

## Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 20<sup>th</sup> September, 2018 at 1pm

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

PRESENT	ORGANISATION
Ali Marsh	ThinkAction Ops Manager/Co-Chair Maidstone Weald MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Sarah Hallows	DWP Disability Employment Adviser
Steven Fletcher	DWP Work Coach/Mental Health Lead
Debbie Fassam	G4S Patient Transport, Relationship Manager
Maureen Belcher	Involve Carers, Mental Health Carers' Assessments & Support Co-ordination
James Godfrey	KMPT, Community Mental Health Team (CMHT), Albion Place, Team Leader
Jill Whibley	KCHFT, Frequent Service User Manager
David Gallagher	KMPT, West Kent Crisis Resolution and Home Treatment (CRHT), Interventions team, Support Time Recovery (STR) worker
Tiarnan O'Shea	Phoenix Support, Outreach Manager
Margaret Bell	Samaritans (Outreach)
Kathrin Davis	Sanctuary Supported Living, Project Worker
Shaun Neaves	Stonham part of Homegroup, Support Co-ordinator
Chris Hird	West Kent Clinical Commissioning Group (WKCCG)

APOLOGIES	ORGANISATION
Lizzie Lowrey, Chair	Involve, Volunteering & Engagement Manager/Co-Chair Maidstone Weald MHAG
Lindsay Prestage	KCC, Libraries, Business Development Officer
Sarah Wheal	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC)
Buba Cooper	KMPT, CMHT Service Manager
Amanda Sidwell	Making a Difference in Maidstone (MADM), Founder
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager

### 1. Welcome, Introductions and Apologies

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

### 2. Approve minutes from the last meeting

The minutes were approved with the following amendment:

- P3, 5a1) Jill Whibley is the frequent service user manager but there is no team.

### 3. Action Points

#### a) From previous Maidstone Weald MHAG:

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

The following issues have been raised as part of the review:

- Raise awareness of need for support of MH carers.
- Explore how carers networks could be linked into gathering and evidencing the voice of MH carers.

Next steps:

- Mapping of current developments under KCC Carers Support Funding around MH Carers.
- Update paper to be shared asap

**Jul 18-1:** Ask Jill Whibley, Frequent Service User Manager commissioned by West Kent CCG to attend the next meeting. **Completed.**

Jill has been working for Kent Community Health NHS Foundation Trust (KCHFT), funded by West Kent CCG, in this role, which was originally a pilot, since February 2017. She works with the most frequent attenders at A&E to support them to get what they need to not attend. Maidstone and Pembury Hospitals provide her with a list of the people who have attended most over the previous 4 months and she is currently working with her third cohort of 25 people.

Jill's background is as a nurse so she can also provide a clinical element to the support offered. Reported outcomes have been good so the position is now permanent and another person is being recruited. Jill works 4 longer days to be available as much as possible and put things in place from when things are not good. She is a constant contact to people who go through a number of services and doesn't discharge anyone. It is important to have the time to listen to people and be contactable. They can check in with her as often as they like, even if only once a month, and she can also go out to their home or support them in the community, ie take them to a first group.

**Question:** Do you have any involvement with the police?

**Response:** Yes, I work closely with police and ambulance service. Patients give permission to share their information so I get an alert if they call an ambulance. I am hoping this will happen with police too.

**Jul 18-2:** Ask Psychiatric Liaison to attend next meeting. Jo Clarke was unable to attend this meeting but will attend in the future. **Carry forward.**

**Jul 18-3:** Investigate lack of STR support for a service user. **Completed.**

This was raised at the last meeting and related to the lack of support received whilst the service user's care co-ordinator was off sick.

James updated that he had met with the service user and summarised the steps taken to understand her issues and support her, including informing KERS, giving advice about using the GP advice line, recommending suitable therapy and providing information on that via the GP, discharge back to GP with recommendations. Learning: They have looked at colleagues' caseloads and reviewed them as necessary.

**Jul 18-4:** Organise a focus group for service users to discuss their needs re a discharge pack. Awaiting update from Lizzie.

**Jul 18-5:** Circulate latest version of discharge pack for comment. Awaiting instruction from Lizzie

b) Response to question taken to County MHAG: None take forward.

## 5. Service User & Carer Questions

a) From the pre-meeting: None raised

b) 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 [www.westkentmind.org.uk/mhag-county](http://www.westkentmind.org.uk/mhag-county)

Ali highlighted the KCC/KMPT Transformation Plan which explained that the social care workforce seconded into KMPT is now being managed by KCC.

