

Maidstone Weald Mental Health Action Group (MHAG)



Meeting on 18th May, 2017 at 2pm

At Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone, ME14 1HH

PRESENT	ORGANISATION
Ali Marsh – Chair	Co-Chair Maidstone MHAG/ ThinkAction
Sue Sargeant - Minutes	West Kent Mind
Carol Sommerville	Assert Advocacy
Anna Scarr	Children's & Young People's Service/ Children's & Adolescent's Mental Health Service (CHYPS)/(CAMHS)
Heidi Adamson	IESO Health, Business Development Manager
Jenny Solomon	Insight Healthcare
Jenny Dickson	Insight Healthcare
Maureen Belcher	Involve Carers
Katrina Gadsby	Involve Kent, Volunteering for Wellbeing lead
Juliette Page	Involve Older People's Services/ Co-Chair Maidstone MHAG
Jacqui Walker	JobCentre
Buba Cooper	KMPT Community Mental Health Team, Service Manager
Andy Wood	KCC, Kent Enablement Recovery Service (KERS)
Steve Bennett	KCC Primary Care Social Work Service
Amanda Sidwell	Making a Difference to Maidstone
Margaret Bell	Samaritans
Shaun Neaves	Stonham part of Homegroup

APOLOGIES	ORGANISATION
Liz Bailey	Shaw Trust Live Well Kent
Martine McCahon	West Kent CCG

1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

2. Minutes from the last meeting were approved with no amendments.

3. Action Points

a) From March Maidstone Weald MHAG:

1	Any comments on the draft TORs to be forwarded to mhag@westkentmind.org.uk before the April County Meeting on 19/4/17.	See County Update below
2	All organisations involved in the Maidstone Weald MHAG to send name and contact details of the person responsible for ensuring attendance.	See County Update below
3	Forward electronic version of Primary Care Social Care Service leaflet for circulation.	Completed

b) Response to question taken to County MHAG: None taken

4. Service User & Carer Questions

From the pre-meeting: None attended however the service user voice was heard through the providers representing them.

There were discussions about the Live Well Kent service and the following concerns were raised:

- There is confusion about how people are referred as some services take direct referrals.
- Providers across primary and secondary services did not feel confident about referring clients due to lack or length of response.
- Care Navigators are responsive when called directly but it was understood that one had over 100 clients.
- The recorded message on the LWK referrals line says 'Welcome to Porchlight' which is confusing for service users who may already have found it challenging to make the call.

Liz Bailey sent her apologies for the meeting but asked that any questions be sent to her.

ACTION 1: Ask for a response from Liz to the following:

- Can there be a clearer message about how to refer, ie is it possible to refer to services directly?
- How are LWK managing caseloads?
- Can the recorded message be changed to reflect the Live Well Kent service?
- How are Live Well Kent planning on communicating about new services and how can we help?

ACTION 2: Invite new providers to talk about their services.

Take to County: None

5. Information Sharing

1. **County Mental Health Action Group Update** – The County MHAG minutes and local questions are all available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>

Swale MHAG held a recent workshop to review the Terms of Reference which were then taken to the County MHAG to be agreed for all localities. These were well received however it was felt this was a good starting point but needed to go further. KCC felt this was a good time to review the MHAGs. West Kent Mind inherited the current model over ten years ago and this was reviewed by Activmob in 2014. West Kent Mind will be working closely with KCC to co-ordinate this review, it may be that the July meetings will be replaced by workshops to invite everyone to contribute to the review. We do not yet know if the workshops will be locality based or if they will include all localities together. Information will be circulated in due course.

2. **Commissioners Reports:** These reports were circulated separately and are also available on the Live It Well website.

a) **Sue Scamell, KCC.** Sue issued a personal statement about her own mental health struggles and phased return to work. The chair praised her bravery for being so transparent and wished her well on behalf of the group.

b) **West Kent CCG** – no report received due to change of administrator.

3. **Service Update/Introduction for new members**

Assert Advocacy, Carol: They are part of Kent Advocacy and continue to provide mental health advocacy working with partner organisations to triage advocacy requests for a number of people, ie deaf, blind, disabled.

DWP, Jackie: With the introduction of universal credit 75% of customers are going to be presenting with some form of health condition, either physical or mental, so we are now upskilling all job coaches to be able to work with everyone. It is another year before we go to full service with universal credit. There was a London & Home Counties network meeting in Wimbledon last week with the objective to get work coaches engaged and build a hub which is easy for work coaches to access services available.

