

Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 24th January, 2019 at 2pm

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

PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction Ops Manager/Co-Chair Maidstone Weald MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Eve de Gray Birch	Engaging Kent CIC, Co-production facilitator
Carolyn Lucas	Healthwatch Kent, Volunteer
Lizzie Lowrey	Involve, Volunteering & Engagement Manager/Co-Chair Maidstone Weald MHAG
Maureen Belcher	Involve Carers, Mental Health Carers' Assessments and Support Co-ordination
Rebecca Crosbie	Kenward Trust, Senior Recovery Worker
Buba Cooper	KMPT, Community Mental Health Team (CMHT), Locality Manager
Sarah Spice	KMPT CPN Carers Lead
Sarah Davies	KMPT, West Kent Crisis Resolution and Home Treatment (CRHT), Interventions team, Team Manager
Hayley Young	KMPT, West Kent Crisis Resolution and Home Treatment (CRHT)
Jo Clarke	KMPT, Liaison Psychiatry Team
Nicole Griffiths	Maidstone & Mid Kent Mind, Community Development Worker
Margaret Bell	Samaritans (Outreach)
Kathrin Davis	Sanctuary Housing, Project Worker
Shaun Neaves	Stonham part of Homegroup, Support Co-ordinator
Nathalie Mulroy	West Kent Clinical Commissioning Group (WKCCG)

APOLOGIES	ORGANISATION
Susie Chassagne	Blackthorn Trust
Sarah Hallows	DWP Disability Employment Adviser
Steve Fletcher	DWP Work Coach/Mental Health Lead
Heidi Adamson	leso
Janine Hudson	KCC Social Care Service Manager, Maidstone
Lindsay Prestage	KCC, Libraries, Business Development Officer
Amanda Sidwell	Making a Difference in Maidstone (MADM)

1. Welcome, Introductions and Apologies

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

2. KMPT Liaison Team, Jo Clarke

The liaison psychiatry service is part of the acute care group. There are 7 teams across Kent in general hospitals and their primary function is to work with the hospitals. A third of the work is from door referrals directly from A&E offering psychiatric assessments and pathways. A third is working on the wards across 410 beds in Maidstone and similar in Pembury. They also work with the wider service of KMPT and have good networks across the CMHT (Community Mental Health Team), Crisis Resolution Home Treatment team (CRHT), pathways and wards.

Mental health nurses have upped their skill basis in physical health to bridge the gap. A component of their work is around education: sharing, involvement in policies, educating other people working there, including anti stigma work. The unknown element of mental health can impact the care given. They also advocate on behalf of people's rights.

There is a CQUIN (Commissioning for Quality and Innovation) owned by A&E matrons, around how to reduce A&E attendances for purely mental health needs,. The team works closely with Jill Whibley, the Frequent Attender officer with ambulances and the police and have promoted the Solace Café in Tonbridge and Hope Café in Maidstone. As a benchmark for the first year, using a cohort of frequent attenders, attendances have been reduced by more than 10% by educating people on who to call/how to access mental health services.

There are two 24 hour liaison services in Kent in Medway and Thanet. In West Kent, staffing is currently 5 band 6 nurses and a consultant, dedicated at Maidstone, 8am to 8pm, 7 days a week then hand over to CRHT. (Same at Pembury.) CRHT have a caseload of high risk but also take everything after 5pm when other KMPT service close for the day. There is a 3 month pilot for 2 band 6 nurses out of hours that can go to Pembury and Maidstone hospitals. Goal is for both services to go 24 hours.

