

Dartford, Gravesham & Swanley Mental Health Action Group

Funded by



Meeting on Tuesday 23rd January 2018 at 2pm
Dartford Civic Centre, Home Gardens, Dartford, DA1 1DR

Name	Organisation and Role
Alan Heyes - Chair	County MHAG Chair, Mental Health Matters
David Garrick - Minutes	West Kent Mind, MHAG Co-ordinator
Angela Powis	Porchlight
Teresa Snowden	Porchlight
Mike Monk	Porchlight
Kashmir Powar	Dartford Borough Council
Tanya McLean	Rethink Mental Illness, MH Recovery Worker
Carol Gosal	Rethink Mental Illness, Service Manager
Jenny Solomon	Insight Healthcare Talking Therapies
Debra Bottle	MEGAN CIC, Facilitator for forum in DGS
Sarah Huntley	DWP
Philippa Darby	DWP

APOLOGIES	ORGANISATION
Aileen Stalker	North Kent Mind
Sara Hegarty	North Kent Mind
Raj Jhamat	Rethink Mental Illness
Caroline Potter-Edwards	DGS CCG

1. Welcome, Introductions & Apologies

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

2. Minutes from last meeting – Approved without amendment

3. Action Points

a) From local MHAG:

- Caroline to include MHAG meeting details in the CCG weekly bulletin which goes out to GPs. Caroline could not attend today's meeting. Carry forward.
- Teresa to forward the details of the Dartford Patient Participation Group (PPG) to MHAG admin. Carry forward.
- Invite a council housing representative to update on the current situation. Kashmir is trying to find the appropriate representative. Carry forward.
- Kashmir to invite a Hero officer to give a talk about housing and the services they offer. Due to a mix up over timings, the officer could not attend. Carry forward.
- Providers are asked to forward any case studies for housing problems so they can be presented to the Housing/HERO representatives before the next meeting. Closed.
- Sara to ensure someone from North Kent Mind attends the HIG meetings. A representative from NKM could not attend today's meeting. Carry forward.
- Kashmir to send information to Caroline to add to the bulletins for GPs and the DXS referral system. Carry forward
- Teresa to co-ordinate a task and finish group meeting, mid January in Gravesend. Carry forward.

b) County MHAG response to local question:

1. How is the lack of suitable housing and the problems linked to it being addressed across Kent?

From County MHAG minutes:

- *“Sue Sargeant described a recently raised issue in Dover, Deal and Shepway regarding the housing allocation policy, where those leaving Mental Health Supported Housing are classified as a Band B, rather than a Band A housing need. A supported housing provider reported that this banding largely excluded individuals from moving in to social housing, where individuals have tended to have better outcomes than in privately-rented accommodation.*
- *KCC and Elly Toye (Housing Options Manager for Dover District Council), responded to the enquiry. These responses have been circulated. Elly offered to invite an MHAG representative to a Kent Housing Options Group (KHOG) meeting, to discuss the wider issue with Housing Options Managers from across the County.*
- *Additionally, housing representatives have been invited to relevant local MHAGs, including DGS, to discuss housing issues. Any unresolved concerns can then be passed to the MHAG representative, who will attend the County-wide KHOG meeting.*
- *Emma advised that there is a Mental Health Scoping Paper that is relevant to this issue.*
- *Housing has been a significant issue for LWK and KMPT.*

Action 7: Emma to ask Rebecca Smith if this paper can be circulated.

- *The group decided to ask Melanie Kendall from Porchlight if she would attend the KHOG on behalf of The MHAGs.*

Action 8: Ask Melanie Kendall to attend The KHOG.”

2. Highlight the HERO (housing, home energy and retraining options) advice service, does this exist in other areas or could it?

https://www.sevenoaks.gov.uk/info/20045/housing_options/131/hero_housing_home_energy_and_retraining_options_advice_service

4. Service User & Carer Questions

- a) Questions raised at today's pre-meeting: None
- b) Questions going forward to County MHAG: None.

5. Information Sharing:

1. **County Update:** Please refer to the County draft minutes for full details of discussion, located at www.westkentmind.org.uk/mental-health-action-groups
2. **Commissioners Reports:** All reports have been circulated and are located at www.westkentmind.org.uk/mental-health-action-groups

DGS Clinical Commissioning Group, Caroline: Sent apologies for today's meeting.

