

## Dover, Deal & Shepway Mental Health Action Group

Meeting on 20<sup>th</sup> March 2018, 11am - 12.30pm

Dover Town Council, Maison Dieu House, Biggin Street, CT15 1DW

Attendee Name	Organisation & Job Title
David Rowden - Chair	MHAG Co-chair/SpeakUp CIC
David Garrick - Minutes	West Kent Mind, MHAG co-ordinator
CS	MCCH Member
KS	MCCH Member
WB	MCCH Volunteer
PL	MCCH Volunteer
DH	Carer/Volunteer
Alice Fox	MCCH, Support Worker
J. Coleman	Support Worker
John Childs	SpeakUpCIC, Project Worker
Wayne Smith	TakeOff, Dover coordinator
Jo Miller	Sanctuary Supported Living
Michelle Godfrey	Folkestone Mind
Fiona Tapley	Porchlight LWK, Development & Monitoring Officer
Lindsey Kennett	Carers Support, MH coordinator
Jane Southouse	Shaw Trust, Employment Advisor
Tanya Clark	Kent Police, Comm. Liais. Officer
Margaret Ford	DWP
Sue Williams	DWP, Disab. Employment Advisor
Eleanor Jones	DWP, Work Coach

Apologies	Organisation
Sally-Anne Spicer	Dover Counselling Centre
Melanie Kendall	Porchlight Prospects
Janice Wood	Porchlight Prospects
Jenny Solomon	Insight Healthcare
KS	Carer
Sherrill Searle	Solve
Jeanette Dean-Kimili	SKC CCG
Jyotsna Leney	Shepway District Council
Stacie Hogben	KMPT

### 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:

#### From September:

3. Leonie to email Vicky about contact from care coordinator. No response. **Closed.**
4. Invite Cathy Nyemeck to attend DDS MHAG. Stacie Hogben is Cathy's successor and was invited. Stacie sent apologies and will ensure KMPT representation at the next meeting. **Completed.**

#### From November:

4. Deborah to take back the concerns about contacting The CMHT. Taken to County MHAG (see below).

5. Deborah to share the workforce plan. Completed
7. Provide some case studies of IAPT experiences. Taken to County MHAG (see below).
8. Hilary to follow up on secure LWK email address for use by KMPT. Completed. Any KMPT staff wanting the secure LWK email address can request this.

**From January:**

1. Send Coleman House today's questions. No response received. Ongoing.
2. Feed IAPT experience back to Jeanette, with NHS number. David R has not heard back from that individual. Closed.
3. Hilary to forward MCCH statement to MHAG admin to circulate. Completed.
4. Fiona to meet MCCH users at the end of the meeting. Completed.
5. Ask DWP what is being done to support the Job Centre staff who are supporting the more vulnerable people in the community. This is in the context of current rollouts and changes. Margaret and Sue advised that all staff receive training that is specific to their role. There is also a significant amount of MH-related training received/scheduled, such as a 2-day course and suicide awareness training. Completed.

**(b) Questions raised at County MHAG:**

1. We have received reports of difficulties when contacting Coleman House CMHT by phone. Thanet CMHT's phone system has been upgraded due to similar issues. Are there any plans to upgrade the phone system at Coleman House? From County MHAG minutes:  
*"The issue is less about the phone system and more about all calls coming into reception, which also deals with people coming through the door. We are now diverting calls to the admin team. We will monitor this over time, but hopefully this will resolve the issue."*  
 David R advised to let him/MHAG admin know if there are still any issues.

2. To address the issue of set limits on IAPT sessions, SKC CCG has agreed to share their IAPT contracts with Thanet MHAG. Could the other CCGs in Kent also consider sharing these contracts with The MHAGs, to clarify the number of sessions that these services are commissioned to provide? From County MHAG minutes:
  - *"We have clarity of what providers are commissioned for.*
  - *A further issue was raised of a client allegedly having to pay an IAPT provider for extra sessions. It was advised that the individual raises this with The CCG.*
  - *The provider should be commissioned for up to 20 sessions.*
  - *Deborah Frazer is well aware of this type of issue. Helpful to ask for details of specific cases, if the individual is happy to present that.*
  - *IAPT tariff – provide least amount of services.*
  - *Provider has already given a report to The CCG, but need to capture the statistics.**Action 5: Steve to speak to Deborah about IAPT provider issue."*

The chair reiterated that being offered a maximum of 6 sessions regardless of need is incorrect, but you may still get 6 sessions if that is right for you. The CCGs are aware of this. Inform MHAG or HWK if this has happened to you, with details.

**Action 1: David to recirculate Healthwatch IAPT email**

#### 4. Service User & Carer Questions

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

1. Will the lease at Coleman House be renewed this year?  
**Action 2: David G to forward leases question on to Coleman House.**

2. What is happening with MCCH leaving and TakeOff taking over their premises?

We are currently waiting on the lease, but have funds. Everything is business as usual at present. We have invited MCCH to continue operating there if wanted.

**Question:** Is waiting a formality?

**Response:** Funders won't commit until paperwork is signed.

The premises will be closed for the first week of April for refurbishment, opening on 9<sup>th</sup> April. There will likely be an open day in May.