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

4. Action Points

a) From previous Maidstone Weald MHAG:

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*

Nov 18-1: *Andrew Holmes to send through information to provide general indicative payment amounts. Document circulated and information is also available here: [Universal Credit: What you'll get - GOV.UK](#). Completed*

Nov 18-2: *Janine Hudson/Buba Cooper to follow up on service user concerns. Completed*

Nov 18-3: *Contact the crisis team to get clarity around what happens if someone calls in need during handover time. A service user had been told that there was no one to speak to during handover time. Completed*

Clare Fossett responded: "I have worked for WKCRHTT for over 3 years, 2 as a CPN and the past year being the operational manager. In that time there has always been a designated member of staff to answer calls and assist the caller during our handovers so I am unsure why anyone calling in would be told this, do you know how long ago this occurred? I have discussed this with staff and have been assured that OOH this process continues and all calls are answered and dealt with at that time."

ACTION 1: Lizzie to follow up with Clare Fossett as the incident happened within the last few months.

Nov 18-4: *Circulate date of next Service Provider Networking meeting. Completed*

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

5. Service User & Carer Questions

a) From the pre-meeting:

A service user had been discharged from the Eating Disorder Services and told she would receive telephone support but hasn't been contacted yet.

ACTION 2: Ali to follow up with NELFT

b) Take to County: None.

6. Information Sharing

1. Engaging Kent

Eve has been working since April 2019 with a co-production group to review the MHAGs, service user groups and service user voice across the county.

- A specification is now sitting with KCC to be approved and get director level signoff. Providers will be contacted next week re their lots.
- Specification consists of a third of time being spent on outreach, a third on peer support and user forum and a third on admin and networking (inc attending MHAGs). There will be one process across the county to collect feedback including from user forum service users. This will then be collated locally to present to MHAGs, then themed across the county to feed to County MHAG.
- Sue Alder will be in touch on Monday for organisations to then tender for lots. They are putting together some training in March/April to prepare people for the role including outreach, engagement and best practice.
- The first meeting to let service users know about the new model is on Wednesday at the Hub, Chequers Centre.

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

Ali highlighted:

- Cheryl Fenton's update about KMPT/KCC transformation
- Gareth Locke to send out a document on pathways and out of hours contacts

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): Nathalie Mulroy**

b) **Live Well Kent (LWK) – No report provided.**

Melanie Cowley is the new Network Development Manager who will be attending future MHAG meetings.

4. Service Update/Introduction for new members

CMHT, Buba: Health and social care separated at the end of October.

- New social care service managers are: Janine Hudson in Maidstone and Steve Lewis in Tunbridge Wells.
- Buba has lost 50% of her workforce but the workload has remained the same which has placed tremendous pressures on the community mental health team (CMHT). CMHTs are trying to get locum nurses to help fill the gap while recruiting.
- Most cases are not joint working so CMHT are reviewing them to see if they are still appropriate for secondary care. Social care have sent letters out to people to inform of change of professionals.
- As of February the social care service will be one team, there will no primary or secondary social care.
- There is joint referral screening meeting between both services. Social are co-located in the same building.

- Looking at how to become more efficient across teams and development of pathways: initial intervention, change model for personality disorders and enduring for people with severe enduring mental illness.
- In transitional phase. Active caseload review for people waiting for psychology/doctor's appointments – contact is being made on a regular basis for the people waiting.

KMPT Interventions Team, Sarah: Be aware that there is only one person answering phones covering whole of West Kent.

Maidstone & Mid Kent Mind, Nicole:

- We have started a 3 month pilot for a wellbeing café on Wednesdays from 5pm to 7.30pm.
- We still have free youth Mental Health First Aid (MHFA) courses funded by Headstart. We are also offering a reduced-price Adult MHFA Two Day course taking place on 15th and 22nd March for £95pp.
- We have had a good response to our youth counselling for 11-17 year olds - £90 for six sessions alongside low cost counselling.
- Our "Forward Thinking Females" course for young women aged 14-25 years has 2 hour sessions (1 hour MIND workshop then 1 hour exercise session) at Maidstone Leisure Centre, the next course is due to start on the 28th February.

Further information at www.maidstonemind.org

Involve, Maureen is retiring at the end of March and hopes to give an update on the new mental health assessment co-ordinator role by the next meeting. Mental Health Support Group is last Tuesday of every month at the Maidstone Community Support Centre and co-ordination has already been handed over.

