

Response: Yes, in Italy, Poland, Norway, US and Japan. Egypt are looking for training too. Interest has grown in last 4 or 5 years. It has been talked about in the UK since 2012. People are doing it slightly differently, ie here we are including peer support workers.

Information about Open Dialogue: <https://www.kmpt.nhs.uk/information-and-advice/open-dialogue.htm>
Yasmin's presentation is under 'Supporting Documents' here: www.westkentmind.org.uk/mhag-canterbury-and-coastal

4. Action Points

a) Local Actions:

Jun 18-4: *Follow up on disabled access concerns at Laurel House.* Debbie Carson to address question of buzzer door entry. **Pending**

ACTION 1: Check with carer if there are still issues with using the disabled access.

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.* **Closed**

Nov 18-2: *Follow up with Louise about IAPT responses received and options for giving later feedback. Update in EKM Commissioning Report.* Louise added that there is a team meeting tomorrow to follow up on this and they are planning to run workshops for people who wanted to be involved from survey. **Completed**

Nov 18-3: *Provide a follow up report on the KCC social work service.* Update and new model have been circulated. **Completed**

ACTION 2: Marie Gallagher to attend next MHAG to expand on the report.

Nov 18-4: *Follow up on options for peer support for carers.* Scott Joiner/Mark Kilbey Still in discussion. **Carry forward**

Nov 18-5: *Check on peer support for carers outside of Canterbury & Coastal.* Forwarded to Mark. **Completed**

Nov 18-6: *Ask John/Vicky Stevens/Andy Oldfield for clarification of Cranmer Ward closure.* See below in "b) Questions raised at County MHAG". **Completed**

Nov 18-7: *Can the out of area PICU placements be captured on the CCG report?* **Completed**

Nov 18-8: *Forward details of volunteer opportunities at KMPT for circulation.* Nothing received. **Closed**

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)

Canterbury & Coastal: *Regarding the potential closure of Cranmer Ward at St Martin's Hospital, Canterbury, there is concern that if Cranmer patients are put into Samphire Ward or equivalent, given current numbers this will seriously impact upon younger adult bed capacity. Can you please confirm the current status of this plan and whether any consultations are taking place? We understand that this was originally planned for January 2019.*

Response in County MHAG minutes: *Vicky advised that, whilst care is very good at Cranmer Ward, this is despite the environment, rather than as a result. Need to reprovide.*

Historically, have had older adult services, but instead services should be needs-led: People who are younger may have older adult types of needs. KMPT are looking at their acute services – should not be a bed or nothing – could provide the same/better care in a different way, so perhaps do not need so many beds. KMPT are doing lots of work looking at data (length of stay, admissions needed, who requires a bed, what could be done instead, etc). Led by Vincent Badu. Can we offer an alternative that is more quality-driven and bespoke to the individual? Looking nationally at what other organisations do and will then come up with a business case.

Nothing decided yet – clinical leaders are looking at national models.

Regarding younger bed capacity i.e. merging of Cranmer and Samphire: This is a work in progress and no decision has been made. Age should not be a barrier to accessing a ward. But need to look at what acute care we provide – admission should be the last resort.

Annie – in agreement but believe that the intention is to sell off the hospital, which is a great therapeutic space. Newer wards are tiny e.g. no room for table tennis – should give more room to people. Nick responded that, at St Martin's hospital, this is being looked at – providing a room next to the canteen.

John Carey was unable to attend the meeting today but added: "I do know that we are looking at a number of exciting initiatives to provide alternatives to hospital but these are still in the development stages. We will look to getting a comprehensive communique to all affected stakeholders in the Canterbury area in the next few weeks, probably early February."

Clive has separately contacted John Carey, Helen Greatorex and Andy Oldfield about a number of rumours around the sale of the Cranmer building, concern over impact of any reduced number of younger adults bed and lack of consultation.

Subsequent to the meeting a response was received from Helen Greatorex which didn't address a number of issues raised.

ACTION 3: Meeting to be arranged with Andy Oldfield and representatives from KMPT to address concerns regarding Cranmer/Samphire Wards and lack of consultation/engagement about this.

5. Service User & Carer Questions/Feedback

a) Raised at the meeting:

Alison is the Syrian Vulnerable Persons Resettlement Officer at Canterbury City Council and had a question about the correct pathway for someone in crisis. She gave an example of someone passed between crisis team, Laurel House and police.

Julie to investigate as this may have been for safety. The pathway could vary according to the individual case.

ACTION 4: Alison to give details of case to Julie to investigate.

b) Questions going forward to County MHAG:

Concerns continue to exist about disposal of the old site at St. Martins and Helen Greatorex's response, although pleasant, did not answer the questions raised. Additional concerns include the loss of the library, considerable therapeutic space, the Chapel, the Lecture Theatre and the chill out room. Is it possible to get some clarity around this?

