

## Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 17<sup>th</sup> May, 2018 at 2pm

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

PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction/Co-Chair Maidstone Weald MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Carol Sommerville	Assert Advocacy
Maria Paez	Communigrow
Sue Alder	Engaging Kent CIC, MD
Lizzie Lowrey	Involve, Volunteering & Engagement Manager/Co-Chair Maidstone Weald MHAG
Maureen Belcher	Involve Carers, Mental Health Carers' Assessments and Support Co-ordination
JS	Involve service user
Phil Davis	Jobcentre Plus, Disability Employment Advisor
Margaret Bell	Samaritans (Outreach)
Shaun Neaves	Stonham part of Homegroup, Support Co-ordinator
Jade Salter	ThinkAction, Team Leader
Jacque Pryke	West Kent Clinical Commissioning Group (CCG)

APOLOGIES	ORGANISATION
Eve de Gray Birch	Engaging Kent CIC
Heidi Adamson	leso Health
Sarah Hallows	Jobcentre Plus, Disability Employment Advisor
Lindsay Prestage	KCC, Libraries, Business Development Officer
Sarah Wheal	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC)
Julie Delahaye	KMPT, Occupational Therapy Lead
Andrew Crick	KMPT, Priority House Peer Support Worker
Steve Sargeant	MCCH Wellbeing facilitator
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager

### 1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted.

### 2. MHAG and Service User Forum Consultation, Sue Alder and Eve de Gray Birch

Sue explained the co-production process that Engaging Kent are conducting 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 18<sup>th</sup> 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 scoping report has already been circulated to MHAG members and is also available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

Comments:

- For the peer review, Lizzie confirmed that Involve have been paired with Megan CIC and Reachout for their service users to experience the activities at the other organisations and vice versa. They will also be taking someone to co-production meeting.
- Re harder to reach people, Maureen mentioned that most of their carers are looking after people with mental health needs. They carry out assessments for unpaid carers and come up with a

support plan to identify the needs of and the person they care for. They try to look for services for them, especially activities that couple can do together.

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

## 3. Action Points

### a) From previous Maidstone Weald MHAG:

- 1) *Circulate previous discharge pack for Lizzie to co-ordinate updating.* Completed.
- 2) *Send a reminder for the April Provider Networking meeting.* Completed.

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

## 5. Service User & Carer Questions

### a) From the pre-meeting:

- 1) A service user has been discharged from secondary care with a handwritten care plan and no clear pathway of what to do in a crisis. They are being supported by Sarah from Shaw Trust, once a month and Porchlight and is on repeat medication but finding it difficult to get an appointment at their GP surgery. They feel there is a big difference between the service in Maidstone and in Canterbury where the service user was previously.

There should be a care plan that the GP will have a copy of and a key worker holding the case.

**ACTION 1: Contact Buba with the details of this case.**

- There was discussion about the quality and consistency of care plans. Jacquie at West Kent CCG gets stats of who has received a care plan but no details of the plan itself.
- There have also been concerns raised at the West Kent Patient Consultative Committee about being transferred back to primary care and what happens if something goes wrong again. Is there a pathway back to secondary care and how does referral work through the Single Point of Access?
- Involve Carers see lots of people discharged from secondary to primary care and hear from carers that they can't keep their symptoms under control.

**ACTION 2: Buba to explain referral process back into secondary care.**

Sue Alder has picked up that there is an issue for care assessments for people discharged from secondary to primary care. She has already been speaking to KCC about their carers' strategy so this has been heard. It is important to capture evidence and she encouraged people to contact Healthwatch about their experiences.

**ACTION 3: Sue A to follow up on KCC's carers' strategy.**

- 2) The carer's voice is not responded to. The Triangle of Care (TOC) has been around for years and has not been implemented. They do not receive responses from the CMHTs although the response for acute problems is not so bad.

**ACTION 4: Sue A to take this back.**

- 3) Lizzie attended a workshop about hoarding at Maidstone Borough Council but is not aware of any services and has a number of people to refer. What is available in Maidstone?

Maidstone & Mid Kent Mind no longer offer a service. Thinkaction can offer psychological support but not work in the home to address the problem. Suggested referring to the social work team or the Fire Service.

- b) **Take to County:** There is a gap in the quality and consistency of care plans. Are formal care plans in place for discharge planning and what should a professional care plan look like?

## 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>

The chair highlighted the Personality Disorder pathway presented at the meeting.

