

Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 21st September, 2017 at 2pm

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

PRESENT	ORGANISATION
Juliette Page - Chair	Involve Older People's Services/ Co-Chair Maidstone MHAG
Sue Sargeant - Minutes	West Kent Mind
Maureen Belcher	Involve Carers
Steve Bennett	KCC Primary Care Social Work Service
Tom John	KMPT
Buba Cooper	KMPT Community Mental Health Team, Service Manager
Christopher Hayward	KMPT WK Crisis Resolution Home Team (CRHT), STR worker
Sarah Davies	KMPT Interventions Team, Senior STR
Heidi Bunting	Maidstone & Mid Kent Mind, Team leader
Amanda Sidwell	Making a Difference to Maidstone
Margaret Bell	Samaritans
Kathrin Davis	Sanctuary Supported Living, Project worker
Thomas Marchelak	Sanctuary Supported Living
HL	Service user
WH	Service user
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager
Shaun Neaves	Stonham part of Homegroup
Ali Marsh	ThinkAction/Co-Chair Maidstone MHAG

APOLOGIES	ORGANISATION
Liz Bailey	Shaw Trust Live Well Kent
Heidi Adamson	IESO Health, Business Development Manager
Jenny Solomon	Insight Healthcare
Lindsay Prestage	KCC, Libraries

1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

2. Enhancing service user involvement in care planning – Tom John

CQC reports have a constant theme about the lack of service user involvement in care planning. Previous studies have looked at how to improve rather than how to change to address this. This research project will look at how changes in practice can be enabled to embed active service user involvement in care planning during the acute inpatient care pathway.

There will be 3 key stages:

- Focus groups/structured interviews involving service users identified by the Community Mental Health Teams at Highlands House, Tunbridge Wells and Albion House, Maidstone as being in patients in the last 3 years, mental health staff and national and regional stakeholders (around a 9 month timeframe)
- Taking a salient plan to the co-production network before implementation (around a 3 month timeframe)
- Evaluation (around a 6 month timeframe)

The next stage is to take this to the Ethics Committee.

The full presentation is available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-maidstone-weald>

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

4. Action Points

a) From March Maidstone Weald MHAG:

1. Ask for a response to the questions raised about the Live Well Kent (LWK) service.
Scott responded as follows:

a) Can there be a clearer message about how to refer, ie is it possible to refer to services directly?

Referrals can be made directly to LWK via telephone or email or via a service provider who can complete the referral form on the client's behalf. There have been lots of changes since March and contact response time has now been reduced to 2 days. The number was not close to that in March but now around 82% of calls are made within that timeframe. Scott asked anyone to email him if someone hasn't heard back in 2 days.

Regarding contacting referrals, Scott is aware that some people may not pick up as the LWK number shows as unknown(?). LWK are looking at an option of sending a text to inform that there will be a call in 5 or 10 minutes to encourage people to pick up the phone. They are also looking at 3 attempts at contact at different times of the day before someone needs to refer again. (Scott confirmed after the meeting that there is a preferred contact option on the referral form and this form has been circulated to the group).

Question: Can LWK send letters if someone is not contactable by phone?

Response: Only if someone is already on the programme, otherwise we don't know who else is at that address.

Question: Service providers do not currently receive confirmation from LWK that a referral has been received and the person contacted, which leaves them unable to let the service user know what is happening. Is it possible to receive an email confirming receipt and contact?

Response: There is currently some work going on which Scott can confirm at the next MHAG.

ACTION 1: Scott to speak to Porchlight who manage the referrals.

b) How are LWK managing caseloads?

Navigators have a monthly review of caseloads and will look at how many clients will be moved on to wellbeing courses, other providers etc to find out net figures. Their line manager reviews this too. Caseloads are now 60 but people can be at different stages.

c) Can the recorded message be changed to reflect the Live Well Kent service?

The number for Live Well Kent is originally a Porchlight number and is answered as 'Porchlight'. They have looked at an automated service but this cannot be done for several reasons, including not being suitable for service users. Scott is going back to Commissioners to discuss this and will also check whether, in the meantime, it can be flagged on the website.

ACTION 2: Scott to report back on Porchlight phone message.

d) *How are Live Well Kent planning on communicating about new services and how can we help?*

Scott is carrying out a study with navigators and services users to see what shortfalls there are and what service users want. He has already identified a gap in services for carers. He will then be meeting with other providers and launching a marketing and information newsletter. On 2/10 he is meeting with their marketing department and the IT department is also looking at launching a youtube channel and hoping to link to their web page.

2. Invite new providers to talk about their services.

ACTION 3: Sue to follow up with mcch and Blackthorn Trust.

3. Check whether the MHAG can refer into the Interface meetings.

Steve explained that the Interface meetings are held every 2 months for primary care staff to understand the different roles, how they work together and ensure there are no grey areas. Primary Care Social Work Service, CMHT social care and OTs, LWK, Primary Care Mental Health specialists, KERS team and IAPT services all attend. Individual problems should be passed onto a primary care professional or taken to the Commissioner.

