

Swale Mental Health Action Group

Meeting on Wednesday 5th September 2018, 2pm - 3.30pm
At Swale House, East Street, Sittingbourne, ME10 3HT

| Name | Organisation and Role |
|-----------------|---|
| Jenny Solomon | Co-chair & Insight Healthcare |
| David Garrick | West Kent Mind (Minutes) |
| Brian Clark | Carer |
| Paul Francis | SURF (Swale User Forum), Rethink |
| MT | SURF Member |
| KB | SURF & Sanctuary Supported Housing Client/ Representative |
| Lindsey Kennett | Carers Support Ashford, Shepway & Swale, MH Co-ordinator |
| Susan Davies | Porchlight Community Housing, Project Leader |
| Teresa Snowden | Porchlight Live Well Kent (LWK), DMO |
| Michael Monk | Porchlight, Community Link Worker |
| Wendy Goodban | NELFT (CYPMHS) |
| Terry Spillard | Optivo, Regional Manager |
| Sarah Sales | Optivo, Tenancy Sustainment Officer |

| Apologies | Organisation |
|----------------|---|
| Michael Foster | Shaw Trust |
| Sharon Jordan | Riverside Housing |
| Dominic Quinn | Kent Enablement & Recovery Service (KERS) |
| Nigel Martin | Sheppey Matters |
| Naomi Hamilton | Swale & DGS CCG |

1. Welcome, Introductions, Apologies and GDPR Information

2. Minutes of last meeting – Approved without amendment

3. Action Points

a) From Local MHAG:

May.18-2: Naomi (DGS & Swale CCG) to update about training for GPs at next MHAG. **Completed.** Naomi responded by email: "there is a training session for GPs on 27 September. I also believe that West Kent Mind are planning a couple of sessions in November regarding suicide prevention and mental health wellbeing, they will be advertising this to GP practices. Of course, the training that Alan is leading on will also dovetail in with GPs because it will aim to support a whole GP practice response to someone attending with mental health needs."

May.18-3: David to obtain recently released Porchlight homelessness figures. **Closed.** There is no further update.

June.18-1: David to ask Alan if MH awareness training will improve issues of Primary Care MH Service availability and GPs leaving. **Completed.** Both Alan and Naomi gave separate responses by email. In short, this training will boost the resilience of frontline staff and in turn will improve patient outcomes, but will not likely have an effect on PCMH availability and GPs leaving, as these are issues more associated with commissioning/demand on services. As mentioned above, there is, however, training for GPs, which may improve GP resilience and therefore, help to maintain GP numbers.

June.18-2: David to circulate homelessness stats. **Completed.** Circulated with previous minutes.

June.18-3: David to contact Carers Support CEO about funding for carers groups. Awaiting response. **Carry forward.**

June.18-4: David to contact Carers Support CEO about options for carers effecting change. Awaiting response. **Carry forward.**

June.18-5: Paul to share information from the talk about the urgent care services review. **Completed.** Info has been circulated.

June.18-6: David to ask Sandra Bray to talk about the Swale Your Way Wellbeing Café. Closed. Sandra is leaving Swale Your Way.

Action 1: David to ask Swale Your Way for a Wellbeing Café update at the next MHAG.

June.18-7: David to circulate information about the SYW Wellbeing Café. Completed.

June.18-8: Ask Naomi if a diagram of CCG structure exists. Completed. Naomi responded by email that: "A revised CCG structure to reflect the changes relating to the emerging local care and STP is work in progress. Whilst this work continues, Swale CCG, continues to commission services for local people and its Governing Body, made up of local GPs and other healthcare professionals continues to work with service providers and the public to commission the right services, in the right area at the right price."

June.18-9: David to circulate <https://thebeyouproject.co.uk/>. Completed.

June.18-10: David to circulate information about LWK Porchlight innovation funds. Completed.