**Question:** Will there be more daytime sessions occurring, as opposed to evening sessions.

**Answer:** Yes, probably with more diagnosis-specific groups like in Canterbury. It will be up to Service Users and what they require

**Question:** What is the referral process?

**Answer:** Self-refer through the website or phone.

3. How can we keep in touch with MCCH members?

We will meet with MCCH to get contact details. There will soon be a noticeboard at the front of the building with info and the website is updated. We may phone each MCCH member.

**(b) Questions going forward to County MHAG:**

Further to question 1 above, the following question will go to The County MHAG:

1. What are KMPT's plans for renewing leases on their premises across the county?

Further to discussion in section 6:

2. What are KMPT doing to plug any gaps in services, to reduce knock-on effects to emergency services e.g. Police?

## 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](http://www.westkentmind.org.uk/mental-health-action-groups)

- Attendance from The CMHT and IAPT providers was discussed. In the case of IAPT providers, it would be helpful if they could send an update if they cannot attend.

**Action 3:** David G to ask local IAPT providers to attend The MHAG and request a written update if they cannot attend.

- There is redesign work occurring in KMPT, to reduce waiting lists for psychological therapy.
- The chair went through the main points of the County MHAG minutes.

**Question:** Why is there no wait for psychological therapy in Medway?

**Response:** Unsure, perhaps since they are self-governing separately from the rest of Kent.

2. **Commissioners Reports:** All reports have been circulated and are located at [www.westkentmind.org.uk/mental-health-action-groups](http://www.westkentmind.org.uk/mental-health-action-groups)

**South Kent Coast Clinical Commissioning Group (CCG):** Jeanette sent her apologies. There is no CCG update this month as all efforts are being put into the April Launch of Primary Care Access Hubs and setting up the Long Term Conditions IAPT services.

**Live Well Kent (LWK), Fiona:** Information not included on the LWK update:

- We have had only 19 referrals from IAPT since 1<sup>st</sup> April 2017, which is why we would like them to attend this MHAG.
- Our KCC reporting period is quarterly and the MHAG reports are 8 weekly this can mean that sometimes our Live Well Kent MHAG reports are not as detailed.
- Maidstone & Mid Kent Mind will be offering Coping with Anxiety & Stress, Coping with life and Coping with Depression.

3. **Provider Service Update/New Members:**

**Sanctuary Supported Living, Jo:** Hythe currently have 1 vacancy for a client with low-medium needs – refer through Sanctuary. We are currently advertising for bank project workers.

**Folkestone & District Mind, Michelle:** Safetalk is a service designed to prevent suicide: <http://www.folkestonemind.org.uk/2018/01/31/safetalk/> and is run over 2 sessions per week by qualified listeners. It is open to Dover, as well as Shepway.

**Question:** Is Safetalk open to anybody? Is it like The Samaritans?

**Response:** It is open to everybody. Unlike The Samaritans, it is face-to-face.

We are hosting a joint MH awareness event with LWK community inclusion workers on Tuesday 15th May. We are in talks with the Folkestone Baptist Church and their Churches Wellbeing Team about using our building to run outreach support groups.

**DWP, Margaret:** Margaret and colleagues discussed a situation (anonymously), involving difficulty in getting support for a Job Centre customer presenting with risk. Services were contacted, who signposted on to other services, until arriving back at the initially-contacted service. MHAG members gave information and advice for future similar situations.

**Carers Support, Lindsey:** We have new brochures to circulate for carers. We offer support to carers aged 16+.

**Take Off, Wayne:** As mentioned, we won't know more until in the building with the lease signed.

**Shaw Trust, Jane:** Nothing new from ST. We are looking forward to working with Take Off.

**CS:** MCCH have helped me and the staff were great – thank you.

#### 6. Task and Finish Group

The chair advised designing an online form, for individuals to give feedback about IAPT services and to circulate this form via The MHAGs/ service providers who attend The MHAGs.

**Action 4: MHAG members to construct IAPT feedback form.**

**Question:** Do IAPT signpost on to other services? (IAPT provider not present).

**Question:** A client came out of hospital a few months ago but their care plan has not yet been reviewed. Is this standard practice?

**Response:** There should be contact within 7 days of hospital discharge. Review info should be in the discharge plan.

DH recognised how much pressure emergency services are under and would like to thank the police for their hard work. Take to County MHAG the issue of what KMPT are doing to plug any gaps in services to reduce knock-on effects on emergency services.

#### 7. Date of next meeting

The next meeting is on **22<sup>nd</sup> May 2018**, 11am at Council Chambers, Dover Town Council, Maison Dieu House, Biggin Street, Dover, Kent CT16 1DW.

Meeting finished at 12.45

#### Action Table

No.	Action	Responsibility	Status
	<b>From January MHAG:</b>		
1	Send Coleman House today's questions.	David G	Ongoing
	<b>From this MHAG:</b>		
1	Recirculate Healthwatch IAPT email	David G	Now completed
2	Forward leases question to Coleman House.	David G	
3	Ask local IAPT providers to attend The MHAG and request a written update if they cannot attend.	David G	
4	Construct IAPT feedback form	All	

Minutes posted on: [www.westkentmind.org.uk/mental-health-action-groups](http://www.westkentmind.org.uk/mental-health-action-groups)

**Administration :**

Phone: 01732 744950

Email: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