Live Well Kent (LWK) Porchlight, Teresa:

Information not included in the circulated update:

- There are many ways of referring into the service. If a client is accessing e.g. Rethink, then they can refer across to e.g. North Kent Mind.

Question: Do you record data for referrals from LWK to non-network delivery partners e.g. The Job Centre?

Response: I am unsure. We can delve into the report to find specifics.

Question: Is data collection automatic?

Response: Yes, we use a really good system: 'Inform'. All delivery partners input into the system and you can create a live report. It is also now adapted to key performance indicators.

- We are pleased with increased referrals from IAPT providers to LWK.

Question: The SMI (Serious Mental Illness) level looks high. Can you work with these clients?

Response: The level is how it should be, given the increasingly high threshold to get into Secondary Care. We are seeing more people with complex needs. We don't necessarily have those skills and resources, but can support parts of their needs, e.g. housing. We consider how we can support those really primary needs.

- The data shows that housing support is a massive issue for DGS. The chair suggested feeding this back to The County MHAG. Teresa added that The Housing Support Service within LWK is quite small and in high demand.

Action 1: Feed back housing issues to County MHAG.

- Kashmir advised that we need a housing representative to attend. She added that One You advisors, based in Dartford, will be able to help with housing issues.

Question: Where will One You advisors be based?

Response: There will be one at The Healthy Living Centre and one at Fairfield Leisure Centre.

Question: What about Gravesend?

Response: They will have their own team. Contact Liz

Additionally, there is lots of little-known, unclaimed grant funding. The right people are not being made aware of it. There are so many grants around but it is hard to find them.

Action 2: Investigate how to find out about grants, what they are for, and criteria for applying.

Teresa continued The LWK Update:

- In DGS there has been very good attendance at The Service User Involvement meetings.
- The more providers at meetings, the richer they will be.

Action 3: Circulate meeting dates, if permitted.

- North Kent Mind's out of hours peer-led sessions are going very well.
- The 2554 hours from volunteers also includes Swale.

3. Provider Service Update/New Members:

Insight Healthcare Talking Therapies, Jenny: We have greatly increased our counselling and CBT provision from the Dartford Live it Well Centre. We also offer low intensity CBT from The Gravesend Hub, for 2 days per week.

Question: Are the services free? How many sessions do you offer?

Response: Yes, as we are an IAPT provider for common mental illness. We offer short-term therapy, which is typically between 5-8 sessions, but we are commissioned to offer up to 20.

Question: What ages and languages do you work with? Is there a waiting list?

Response: Ages 18 and up, we can arrange for a translator, which may be a remote service. Clients are assessed within a week, which usually takes 45 minutes and involves an in-depth discussion of their needs. The waiting time for sessions then depends on the client's flexibility.

Question: Can you see clients who are in secondary care?

Response: No. Additionally, if people have drug/alcohol problems, that needs to be resolved first. If there are housing issues, we signpost clients on. We cannot see clients with Personality or Eating Disorders, but can help with disordered eating.

Question: Can you work with clients with PTSD?

Response: Yes, as long as it is not complex, multiple or childhood trauma. We work a lot with single incidents e.g. veterans, and also offer EMDR (Eye Movement Desensitisation and Reprocessing).

Question: Do you take trainee counsellors?

Response: Every year we take on high and low intensity trainees after Uni. Tanya added that many refugees have trauma. The chair advised that EMDR is effective for trauma. Jenny added that this is a small resource in IAPT and that veterans and clients with post-natal depression are fast-tracked. Tanya can call Insight's clinical lead to discuss any borderline cases.

Rethink, Tanya: In the Syrian Refugee Service, there is lots of integration with e.g. The Job Centre and Educational Providers. Some group members have gone to The Houses of Parliament. A common problem is housing issues.

Action 4: Gather case studies/evidence of refugee housing issues. (Arrange a T&F group.)

Teresa advised that new regulations for landlords set a certain standard of accommodation and cited Jane Durrant's interesting talk at Swale MHAG, who said that it is quite easy to switch rental payments back to landlords.

Rethink, Carol: Apart from what Tanya has mentioned, we are working with The Police regarding domestic abuse and honour-based crimes.

