

Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 22nd November, 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
Sarah Hallows	DWP Disability Employment Adviser
Andrew Holmes	DWP, Integrated Partnership Manager
Steve Fletcher	DWP Work Coach/Mental Health Lead
Eve de Gray Birch	Engaging Kent CIC, Co-production facilitator
Maureen Belcher	Involve Carers, Mental Health Carers' Assessments and Support Co-ordination
Adrian Croucher	KCC Kent Enablement Recovery Service (KERS)
Jane Marsh	KCC Kent Enablement Recovery Service (KERS)
Steve Bennett	KCC Mental Health Social Worker
Janine Hudson	KCC Social Care Service Manager, Maidstone
David Gallagher	KMPT, West Kent Crisis Resolution and Home Treatment (CRHT), Interventions team, Support Time Recovery (STR) worker
Nicole Griffiths	Maidstone & Mid Kent Mind, Community Development Worker
Amanda Sidwell	Making a Difference in Maidstone (MADM), Founder
Margaret Bell	Samaritans (Outreach)
HC	Service user
Shaun Neaves	Stonham part of Homegroup, Support Co-ordinator
Ali Marsh	ThinkAction Ops Manager/Co-Chair Maidstone Weald MHAG
Chris Hird	West Kent Clinical Commissioning Group (WKCCG)

APOLOGIES	ORGANISATION
Heidi Adamson	leso
Carrie Revell	Involve Kent
Lindsay Prestage	KCC, Libraries, Business Development Officer
Sarah Wheal	Kent, Surrey and Sussex Community Rehabilitation Company (KSSCRC)
James Godfrey	KMPT, Community Mental Health Team

1. Welcome, Introductions and Apologies

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

2. Universal Credit, Andrew Holmes, DWP

Andrew's presentation gave a brief overview and covered the following key areas:

- Full Universal Credit (UC) will roll out to Tonbridge and Maidstone Job Centres on 21st November.
- UC brings 5 benefits together, under 1 umbrella, all administered by the DWP.
- Designed to mirror the world of work: 1 monthly payment, including rent, paid directly to the individual (in most circumstances).
- Has replaced in and out of work benefits - takes away the cliff edge of the 16 hour/week rule. Allows a financial transition.

- Support is available in Job Centres for those who need help claiming online.
- The migration of those on existing benefits to UC will not start until July 2019 and may continue until 2023. However, a change of circumstances (e.g. moving benefits) before July will likely trigger a switch onto UC. Those on UC 'Live Service' (the trial version of UC for single people on JSA) will be migrated over to full UC from 21st November onwards.
- Alternative Payment Arrangements are available e.g. people can be paid fortnightly/weekly, rent can be paid directly to landlord and payments can be split if people are in e.g. abusive relationships.
- People need to maintain their claim and manage their account online – digital support is available for this at the JobCentre. All local authorities have also been contracted to provide support and future access to online journal. In Maidstone it is the Maidstone Link customer service team.
- Personal budgeting support is also available through contract with local authorities. In Maidstone, Citizen's Advice provides this.
- Can agree a payment advance (from the initial interview). Payment usually sorted on same day.
- Can receive up to the monthly amount, or take an initial small amount and return for more later.

Question: Help is offered for getting set up but not offered ongoing support at the JobCentre. How does this work for visually impaired or illiterate?

Response: They will be supported in the JobCentre. They may need to come in a bit more regularly so that their journal can be accessed.

Question: How does someone know if they are on a contribution based ESA?

Response: It is up to them to decide which element to claim for depending on their circumstances.

Question: If someone is in permitted work, how is that changing?

Response: They will not be restricted to working a particular number of hours. If they have the opportunity to work more it will not cause benefits to stop.

Question: What is happening with PIP?

Response: PIP falls outside universal credit.

Question: Is there a minimum monthly payment and how much money would have to be coming in for UC to stop?

Response: There is no guaranteed minimum payment, it is dependant on person's circumstances

ACTION 1: Andrew to send through information to provide general indicative payment amounts.

3. Mental Health Social Care Service update, Janine Hudson, KCC Service Manager

For last 16 months Kent County Council (KCC) and Kent & Medway NHS & Social Care Partnership Trust (KMPT) have been discussing social care. The new operating model went live on 1st October 2018 and KCC have taken back line management of social care to ensure it is delivered robustly in community. There are now separate social care and community health service managers in all teams. The Approved Mental Health Professional service (AMHP) is being transferred to KCC Management on 1st April, 2019. The KCC announcement can be found here:

www.westkentmind.org.uk/wp-content/uploads/2018/09/KCC-AND-KMPT-TRANSFORMATION-UPDATE.pdf

The social care service remains co-located within Community Mental Health Teams (CMHT) to ensure people continue to receive as seamless a service as possible.

