

Dover, Deal & Shepway Mental Health Action Group

Meeting on 28th November 2018, 11am - 12.30pm
Dover Town Council, Maison Dieu House, Biggin Street, CT15 1DW

Attendee Name	Organisation & Job Title
Wayne Smith (Chair)	Take Off
David Garrick (Minutes)	West Kent Mind, MHAG Co-ordinator
SG	Service User
Heather Morley	Take Off, Admin Assistant
DH	Carer & Volunteer
LH	Carer
Michelle Godfrey	Folkestone & District Mind, Operations Manager
Frances Button	Dover Counselling Centre, Clinical Lead Manager
Chelsea Kemp	Carers Support Ashford, Shepway & Swale, MH Co-ord
Amanda McNeill	Carers' Support, Canterbury, Dover & Thanet, MH Co-ord
Eve de Gray Birch	Engaging Kent, Co-Production Facilitator
Tanya Clark	Kent Police, Community Liaison Officer
Jeanette Dean-Kimili	South Kent Coast CCG, Local Care Lead
Jane Southouse	Shaw Trust, Employability Advisor
Eleanor Jones	Job Centre Plus, Work Coach
Lyndsey Johnson	SKC MH Social Care, Service Manager
Sue Williams	DWP, DEA
Margaret Ford	DWP, DEA
Hazel Brown	KMPT-SEK Crisis Team, SNR STR / Carers Lead
Galina Slepneva	Solve Charity, PR & Marketing
AP	-
AP	-
John Childs	SpeakUp CIC, Project Worker
SC	Service User
Teresa Snowden	Porchlight
Leonie Down	KMPT Acute Care Group

Apologies	Organisation
Stacie Hogben	KMPT
KS	Carer
Sherrill Searle	Solve Charity
Melanie Kendall	Porchlight
Jo Miller	Sanctuary S Living

Apologies	Organisation
Cathy Finnis	SKC CCG
Kay Byatt	SpeakUp CIC
Jyotsna Leney	Folkestone Council
Madlin Brinton	Take Off

1. Welcome, Introductions, Apologies & GDPR Update

2. Mental Health Social Care Service Update – Lyndsey Johnson

Lyndsey updated the group about the new South Kent Coast (SKC) MH Social Care Service, which came into effect from 1st October. Lyndsey's update included:

- Early discharge planning service across 3 hospitals and the Thinkahead programme.
- The social work response for individuals in primary and secondary MH care will be the same.
- Ensuring users get a better social care response: Upskilling staff and delivering a preventative, timely response rather than reactive.
- Happy to be contacted about individual issues.
- Lyndsey has worked in MH for 15 years, most recently for a Primary Care Social Work Service. Also in Early Intervention for Psychosis – will bring that ethos – not just working with the user and their issues, but also with the carer, family, their journey and their environment.
- Leaflet about the service and application of the Care Act will be available.
- Currently realigning cases i.e. depending on level of social care needed. Reviewing e.g. care packages for those in residential care (is it correct and are residents engaged?)
- Statutory obligation under Care Act to review care packages case by case.
- Now have 2 duty systems with MH teams (social care and MH care). Senior staff triage this and decide if a joint assessment is necessary.
- All line management of Social Care staff within CMHTs is back with KCC.
- Bespoke Care Act training for 120 staff in January.
- Excited to be back in SKC after 15 years and staff are really motivated.

3. Minutes from last meeting – Approved without amendment

4. Action Points

(a) Local Actions:

May.18-2: *David G/ David R to follow up carer/therapist issue. Completed*

Sep.18-1: *David to ask Older Adults Services for alternating representation from their Inpatient and Community Services. Awaiting response. Carry forward*

Sep.18-2: *Leonie to feed back information about clients moving into potentially unsuitable housing when discharged from St Martin's. Completed.* Leonie has talked to Lee Michael (KMPT's Patient Flow Team Leader) about this. Leonie will bring Pavilion Court, Folkestone to his attention. The Council, not KMPT, allocates clients to accommodation. The accommodation is owned by private landlords.

Lyndsey advised that the MH Social Work Service has established a link with Shepway District Council, which is something that they did 15 years ago, so that when unsuitable housing is known about, they can try to resolve it. KCC Early Discharge Planning Team (EDP), which works alongside the Patient Flow Team, will have more of a presence

One of the lead roles of Social Work assistants is to have good relationships with housing.

Leonie – Canterbury City Council – basing eligibility for housing on vulnerability rather than needs – good system.

