



## Canterbury & Coastal Mental Health Action Group

Meeting held on 7<sup>th</sup> March, 2019, 2pm

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

| ATTENDEE NAME         | ORGANISATION & ROLE   |
|-----------------------|---|
| Mark Kilbey, Chair    | Take Off  |
| Sue Sargeant, Minutes | West Kent Mind, MHAG co-ordinator   |
| Janine Hodges         | Canterbury City Council, Community Services                                       |
| Marieta Suckau        | Canterbury City Council, Social Work student on placement                         |
| JW                    | Canterbury Umbrella Centre/Carer  |
| Amanda McNeill        | Carers' Support, Canterbury, Dover, Thanet  |
| Eve de Gray Birch     | Engaging Kent, Co-production Facilitator  |
| Louise Piper          | East Kent Mental Health Commissioning   |
| Hazel Brown           | KMPT, Crisis Home Recovery Team (CHRT), NE & SE Kent, Senior STR and Carers' Lead |
| Monica Boulton        | Red Zebra Social Prescriber   |
| Ellie Williams        | Take Off, Assistant Director/Co-Chair Canterbury & Coastal MHAG                   |

| APOLOGIES       | ORGANISATION   |
|-----------------|--|
| Anna de Brauwe  | Canterbury Umbrella Centre   |
| Sam Terry       | Canterbury City Council, Community Support Officer                   |
| Clive Wanstall  | East Kent Carers Committee, Chair/Co-Chair Canterbury & Coastal MHAG |
| Jenny Solomon   | Insight Healthcare   |
| Marie Gallagher | KCC, Service Manager   |
| Julie Garbett   | KMPT Community Mental Health Team                                    |
| John Carey      | KMPT, Head of Estates  |
| Melanie Cowley  | Shaw Trust Live Well Kent  |
| 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. John Carey, KMPT Estates - postponed

The following update about the Laurel House relocation was provided by John Carey:

“The business case for Laurel relocation is still not finalised, due to some changes and increases in requirements. I met with my team last week hoping to finalise the case and put it to our Executive. Our intention now is to do this in April. Once approved, works can commence, and relocation should be possible if those works proceed to plan during the summer. A precise timeline is not possible until we have completed the approvals above and selected a contractor.

Most of the Laurel House activity will relocate to St Martins, mainly the ECAO building if you know it. I don't have the plan to hand but if there are any bits that go elsewhere I'll let you know.”

The group discussed concerns about transport and access to this location. The current site is a fairly central site in Canterbury compare to the proposed location which is up a hill and has a lack of parking. Service users were involved in a successful consultation on the Kings Road redesign of the Herne Bay CMHT at King's Road in conjunction with the Communications Dept at KMPT and the group asked how

they could get involved in the planning of the Laurel House relocation and give feedback around disabled access?

**ACTION 1: Ask John how can we get involved in the planning of the Laurel House relocation?**

#### 4. Action Points

##### a) Local Actions:

**Jun 18-4 and Jan 19-1: Follow up on disabled access concerns at Laurel House. Closed**

John Carey updated that the buzzer at Laurel House has been repaired and is fully functional. CCTV will not be fitted due to the intention to move from the building soon.

The carer noted that this still did not address the inconvenience of having to wait for someone to open the door, especially in bad weather. It would be helpful to hear more voices to continue with this.

**ACTION 2: Feed back to John Carey the importance of having an influence into future plans re disabled access.**

**Nov 18-4: Follow up on options for peer support for carers.**

Live Well Kent have funded Abbey Physic Gardens to provide an 8 week carers' support project. **Closed**

**Jan 19-2: Expand on KCC Social Work Report at March MHAG.**

Marie Gallagher gave apologies for this meeting. **Carry forward**

**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.**

See discussion under '4b Questions raised at County'. **Completed**

**Jan 19-4: Provide details of service user pathway question from Canterbury City Council. Completed and Crisis Team have also been in touch.**

**Jan 19-5: Provide more information about circumstances of out of area beds. Completed**

This relates to planned out of area placements (OAA) deemed to be complex or specialist. There is a need to understand the process, ensure the same access to services is available as inside Kent and also whether there are opportunities to support friends and family.

There is a meeting on 15<sup>th</sup> March with CCG, Healthwatch Kent, MHAG County Chair and East Kent Carers Council rep and Carers Support.