6. Information Sharing:

1. Engaging Kent

Regarding the ongoing co-production process reviewing service user engagement in Kent, broad consent has been received from most of the commissioners for written sign off for new model. Once this has been finalised, Sue Alder will contact providers about contracts. Engaging Kent will be coming out to all community groups to present this and will put together some training for staff to deliver the model from April 2019.

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

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

a) East Kent Mental Health Clinical Commissioning Group (CCG) – Louise Piper:

Regarding out of area beds, Louise explained that the reason for moving out is that their conditions are specialist and it is not possible to offer the best treatment for them in Kent. East, West and North Kent and Medway did work last year about conditions and locations.

Clive asked for more granularity around the out of area beds and whether anything more could be done for any family who may be having to travel to see them.

ACTION 5: Louise to provide more information about circumstances of out of area beds.

b) Live Well Kent (LWK) Canterbury & Coastal Report – none provided

Melanie Cowley is the new Network Development Manager who will be attending future MHAG meetings.

4. Provider updates/new members:

Clive congratulated Canterbury Umbrella and Carers Support on their Christmas dinners.

Choice Support, Jenny: MCCH have merged with Choice Support and have now changed their name. We provide supported living in Herne Bay and Canterbury for 6 clients to move on to independence within 3 years. 2 additional staff fall under the Horizon umbrella in Herne Bay.

KMPT Acute Care Group, Leonie: Music for Change have started music sessions at St Martin's Hospital, commissioned by Canterbury City Council. They travel to each ward on a Friday afternoon. Leonie is leaving KMPT and moving to SLAM. Leonie has been a regular attendee at the MHAGs and her involvement has been appreciated.

Takeoff, Mark: We have "doing" and "self-help" groups which are all well populated. 4 new groups are starting: Kings Mile Gaming for board games and card games at Dice & Destiny shop; Hands on With Nature funded by Canterbury City Council where Kentish Partnership take people into the woods for activities; Music Group run by a DJ with community radio every week; and another group with Beech Creative in Herne Bay. We will also be starting a Herne Bay Take Off this year. Our Sunday crisis group from 4pm-8pm is up to 10 people. One referral gets 2 simultaneous visits. Last year saw around 360 people. All activities are for 16 years and up. We also hold sessions once a month with DWP and Citizens Advice. All information on the website.

7. Task & Finish Group

A previous idea was for a directory of local services. Louise mentioned that she has been gradually updating a Health Help Now app and website which has been recommissioned for 5 years for East and North Kent.

Anyone wanting to submit their service to be reviewed for inclusion can either fill out the google form here: <https://goo.gl/forms/VbZJwcfNqyviWw6UJ2> or complete a template which will be circulated separately.

Health Help Now go to <http://www.healthhelpnow.nhs.uk/> or
Android: https://play.google.com/store/apps/details?id=com.tinderhouse.healthhelpnow&hl=en_GB
Apple: <https://itunes.apple.com/gb/app/health-help-now/id946041769?mt=8>

ACTION 6: Circulate template for services to complete for inclusion in Health Help Now app

A Suicide Prevention **Stay Alive** app has also been commissioned for Kent.

Android: https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive&hl=en_GB
Apple: <https://itunes.apple.com/gb/app/stay-alive/id915458967?mt=8>

Both apps should be easily found through your phones app store.

8. Date of next meeting

The next meeting will be on Thursday 7th March, 2019 at 2pm at Thanington Resource Centre Meeting finished at 3.28pm.

Action Table

No.	Action	Responsibility	Status
Jun 18-4	Follow up on disabled access concerns at Laurel House	Debbie Carson	Awaiting response
Nov 18-4	Follow up on options for peer support for carers.	Scott Joiner/Mark Kilbey	Still in discussion
Jan 19-1	Check with carer if there are still issues with using the disabled access.	Sue Sargeant	They haven't been back to Laurel House since previous concerns were raised.
Jan 19-2	Expand on KCC Social Work Report at March MHAG	Marie Gallagher	
Jan 19-3	Meeting to be arranged with Andy Oldfield and representatives from KMPT to address concerns regarding Cranmer/Samphire Wards and lack of consultation/engagement about this.	Clive Wanstall/Mark Kilbey	
Jan 19-4	Provide details of service user pathway question.	Alison McGuigan/Julie Garbett	
Jan 19-5	Provide more information about circumstances of out of area beds.	Louise Piper	
Jan 19-6	Circulate template for services to complete for inclusion in Health Help Now app.	Sue Sargeant	Completed

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



Minutes and supporting documents are posted on:

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