Sep.18-3: *Attendees with concerns about service users re: housing, to inform Leonie or Stacey. Closed*

Sep.18-4: *Stacie to look into case regarding follow-up/review after a medication change. This was about a Service User being trialled on a new drug at Priority House, but with no follow-up planned. Stacie advised by email that this has been looked into within the team and a care co-ordinator has been allocated to support the client. Completed*

Sep.18-5: Attendee to send Leonie details about the section 2 case. Leonie has not received any details about this. **Carry forward.**

Sep.18-6: Stacie to look into Single Point of Access (SPoA) booking issue. This was about a SPoA appointment booked during a period of crisis, which was then cancelled 2 hours later. Stacie advised by email that SPoA are now contacting the team when booking in appointments (i.e. rather than booking straight into the team's diaries.) **Completed.**

Sep.18-7: Invite a representative from SECamb to this MHAG. Awaiting response. **Carry forward.**

(b) Response to questions raised at County MHAG:

There are reports of clients being discharged back into the community from KMPT acute services and placed into apparently unsuitable, unsafe housing. What is KMPT's vetting policy for post-discharge housing?

N.b. Please see Lyndsey and Leonie's comments above, under 'Sep.18-2'

Response (from the October County MHAG minutes)

Responses from KMPT and KCC were kindly sent ahead of the meeting. In summarised form:

- *From KMPT's perspective, it is not their responsibility to vet housing. Supported/residential accommodation is vetted and viewed by the KCC Contracts Team. If patients do not meet KCC Social Services criteria for supported/ residential accommodation and are homeless, they are discharged to the council homeless, who then take responsibility for placing them. KMPT have limited influence over patients' own rented accommodation, unless a safeguarding concern is raised.*
- *From the perspective of the KCC SKC Social Care Team, if they are aware of any supported accommodation with issues, they would look not to use it. In SKC, KCC are looking to allocate housing as a lead role to one of the Advanced Practitioners and Social Work Assistants in the team, to regularly attend meetings with the council to discuss available housing and any current concerns/trends/issues. This information can then be shared with the rest of the team, so that workers know which areas are having issues. There is always the issue of demand and capacity. Sometimes clients are discharged very quickly and so sometimes the options are limited.*

Action 5: David to invite Lyndsey Johnson, SKC MH Social Care Service Manager, to give an update about housing at the next DDS MHAG meeting.

Rosalynne and Claire advised that Ashford Borough Council are doing a lot of work surrounding housing (e.g. have started their own lettings agency). The national shortage of housing was discussed. Amanda – instances of people being discharged onto the streets.

Action 6: Sanctuary Housing to feed into January's housing meeting in Dartford.

Action 7: Vicky to highlight referrals to inappropriate housing to KMPT's patient discharge team.

5. Service User & Carer Questions

(a) Questions raised at the pre-meeting:

1. *A Carer raised an issue about missing clothing following a client's treatment at a KMPT service.*

Action 1: Leonie to contact Philippa to see if this can be resolved.

There is a process to claim compensation.

2. *Will breakaway training be available for carers from KMPT? It was available in the past. Need more awareness that the training is available, if being offered again.*

Action 2: Leonie to check if breakaway (personal safety) training will be available to carers.

3. *Yesterday on Twitter, Inspector Michael Brown said that the police cannot fix a broken MH service. With so much going on, where do you fit in MH? We want police to police and the MH service to be the MH service. Seems the Police have now drawn a line in the sand.*

Tanya responded that the Police are the crisis point and have a duty of care. This will be discussed at a national level.

Leonie advised that it is not always about more money for crisis teams/ MH resources – also about what an MH worker is legally allowed to do, compared to the police: If someone is in crisis at home and family don't feel safe, a MH worker can do no more than the family can.

Tanya – Kent Police and MH services need to work together more e.g. when working with vulnerable people. Leonie – but need their consent. Lyndsey – should help to have when we have our houses in order – social care and MH staff doing their specific roles instead of a generic role. Incident yesterday – occupied 5 different social care staff – need to be mindful of risk/ personal safety and the outcome was that a very vulnerable gentleman was scooped off the streets and actions completed responsively.

John raised an incident at a SpeakUp group, where 2 teams of 3 paramedics waited 2-3 hours for the appropriate police team to become available. Seems that there is room for improvement. Tanya responded that every call is prioritised based on the threat of risk and harm, so having the paramedics there will likely have reduced the priority.

Eve advised that Maggie from SpeakUp has received responses from a letter that she has written and circulated about this and other incidents.

Action 3: John to contact Healthwatch Kent about incident.

4. *Are carers entitled to a carer's assessment if the person they are looking after is in Secondary Care?* Lyndsey advised that, under the Care Act, it should not matter whether they are in Primary or Secondary Care.

