

Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 12th July, 2018 at 2pm

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

PRESENT	ORGANISATION
Lizzie Lowrey, Chair	Involve, Volunteering & Engagement Manager/Co-Chair Maidstone Weald MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Alan Heyes	County MHAG Chair
Sarah Hallows	DWP Disability Employment Adviser
Maureen Belcher	Involve Carers, Mental Health Carers' Assessments and Support Co-ordination
Buba Cooper	KMPT, CMHT Service Manager
David Gallagher	KMPT, West Kent CRHT, Interventions team, STR worker
Christopher Hayward	KMPT, West Kent CRHT, Interventions team, STR worker
Rebecca Hodge	MADM Operations Manager/Counsellor
Amanda Sidwell	MADM, Founder
Margaret Bell	Samaritans (Outreach)
EN	Service user
VG	Service user
Ali Marsh	ThinkAction Ops Manager/Co-Chair Maidstone Weald MHAG
Nathalie Mulroy	West Kent Clinical Commissioning Group (WKCCG), Commissioning Support Officer
Jacque Pryke	West Kent Clinical Commissioning Group (WKCCG), Commissioning Manager

APOLOGIES	ORGANISATION
Lindsay Prestage	KCC, Libraries, Business Development Officer
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager
Sarah Wheal	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC)

1. Welcome, Introductions, Apologies & GDPR update

The Chair welcomed the group and apologies were noted as above.

Sue outlined the changes to the way that West Kent Mind collects and stores personal data for the Mental Health Action Groups (MHAGs) in line with the new General Data Protection Regulations (GDPR):

- Going forward there will be 2 mailing lists.
- As a member, anyone attending a meeting or asking to join the MHAG, will be automatically added to the meeting mailing list to receive information about the meetings and relevant documents.
- Anyone wishing to receive our information sharing emails should tick the appropriate column on the attendance sheet or email a request to mhag@westkentmind.org.uk
- No action is needed for anyone currently receiving the information sharing emails from us.
- Draft minutes circulated to attendees for comment will contain full names and email addresses, however email addresses will be removed, and the names of service users and carers anonymised (unless otherwise requested) when the minutes are circulated to the wider mailing list and posted on the West Kent Mind website.

Further information about our privacy policy is available at:

<https://westkentmind.org.uk/mental-health-action-groups/mhag-privacy-notice>

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

3. Action Points

a) From previous Maidstone Weald MHAG:

May 18-1: *Follow up with service user on care plan complaint.* Buba has contacted the clinician involved. **Completed.**

May 18-2: *Explain referral process back into secondary care.* **Completed.**

Buba confirmed that after someone has been discharged from secondary care they can be referred back to the Community Mental Health Team by their GP although it is possible to make an appointment directly with the CMHT if required. Single Point of Access (SPoA) is for urgent referrals only. There is a clear criteria for someone following the primary care pathway and there is any risk appropriate action would be taken.

We are now trying to form a care plan towards discharge from point of entry. Sometimes discharge can be after initial assessment or it may be after 6 weeks, 6 months or a year. Discharge can be back to the primary care mental health nurse (PCMH), there are 4 in Maidstone and 4 in South West Kent, or directly to the GP. The GP can refer to the PCMH or directly to the CMHT.

It can be a longer wait for a doctor's appointment from the CMHT as there can be quicker access through the primary care route.

Experience of a service user who has been in primary care for some time after discharge has found more support from the GP and PCMH nurse than from the CMHT.

May 18-3: *Sue Alder to follow up on KCC's carers' strategy.* **Carry forward.**

May 18-4: *Sue Alder to take back comments re lack of response to carers' voice.* **Completed.**

May 18-5: *Confirm how provider information can be added to the Live Well Kent (LWK) website.*

At June 2018 County MHAG: Liz Bailey advised that Shaw Trust are looking at how to incorporate all information about mental health services into a searchable database on the LWK website. They are working on how to migrate over District Council service directories and KMPT website info, as well as including wider LWK assets. Liz will update at next County MHAG. This will be completed in under a year. **Closed.**

May 18-6: *Contact Nick Dent re Patient Consultative Committee (PCC) service directory.* Nick confirmed that PCC has a distribution list but this is not complete in terms of local mental health services. **Completed.**

b) **Response to question taken to County MHAG:** (Full details of the discussions are available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-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?