Dartford Borough Council, Kashmir: We have Family and Adult weight management programs, 6 health walks and 'Get Active', which are subsidized for people in deprivation. We will have 2 'One You' advisors, who are qualified nutritionists. Self-referral is available for people with back and knee problems. We need to raise awareness of these services, so that people can access this support. We are looking for locations to host The One You services, even for a morning. The One You services have access to housing services and grants.

Action 5: Kashmir to send One You advisor information to Tanya.

Losing weight is often the tip of the iceberg – we hope that The One You advisors will signpost to e.g. LWK, for debt and other problems. See Dartford Healthy Living Website.

MEGAN CIC, Debra: MEGAN is a self-referral service for adults. The Patients Council sees how patients are doing, identifies any issues that need looking at and this is passed on. There are groups for anxiety, Personality Disorder and Alzheimers, with forums in Sittingbourne and Gravesend. We offer coffee and chat, as well as social days e.g. bowling. It enables people to talk in an environment where they are not judged and can come out of themselves.

DWP, Philippa: In Gravesend we are setting up a 'Defrazzled' Café. We are trying to set up something similar in 2 other sites and will be inviting delivery partners along. There will be a menu of providers for each day. My work involves talking to delivery partners about Universal Credit, how to apply and housing. Teresa invited Philippa to a LWK steering group and Debra invited her to a MEGAN CIC forum.

6. Task & Finish Group Update and Housing case studies

There was a discussion about homelessness and where homeless people can get support:

- Porchlight offer lots of support.

Question: Are homeless people guaranteed accommodation if they come to you?

Response: It depends on their situation. Porchlight has hostel-like accommodation if wanted.

- There is Mind, Housing Solutions, Brannigans and Northfleet. Clients have to be on benefits, which pays for the hostel. Have to get them on benefits first.
- The best advice is to come to The Job Centre first. If there are problems with e.g. ID, we can usually help.

Question: Is there a number that MEGAN CIC can give to homeless people in e.g. Rochester and Chatham?

Response: Porchlight have some cards with a free phone number. See their website.

- The matter of gathering housing case studies was discussed. Teresa gets sent case studies, which might be helpful. The issue of consent was raised: People submitting case studies would have to be approached to ensure that their consent had been given.
- Themes could, perhaps, be drawn from specific case studies.
- We could lead on this, for the rest of The MHAGs to follow.

Action 6: Ask a rep from a large housing provider to attend an MHAG e.g. Hyde or Moat.

Action 7: Teresa to start getting themes and case studies together to share with the group.

7. Vacant Co-Chair Position

Kirstie can no longer chair. Alan is happy to continue.

8. Date of next meeting

The next meeting will take place on Wednesday 14th March 2018, 2pm-3.30pm 2018 at The Riverside Centre, Dickens Road, Gravesend, DA12 2JY. Please note that the next meeting is taking place in Gravesend. The day has been changed to avoid a clash with an STP conference.

Action Table

No.	Action from November MHAG	Responsibility	Status
1	Include MHAG meeting details in the CCG weekly bulletin which goes out to GPs.	Caroline	
2	Forward the details of the Dartford Patient Participation Group (PPG) to MHAG admin.	Teresa	
3	Invite a council housing representative to update on the current situation.	Kashmir	
4	Invite a Hero officer to give a talk about housing and the services they offer.	Kashmir	
6	Ensure someone from North Kent Mind attends the HIG meetings.	Sara	
7	Send information to Caroline to add to the bulletins for GPs and the DXS referral system.	Kashmir	
8	Co-ordinate a Task & Finish Group meeting, mid January in Gravesend.	Teresa	
No.	Action from this MHAG:	Responsibility	Status
1	Feed back housing issues to County MHAG.	Alan	
2	Investigate how to find out about grants, what they are for, and criteria for applying.	Kashmir	
3	Circulate meeting dates, if permitted.	Teresa	
4	Gather case studies/evidence of refugee housing issues. (Arrange a T&F group.)	Tanya	
5	Send One You advisor information to Tanya.	Kashmir	
6	Ask a rep from a large housing provider to attend an MHAG e.g. Hyde or Moat.	David	
7	Start getting themes and case studies together to share with the group.	Teresa	

Administration :

Phone: 01732 744950

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Minutes and supporting documents are posted on:

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