IESO, Heidi: We are offering one to one therapy online and have seen a month on month increase in referrals. Appointments are available within 2 days.

Insight Healthcare, Jenny: Offering IAPT (improving access to psychological therapies) we are still working out of the Live it Well Centre. We have 3 therapists, 5 days a week offering step 2, CBT (Cognitive Behavioural Therapy) and counselling. We are also at the Fusion café, Shipway and GP surgeries in West Malling and Snodland.

Samaritans, Margaret: We are always offering to go into the community to talk about our service and at the recent Breakfast Networking Meeting picked up one talk and one volunteer. We have also been contacted by a construction company in Maidstone who have seen that the biggest group of people at risk are young men in unskilled work and have asked the Samaritans for help.

Primary Care Social Work Service, Steve: Meetings with Live Well Kent (LWK), primary care and Community Mental Health Team (CMHT) have now been formalised as Interface meetings which Steve chaired recently. CCGs have asked for these meetings to be developed to look at any grey areas. These meeting will be held every 2 months with the Primary Care Social Work Service, CMHT social care and OTs, LWK, Primary Care Mental Health specialists, KERS team and IAPT services and will look at ironing out local issues around referrals on a personal level and can feed back into MHAG.

ACTION 3: Steve to check whether the MHAG can refer into these meetings.

Stonham, Shaun: Terry's Court has 7 self contained units for a maximum stay of 2 years. We are hoping there will be a vacancy soon due to somebody moving on and can take referrals

Involve Carers, Maureen: We offer carers assessments to all carers of adults and identify new carers. We also offer a discharge from hospital service with additional packages for carers. Anyone can self refer for assessment or support.

Community Mental Health Team, Buba: The team scored 'Good' in the Care Quality Commission (CQC) inspection with some areas individually getting 'Outstanding'. In the community service recovery line a high caseload was identified and we are working toward reducing caseloads to 40 by end of August.

Within primary care we are expanding the number of nurses by adding 2 band 5 and 2 band 7 nurses to existing 2 band 6. There are no more vacant posts for nurses.

We are trying to respond to concerns within 24 hours and the Meet the Manager clinic on the last Friday of every month at Albion Place has had nobody there for the last 2 months.

The group congratulated Buba on the definite improvements in the last year and noted that positive feedback has been received from both carers and service users.

CAMHS Children's services, Anna: We have been facing the same pressures. There is huge demand but we are working hard to keep waiting times down. We are offering clinics on Saturdays as well as Monday to Friday for 3 to 18 year olds, tier 3 which is moderate to severe mental health difficulties. We are having to be strict with the criteria and find there are gaps in the service. We accept referrals from GPs, social services, schools but not self referral. We also have more primary care mental health workers doing preventative work such as going into schools to train teachers to help manage the situation.

MADM, Amanda: We are helping people in Maidstone with homelessness and drug addiction, offering cycle recycling projects, volunteer opportunities, charity shop, furniture clearance. We are in the DVLA building and trying to acquire it for more accommodation.

Involve, Katrina: New in post, Katrina is running 6 mini projects within the wellbeing project, supporting people with mental health needs and offering additional support such as for addiction, helping people into supported volunteering projects including kent sheds, working in the charity shop, walking groups and forums. Aiming to get more referrals and progress with more training. Social prescriptions help reduce isolation and boost confidence. Anyone can refer to the service.

Involve, Juliette: We are looking at how forums can reach more people. The next breakfast network meeting is on 29th June at 9am.

4. Staff changes - None reported.

6. Task & Finish Group

Services timetable. Juliette has been looking at getting a timetable on a google form to give every organisation the option to be responsible for updating their own information. They will need to also identify how someone can refer to the service. Jenny offered to help. Juliette to contact Nick Dent to check the Patient Consultative Committee are not duplicating this.

7. Date of next meeting

21st September, 2017, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

PLEASE NOTE THE JULY MEETING HAS BEEN CANCELLED DUE TO THE MHAG REVIEW

The meeting finished at 3.22pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Ask for a response to the questions raised about the LWK service.	Sue/Liz	
2	Invite new providers to talk about their services.	Sue	
3	Check whether the MHAG can refer into the Interface meetings.	Steve	

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk

Minutes posted on

<http://www.liveitwell.org.uk/localnews/West-Kent>

