

Dover, Deal & Shepway Mental Health Action Group

Meeting on 22nd May 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
Eve de Gray Birch	Engaging Kent, Co-Production Facilitator
Steve Inett	Healthwatch Kent, CEO
CS	Take Off
KS	Carer
AW	Take Off, Service User
LH	Carer
Paige	Take Off
Wayne Smith	Take Off
Jane Southouse	Shaw Trust, Employment Advisor
Eleanor Jones	DWP, Work Coach
Sue Williams	DWP, Disability Employment Advisor
Michelle Godfrey	Folkestone Mind
Fiona Tapley	Porchlight Live Well Kent
Tanya Clark	Kent Police, Community Liaison Officer
Teresa Norton	Carers Service Coordinator
Jo Miller	Sanctuary Supported Living
Fiona Lovelock	Sanctuary Supported Living

Apologies	Organisation
Melanie Kendall	Porchlight
Janice Wood	Porchlight
Jyotsna Leney	Folkestone & Hythe District Council
Lindsey Kennett	Carer's Support Ashford, Shepway & Swale
DH	Carer
Stacie Hogben	KMPT
Sally-Anne Spicer	Dover Counselling Centre

1. Welcome, Introductions & Apologies

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

2. Minutes from last meeting – approved without amendment

3. MHAG and Service User Forum Consultation – Steve Inett & Eve de Gray Birch

Engaging Kent are conducting a co-production process to explore how service user voice, and communication about services and changes, can be more effective. (Co-production is based on the sharing of information and on shared decision making between the service users and providers) The monies currently allocated by Kent County Council for the MHAGs, Service User Forums and peer support will remain the same but the co-production process will jointly define “what good should look like” and how best to deliver that. Engaging Kent also delivers Healthwatch, which is embedded in the Health and Social Care Act. Healthwatch is a good fit to help create a strong service user voice and has the authority to demand a response to questions raised about any service provided by the NHS. Healthwatch has already developed Kent-wide forums for older people and people with physical disabilities, and is also looking to develop a Foodbank forum. There are common issues across these groups, such as transport and loneliness and it is good to have a common voice.

So far they have:

- Talked to stakeholders to create a scoping report of their current views on the Service User Forums and MHAGs.
- Recruited Eve to facilitate the process.

Next steps are to:

- 1) Bring together a small Co-Production Group to include representatives from the Clinical Commissioning Group (CCG), Kent County Council (KCC), grant recipient organisations and service user and carer representatives currently engaged and MHAGs, Service User Forums or peer support as well as those who are not engaged in any of these.
 - To co-create a Charter that will capture what values and principles are important to create a safe, respectful and productive way of working together.
 - To be a sounding board for developing the practicalities and approach to be taken for each step of the co-production process.
 - To maintain oversight of the co-production process, reviewing responses/ findings/decisions made during the process and helping to shape each next step
- 2) Conduct a peer review of Service User Forums:
 - To support service users in visiting activities and service user forums in different areas to build a better understanding of what is happening across Kent
 - To be able to share the findings of the peer review at the workshop event in June to inform discussions
- 3) Talk to service users & carers who are not currently engaging with User Forums or MHAGs:
 - To build a better understanding of how people would like to be able to have their experiences of services heard
 - To be able to share this at the workshop event in June to inform discussions
- 4) To build some case studies of how Service User Voice has been raised via Service User Forums and / or MHAGs:
 - To be able to share these at the workshop event in June to inform discussions exploring success/ barriers in the current processes
- 5) To hold a Co-production Workshop Day on 18th June, Lenham Community Centre, Maidstone:
 - To bring all the stakeholders together to review feedback and information gathered to date and consider the emerging questions to inform the next steps of the process.
 - An invitation will be sent out with further details and a response will be needed so that numbers can be catered for.

Further information about the process, including the circulated scoping report, is available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-thanet>

Action 1: David to recirculate Healthwatch Kent scoping report about the MHAGs and SU forums.