5. *This Friday is Carer's Rights Day. If all carers stepped away, the NHS would suffer. At least have a conversation with a carer this Friday. During National Carer' Week, you wouldn't know that it was going on.*

6. (Question for an attendee will be discussed after the meeting.)

7. A provider raised an issue, mentioned by a client, about another provider's service. The group discussed this issue at length.

(b) Questions going forward to County MHAG: None raised

6. Information Sharing:

1. Engaging Kent CIC update:

Engaging Kent are conducting a coproduction process to review MHAGs and service user groups. The contract will change in April. Following lots of work, now at a point where we have the bones of a future specification, which was circulated in September and is from the point-of-view of a service user. Third of time will be spent on peer support and forums, a third on outreach to those not coming through the doors and a third on networking and admin. Reason that admin is high – so that specifics can be recorded and followed up. Commissioners like the model so far, but need to now include the detail e.g. how money is split. Will come out to local providers in January. New service will be rolled out from April. Would like to have a virtual team across the County.

2. County MHAG Update: Please refer to the County draft minutes for full details of discussion, located at www.westkentmind.org.uk/mental-health-action-groups

Includes: 1. Future changes to psychological therapies in KMPT – pilots of three new pathways are occurring; and 2. The Primary Care MH service will now be expanded to all hubs and GP practices in East Kent – was previously a pilot project.

3. **Commissioners Reports:** All reports have been circulated and are located at www.westkentmind.org.uk/mental-health-action-groups

Porchlight Live Well Kent: Teresa talked the group through the circulated update, which included details about the LWK Innovation Grant (awarded to Sheree Bell – Increasing resilience, Folkestone & District Mind – SELF Image, Carers Support and Shepway Sports Trust – Active for All) From last quarter – opening of Live Well Hub in Dover, linking in with the Beacon CMHT and JET IPS preparing for work course.

In Folkestone, there is a resource database <https://spotlight-folkestone-hythe.org.uk/> but unsure if there is an equivalent in Dover. The group discussed the issue that there is lots going on, but it is difficult to find out about it – communication could be improved. Hear this across lots of different areas – lack of linking in with each other.

Dover has 'keep me posted'. <https://public.govdelivery.com/accounts/UKDOVER/subscriber/new> . Carers rights would be ideal to post on this.

Action 4: Circulate details of resource databases

SKC CCG: Jeanette advised that the East Kent Primary Care MH Service, which was previously a pilot, will be extended to all of East Kent from April. One provider will operate across the 4 areas. In SKC area, it will operate out of the 4 hubs (Buckland Hospital, Deal, Royal Victoria and Hythe Rural). May also operate out of larger GP Practices.

4. **Provider Updates/ New Members:** Please send any electronic information or leaflets to the MHAG admin team who will be happy to circulate them to the mailing list.

SpeakUp CIC, John: Kay will update at the next meeting. Calendar and newsletters now out.

Carers Support, Amanda: There will be a new MH support group for carers in Deal next year – will update the group when confirmed.

Folkestone and District Mind, Michelle: Lots of flyers to distribute – Mindfulness and Selfwise courses in New Romney and in Dover, as well as a January timetable of activities, which includes horseriding, a trip to the White Cliffs experience and cookery courses.

Take Off, Wayne: Doing well – have a movie appreciation group, for classic films. Have started a gaming group, for team gaming against others in the room (not on the internet), for 16-24 year old Service Users. Access by referral only, in hope that attendees will socialise in the group and then attend cooking and craft groups. Take referrals from anyone. Break the cycle of people staying in their room. Not funded for it. Talk of DWP also doing this. Takeoff is now 16+

Action 5: Send/circulate an updated programme to Tanya, for youth engagement officers.

The group showed much interest in TakeOff's gaming group.

7. Task and Finish Working Group

Not discussed.

9. Date of next meeting

The next meeting is on **Tuesday 29th January**, 11am at Council Chambers, Dover Town Council, Maison Dieu House, Biggin Street, Dover, Kent CT16 1DW.

Meeting finished at 12.44

Action Table

No.	Action	Responsibility
Sep.18-1	Ask Older Adults Services for alternating representation from their Inpatient and Community Services.	David

Sep.18-5	Attendee to send Leonie details about the section 2 case.	
Sep.18-7	Invite a representative from SECAmb to this MHAG.	David
Nov.18-1	Contact Philippa about missing clothes issue	Leonie
Nov.18-2	Check if breakaway (personal safety) training will be available to carers.	Leonie
Nov.18-3	Contact Healthwatch Kent about incident involving emergency services	John
Nov.18-4	Circulate details of resource databases	David
Nov.18-5	Send/circulate an updated TakeOff programme to Tanya, for youth engagement officers.	Wayne/ David

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

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APPROVED