

Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 15th November, 2017 at 2pm

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

PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction/Co-Chair Maidstone MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG co-ordinator
Phil Davis	DWP Disability Adviser
Maureen Belcher	Involve Carers
Heidi Adamson	IESO Health, Business Development Manager
Rebecca Slight	IESO Digital Health
Lindsay Prestage	KCC, Libraries, Business Development Officer
Steve Bennett	KCC Primary Care Social Work Service
Adrian Croucher	Kent Enablement & Recovery Service (KERS) worker
Andrew Wood	Kent Enablement & Recovery Service (KERS) worker
Megan Setterfield	KMPT, Clinical Researcher
Julie Delahaye	KMPT Occupational Therapist lead
Adam Crick	KMPT Priority House Peer Support Worker
Donna Ince	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC), Probation Service Officer
Sarah Wheal	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC), Probation Service Officer
Amanda Sidwell	Making a Difference to Maidstone
Annick Guirate	Phoenix Support
Margaret Bell	Samaritans (Outreach)
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager
Gavin Burt	Switch Café, Youth worker

APOLOGIES	ORGANISATION
Alan Heyes	County MHAG Chair/Mental Health Matters
Shaun Neaves	Stonham part of Homegroup
Zena Watson	West Kent CCG

1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

2. Caring for Carers (C4C) Study – Megan Setterfield

The KMPT clinical research team conducts many studies into mental health conditions. In the last year more carers' studies have been introduced as well as the previous service user studies. Brighton and Sussex Medical School is sponsoring this pilot study which aims to determine whether a writing therapy called Positive Written Disclose (PWD) is effective in improving the health and wellbeing of older adult caregivers of people with psychosis. This pilot trial will determine whether the intervention shows promise and consequently whether a definitive trial is justified.

There will be a baseline assessment and people will be randomly allocated to 3 groups:

- Positive Written Disclosure group - writing about a positive memory for 20 minutes a day for 3 consecutive days

- Writing control task group - writing about a neutral image for 20 minutes a day for 3 consecutive days in a factual way
- Non-writing control group

This study is funded by an older adult charity and will be for over 50 year olds. This “panini” generation tends to have pressures from parents and children and is also appropriate as psychosis is often identified in the twenties.

Information has been circulated and is also available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-south-west-kent>

Question: How many people do you need to take part?

Response: 100 are needed for the pilot, with a target of 10 in Kent by December. 4 have already taken part and a couple more are lined up but we are still looking for more participants.

Maureen mentioned that her carers were generally not receptive as they were anxious about finding the time or something to write about, but she will see if anyone is interested in taking part.

Julie offered to link up with the carers’ champions.

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

4. Action Points

a) From previous Maidstone Weald MHAG:

1. *Speak to Porchlight about LWK updating service providers about people they have referred.*
The request had been for acknowledgement of the receipt of the referral and when the service user had been contacted. Scott advised that this part of the process is managed by Porchlight who confirmed they can feed back once they are working with the client but not before then. As most referrals from providers come by email, Scott suggested setting a ‘read receipt’ to determine when the email had been picked up.
and there is no procedure in place for feeding back to Will be difficult as most referrals from providers come by emails.
Steve mentioned that, in his experience as a social worker, it is usual for agencies to acknowledge receipt of referral. Scott will take this back to Porchlight.
Carry over.
2. *Report back on the Porchlight phone message.*
The Live Well Kent phone number is answered as ‘Porchlight’ which can be confusing to people calling, this is because it is an existing Porchlight number which is still in use for other purposes. Scott has spoken to KCC who do not want the number to be changed or to have 2 separate numbers or Porchlight and Live Well Kent. It is not possible to have it rerouted. The only option would be to have an automated system which everyone feels would not be beneficial to the people calling.
Scott is keen for there to be a separate number so will keep trying, he is meeting on 22nd November with Porchlight again.
Carry over.
3. *Invite mcch and Blackthorn Trust to talk about their new services*
Blackthorne Trust have confirmed to Scott that they will attend in January 2018, no response received from mcch.

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. 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>

Ali highlighted the questions raised by other MHAGs:

- 1) *Dover Deal & Shepway MHAG discussed housing difficulties leading to residents remaining unnecessarily in supported housing. There is a County MHAG action point to contact Dover District Council to confirm whether changes can be made to the current Band B classification.*

- The group agreed that local housing is a huge problem in this area for both private and council accommodation.
- Phil wanted to raise awareness of 'cuckooing' which is where a tenant invites someone to stay with them who ends up taking over their accommodation and leaving them homeless. There have been 5 instances of this in the last 2 weeks at the JobCentre but Maidstone Borough Council have assisted them in finding suitable accommodation.
- At Pheonix they have been looking at private rooms held by council and agreed that it is difficult due to banding.

ACTION 1: Julie to forward Lesley Clay's contact details at Maidstone Borough Council.

ACTION 2: Invite Housing at Maidstone Borough Council to have a dialogue about their challenges, banding classification and how we can help.