Health and social care colleagues have been reviewing all caseloads to determine whether they have social care, health or joint needs and these caseloads will be realigned from next week.

The referral process has also been reviewed. It is currently through KMPT's Single Point of Access or directly to the CMHT. From 1st January 2019, KCC are going to set up their own social care referral system. Senior health and senior social care workers are currently jointly screen referrals to determine

assessments and allocate them accordingly. Duty is a parallel service with health and social care duty workers and duty seniors available every day.

Question: How long will the re-alignment process take?

Response: It should be completed by end of November. However because patient safety is principle, it won't be rushed and will take as long as necessary. Both agencies have letter templates that they will send out to explain re-alignment. Some people who use services won't see a change to their worker but others may.

Question: Will service users be involved in this process?

Response: In some cases. The plan is to transition any changes of care worker.

If KCC social care staff are not sure if someone's social care needs have changed during the realignment process we will go out to assess them. If a case has not been reviewed for a period of time we will not change or discharge someone without going out to carry out a Care Act assessment. If we see that someone also has a health need then we would let our KMPT colleagues know and vice versa.

4. Approve minutes from the last meeting – approved without amendment

5. Action Points

a) From previous Maidstone Weald MHAG:

Jul 18-2: *Ask Jo Clarke, Psychiatric Liaison to attend next meeting.*

Jo will be coming to January 2019 MHAG. **Completed**

Jul 18-4: *Organise a focus group for service users to discuss their needs re a discharge pack See comments under 'Task & Finish Group'* **Ongoing**

Jul 18-5: *Circulate latest version of discharge pack for comment.*

This was circulated with the November meeting documents. **Completed**

Sep 18-1: *Confirm Janine Hudson, Social Care Service Manager's attendance at the next MHAG.*
Present today. **Completed**

Sep 18-2: *Contact Andrew Holmes, DWP for list of partner organisations and to give a presentation.*
Present today. **Completed**

Sep 18-3: *Clarify the criteria for a home visit for DLA/PIP assessments.*

Steven Fletcher, DWP confirmed that the customer or representative should discuss their circumstances with the assessment centre and explain that a home visit would be required.

The assessment centre in question would then request whatever evidence is required, which may be a letter from the GP, before arrangements can be made. It is a case by case basis. **Completed**

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

6. Service User & Carer Questions

a) From the pre-meeting:

- 1) A service user was concerned about lack of consistency of support and contact and unprofessional conduct during a meeting from a care co-ordinator at Albion Place. They have tried calling the manager but has received no response and has requested a different care co-ordinator. Also worried that therapist is leaving and what will happen next.

ACTION 2: Janine will take this back to Buba Cooper, CMHT Service Manager

- 2) A service user called the crisis team in crisis and was told that no one could talk to them as it was handover time. The person concerned was very distressed and didn't want to talk to a stranger.

ACTION 3: Contact the crisis team to get clarity around what happens if someone calls in need during handover time

b) **Take to County:** None.

7. Information Sharing

1. Engaging Kent

Eve explained that the Co-production process started in April and that she and Sue Alder had been visiting and working with local service user and carer groups. Eve thanked everyone for their feedback so far and explained that the proposed model had been circulated via the MHAG network and more feedback received. The feedback has been incorporated into the thinking about the model and shared with the Co-production group.

The Co-production group have been working on what the role will entail from April 2019 and have broadly approved the model which will see one system collecting complaints and compliments countywide. Engagement workers will form part of a virtual team across Kent so that providers can have mutual training and support each other. The role will be split with one third of time spent in outreach engagement (targeting under represented Black, Minority & Ethnic communities (BME), young parents, people working and men over 70), one third of time spent facilitating user voice activities and one third of time spent attending networking meetings and admin. Carers and NELFT are also engaged in the process.

Once agreed the draft specification will go to commissioners for comment. If approved Engaging Kent will be re-visiting stakeholders and service user groups in January/February to share the model further. Training and support is to be designed and implemented for those delivering the model with the new specification being delivered from April 2019.

KCC have confirmed that there will not be an open tender process but will continue with existing providers.

Please contact Eve at eve@engagingkent.co.uk with any feedback or groups you would like her to visit.

