

Dover, Deal & Shepway Mental Health Action Group

Meeting on Tuesday 26th September, 2017, 11am - 12.30pm
Dover Town Council, Maison Dieu House, Biggin Street, CT15 1DW

Attendee Name	Organisation & Job Title
David Rowden	MHAG Co-chair/SpeakUp CIC
David Garrick	Minutes, West Kent Mind
DH	Volunteer
MM	Service User
SH	Service User
LH	Carer
KS	Carer
AW	Service User
John Childs	SpeakUpCIC
Teresa Norton	Carers' Support: Canterbury, Dover, Thanet, Coordinator
Michelle Godfrey	Folkestone Mind
Anand Louis	Sanctuary Supported Living, Dolphin Lodge, Project Worker
Tracey King	Sanctuary Supported Living, Dolphin Lodge, Project Worker
Margaret Ford	DWP, Disability Employment Office
Jyotsna Leney	Shepway District Council, Community Services Manager
Leonie Down	KMPT
Jane Southouse	Shaw Trust
Melanie Kendall	Porchlight, Prospects
Janice Wood	Porchlight, Prospects, Mental Health Resettlement
Alex Young	Porchlight
Fiona Tapley	LWK Porchlight

APOLOGIES	ORGANISATION
Lyndsey Kennett	Carers' Support
Linda Ranger	ThinkAction
Aisha Affejee	Kent County Council
Sue Williams	DWP

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) Local Actions:

1. *Ask CCG if they can ensure cover and that the report is always provided in their absence.*
The CCG (Clinical Commissioning Group) and upcoming MHAG meetings no longer clash.

A representative from the CCG was not in attendance today, but a report had been sent.

2. *Send details of all above incidents to Vicky. She will look into these and will also speak to Shepway Ash Eton team about this.*

Vicky Selman has not received details of any incidents, but has followed up with Ash Eton (Mental Health Team), regarding one incident. David G has emailed all parties who raised incidents, to ask if there are any remaining issues for Vicky.

- (b) **Question raised at County MHAG:** There were no questions raised from any of the eight local MHAGs at the county meeting. This is very positive and shows that queries are being responded to appropriately by local services.

4. Service User & Carer Questions

(a) **Questions raised at the pre-meeting:**

1. A member receiving counselling asked why a specific counselling provider could not liaise with Ash Eton, even though permission had been given. Suggestions included following the complaints policy and taking this to the CCG, as it is a commissioned service.
2. The same member asked why this counselling provider is limited to six sessions, as other IAPT (Improving Access to Psychological Therapies) providers are more flexible and can offer up to eighteen weeks. It was noted that people often have six weeks of therapy, then wait the minimum time, then have another six weeks, and so on.
ACTION 1 – Ask the CCG why this particular provider has a limit of six counselling sessions per course.
3. According to a Freedom Of Information request, since 2015, readmissions into hospital for mental health problems have risen by 6%. A number of possible causes were raised:
 - a) **Length of hospital stays decreasing:** Leonie mentioned that KMPT are monitoring readmission rates each month, alongside the length of stay. People are spending less time in hospital as the service is more streamlined, so discharge is more timely. This issue may be difficult to pinpoint, as there have been lots of changes in how people are discharged. Leonie later added that this means that more beds are available and that hopefully the introduction of The Choice And Partnership Approach (CAPA) will further help.
 - b) **Community Support once discharged:** Leonie continued that there is not sufficient community support once discharged, leading to readmission. Another group member later added that this community support needs to be more robust.
 - c) **The introduction of PIP:** It was mentioned that the introduction of PIP (Personal Independence Payments) might have caused stress, including receiving letters through the post that may be difficult to understand.

The chair suggested that Healthwatch could look into this:

County Question: See 4(b)

A group member later added that they thought that The Citizen's Advice Bureau (CAB) is currently under pressure, due to mental health-related support. This may be due to helping complete PIP forms, for example, particularly as other services are increasingly refusing to help with these forms and instead refer individuals to CAB. Additionally, the CAB will not leave you until issues are resolved.

ACTION 2 – Invite CAB to an MHAG.