June.18-11: David to ask Naomi for information about the future of the Frank Lloyd Unit. Completed. Naomi responded by email that: "Over the last few years, the long term care for people with dementia has changed, and as a result, CCGs and KMPT are reviewing the use of the Frank Lloyd unit to determine how care for patients is best provided in the future."

b) **County MHAG response to local question:** No question was taken forward.

The group discussed planned changes to social care for those with mental health problems, which was a focus of the last County MHAG meeting. Social care staff within CMHTs will be managed by KCC from 1st October 2018. Main points discussed included: Should make it easier for those with MH problems to access social care services; Medway did this 10 years ago; Single Point of Access will no longer do assessments; it is an interface change that goes deeper than just a management change, which is workable if taken forward effectively.

4. Service User & Carer Questions:

(a) Questions raised at the pre-meeting:

1. Following from Naomi's (DGS and Swale CCG) update, is there any further information about the future of the Frank Lloyd (dementia) unit at Sittingbourne Memorial Hospital? I believe that KMPT have reduced funding for this unit by half. Need transparency – told 5 years ago that Ruby (older people's MH) Ward at Medway Maritime would shut, but it did not. Instead, beds at Sittingbourne Memorial were reduced. Patients are now being sent to Dartford instead. KMPT also said that there was nowhere to build a new MH Hospital when they had the Southlands House site in Sittingbourne, which has since been sold to a private company.

Action 2: David to ask KMPT what the provision is for dementia care in Swale and what the plan is going forward.

2. What transport is available for vulnerable people (e.g. with a mental or physical disability) who have a planned hospital appointment, or who need to get to hospital urgently? Are 'buddies' available in either of these circumstances?

Would this be a social care need? Swale Community & Voluntary Services (CVS) offer a befriending service.

Action 3: Terry/Sarah to invite a representative from Swale CVS to talk about transport to hospital and buddies, in both planned and unplanned situations.

(Later in the meeting) Sarah advised that Optivo's Change Management Service have volunteers who escort patients to appointments. Sarah will ask if they are trained to deal with incidents.

3. There is currently a review of urgent care. Would it be possible to have an update about plans for urgent care provision in Swale e.g. out-of-hours provision, transport, automatic MH assessments where self-harm is suspected and information about staffing levels e.g. MH nurses?

Action 4: Ask Naomi about plans for urgent care provision in Swale.

4. If someone in crisis has self-harmed, how can a diagnosis/ assessment be made over the phone? I have experience of the crisis team suggesting baths or music and to get a taxi depending on the injury e.g. amount of blood lost. Is this due to Sittingbourne's distance from the Team?

Action 5: Forward the above question to KMPT.

5. When an ambulance is called, do they have access to RiO (the patient records system used in secondary MH care)?

Action 6: Forward the above question to KMPT.

Based on a recent urgent visit to Medway Maritime Hospital, an attendee noted that there was not an automatic referral for a MH assessment when perhaps there should have been (which was also the case for another attendee). Additionally, there were only 2 nurses, who apparently had to haggle with colleagues for an assessment room. This info has been fed in to question 3 above, about the Urgent Care Review.

Wendy advised that, in CAMHS, A&E nurses/ Drs call Psychiatric Liaison automatically even if e.g. a child has anxiety.

6. What happens if individuals need internet access to apply for Universal Credit, but do not have a laptop/phone and cannot handle going into the Job Centre?

Sue suggested that home visits are possible – phone DWP and highlight the situation.

Action 7: David to ask DWP the above question.

7. What help is available for PIP forms and assessments? Is there a 'human face' to PIP that we can communicate with to ask these questions?

Sarah advised that there are organisations who help to fill in PIP forms. For Optivo residents, pre-PIP assessments are available and their Financial Inclusion Team can help to fill in forms.

Action 8: David to ask DWP what support is available for PIP forms and assessments.

Action 9: David to ask organisations that interface with PIP, how we can communicate with PIP.