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

5. Service User & Carer Questions

From the pre-meeting: None.

Take to County: None

6. MHAG and Service User Form review update

An update from Emma Hanson has been circulated explaining the plan to re-use the money committed to historic grants to the MHAGs and Mental Health Service User Forums to recommission a new service offer through 3 key areas: Providing Peer Support, Supporting Service Improvement and Informing Future Commissioning Intentions. KCC & CCG commissioners will be gathering information and taking advice from people and she mentioned at the County MHAG that she was hoping to get a new service spec out by the end of October.

We would encourage people to take Emma up on her offer of inviting her to come to their groups. In the meantime we have circulated a MHAG survey to get some feedback of our own and asking people to complete this at the meeting or online.

Juliette has invited Emma to her forum group which has been running for 10 years and also to the Hub.

It was noted that it would be useful for Emma to attend the MHAGs.

7. Information Sharing

1. **County Mental Health Action Group Update** – The County MHAG minutes and local questions are all available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>
2. **Commissioners Reports:** These reports were circulated separately and are also available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-maidstone-weald>

a) **West Kent CCG**

Heidi, Maidstone & Mid Kent Mind, updated the Commissioner's report with the good news that the Hope Café has received extended funding from West Kent CCG until April 2018. It is open on Fridays 5pm to 9pm and Sundays 9am to 5pm for anyone who want to come along for out hours support.

b) Live Well Kent

The Maidstone Service Directory was also circulated with the report.

3. Service Update/Introduction for new members

Maidstone & Mid Kent Mind, Heidi: We have a new free therapeutic drumming course in Maidstone and Medway running in 12 week blocks although it is possible to join halfway through. The course is open to anyone, people with hearing difficulties have also found it beneficial. The Maidstone group has just started on Thurs and Fri from 10.30am to 12 in Maidstone.

We have also received an extra year's funding on the police control room project which involves taking taking emergency calls at Kent Police in Maidstone. This has also led to some referrals for the Hope Café.

3 years' funding received for the MHFA Youth Headstart Kentwide project, starting in January in Swale and Gravesham. Maidstone continues until the end of 2018 and is open to community groups.

Community Mental Health Team (CHMT), Buba: We are launching the Choice and Partnership Approach (CAPA) model of care across all 8 CHMTs in east and west Kent next Thursday which will then be implemented over a year. The CAMHS service have been using this single operational model for number of years and it will be for referrals and people being seen. We have been reviewing caseloads and cleansing databases, making sure all care co-ordinators are having them appraised and rag rated (Red, Amber, Green) with a plan for them to be accepted or referred elsewhere. We have worked out how many referrals we have and how many slots are available to see everyone within 28 days. There will be daily referral meetings with psychologists and 2 team psychiatrists. Everything will be tightened up to improve performance and quality of care. After the launch, every team will have a clearer idea of who is being seen and why not, making it easier to manage non attendances, cancelled appointments and caseloads.

Acute services and the CMHT were the only 2 services which didn't get outstanding in the CQC report. Improvement was needed in safety (making sure clinicians have manageable caseloads), being well led (we now have a new director and COO) and responsiveness. We got outstanding for caring which was also important.

Staffing – we now have a substantive consultant, and the other consultant has an NHS contract so should be around for a while. We are nearly fully recruited with only one vacant post for a nurse and social worker. However, 6 people on the team are on maternity leave for a year.

The 'Meet the Manager' drop in is still every 3rd Friday.

KMPT, Sarah and Christopher: Have recently joined the Interventions Team working alongside the Crisis Team seeing clients for a short period of time and are based at Priority House.

ThinkAction, Ali: Following a tender process, as from 1st December, ThinkAction in partnership with IESO, West Kent Mind and Maidstone & Mid Kent Mind will be delivering IAPT services across West Kent.

Samaritans, Margaret: Local outreach work is on the increase ie going into schools. Margaret is always happy to go out to give talks, and recently went to Kent Fire Service. Please let Margaret know if you would like her to come to your groups.

Making a Difference to Maidstone, Amanda: We have opened a new shop in the Mall selling furniture, electricals and accessories. There are opportunities for volunteers.

4. Staff changes - None reported.

8. Task & Finish Group

Services timetable is ongoing. 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 and services. They will need to also identify how someone can refer to the service.

The next Networking Breakfast for service providers is on 19th October at the Hub from 9am to 10am.

9. Date of next meeting

16th November, 2017, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.22pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Speak to Porchlight about LWK referral process for updating service providers	Scott Joiner	
2	Report back on Porchlight phone message.	Scott Joiner	
3	Invite mcch and Blackthorn Trust to talk about their new services	Sue Sargeant	

Administration :

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Minutes posted on <https://westkentmind.org.uk/mental-health-action-groups/mhag-maidstone-weald>