There was a discussion with Margaret about benefits:

- SpeakUp receive many negative reports about the assessment process and report that individuals do not feel listened to by the assessors.
- It is not the Job Centre's role to deal with PIP.
- The Disability Information Service and The Citizen's Advice Bureau are good at helping people with PIP.
- The benefit system is changing: The old system was abused and was not as good at helping people back into work. Universal Credit (UC), e.g. in Dover, is performing better.
- Even small amounts of employment are beneficial to recovery. The new system allows permitted work (up to £99), while keeping benefits. Many receiving Employment and Support Allowance (ESA) do not realise this.
- Monthly – St Martin's – getting into the community, trying to help.

- A group member highlighted that, whilst people who are abusing the system need to be detected, there is collateral damage. Margaret responded that this collateral damage is trying to be avoided.
 - A group member highlighted that there is not a good support network for people with chronic, complex problems. Margaret responded that this is why UC is being put in place.
4. A member asked why two bags of a relative's clothing went missing when transferred from one hospital to another? Leonie highlighted the procedures and systems that are in place to avoid this happening, but that no system is failsafe. Since the relevant authorities are already investigating this issue, Leonie suggested also looking at the compensation form on the KMPT website.
5. A member reported that they have not seen their care co-ordinator for 6 months (should be monthly) and have not been contacted by them, when told that they would be. Leonie offered to email Vicky at Ash Eton.

ACTION 3 – Leonie to email Vicky about contact from care co-ordinator.

A group member from an organisation also reported difficulties regarding contact with Ash Eton. Leonie said that this is likely to improve, as there is a new diary system, where clients can be booked straight in, as well as the introduction of CAPA.

Since Ash Eton is often raised at this MHAG, it was suggested that Cathy Nyemeck is invited.

ACTION 4 – Invite Cathy Nyemeck to attend DDS MHAG.

6. A member reported a discrepancy between a Porchlight leaflet about homelessness prevention and the services offered by Porchlight to the member. Fiona offered to meet with the individual straight afterwards to discuss this.

ACTION 5 – Fiona to meet with group member.

(b) Questions going forward to County MHAG:

- “Since 2015, readmissions into hospital for mental health problems have risen by 6%. Could Healthwatch investigate this statistic and its possible causes, including any reductions in the length of hospital stay, the robustness of community support once discharged, or stress associated with the introduction of Personal Independence Payments (PIP)?”
- “The current Housing Allocation Policy in Kent classifies those leaving Mental Health Supported Housing as a Band B housing need. As a result, MHAG members report that subsequent housing is often either unavailable or unsuitable, leading to residents unnecessarily remaining in supported housing. This causes residents to become institutionalised and leads to bed blocking, whereby beds are not available in Supported Housing for those leaving hospital. Would KCC consider amending the current Housing Allocation Policy, so that those leaving Mental Health Supported Housing are included in Band A? This could give residents better access to Housing Association and Council properties.”

5. MHAG and Service User Forum review

The chair summarized the email circulated by Emma Hanson from Kent County Council (KCC) regarding the MHAG and Service User Forum review and attendees briefly discussed the review.

6. 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

The Chair read aloud the South Kent Coast Commissioner's report.

Porchlight, Fiona: Fiona talked the group through the circulated LWK Porchlight update. Included below is information not found in the report:

- This update incorporates statistics from Porchlight's delivery partners (e.g. Take Off).
- Compared to Thanet, there is a low level of GP referrals. This suggests that there is work that needs to be done to ensure that GPs are aware of the service.
- 79% of service users in Q1 and 83% in Q2 were from the 2 highest quintiles of deprivation, which suggests that the service is working where it should be.
- MECC refers to 'Make Every Contact Count'.
- Through innovation grants, they are hoping to increase the proportion of under-25s reached.
- Targets were met in Q1 and Q2 for time until contacted. Porchlight are working on meeting the targets for time taken until a service is received.

A member asked if Fiona knew how many referrals had been from CAB.

ACTION 6 – Fiona to report on number of referrals received from CAB, if data is available.