Response from from Buba Cooper, Service Manager, Maidstone and South West Kent CMHTs/Paula Campbell, Head Of Service – Community East Kent:

"The process is the same throughout the CMHTs. Everyone in secondary care should have a care plan, this can take 2 forms:

- Anyone under the CPA (Care Plan Approach) for complex needs will have a care plan entered into the electronic system outlining their needs and including what to do in a crisis.
- For someone without a care co-ordinator who is just seeing a psychiatrist, this will take the form of an official letter (there is a letter template for this), on headed paper, sent to their GP and to the patient, also outlining their needs, plan of care and what to do in a crisis.

Patients and carers have a right to ask their care co-ordinator or lead care professional for a copy of their care plan although this should be distributed to all patients without them having to ask. There is a lot of work being done around care plans at the moment to ensure that everyone has one and a lot has already happened to address this. Each CMHT is now having 2 weekly quality checks. Within these checks, the Quality Manager will look at care plans standards, and ensure that there is triangulation of information from the risk assessment and core assessments detailed within the care plan. The plan of care on discharge would be captured within the GP letter copied to the client. There is a template for this.”

See further comments below in ‘Provider Updates’

5. Service User & Carer Questions

a) From the pre-meeting:

- 1) A primary care service user has regularly used A&E to prevent crisis. They recounted their experience of attending and being asked by psychiatric liaison to sign something to say they wouldn't attend unless it was a life threatening situation. Although it has prompted them to start using the Maidstone & Mid Kent Mind crisis café and other groups they have been signposted to, the attitude and process has caused some distress to the service user. The group suggested talking to their primary care nurse.

ACTION 1: Jacquie to ask Jill Whibley, Frequent Service User Manager commissioned by WKCCG, to attend the next meeting.

ACTION 2: Ask Psychiatric Liaison to attend next meeting.

- 2) A service user was concerned about the quality and lack of support from the CMHT while her STR worker was off sick. Buba confirmed that there are systems in place for people going off sick so this shouldn't happen.
ACTION 3: Buba to investigate this further.

b) Take to County: None taken

6. Information Sharing

1. Engaging Kent workshop update

Message from Sue Alder: “Thank-you to all who attended the workshop on the 18th June in Lenham. We had a fantastic day with representatives from many service user groups, service users themselves, carers, KCC, CCG, KMPT, housing, voluntary services, mental health charities and more. We will be spending the next few weeks getting round the county to visit as many service user groups as possible to make sure that their voices are heard, especially those that were unable to attend the event. We will then be producing a report to help us together to take the next steps in shaping future services.”

VG gave positive feedback about this workshop and the fact that it makes a difference to feel heard.

2. 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>

Alan highlighted the following:

- Vincent Badu's presentation about KMPT and emergency services.
- Discussions about the housing situation; people being discharged and lack of appropriate accommodation. A county wide housing group has been suggested.

3. **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**

- A bid to the Department of Health for another place of safety for children's services (they currently use the adult Littlebrook ward in Dartford) has been successful. Negotiations are taking place between North East London Foundation Trust (NELFT) and South London & Maudsley (SLAM) but it will probably be in Staplehurst in Kent.
- Street Triage is undergoing a review. Medway and Thanet pilots have finished but we are looking at these as we design a county wide 7 days a week service. We are now approaching the Police and South East Coast Ambulance service (SECAMB) for funding to develop the service.
- Crisis Cafes in Maidstone and Tonbridge have received a further 2 year's funding from WKCCG and Police Commissioners and are considering ways to increase the current 4 session funding (total 16 hours). We have been looking at a model commissioned by St George's Hospital: Hestia in Tooting Broadway, which is open 7 days a week (inc bank holidays) with a member of the crisis team attending every shift. Also provide hot meals via a charity (£1 per meal), a 24 hour counselling service and have a package for regular attendance and signposting. Their emphasis is for crisis care and not a social centre and are open 6pm to 11pm Mon to Friday, 12pm to 11pm weekend and bank holidays.

b) **Live Well Kent (LWK):**

In addition to the report the following information is available in the Sonas newsletter about the Live Well Kent service: http://shaw-trust.co.uk/shaw_trust/lz.aspx?p1=MZIDU0MzJTMDI%3d-&CC=&p=36:

West Kent CCG is launching a GP care navigation programme, where GP reception staff are being trained in offering alternative services to patients who phone in wanting a GP appointment. This service has already been rolled out in the north of England and has proven to reduce the demands on GP time and unnecessary appointments. It provides the patient with a wider choice of services to meet their needs.