3. Action Points

(a) Local Actions:

Jan.18-1: Send Coleman House (CMHT) today's questions. Completed. Please see responses below from Vicky Selman, Advanced Practitioner at Coleman House:

- How many staffing gaps are there at Coleman House? *We have currently managed to recruit to all positions at Coleman house therefore no vacancies currently.*
- What is being done to tackle the issue of depot injections administered outside of the time window? *A lot of organisation has gone into the depot clinics with regular allocated appointments which is available to all nursing staff at Coleman house. Any missed appointments are highlighted and an appropriate response is arranged. Either letter to follow up and remind contact with consultant regarding missed appointment, active follow up via cold call. If required escalate to mental health response. Police will also be requested to carry out welfare checks.*
- What has happened with Marie Gallagher? *Marie is doing project work within the organization.*
- Will the lease at Coleman House be renewed this year? *We have no idea at this level re leasing.*

Mar.18-1: Recirculate Healthwatch IAPT email. Completed.

Mar.18-3: Ask local IAPT providers to attend The MHAG and request a written update if they cannot attend. Completed. A number of providers were emailed.

Mar.18-4: Construct IAPT feedback form. IAPT email asking for individuals to feedback to Healthwatch Kent about IAPT session limits has been circulated. We plan to publish the feedback soon. **Completed.**

(b) Questions raised at County MHAG:

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

Nick Dent will raise this issue with KMPT's director of estates and facilities.

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

- Vincent Badu, KMPT's Director of Transformation, will be invited to address this at the next County MHAG.
- The County MHAG has requested a more detailed question from DDS MHAG. The following gaps were raised (at the end of today's meeting):
Care outside of 9am-5pm; is there anything additional to the crisis team e.g. for a chat/de-escalation?; delay in getting hold of care coordinators (e.g. 3-5 days); not seeing people until they reach crisis point; issues with reliability (e.g. being told that someone will come out/phone, and neither happening); and specific cases relating to the SPoA and crisis team involvement.
- Steve added that this is exactly what Healthwatch Kent are here for – to record and put such issues to the trust. Feedback can be given via our website. Can be about any health and social care service.

4. Service User & Carer Questions

(a) Questions raised at the pre-meeting:

1. Feedback about TakeOff has been positive so far, but why are groups moving from Deal to Dover?

Wayne responded that a number of people from Dover had been coming out to Deal for the groups. It is also more cost-effective to hold 2 groups in Dover (creative writing and dance). The refurbishment work is nearly completed.

Fiona advised that LWK groups run by Maidstone and Mid-Kent Mind will be starting in the Landmark Centre in Deal.

2. A DDS MHAG Member brought the following learning and training for KMPT and all Coleman House younger adults service staff to our attention, in case it is needed elsewhere. This is following a serious incident, which resulted in a large and complex complaint being made against Coleman House. Every part of the complaint was upheld by Helen Greatorex (KMPT Chief Executive).

The learning from this complaint is as follows:

- The team should have communicated appropriately with you once instructed by x and ensured that x's up to date wishes were documented and communicated around the team in a consistent and timely manner. Protocol around this documentation and communication will be reviewed by the care group and steps taken to ensure this is more robust moving forward.
- Given the conversations having taken place and the breakdown in relationship between yourself and some staff members within the team, it has been suggested as appropriate for all team members to complete KMPT customer care training, which will take place soonest possible.
- All patient's risk assessments, care and crisis plans are to be reviewed via our new quality audits ensuring that they are up to date and relevant.
- All staff within the team will undertake to read/review the Trust DNA (Did Not Attend) policy to ensure adherence with this.
- All safeguarding alerts should be recorded within a patient's notes. The safeguarding actions referred to are to be sourced and acted upon.

The MHAG member requested that this learning is **shared at The County MHAG**, in case it would be helpful elsewhere e.g. in West Kent.

3. If STEPPS and STAIRWAYS are recommended treatments for borderline personality disorder, why are they not available in all areas? A KMPT representative was not present to answer this question. **Take to County MHAG.**

4. An issue was raised about the stance of a therapist towards a carer.

Action 2: David G/ David R to follow up carer/therapist issue.

5. SpeakUp CIC would like to raise the issue of set limits on the number of therapy sessions offered (e.g. 6) by a local IAPT provider, which has been raised repeatedly.

Action 3: David G/ David R to follow up IAPT provider issue.

Steve advised asking for further evidence of IAPT limits, so that this is not anecdotal.

Action 4: Recirculate email asking for feedback to Healthwatch Kent about IAPT session limits.