2. County Mental Health Action Group Update – The County MHAG minutes and local questions are all available at www.westkentmind.org.uk/mhag-county

- Mike Bassett gave an overview of the new psychological pathways
- Nicola McLeish gave substance misuse service update
- Andy Oldfield and Cathy Bellman gave an East Kent update on primary care pathways

3. Commissioners Reports: The reports have been circulated separately and are also available at www.westkentmind.org.uk/mhag-maidstone-weald

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

- Local Care – West Kent CCG is working together with KMPT to establish a single system of mental health care into the local care environment. This will enable primary care mental health services, the CMHTs and crisis teams to work more effectively as a single system breaking down the boundaries across secondary and primary care. This aims to

increase specialist mental health advice to GPs, nurses and local care teams to enable earlier intervention in the community.

Primary Care Specialist Mental Health nurses are now in place (currently 8 in West Kent) and we are looking at increasing these as well as access to psychological therapies.

A whole system workshop was held in Tonbridge in September and a follow up workshop is planned for 3rd December in Otford.

- Crisis care:
 - Work is going on although the Crisis Care Concordat structure is currently being reviewed to cover all CCGs. Countywide local crisis meetings are also being reviewed and will be suspended until new structure is complete.
 - Crisis pathway is being reviewed currently and NHS England funding has been awarded to increase the liaison/crisis response to a 24/7 service in the near future. KMPT are currently looking at how that service can be developed.
 - Street triage review is continuing and we are awaiting outcome to see if we can receive increased funding for 24/7 provision.
- The new Cygnet psychiatric hospital has opened in Maidstone. 2 West Kent patients are currently there (1 repatriated from Darlington). Chris monitors West Kent out of area patients.

b) Live Well Kent (LWK)

4. Service Update/Introduction for new members

Healthwatch: Eve mentioned that Healthwatch have been conducting a project around CMHTs and changes made following a CQC visit. They are happy to receive any further comments that they can share with the CQC, so please feel free to contact Jo@healthwatchkent.co.uk with any feedback.

Involve Carers, Maureen is no longer facilitating the carers' support group. Carrie Revell will be new facilitator.

Stonham, Shaun: we have now replaced people who have found move on properties so are full again. We have a waiting list which people can refer to.

DWP, Sarah: Mental Health First Aid training is starting for the staff.

Maidstone & Mid Kent Mind, Nicole: We have been awarded a contract to deliver Suicide Prevention and Awareness training for adults. We advertise these courses on our website and are continuously adding new dates to this. We also have courses like our Coping With... and Forward Thinking Females which remain popular among the community. A new round of these courses is starting in January 2019.

Primary Care Social Work Service, Steve: The team is closing down in January/February and staff will be joining the social work team in Maidstone. Now that KCC have taken back line management of this service, there is no difference between primary and secondary care teams so there will be one social care referral mailbox that people can refer into. KCC will send out information in January 2019.

Thinkaction, Ali: We are still trying to address waiting times. From mid January there will be the option to book your assessment appointment when you refer online. This is currently being trialled. Early analysis is that attendance has gone up to 90% from 60%.

Samaritans, Margaret: – Suicide is still the major cause of death in men around 40. Samaritans are starting a project next year to try to reach men at this age group. Please contact Margaret at mab123@blueyonder.co.uk if you know of any groups or organisations you would like them to attend.

8. Task & Finish Group

- 1) Lizzie confirmed that the next date for the Maidstone Service Provider Networking meeting is on Wednesday 12th December, 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.

ACTION 4: Circulate date of next Service Provider Networking meeting.

- 2) Updating the current discharge pack. Providers should take responsibility for keeping information about their services updated.

Lizzie to set the date, time and venue of the focus group to discuss this by the next meeting.

9. Date of next meeting

24th January, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.40pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
Jul 18-4	Organise a focus group for service users to discuss their needs re a discharge pack	Lizzie Lowrey	Ongoing
Nov 18-1	Send through information to provide general indicative payment amounts.	Andrew Holmes	Completed
Nov 18-2	Follow up on service user concerns	Janine Hudson/Buba Cooper	Completed
Nov 18-3	Contact the crisis team to get clarity around what happens if someone calls in need during handover time	Sue Sargeant	Completed
Nov 18-4	Circulate date of next Service Provider Networking meeting.	Sue Sargeant	Completed

Administration :

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Minutes posted on www.westkentmind.org.uk/mhag-maidstone-weald