Terry's Court, Shaun. The recent void has just been filled so there are no current vacancies.

Kenward Trust, Rebecca. We offer residential rehabilitation. A new pilot is running for 12 months with a 4 bed residential on the same site for homeless people with addiction problems, to fill the gap for support not currently available. This will hopefully go up to 10 beds. Anyone can refer but they have to be committed to engage with community services, ie attend CGL or AA meetings. Some counselling and life skills are still available onsite.

Sanctuary Support Living, Kathrin: We have a void coming up. Any applicants have to have an adult mental health diagnosis.

Healthwatch, Carolyn: Healthwatch Kent revisited 5 different CMHTs in October although there were not many carers/service users present. Reports will be on the Healthwatch Kent website soon, the Medway report has already been sent out.

Samaritans, Margaret: Suicide is still the major cause of death in men around 40. Funding has now been received from KCC for the Samaritans to start a project to try to make contact with men in this age group. 15 Samaritans are about to start work in the community, ie attending the Santa Run in Sittingbourne.

We are looking at how to target more men in the Maidstone area and any ideas are welcomed. Please contact Margaret at mab123@blueyonder.co.uk if you know of any groups or organisations you would like them to attend.

3rd Monday in January is known as Blue Monday and across the country Samaritans have gone out into a public place for 'Brew' Monday. This year we went to Maidstone East station 7-9am, 11-1pm and 5-7pm and made contact with 280 people which was really successful.

Margaret had also received positive feedback from attendees at Maidstone & MidKent Mind's Mental Health First Aid (MHFA) course.

Involve, Lizzie has received funding from KCC's suicide prevention fund to provide focused work with people in their gardening group. All activities at the shop are full but they are looking for volunteers for a DIY/Gardening project with a shed and allotment opening in spring.

They have recruited the last 2 co-ordinators for the Connect Well West Kent social prescribing project funded by WKCCG and there are now 5 staff in surgeries across Kent. The directory is now up and running at www.connectwellwestkent.org.uk

ACTION 3: Circulate link to Connect Well West Kent directory

Thinkaction, Ali: Our self referral system went live to the public in January so people can now book their own assessment appointments. We are still working on expanding service provision.

Engaging Kent, Eve asked for thoughts on having the half hour networking session at the beginning of the meeting. The following feedback was given:

- Good to have informal networking time.
- Good to swap experiences
- Good to listen to both sides of the story and look at best practice
- CRHT are now coming to Terry's Court as result of it. They have previously visited but not really talked to the staff.
- MMK learnt a bit more about other people's roles
- MMK was able to mention the wellbeing café to KMPT

Negatives:

- A service user didn't feel comfortable coming in to the main meeting with everyone already there.
- The chair was unable to attend the networking meeting.
- It was difficult for the chair to join the main meeting on time.
- Does it overlap with the networking breakfast meeting held every other month??

For the future:

- Leave it as an open space
- Bring information leaflets about services

7. Task & Finish Group

- 1) Lizzie confirmed that the next date for the Maidstone Service Provider Networking meeting is on Wednesday 20th February, 2019, 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) Updating the current discharge pack.

Lizzie has arranged a focus group for service users to give feedback on 11th March 2019 from 1pm-2.30pm at Involve Hub.

ACTION 4: Jo to share information with Lizzie about the services they signpost to.

9. Date of next meeting

21st March, 2019, 2pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

The meeting finished at 3.45pm

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
Jan 19-1	Follow up with Clare Fosset, crisis team, on incident where someone was unable to get help during handover time.	Lizzie Lowrey	
Jan 19-2	Follow up with NELFT	Ali Marsh	
Jan 19-3	Circulate link to Connect Well Kent directory	Sue Sargeant	
Jan 19-4	Share information with Lizzie about the services they signpost to	Jo Clarke	

Administration :

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



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