(b) Questions going forward to County MHAG:

1. Earlier question about STEPPS and STAIRWAYS.

2. Feedback: Learning for KMPT as a result of a complaint (see above).

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

SKC (South Kent Coast) CCG: The chair read out the update from the East Kent Mental Health Commissioning Team. The suicide prevention fund bid (in the update) has been successful. The suicide rate is high in Kent, particularly in SKC and in men. Suicide is not heard about.

Action 5: Invite Tim Woodhouse to give an update about suicide and prevention in the area.

Live Well Kent (LWK), Fiona:

- During MH awareness week we held 38 events, including lots in this area.
- We are continuing to work on our website.
- An innovation grant means that funding will be available for small, short-term projects in the area. These will be advertised on the LWK website and can circulate through the MHAGs.

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

Shaw Trust, Jane: I am now working outreach.

AW: I have written a relapse prevention guide. See me afterwards if you would like a copy.

Folkestone & District Mind, Michelle: New course dates for Dover: Our 'Self' course (learning about yourself) runs from 10.30-12.30 from 14th June to 19th July. Our mindfulness course runs from 15th June to 20th July 10.30-12.30. Both are held at Dover Discovery Centre. We will be signing a lease with the Big Local. To signpost any clients to our services, please call us. We will be extending our service in Folkestone. This includes person-centered planning for up to 6 weeks, involving goal-setting and recovery work. We would also like to get a physical activity group set up, perhaps with the National Trust. Will circulate details to MHAG.

Our MH awareness open day was well attended. We had a radio interview on KMFM. Our AGM is taking place on 28th June at 6.30pm.

We are also launching the Safetalk project, for suicide prevention.

Carers Support, Teresa: We are running a MH support group in Dover on 3rd Thurs of every month at the Ark. We were initially running this in partnership with Coleman House. We are looking to increase attendance – have sent out options to our 200 carers e.g. changing venue or time.

Sanctuary Supported Living, Jo: We currently have 2 vacancies in Hythe. We are still waiting for contracts for new services from KCC. Due to the high demand for our service and the difficulty in moving people on, we have an agreement with Shepway Council that clients in our service for 2 years can apply to be moved from a Band B to a Band A housing need.

CS: Wayne and Paige are doing a great job at TakeOff. Disappointed that there are not as many people here as usual.

Sanctuary always invite their clients, but are often too anxious to come along. Could maybe advertise MHAGs by asking people to write a piece about how MHAGs have helped them?

LH – always helpful here – when you raise something it gets taken forward. Usually more people– John Childs is usually here with clients. Some people that should be here are afraid to be here.

Steve – observations valid – how can we make people confident that their voices will come through? Eve advised that other groups have forms that can be filled in (i.e. with questions/feedback) to bring up at the meeting.

Insight Healthcare, Jenny: We are still focusing on supporting people with long-term physical conditions, such as diabetes, chronic pain & COPD. We have a Psychological Wellbeing Practitioner working for a day a week from Dover Health Centre.

Healthwatch Kent, Steve: Our work in asking clients to talk about their experiences of the Children’s and Young Person’s MH service fed into the contract and specification for that service.

If anyone still has concerns over IAPT, please contact us. You do not need to give personal details.

We are working with LWK regarding gaps in services. We are also working on support for GPs.

Our inspection of the local CMHT led to some warnings issued to the team.

KS: Getting through to Coleman House by phone has improved.

TakeOff, Wayne: Please see our newsletters. Lots more groups starting in Dover e.g. cookery, photography.

5. Task and Finish Working Group

- We have not had any feedback from the Kent Housing Options Group about moving on from supported housing.
- The IAPT feedback email will be recirculated (about limits on session numbers).

Action 5: David to circulate an email requesting another co-chair.

7. Date of next meeting

The next meeting is on **Tuesday 17th July**, 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
May.18-1	Recirculate Healthwatch Kent scoping report about the MHAGs and SU forums.	David G	
May.18-2	David G/ David R to follow up carer/therapist issue.	David G / David R	
May.18-3	Follow up IAPT provider issue.	David G / David R	

May.18-4	Recirculate email asking for feedback to Healthwatch Kent about IAPT session limits.	David G	
May.18-5	Invite Tim Woodhouse to give an update about suicide and prevention in the area.	David G	
May.18-6	Circulate an email requesting another co-chair.	David G	

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

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APPROVED