3. Provider Service Update/New Members:

Dawn: KMPT (Kent and Medway NHS and Social Care Partnership) have an AGM on 28th September at Farm Villa in Maidstone. Dawn also has 'Live It Library' leaflets.

Andrew: Andrew has written a book about Relapse Prevention, a complete diagnostic and recovery guide called "Do I Need Help?"

If anyone would like a free copy, please email Andrew at andrew-welcome@mail.com.

DWP, Margaret:

- Full Service UC offers better opportunities for people, incorporates six benefits and means that any benefit is now all about work. A member noted that it was very new here. Margaret recognized that there are issues, but all work coaches are receiving mental health training, including the 6-point suicide plan and training to work with vulnerable people. In the future, interviews will likely be given over the phone/internet.
- A member asked if there is provision in UC for those who struggle to manage their debts. Margaret confirmed that, for the most vulnerable customers, rent can be paid directly to landlords. The parent-child relationship between the Job Centre and claimants has not worked, so now all those who can work, will work. Staff are, more than ever, there to help claimants and not judge people.
- A member suggested meeting to discuss UC. Margaret suggested a workshop conducted by Jane Faulkner, who provides an overview of UC for organisations.
- Another member asked who was providing the mental health training. Margaret said that nationwide, external agencies provide this training across The DWP.

Carers Support, Teresa:

- Carers Support is facilitating an interactive workshop for carers. There are two sessions in November (Dover and Thanet).
- Monthly support is available at Trinity Resource Centre and The Ark Dover Church.
- The Annual Carers' forum is due to take place at Riverside Church in Whitstable on Friday 20th October 2017.
- The Autumn Carers Newsletter is now available and has been distributed to carers and services in the East Kent Area, this is also available to download via the Carers Support Website. A Carer registered with the service commented that The Carers Support Facebook page also provides excellent information about events and service updates.

Porchlight Prospects, Janice:

- Janice commented that they are struggling to move clients on from supported accommodation, as those leaving are classified as a Band B, rather than a Band A, housing need. Janice has gone to her MP to try to reverse this by changing the Housing

Allocation Policy (the issue went up to The Houses of Parliament), as it causes bed blocking. A colleague noted that all supported housing providers have the same problem.

- Janice noted that once clients' mental health has reached its optimum level, the longer they stay, the more they become institutionalised. Additionally, people in hospital wards have nowhere to move on to. Suggested taking the issue to the County MHAG.
- **County Question: See 4(b).**
- Members from Sanctuary Supported Living reported the same issue.
- Janice highlighted that clients need a named worker to relate to, so outcomes are better in social housing. Additionally, private landlords often do not take their clients.

Folkestone Mind, Michelle:

- There is an 8-week building resilience to mental health problems course at The Discovery Centre in Dover, which is also complemented by a mindfulness course.
- The Hythe group is suspended indefinitely. The younger person's course is still going, on alternate Thursdays. A new service is due to be being piloted (Safe Talk), out of hours on a Thursday evening, to prevent crises.
- There is a Xmas fair at the end of November, which is now sold out of tables.
- Folkestone Mind are the local Sainsbury's charity of the year.

Sanctuary Supported Living, Anand: They have one vacancy and are accepting referrals.

SpeakUp, John: There is a 'Listen Up' poetry event on Sunday 15th October 1.30-4.30pm at The Turner Contemporary in Margate.

4. Staff Changes: None

7. Task and Finish Group

None discussed.

8. Date of next meeting

The next meeting is on 21st November, 2017 from 11am - 12.30pm at Dover Town Council, Maison Dieu House, Biggin Street, CT16 1DW

Meeting finished at 12.45pm

Action Table

No.	Action	Responsibility	Status
1	Ask the CCG why this particular provider has a limit of six counselling sessions per course.	Jeanette Dean-Kimili	
2	Invite CAB to an MHAG.	David	
3	Leonie to email Vicky about contact from care co-ordinator.	Leonie	
4	Invite Cathy Nyemeck to attend DDS MHAG.	David	
5	Fiona to meet with group member.	Fiona	
6	Fiona to report on number of referrals received from CAB, if data is available.	Fiona	

Minutes posted on: www.westkentmind.org.uk/mental-health-action-groups

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk

