

## Maidstone Weald Mental Health Action Group (MHAG)

Meeting on 21<sup>st</sup> March, 2019 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
David Garrick, Minutes	West Kent Mind, MHAG Co-ordinator
Zena Watson	West Kent CCG, MH Commissioner
Cleo Robbins	Porchlight, Aspirations Coordinator
Eve de Gray Birch	Engaging Kent CIC, Co-production facilitator
Susie Chassagne	Blackthorn Trust
Margaret Bell	Samaritans (Outreach)
Sophie Dixon	Involve Kent, Information Officer
Maureen Belcher	Mental Health Carers' Assessments and Support Co-ordination
Shaun Neaves	Homegroup, Support Co-ordinator
Alan Heyes	Mental Health Matters & County MHAG Chair

APOLOGIES	ORGANISATION
Sarah Hallows	DWP Disability Employment Adviser
Lizzie Lowrey	Involve, Volunteering & Engagement Manager/Co-Chair Maidstone MHAG
Kelly Shurmer	Kent Police, Community Liaison Officer
Lindsay Prestage	KCC, Libraries, Business Development Officer
Amanda Sidwell	Making a Difference in Maidstone (MADM)
Sarah Wheal	KSSCRC Probation Services
Steve Fletcher	DWP Work Coach/Mental Health Lead
Janine Hudson	KCC, Maidstone & Forensic MH Social Work Service Manager
Rebecca Crosbie	Kenward Trust

### 1. Welcome, Introductions and Apologies

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

### 2. KCC Social Work service update – Janine Hodges

Janine had urgent work matters to attend to: Update postponed until next meeting.

### 3. Approve minutes from the last meeting: Approved without amendment

### 4. Action Points

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

Action	Action Point	Owner	Status
Jul 18-4	<p><u>Organise a focus group for service users to discuss their needs re: a discharge pack</u></p> <p>Lizzie updated via email: <i>"The focus group with service users has been cancelled in light of the awarding of the new community care navigation contract. Those who are being discharged would be eligible for support from this new service and would therefore receive the support of a community</i></p>	Lizzie Lowrey	Closed

	<p><i>navigator to help them access the appropriate statutory and VCS agencies, thus making a 'discharge pack' redundant. Furthermore there are existing online databases of services, both the Live Well website for mental health focused services and the Involve Connect Well directory for community groups, activities and other services. Updating of a pack/directory can be problematic however both the formerly named databases have staff to keep them up to date and accurate. Sophie Dixon will be attending the MHAG on 21st March and can explain the directory and how it works.</i></p> <p><i>I feel the best course of action would be to invite Jane Thomas to the next MHAG to discuss the care navigation service which will begin on 1st April."</i></p> <p>Unfortunately Jane could not attend today's meeting, but has provided some guidance around who can be referred:  <i>"With regards to people being referred in to community navigation, it is either Carers or those over 55 or in exceptional circumstance and case by case those under 55 with complex health conditions."</i></p>		
Jan 19-1	<p><u>Follow up with Clare Fosset, crisis team, on incident where someone was unable to get help during handover time.</u>  This action has been closed</p>	Lizzie Lowrey	Closed
Jan 19-2	<p><u>Follow up with NELFT</u>  The individual has been referred back to the Eating Disorder Service and has been encouraged to access IAPT.</p>	Ali Marsh/ Lizzie Lowrey	Completed
Jan 19-3	<p><u>Circulate link to Connect Well Kent directory</u>  All West Kent providers who are charity, non-profit or voluntary organisations can list their activities, groups and services on the directory: <a href="http://www.connectwellwestkent.org.uk/">www.connectwellwestkent.org.uk/</a>  Terms and conditions of being on the directory for Social Prescribing circulated together with link to the form where providers can enter the details of their services and activities:  <a href="https://docs.google.com/forms/d/e/1FAIpQLSchmXZJpGBeZkYNqKlidsa8jyX0FjXH4npvnRpnJRkGfo4XQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSchmXZJpGBeZkYNqKlidsa8jyX0FjXH4npvnRpnJRkGfo4XQ/viewform</a></p>	Sue Sargeant	Completed
Jan 19-4	<p><u>Share info with Lizzie about the services they signpost to</u>  This information is no longer relevant – as mentioned above under Jul 18-4, the discharge pack is now redundant.</p>	Jo Clarke	Closed

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

## 5. Service User & Carer Questions

a) From the pre-meeting:

1. An individual attended the pre-meet. They were happy for their experience to be recorded using the new MH user feedback system. Eve, Ali and Alan signposted them to appropriate services.

2. Based on the experience of a client, who is a carer, the group discussed Carers Assessments by the KCC Social Work Service, as well as support via Involve's Community Navigation Service.