Louise confirmed that all OOA placements been reviewed on an individual basis. There is parity of esteem with physical health cases which are also placed out of area if appropriate.

**ACTION 3: Share the minutes of the meeting with the MHAG members.**

**Jan 19-6. Circulate template for services to complete for inclusion in Health Help Now app. 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](http://www.westkentmind.org.uk/mhag-canterbury-and-coastal)).

**Summary of discussions at the County MHAG around the closure of Cranmer Ward (older adults) at St Martin's Hospital and the transfer of patients to Samphire Ward which is currently male adults:**

*A number of issues were raised surrounding the sale of the Old St Martin's Hospital Site (which includes Cranmer Ward), including concerns about a lack of public consultation/engagement; what will happen to patients in Cranmer Ward; the suitability of a single integrated unit for younger and older adults e.g. mixed skillset required of staff; how to accommodate the required therapy space; and car parking provision.*

- *Vincent Badu, KMPT will attend the next County MHAG to discuss this further and Mary Mumvari will be available at the next EK Carers Consultative Committee.*
- *Andy Oldfield (East Kent Mental Health Commissioning) advised that, following Helen Greatorex's letter of 3<sup>rd</sup> Jan 19 (see circulated documents), commissioners are now aware of the sale. Top-level discussions are now taking place and a group is urgently looking at what should have/ has not been done. There is currently no model developed to replace it.*

**John Carey's update for today's meeting:**

"You will be aware of the various recent communiques across the local health economy, including with members of MHAG, concerning the St Martins site. In order to manage communications effectively and avoid misinformation or confusion the Trust and CCGs are meeting this week to agree a joint approach to engagement and communication of the St Martins changes.

The exciting alternatives to hospital I mentioned last month have progressed rapidly. I will be requesting at this week's CCG meeting that a series of sessions, with MHAGs and others, led by our clinicians, to explain these initiatives, should form part of the engagement and communication approach."

**Additional questions/comments:**

- Will there be a loss of younger adult beds following the renaming of Sapphire to Heather and the creation of an integrated unit?
- Discussion on engagement is welcome but would prefer to have had input in discussions earlier in the process.
- The process has raised concerns over lack of transparency and trust.
- It has been difficult to have discussions following the loss of the local leadership groups.
- Engaging Kent are having discussions with Vincent Badu to make sure there are consultations with service users.

**ACTION 4: Eve to confirm the engagement process going forward**

**5. Service User & Carer Questions/Feedback**

**a) Raised at the meeting:**

- 1) Amanda, Carers Support: Seeing a rise in mental health related calls through their hub and more carers with service users close to crisis because of the KMPT/KCC health and social care split. They haven't truly understood what they have been told (too much jargon) or have been discharged and are waiting for referrals from GP.  
The mental health social work service should now be across primary and secondary services so it should flow.
- 2) Carer knew of 3 people who have had care co-ordinators taken away with no further information.
- 3) Ellie, Take Off: a service user came to the service who was too ill not to be under CMHT. Also had examples of people being discharged through the post.
- 4) Mark, Take Off: We are also seeing a lot more people who are unwell and self harming – partly due to it being harder to get into secondary services and acute care. The police and GPs are picking up more unwell people.
- 5) Monica, Red Zebra had an example of the crisis team being too busy.

Eve explained the new process being developed as part of the User Voice review of collecting feedback through local engagement workers (Take Off in Canterbury). Experiences can be evidenced and used to highlight areas for discussion/action.

**ACTION 5: Ellie to document concerns raised today re CMHT/KCC Social Care/Crisis Team**

Discussions around when it is appropriate to call the Crisis Team. It is important to stress that it is a home treatment team. Some of the problem could be setting expectations around what the team should do. It is not a blue light service.

The County MHAG are working on a pathway guide.

**ACTION 6:** Hazel to ask team for a description of CRHT (Crisis Resolution Home Treatment) role to set expectations.

b) Questions going forward to County MHAG: None

## 6. Information Sharing:

### 1. Engaging Kent

KMPT asked HealthWatch Kent to visit 5 Community Mental Health Teams (CMHT) across the county in November/December last year. The Laurel House report has been published and is available on the Healthwatch website. Unfortunately KMPT had not communicated the visit and there were not many people available to talk to.

Comment: It's a shame that there is no reference to disability access. Laurel House report has been circulated.

Engaging Kent was given the money from April last year from KCC to deliver service user voice in mental health. The review has been a year long process involving representation from the user forums in each area, a carer, a service user, KCC, Clinical Commissioning Group (CCG), KMPT, West Kent Mind and Advocacy.

The new role of the engagement worker will have time split into 3 main areas:

1. To deliver user forum/peer support with a focus on hearing user voice,
2. Outreach – an engagement plan across the year for new people (BME, young parents, people working, men over 70) as well as other communities.
3. Networking and administration (including attending MHAGs which will now be quarterly, and recording feedback. This will be collated into a database and generate evidence based themes for local discussion at the local MHAGs as well as on a countywide basis.

We hope to start presenting these at the next County and Canterbury & Coastal MHAGs.

We have trialled a different approach at the Maidstone Weald and DDS MHAGs to ensure some time for provider networking. A meeting on 3<sup>rd</sup> April with co-chairs will look at MHAGs going forward.

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

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

- Local care procurement, which sees primary care mental health (PCMH) specialists attached to GP hubs, closed today. Service users and carers are helping them to look at the bids.
- Health Help Now app now has the icon for East Kent MH Commissioning on the front
- Suicide prevention money will continue next year. The Stay Alive app has been commissioned and now has Kent specific information.

**ACTION 7:** Invite Invicta PCMH specialist to the MHAG

#### b) Live Well Kent (LWK) Canterbury & Coastal Report – Melanie Cowley

### 4. Provider updates/new members:

**Take Off, Ellie:**

- Crisis Group on Sunday for 4 hours, referral only from GP/CMHT.
- Bi-polar group changed to 6pm on Monday once a month – it is a talking group.

- Photography exhibition at Beech Creative.... We are supporting.
  - Music group – appreciation for first half hour, information on website.
  - Starting more in Herne Bay – depression group, photography group and creative group at Beech Creative.
- All for 16 years +

**Canterbury City Council, Janine** is the community services manager leading on the Syrian vulnerable adults' scheme. She gave positive feedback on the support offered through Laurel House. Also involved with outreach casework to prevent homelessness and is looking at correct pathways and cases. Also sits on Canterbury Domestic Abuse Forum and will share the domestic abuse strategy document in case anyone would like to contribute. The chair, Sari Sirkiä-Weaver is also happy to come the MHAG to talk about this.

**ACTION 8: Circulate the Domestic Abuse Strategy document**

**Carers Support, Amanda.** We have been awarded the contract by KCC to cover the rest of East Kent in addition to the current Dover, Canterbury and Thanet. This will be launched 1<sup>st</sup> April 2019.

**7. Task & Finish Group**

None.

**8. Date of next meeting**

The next meeting will be on Thursday 6<sup>th</sup> June, 2019 from 2pm to 4pm at Thanington Resource Centre Meeting finished at 3.34pm.

**Action Table**

| No.      | Action   | Responsibility       | Status                    |
|----------|--|----------------------|---------------------------|
| Jan 19-2 | Expand on KCC Social Work Report at June MHAG  | Marie Gallagher      |                           |
| Mar 19-1 | Ask John Carey how can we get involved in the planning of the Laurel House relocation?             | Sue Sargeant         | Email sent                |
| Mar 19-2 | Feedback to John Carey the importance of having an influence into future plans re disabled access. | Sue Sargeant         | Email sent                |
| Mar 19-3 | Share the minutes of the OAA meeting with the MHAG members.  | Clive Wanstall       |                           |
| Mar 19-4 | Confirm the engagement process going forward for the Cranmer Ward relocation                       | Eve de Gray<br>Birch |                           |
| Mar 19-5 | Document the concerns raised today re CMHT/KCC Social Care/Crisis Team                             | Ellie Williams       | Completed                 |
| Mar 19-6 | Ask team for a description of CRHT (Crisis Resolution Home Treatment) role to set expectations     | Hazel Brown          | Completed and circulated. |
| Mar 19-7 | Invite Invicta PCMH specialist to the MHAG   | Sue Sargeant         |                           |
| Mar 19-8 | Circulate the Domestic Abuse Strategy document   | Sue Sargeant         | Completed                 |

**Administration :**

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Minutes and supporting documents are posted on:  
[www.westkentmind.org.uk/mhag-canterbury-and-coastal](http://www.westkentmind.org.uk/mhag-canterbury-and-coastal)