- 2) *Swale MHAG asked how mental health training for GPs is being addressed and funded across Kent.*

- The group discussed the difficulties of getting GPs to engage, whilst appreciating their workloads.
- Steve advised that, in his social worker role, he has been attending PLT (protected learning time) sessions to give training to GPs about the social care roles.

2. **Commissioners Reports:**

- a) **West Kent CCG** – The report was circulated separately and is also available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-maidstone-weald>

- Ali highlighted the Primary Care Mental Health Specialists and the Eating Disorder and Children and Young People's Mental Health Service (CYPMHS) redesigns
- The IAPT service is going to the new lead provider (Thinkaction) on 1st December and there should be no impact to service users. Previous providers are not taking new patients and are referring on to the new service although Thinkaction are inheriting a waiting list. Sleepstation are no longer commissioned, but IESO and Silver Cloud have online services that can cover this.

b) **Live Well Kent – Scott Joiner**

Scott asked what people would like to see in the LWK report as he is keen to move away from the current list of statistics and include information such as customer journeys or numbers of clients who are being lost or referred elsewhere. He has a draft which he will circulate for comment before the next meeting.

There are lots of changes being implemented at the moment:

- 8 new pilots are being launched next week, one is a “cycle recycle” project and they are just waiting for a volunteer who can sign off on the bikes once refurbished. He has spoken to the police and local railways about finding old bikes.
- There is also a new counselling service which offers 10 sessions for bereavement or loss
- Blackthorne Trust have been commissioned for new projects inc a woodwork workshop
- Following the success in Canterbury and Ashford a new structured art project has been commissioned to start in January with work being show in May. An art therapist will oversee 8 to 10 sessions following which, work will be professionally framed and sold. 2 members have started their own groups after attending this.
- An asset database is being build to cover the whole of Kent and the website is being redesigned with a search tool for each area. Local directories are currently being finalised.
- A You Tube channel is also being set up giving providers the opportunity to upload a 2 minute video about what they do.
- Scott is launching new interface meetings for the whole of the network to enable service providers, service users and carers to feed back about what is needed and give them opportunities to look at joint applications for bidding. They will be looking for providers to chair them.
- They wants more peer led activities and social support acitivites.

The criteria of the Live Well Kent service of someone who is 17 plus and not in crisis is very broad and is leading to incorrect signposting and pathways. More needs to be done around looking at how to meet the needs of the people that don't fit into the current service.

3. Service Update/Introduction for new members

KERS, Adrian: The service is very busy and we are seeing lots of housing issues.

Primary Care Social Work Service, Steve: Experiencing staffing issues in Dartford and Gravesham. In April a new Homelessness Reduction Act comes into effect which places a new duty on local authorities to help prevent the homelessness of all families and single people, regardless of priority need, who are eligible for assistance and threatened with homelessness. This will affect the way Maidstone Borough Council deals with people at risk of becoming homeless. The definition of vulnerability is difficult and someone in poor accommodation or sleeping on a sofa are not classed as homeless. Amanda reported that the council have new temporary accomodation for up to 28 days outside of Maidstone. The Winter Shelter also starts on 3rd December and offers 15 beds.

Phoenix, Annick: We offer a supported living service for people with mental health problems or learning difficulties, we have also been taking in a few ex offenders. Flats vary from self contained to bedrooms with shared living. We also have a hostel for homeless with a conviction or addiction. We offer 15 accomodation based services new to Maidstone East and West. We currently have 3 voids and from April next year should have 9 beds available.

Referrals come from KCC, Priority House, MADM or by self referral but must be for someone who has a care worker or social worker. Referral process is to contact Phoenix for a form outlining the criteria.

KCC Libraries, Registration and Archives, Lindsay: We have revamped one of our offers “How libraries can help - Carers”, which lists different library services that might be of interest. This includes the Touch a New World which is a free service available to Kent Library customers who are not able to get to their local library. We can loan you an iPad for up to 8 weeks and offer one-to-one training in your own home from a volunteer, so you can learn how to use the technology. More information is available at: http://www.kent.gov.uk/data/assets/pdf_file/0006/52935/Touch-a-new-world-Home-Library-Service.PDF

Samaritans, Margaret: Awareness or recruitment literature is available by contacting Margaret. Their outreach work includes linking with 2 GP practices which can refer people for the Samaritans to call twice to check on. They also have a longstanding partnership with Cruse Bereavement Service to contact people while they are waiting on the counselling list. However, Margaret explained they are trying to balance this with the need to be available for people phoning in. Samaritans are now accepting referrals from a community nurse manager to call people who are frequent service users in the Maidstone and Tonbridge area.

IESO, Heidi: Would like to introduce, Rebecca to the group, who started 4 weeks ago. We are looking for local electronic information of any services you are working with to refer clients.

DWP, Phil: Wanted to make people aware of the importance of a GP's letter specifying why a customer may be unable to attend a work capability assessment appointment, to ensure they are entitled to a home visit if appropriate. He gave the example of someone who was agoraphobic who was sent a taxi as the GP's letter wasn't clear.

He also wanted to bring attention to the Croydon Assessment Centre which is on the 3rd floor. There is a lift but a client cannot be seen unless they are able to use the stairs in case of a fire. Please be aware and change the appointment when the letter is first received.