Live Well Kent, along with Community Pharmacy, Age Well Kent, One You Kent and IAPT services are part of phase one of the roll-out and we have been involved in delivering training to all the GP reception staff over a wide geographical area. The upshot of this is that we will be able to work closely with our GP colleagues, and patients will be directed to Live Well Kent without necessarily having to see their GP first.

Ali confirmed that Thinkaction have been involved with this and 6 training days have been completed for frontline gp practice staff to be able to signpost to other services for self referral route.

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

Making a Difference to Maidstone (MADM), Rebecca and Amanda: Rebecca is Operations manger and and a counsellor. We are opening more shops and have an assistant manger starting. There are lots of voluntary opportunities. We were offered a house last August and hoping to take ownership soon to turn it into accommodation. We are seeing lots of people with different types of problems: homelessness, addiction, counselling. We provide furniture for life and home, foodbank, toiletry bank and work with supported housing, social services.

Samaritans, Margaret wanted to highlight their partnership working with 2 local GP practices who can refer people to them for 2 calls, and Cruse Bereavement Service who can refer for someone for a minimum of 2 calls while waiting for their service.

DWP, Sarah: Mental health training is being rolled out across Kent starting with Dover and now moving onto Swale. Community partners are looking at how they can support Jobcentre staff and can deliver tailored training on prevalent mental health problems.

Crisis Recovery Home Treatment (CRHT), Interventions team, Chris/David work with patients who are under the crisis team only. They give wellbeing assessments (physical assessments of baseline observations) and complete a health questionnaire. A letter is sent to the patient's GP to let them know if anything needs to be followed up. They also offer practical interventions such as taking someone shopping who has anxiety, dealing with housing benefits, anxiety management, taking to CGL.

Involve Carers, Maureen: Most of work is with people who have cared for someone with mental health problem for many years. Offers support and carers assessment etc. Only employed for 14 hours per week.

Thinkacton, Ali: We are still struggling with waiting lists and have revised our central booking system. We are trying to increase service provision and choice and are launching groups and piloting a mental health webinar to be launched in September.

Community Mental Health Team (CMHT), Buba now has responsibility for West Kent (Maidstone and South West Kent). A big piece of work is taking place to make sure that everyone in service has a robust care plan in place, including risk assessments. People being referred are being seen within 12 days in Maidstone and we are replicating this in South West Kent. We are making sure everyone in the service, 850 in Maidstone and nearly 1000 in South West Kent, is having regular contact. Anyone with a care plan approach (CPA) for complex needs will have a care co-ordinator but others who have a lead care professional can wait for a long time without contact. We are making sure they have a regular contact and their care plan can determine this. We want to increase the standard of the quality of care for the patient and make sure the right people are getting the right treatment at the right time.

8. Task & Finish Group

- 1) Lizzie confirmed that the next date for the Maidstone Service Provider Networking meeting is on Wednesday 15th August, 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. Please contact her at Lizzie.lowrey@involvekent.org.uk if you are interested in attending.

- 2) Discharge pack update.

The group gave suggestions on layout, organisations and information to include.

ACTION 4: Lizzie to organise a focus group for service users to discuss their needs

ACTION 5: Circulate latest version of discharge pack for comment

9. Date of next meeting

20th September, 2018, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.35pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
May 18-3	Follow up on KCC's carers' strategy.	Sue Alder	
Jul 18-1	Ask Jill Whibley, Frequent Service User Manager commissioned by WKCCG, to attend the next meeting.	Jacque Pryke	
Jul 18-2	Ask Psychiatric Liaison to attend next meeting	Sue Sargeant	
Jul 18-3	Investigate lack of STR support for a service user.	Buba Cooper	
Jul 18-4	Organise a focus group for service users to discuss their needs re a discharge pack	Lizzie Lowrey	
Jul 18-5	Circulate latest version of discharge pack for comment	Lizzie Lowrey/Sue Sargeant	

Administration :

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Email: mhag@westkentmind.org.uk

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