James confirmed that the CMHT are currently going through caseloads to identify who has health and social care needs. If someone is identified as needing more health care they would write to the patient (using a standard letter) to inform them of their new care co-ordinator. If a social care priority is identified then they will assess for those needs. James manages the nurses and Will Parsons is the senior social worker. The teams will joint work with people that need both services but will no longer carry out joint assessments. They need to manage the risks and be open to service users about the changes that are happening. The new social care service manager is Janine Hudsons and she should be attending the next MHAG.

**ACTION 1: Confirm Janine Hudson's attendance at the next MHAG.**

2. **Commissioners Reports:** The reports have been circulated separately and are also available at [www.westkentmind.org.uk/mhag-maidstone-weald](http://www.westkentmind.org.uk/mhag-maidstone-weald)

**a) West Kent Clinical Commissioning Group (CCG). Chris Hird**

- Local care: We are looking at the gaps in primary care for mental health and strengthening the support available. There was a pathway co-production workshop on 6th September, with 40 people attending, including 6 service users and another one is taking place on 3rd December. Additional funding may be available.
- Street triage: 2 commissioned pilots in Thanet and Medway are still being reviewed to see how street triage may work across Kent.
- Liaison psychiatry: A proposal paper was put to the A&E board in April 2018, however there is now a new proposal with CCG/KMPT to look at all elements of crisis care.
- Cygnet Hospital in Maidstone. Cygnet are a national private company and the new hospital offering specialist mental health services across 4 wards is due to open in October. There was a recent open day for members of the public.
  - Roseacre Ward – Highly Specialised Personality Disorder service for women
  - Kingswood Ward – High Dependency Rehabilitation service for men
  - Bearsted Ward – Specialist PICU Service for Men
  - Saltwood Ward – Male low secure ward

Saltwood will be NHS England funded, Roseacre and Kingswood will be CCG funded.

For West Kent residents, Bearsted PICU will be funded by KMPT with monies allocated by West Kent CCG to manage PICU beds.

Cygnet are also commissioned via the NHS for badly needed mental health beds in Kent which will hopefully lead to getting some people back from out of area.

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

Scott is leaving on 19/10 and his position is currently being recruited for.

**c) Engaging Kent provided this update to the service user forum/MHAG review:**

*"The co-production discussions are now refining all the feedback to identify the core principles people feel should underpin the future ways in which Mental Health Service User, and Mental Health Carers' Voice is supported to effect change in Kent.*

*A rough model for the future is emerging and in early October we would like to share this with people and together develop the detail. We will therefore be arranging meetings/phone calls with MHAG Chairs, User Forums and Peer Support Groups, as well as engaging wider MHAG attendees. We hope to be in a position to attend the round of next MHAGS and make a presentation on the agreed ways forward."*

Ali outlined the changes to the model which was recently circulated.

Margaret mentioned that it would be useful to keep the Provider Breakfast Networking meetings regardless of any other changes that might take place. These meetings are run independently of the MHAGs and not part of the review.

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

**Crisis Resolution and Home Treatment Team (CRHT), David** works in the intervention team in West Kent, which covers Maidstone, Sevenoaks and Tonbridge and is part of the crisis team. They support people with social needs and wellbeing, ie can take people out or help with paperwork and can only take referrals from the crisis team. They refer to Live Well Kent where appropriate.

**DWP, Sarah and Stephen:** Mental health training for staff has been rolled out across the county but is coming to an end in this area. In Maidstone, the IAPT community partner has also been delivering extra training. Universal credit (UC) will come into effect from 21<sup>st</sup> November or new claimants. Those currently on Jobseekers Allowance (JSA) and Employment Support Allowance (ESA) will remain on those allowances and will only move over if there is a significant change of circumstances. We are putting existing claimants through training too so they will be aware of what the changes will be even if it is not imminent.

Staff training begins in October as it is changing and evolving all the time. There are a lot of myths around universal credit but there are also some positive changes which we are trying to highlight to people. We will have more flexibility for contact including online, by phone.

**Question:** Is online contact only available for new claims?

**Response:** Initially yes, but there is a helpline if someone is really not able to make a claim. There are also partner organisations who can help and a list is currently being worked on.

**ACTION 2:** Contact Andrew Holmes, DWP for list of partner organisations and to give a presentation.

**Question:** People with mental health problems are having to attend interviews due to the Disability Living Allowance (DLA) changing to Personal Independence Allowance (PIP). They often have severe mental health problems which may also have brought on mobility problems. Example given of someone given Ashford, then Gillingham as a venue. Due to staffing, there is no longer a care co-ordinator available to go with them. What is the criteria for a home visit?