Phil is happy to address any queries or issues directly and can be contacted on: 01732 583706

KMPT Research & Development Team, Megan: The team carries out research for mental health and dementia. All patients get the opportunity to contribute to research and at KMPT, 75% of patients are aware they can take part in research. Of these 92% say they take part to benefit other people.

Involve Carers, Maureen: We support all carers (not just those caring for somebody with a mental health problem) and currently have 3,270 who are eligible to receive our Service. A home discharge service is offered for 2 weeks following discharge from hospital (either the Carer or the Cared for) after planned or emergency admittance. The Rapid Access Payment can be used to fund alternative care service for the Cared for to give those Carers some respite if there is a risk their physical/mental health is deteriorating due to their caring role. As respite care for people with mental health crisis is limited it can prove challenging to find alternative care to allow the Carer some time away from their role. Involve Carers provide Carers' assessments and these help to identify where there is need for the Carer and from the Carers Assessment a Support Plan will be offered to the Carer. If a Carers Assessment is not needed a Well Being Summary can be completed and then support/practical advice can be given depending on needs.

Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC), Donna: As probation officers they are seeing lots of people with the same issues such as substance abuse, lack of education and mental health problems. 8 months ago they started a monthly, 3 hour, one stop shop at Gallion House, King Street and want to encourage service providers to come along to share their information and experience with their service users. The next one is 6th December from 10am to 1pm. Donna commented that they struggle with where to signpost people to; who, where and when to refer.

Making a Difference to Maidstone (MADM), Amanda: A lot more agencies are coming to them for household furnishing. They have been at the old DVLA building and have now secured some storage in part of the Demelza House warehouse at the old sorting office at the top of Week Street. They are having to pay rent but it is a necessary space. Their new shop at the Mall is for furniture and electricals. They also have new outreach offices, part of old Arriva offices and are looking for funding for a 2 bedroom premises they have been offered with a shop underneath. There are volunteering opportunities within their 2 shops.

Switch Café, Gavin: The café is a drop-in centre for young people aged 11-21 and offers an informal learning environment. They get a variety of people attending; foster care, supported moves, drug and alcohol addiction, supported moves and see lots of issues with mental health. The team has

different experiences to offer and the manager has set up programmes around anxiety, healthy relationships, risk taking etc. It is a good place to just come and be.

The Switch Café is on the High Street. Open Tuesday to Friday from 3pm to 7pm term time and 2pm to 7pm during school holidays. Saturday 2pm-5pm.

KMPT, Julie:

- They are having lots of conversations about homelessness and housing. A housing officer from Maidstone Borough Council, Holly Veal, comes to Priority House once a fortnight to meet patients on the ward before discharge. She is the go to person with an interest in mental health and has helped to speed things up for patients and alleviate that worry.
- 2 mental health wards, Chartwell and Boughton, at Priority House are being upgraded. Chartwell is temporarily based in Dartford until the refurbishment is completed at the beginning of March, then Boughton will be based there.
- There will be separate bedrooms, updated showers, separate dining rooms and 2 laundry rooms. Male and female ends of the wards will be separated with swing doors to make the room uses more flexible.

ACTION 3: Please forward any electronic information to Sue for circulation to the group.

4. Staff changes - None reported.

8. Task & Finish Group

- 1) 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. Scott had offered to host this on the Live Well Kent website

ACTION 4: Check the status of the services timetable.

- 2) The next date for the Maidstone Service Provider Networking meeting is Thursday 14th December, from 9am to 10am at The Involve Shop, Ground Floor, The Mall (Chequers Centre), Pads Hill Maidstone, ME15 6AT.

This meeting was previous organised by Juliette Page/Jenny Solomon and is for any organisation who provides a service and support to people living in the Maidstone area and who would like to network with other organisations, share information and generally create more awareness about their service and how to refer. Juliette will be at the next meeting to discuss how this might be organised going forward.

9. Vacant co-chair position

An email was circulated advising that Juliette Page has stepped down as co-chair for the Maidstone Weald MHAG, leaving a vacant co-chair position. The group would like to pass on thanks to Juliette for her dedication and enthusiasm over the last 2 years.

Rebecca Slight, IESO, expressed an interest in the position and would like to find out more about it before officially putting herself forward.

9. Date of next meeting

25th January, 2018, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.20pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
	From September 2017		
1	Speak to Porchlight about LWK referral process for updating service providers	Scott Joiner	Take back question of email receipt
2	Report back on Porchlight phone message.	Scott Joiner	Provide further update
	From November 2017		
1	Forward Lesley Clay's contact details at Maidstone Borough Council.	Julie Delahaye	Completed
2	Invite Housing at Maidstone Borough Council to have a dialogue about their challenges, banding classification and how we can help.	Sue Sargeant	Email sent
3	Forward any electronic information to Sue for circulation to the group.	All	
4	Check the status of the services timetable.	Sue Sargeant	Lizzie at Involve has taken over responsibility

Administration :

Phone: 01732 744950

Email: mhaq@westkentmind.org.uk

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