(b) Questions going forward to County MHAG:

Following discussion:

How many frontline services have been under review in the past year and how do these reviews impact on vulnerable people, in terms of change, uncertainty and clients getting lost in the system due to changes? How can we minimize the impact of such reviews on these individuals?

5. Information Sharing:

1. **County Update:** Please refer to the County draft minutes for full details of discussion, located at www.westkentmind.org.uk/mental-health-action-groups

2. **Commissioners Reports:** All reports have been circulated and are located at www.westkentmind.org.uk/mental-health-action-groups

Swale CCG Update, Naomi: See circulated report

Porchlight LWK update, Teresa: See circulated report

Engaging Kent Service User Forum and MHAG Update, September 2018 (via email):

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.

Sue Alder and Eve de Gray Birch, Engaging Kent www.engagingkent.co.uk

3. **Provider updates / new members:** Please send any electronic information or leaflets to the MHAG admin team who will be happy to circulate them to the mailing list.

Porchlight Community Housing, Sue: We deal specifically with housing issues and supporting those with MH problems. We currently have a caseload of 20 clients in Swale.

MT: raised difficulties arranging a hospital appointment for a physical health problem. Issues included the referrer not knowing the waiting time and the Hospital admin being based in London. Attendees suggested going to the PPGs and phoning the referrer (GP Practice).

NELFT Children and Young People's MH Service, Wendy: We are currently recruiting staff and all young people in Swale are being seen. We are based at Seashells in Sheerness with a very small waiting list. We are ensuring that we are operating in Sittingbourne e.g. at Multi Agency Specialist Hubs (MASHs). We are trying to respond to referrals within a day. Sarah is welcome to send any queries from Optivo's Early Help Workers to Wendy.

Action 10: Wendy to give an overview of her service at the next meeting

Action 11: David to check if this MHAG meeting clashes with KMPT's NKPCC meeting.

6. Task and Finish Working Group

Teresa advised that, at the last LWK steering group meeting, they discussed how to offer support to / reach people who do not identify themselves as a service-user or carer, without labelling them. KB offered to work on this topic.

Action 12: Teresa to send KB information about the T & F group.

7. Date of next meeting

Wednesday 7th November, 2pm at Swale House, East Street, Sittingbourne, ME10 3HT.
Pre-meeting at 1.30pm for service users and carers only.

Action Table

| No. | Action | Responsibility |
|------------|---|----------------|
| June.18-3 | Contact Carers Support CEO about funding for carers groups | David |
| June.18-4 | Contact Carers Support CEO about options for carers effecting change | David |
| Sept.18-1 | Ask Swale Your Way for a Wellbeing Café update at the next MHAG. | David |
| Sept.18-2 | Ask KMPT what the provision is for dementia care in Swale and what the plan is going forward. | David |
| Sept.18-3 | Invite a representative from Swale CVS to talk about transport to hospital and buddies, in both planned and unplanned situations. | Terry/Sarah |
| Sept.18-4 | Ask Naomi about plans for urgent care provision in Swale. | David |
| Sept.18-5 | Send question to KMPT about assessment of self-harm. | David |
| Sept.18-6 | Send question to KMPT about SECAMB access to RiO. | David |
| Sept.18-7 | Send question to DWP about internet access for Universal Credit. | David |
| Sept.18-8 | Ask DWP what support is available for PIP forms and assessments. | David |
| Sept.18-9 | Ask organisations that interface with PIP, how we can communicate with PIP. | David |
| Sept.18-10 | Give an overview of NELFT CYPMHS at the next meeting | Wendy |
| Sept.18-11 | Check if this MHAG clashes with KMPT's NKPCC meeting. | David |
| Sept.18-12 | Send KB information about the Task & Finish group. | Teresa |

Administration :

Phone: 01732 744950

Email: mhaq@westkentmind.org.uk



Minutes and supporting documents are posted on:

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