**Response:** They would need a doctor's recommendation for a home visit. This is not dealt with at the job centre.

**ACTION 3:** Steven/Sarah to clarify the criteria for a home visit for DLA/PIP assessments.

**Stonham, Shaun:** We have had 2 successful move ons through the choice based lettings since last meeting and 2 empty flats have been filled this week. People can self refer but need to be under secondary care mental health services. Most referrals are received through a care co-ordinator, early interventions team or CMHT.

**Phoenix support, Tiarnan:** We are also a supported living agency for up to 2 years but find it a big problem moving people on (finding new accommodation) and getting new people in who need appropriate support hours/accomodation. Offer different types of accommodation, ie shared house, self contained flat and are Kent based with funding through contracts. We are building outreach services in Tonbridge, Sevenoaks and Paddock Wood.

**Sanctuary Supported Living, Kathrin:** We are a nationwide housing association and a registered charity. We offer a 2 year move on service for anyone in secondary care or with a mental health diagnosis. We also have vacancies in our supported accomodation for young people, 18-25, usually come through the care system.

**G4S Patient Transport, Debbie** has been in the new Relationship Manager concentrating on acute hospitals for 4 months. They offer non-emergency, non-secure, patient transport to any NHS treatment, not necessarily in a NHS location. If someone requests transport to a new point of care they will contact the CCG to confirm.

Debbie acknowledges that mental health needs have been neglected. They deliver dementia training to their staff and are working with Dave Holman on a mental health pathway to determine who is eligible to use their service. There is a workshop next week which will identify gaps and take that back to CCG. Their drivers have basic first aid training and they are also looking for mental health training. The group suggested contacting Maidstone & Mid Kent Mind and West Kent Mind.

**Question:** Would this work for people using the IAPT service who need help getting out of the house?

**Response:** Yes, and also for vulnerable adults/children and people with learning disabilities. Contact is through the booking line: 0800 096 0211

**Involve Carers, Maureen:**

- Provides carers' support to unpaid carers/friends, working with people caring for someone with an enduring mental health problem. Maureen facilitates a carers' support group once a month.
- Rapid access payments can be used to fund respite care if they feel a carer/family/friend's own mental or physical health is breaking down. They can also source the respite for them.
- Carers' home discharge service. If a carer has to go into hospital, extra support can be provided following discharge for the cared for or the carer, ie meals, dog walk etc.

**Samaritans, Margaret:** As well as the 24/7 telephone listening service, the office at Gresham Street is open for drop ins from 11am to 10pm every day except Sundays. Although the Samaritans is best known as a helpline for callers with suicidal thoughts, this represents only 20% of callers and even less take it forward. The organisation also links in with Jill Whibley and also works with Cruse and 2 GPs. If your organisation wants a 3<sup>rd</sup> party referral partner we can look at that. We will also come and visit staff or organisations and recently had a successful meeting at Involve's social group.

**Thinkaction, Ali:** We are an IAPT talking therapies provider. We are working on our waiting list and have a joint piece of work with Ieso Digital to offer people on our waiting list the opportunity to work with them, if appropriate. We have launched some groups, initially from Maidstone House but moving to Maidstone Community Support Centre (MCSC). We are also launching in Sevenoaks, Tonbridge and Tunbridge Wells in the next few weeks. Our sleep hygiene group starting in Sevenoaks includes work in conjunction with GPs around Benzodiazepine medication reduction.

## 8. Task & Finish Group

- 1) Lizzie confirmed that the next date for the Maidstone Service Provider Networking meeting is on Wednesday 17<sup>th</sup> October, 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](mailto:Lizzie.lowrey@involvekent.org.uk) if you are interested in attending.
- 2) Discharge pack. Lizzie to update at next meeting.

## 9. Date of next meeting

22<sup>nd</sup> November, 2018, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 2.30pm

### ACTION TABLE

Action No.	Action Point	Responsibility	Status
Jul 18-2	Ask Jo Clarke, Psychiatric Liaison to attend next meeting.	Sue Sargeant	
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	
Sep 18-1	Confirm Janine Hudson, Social Care Service Manager's attendance at the next MHAG.	Sue Sargeant	
Sep 18-2	Contact Andrew Holmes, DWP for list of partner organisations and to give a presentation.	Sue Sargeant	
Sep 18-3	Clarify the criteria for a home visit for DLA/PIP assessments.	Steven Fletcher/Sarah Hallows	

#### Administration :

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Minutes posted on [www.westkentmind.org.uk/mhaq-maidstone-weald](http://www.westkentmind.org.uk/mhaq-maidstone-weald)