2. **Commissioners Reports:** The reports have been circulated separately and are also available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-maidstone-weald>

a) **West Kent Clinical Commissioning Group (CCG), Jacquie Pryke**

- Public Health has secured a substantial amount of grant funding for suicide prevention across Kent. There will be a meeting next week to look at what projects are being funded.
- 2 community street triage services have been developed to preventing a high volume of people being held unnecessarily by the police under section 136. West Kent street triage is part of the county network with a senior health care worker based in both the Police and South East Coast Ambulance Service (SECamb) control room and a qualified professional are available to carry out assessments across Kent 3 nights a week. Medway and Thanet have also been piloting a street triage service, which is currently being evaluated, where a nurse and police officer sit in unmarked car. The nurse is able to carry out an assessment or can redirect to services or signpost to prevent retention and this has had a positive effect. We are looking at how to best develop the street triage service across Kent and Medway going forward with the possibility of several nurses being placed in 3 area 24/7, to be confirmed.

b) **Live Well Kent (LWK), Scott Joiner:**

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

**Involve Kent, Lizzie:** Our Wellbeing programme has activities running nearly every day at The Hub in the Mall, including knitting, sewing, craft for wellbeing. The groups are free to attend and anyone can turn up .

**Communigrow, Maria** is the volunteer co-ordinator and has been in post for 1 month. We are a small educational charity teaching people to grow vegetables in a sustainable and organic way which are then offered to the local community. We have a 5 acre field in East Malling and want it to be used by the community to share the benefits of being and working in nature. We organise field based sessions for various groups and anyone can refer into this. We have solar tunnels so can keep going all year. More information is available here at <http://www.communigrow.org.uk/> or by contacting [info@communigrow.org.uk](mailto:info@communigrow.org.uk) or 07806 708 386.

**Samaritans, Margaret** explained that they are a national organisation with calls coming in from all over country so they can only signpost to nationally approved numbers. However, for drop-ins, it is useful to have the details of local organisations to signpost to.

**Stonham, Shaun:** We have had some successes with moving people on and 2 residents at Terry's Court have found accommodation, so we have 2 empty flats waiting to be filled.

**Assert, Carol:** We are a partner in Kent Advocacy and help people to express their own wishes and views to the people they want to by helping them to give them confidence and write letters. We don't give advice. Access is through the central hub: [www.kentadvocacy.org.uk](http://www.kentadvocacy.org.uk) or by calling 0300 34 35 714. We do not just support those with mental health needs, but also people who are hearing impaired, have alzheimers or ASD. We also provide statutory forms of advocacy.

**Jobcentre Plus, Phil:** Universal Credit is coming in at the end of November and Andrew Holmes, our integrated partnership manager, is happy to come out to talk about this.

There have been successful with appeals for PIP (Personal Independence Payments) and ESA (Employment Support Allowance) for people with a proper care plan. Documentation is really important.

The Department of Work & Pensions (DWP) is sending every work coach in Kent on mental health training.

**Involve Carers, Maureen:** we have been awarded a roll over, year's contract to 31<sup>st</sup> March 2019.

**West Kent CCG, Jacquie:** The CCG has pledged to sign up to the Time for Change Campaign to raise awareness and stigma. We have 8 champions in total with 3 in the mental health commissioning team.

**Thinkaction, Ali:** We attended the Time to Change event on 30<sup>th</sup> April and have also pledged to sign up to the campaign. Our wait times have improved but appointment times are difficult as lots of people want them in the evening and don't want to talk to work about taking time off to attend. This highlights the stigma and work still needed in workplace

We are launching a set of groups to increase service provision such as: life events, managing emotions, stress and anxiety, cognitive behavioural therapy (CBT) skills. These will all be held at Maidstone House.

## 8. Task & Finish Group

- 1) Lizzie confirmed that the next date for the Maidstone Service Provider Networking meeting is on Wednesday 13<sup>th</sup> June, 2018, from 9am to 10am at The Involve Shop, Ground Floor, The Mall (Chequers Centre), Pads Hill Maidstone, ME15 6AT.

This meeting 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.

- 2) Discharge pack, website update - Lizzie/Scott.

Lizzie continues to gather feedback from providers to update the current outdated Maidstone Weald discharge pack.

Live Well Kent are funding on online directory and community asset base in the final stages of development which is hosted on Porchlight's website. It will give the option to select by type of group and area.

**ACTION 5: Scott to confirm how provider information can be added to the Live Well Kent website.**

It was mentioned that KMPT's Patient Consultative Committee (PCC) has a services directory.

**ACTION 5: Sue S to contact Nick Dent.**

## 9. Date of next meeting

12<sup>th</sup> July, 2018, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.25pm

### ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Follow up with service user on care plan complaint	Buba Cooper	
2	Explain referral process back into secondary care.	Buba Cooper	
3	Follow up on KCC's carers' strategy.	Sue Alder	
4	Take back comments re lack of response to carers' voice.	Sue Alder	
5	Confirm how provider information can be added to the Live Well Kent website.	Scott Joiner	
6	Contact Nick Dent re PCC service directory	Sue Sargeant	

**Administration :**

Phone: 01732 744950

Email: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

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