**Action 1: Circulate information about KCC Carers Assessments, including the referral criteria and the conditions for reassessments**

**Action 2: Invite Jane Thomas to update about the Community Navigation Service, including the referral process and referral criteria**

- b) Take to County MHAG: None.

## 6. Information Sharing

### 1. Engaging Kent

Eve updated the group about the current coproduction process for MHAGs and SU Forums. The 3 areas of work to be undertaken by Forums includes Peer Support, outreach and admin/ networking. MHAGs will now take place quarterly. Engagement workers e.g. staff from Involve will collect feedback about MH Services from Users and enter this into a database. This data will be collated and themed and presented to the County MHAG. Will put on training for frontline staff.

2. 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 talked the group through the last County MHAG meeting:

- KMPT's Community Rehab Services (CRS) are not yet available in West Kent.

**Action 3: Discuss the viability of CRS in West Kent with Buba Cooper at next meeting**

- Health and social care staff are both still collocated in CMHTs.

3. 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 CCG - Zena gave the following update:

- West Kent's Primary Care MH Service is being expanded this year, as part of the CCG's local care investment of £500,000. This will bolster support when discharged from secondary care and is based in GP practices.
- From the beginning of this month, the Kinesis system will allow GPs to correspond with Consultants in CMHTs, to get advice & guidance about their patients, to reduce inappropriate referrals to Secondary Care.
- Please see circulated update for further details

b) Live Well Kent (LWK) – Please see circulated update for further details.

**Action 4: Invite Melanie from LWK to attend.**

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

**Involve Kent, Sophie:** The Connect Well West Kent Service contains activities that may support and improve wellbeing and health. Have 5 Link Workers, who help clients to find services that might be useful for them. Clients can go back to the service as many times as they like. Have many different ways to search (most popular is by category) and can do advanced searches. Clients can call up themselves, is not an official referral. Please see website below, as well as additional information above, under "Jan 19-3".

<https://www.connectwellwestkent.org.uk/>

**Porchlight Aspirations, Cleo:** Work everywhere in Kent, but focused in Maidstone. Work 1-1 with people with MH problems or low wellbeing. Everyone has their own worker. Not necessarily about getting into training, etc. Have access to funding to help people along. Through self-referral or agencies. Normally respond within 48h and see people within 1-2 weeks. Work with them for up to 6 months.

**Maidstone Samaritans, Margaret:** Have secured funding from KCC to try to make contact with men at risk of suicide e.g. through gyms, sports clubs, etc, as suicide rate is higher in males.

**Blackthorn Trust, Susie:** Work with 3 primary categories of client: MH, chronic pain and diabetes. Help to look after wellbeing and make life more enjoyable. Accessible through Live Well Kent and accept referrals from secondary care. Are looking at capturing a section of the population who wouldn't identify as having MH problems.

**Involve Carers, Maureen:** Is retiring on 5<sup>th</sup> April, but the service will continue.

**Homegroup, Shaun:** There are currently no vacancies in Homegroup's supported housing.

**ThinkAction, Ali:** Online booking has made a significant impact on waiting times – has reduced the wait for assessments by 33% in the last 10 weeks. But still work to be done. Have set up an integrated clinic in Tunbridge Wells, which will be replicated in April. Also have a diabetes clinic at Maidstone hospital and have set up a perinatal clinic. Hope to offer psychological support to older adults.

## 7. Task & Finish Group

1) Group discussed the impact of Universal Credit as a potential T &F group, as it has now been rolled out in West Kent. Foodbanks discussed – pan-forum event in May.

**Action 5: Invite Andrew Holmes to update about UC**

2) The next date for the Maidstone Service Provider Networking meeting is on Wednesday 24<sup>th</sup> April, 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](mailto:Lizzie.lowrey@involvekent.org.uk) if you are interested in attending.

- Eve explained the 2 'hot topics' from County MHAG, regarding access to CMHTs out of hours and post-discharge support from hospital.

**Action 6: David to circulate email about hot topics to MHAGs**

- Maidstone Soroptomists discussed – looking for a speaker to talk about MH.
- Lizzie asked by email for information about services for self-harm support. Therapy Partners has new provision for self-harm.

## 8. Date of next meeting

Thurs 20<sup>th</sup> June, 2019 from 2pm-4pm at Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH.

### ACTION TABLE

Action No.	Action Point	Responsibility
Mar 19-1	Circulate information about KCC Carers Assessments, including the referral criteria and the conditions for reassessments	David
Mar 19-2	Invite Jane Thomas to update about the Community Navigation Service, including the referral process and referral criteria	David
Mar 19-3	Discuss the viability of Community Rehab Services in West Kent with Buba Cooper at next meeting	Ali
Mar 19-4	Invite Melanie from LWK to attend this MHAG.	David
Mar 19-5	Invite Andrew Holmes to update about Universal Credit	David
Mar 19-6	Circulate email about hot topics to MHAGs	David/Eve

**Administration :**

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

