

Swale Mental Health Action Group

Meeting on Wednesday 7th November 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
KB	SURF Member
MT	SURF Member
Donna Ashworth	Swale Your Way
Lorraine Bradburn	Swale Your Way
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Alan Heyes	County MHAG Chair
Terry Spillard	Optivo, Regional Manager
Nigel Martin	Sheppey Matters, CEO
Holly Smith	Porchlight, Community Inclusion Coordinator
Kim Isbell	Porchlight, Community Inclusion Coordinator
Nicole Griffiths	MMK, Community Development Coordinator
Dee Purchase	DWP, D.E.A
Chelsea Kemp	Carers Support, MH Coordinator
Wendy Goodban	NELFT (NE London NHS Foundation Trust), CYPMHS (Children & Young People's MH Service)
Lindsay Greening	Porchlight, Aspirations Engagement & Delivery Worker

Apologies	Organisation
Michael Foster	Shaw Trust
Naomi Hamilton	Swale & DGS CCG

1. Welcome, Introductions, Apologies and GDPR Information

2. Minutes of last meeting – Approved without amendment

3. Swale Children and Young People's Mental Health Service Update – Wendy, NELFT

Wendy updated the group about the Children and Young People's Mental Health Service (CYPMHS) in Swale. The main points of Wendy's update included:

- Last year, Swale & Medway was divided into 2 teams. Following consultation: Swale team moved to Seashells Children's Centre in Sheerness. Fully fledged service since June.
- Have looked at demographics of Swale. Each area is very different, with their own challenges. Generally, high incidence of comorbid Autism Spectrum Conditions (ASCs) and Attention Deficit Hyperactivity Disorder (ADHD).

Action 1: Wendy to discuss CYPMH demographics in Swale at next meeting.

- Big challenge for CYPMHS in Swale: Lots of looked after children and lots out of area. Need to consider their package of care, their own sets of challenges and trauma.
- Anxiety and Mood Disorders are very prevalent in YP (Young People) in Swale. Follow NELFT model: Individual and group work. For those with early stages of anxiety, there are 2 parallel groups with a CBT approach (under and over 11s). Then individual work for acute anxiety - high incidence of YP unable to leave the house.
- Transition from primary to secondary school – stress – often see children with ASCs who initially present with anxiety, mood, or other issues at this time.

- Have a very short waiting list. Small team of 12 based at Seashells. Use Sittingbourne Memorial Hospital and frequently use schools.
- (Response to qu): The NELFT model is different to the Sussex model. All referrals are through Single Point of Access (SPoA), then triaged and allocated to teams across Kent.
- (Response to qu): Anyone can make referrals e.g. self-referrals and parents. Old system – had to be through schools, GPs, etc.
- Use a 2-clinician assessment where possible: 2 minds and 2 professional modalities. If no outcome, then have an MDT meeting.
- (Response to qu): The 12 clinicians cover Sittingbourne and Sheppey, but not Faversham.
- (Response to qu): The service is in good shape and plans ahead for spikes in referral rates (Xmas, exam time, start of school). Current wait for assessment is 48hrs for emergencies, 7 days for urgent and 6-7 weeks for routine referrals.
- (Response to qu): Transition to adult services should start at 17½.
- The YP's voice was discussed. NELFT have employed 2 User reps. Work in progress.
- (Response to qu): A YP with an ASC would not usually be in CYPMHS, unless there was a comorbidity e.g. mood disorder.

4. Swale Your Way Wellbeing Café Update – Donna and Lorraine, Swale Your Way

- Funding for the Wellbeing Café is initially for 6 months, but hopefully will be extended.
- It takes place at the Waterfront Café, Sheerness and The Quays, Sittingbourne.
- Have not had the numbers of visitors expected, given that people asked for the service. Not many new attendees at the Quays.
- Paul – Other service providers need to raise awareness and encourage clients to attend.

The group discussed the following topics / suggestions:

Opening times, buses to the island, traffic, signage, anxiety about attendance, a warm handover by referrers/ peer mentors, KMPT awareness, Facebook, fixed days,

- Attendees suggested linking with other cafes e.g. Ashford Wellbeing Café and Rumours Café in Sheerness.

5. Mental Health Social Care Service Update - Postponed

6. Action Points

a) From Local MHAG:

June.18-3: *David to contact Carers Support CEO about funding for carers groups.* Response received by email: "In 2018 carer providers received an extension to their five-year contracts which will end in March 2019. The whole contract in its entirety saw a reduction of 1.8%. This reduction has not filtered to the groups in which we continue to provide in each of our areas." **Completed.**

June.18-4: *David to contact Carers Support CEO about options for carers effecting change.* Response received by email: "...we run two events each year to provide carers with an opportunity to not only part take in exercise around effecting change but also other topics that are countywide priorities. I would be more than happy to explore how we could work together with KMPT more collectively regarding their campaign for change." **Completed.**

Sept.18-1: *Ask Swale Your Way for a Wellbeing Café update at the next MHAG.* **Completed.**

Sept.18-2: *Ask KMPT what the provision is for dementia care in Swale and what the plan is going forward.* Response received by email: "There is no further news regarding Frank Lloyd at present, we are working closely with CCG colleagues regarding future clinical care models. I am sorry this is not of more help, but hope to be able to share outcomes towards end of November." **Completed**

Action 2: Ask KMPT to confirm if the funding for the Frank Lloyd Unit has been reduced by 50%.

Sept.18-3: *Invite a representative from Swale CVS to talk about transport to hospital and buddies, in both planned and unplanned situations. Completed.* A transport leaflet was also circulated and information was sent directly to individuals concerned.

Sept.18-4: *Ask Naomi about plans for urgent care provision in Swale. Naomi (Swale & DGS CCG) could not attend today's meeting. Carry forward.* An attendee advised that there are plans to open the Memorial and Sheppey hospitals as Urgent Care Centres.

Action 3: *Ask Naomi what their opening times will be.*

Sept.18-5: *Send question to KMPT about assessment of self-harm. Response received by email: "...interventions depends on Care plan or Situation. The Crisis Team staff always try to get as much information as possible so that they can make the right decision that are inclusive of the patient's needs. Distance has not been raised as an issue by the Team." Completed.* Attendees discussed the point above – see section 4(a)

Sept.18-6: *Send question to KMPT about SECAMB access to RiO. KMPT confirmed that the ambulance service do not have access to Rio. Completed*

Sept.18-7: *Send question to DWP about internet access for Universal Credit. Dee Purchase, DWP, responded via email: 'If a customer is finding it difficult to attend the jobcentre to make a claim for UC, then they would need to call the service centre to explain their difficulties. The service centre would encourage them to attend and escalate to their local job centre to call them to make arrangements that they are comfortable with, i.e.: attend at quieter time, private room, accompanied by friend or representative. If it is impossible for the customer to attend, then the service centre could as a last resort take the claim over the telephone and arrange a visiting officer to attend their home for evidence verification. Alternatively, if the customer were to go to the Swale Council and ask for a member of the housing benefit team, they would send someone down to help them to apply. They have two computers dedicated to this. The local Library would help or their housing association (optivo) have officers who help with benefit claims.' Completed*

Sept.18-8: *Ask DWP what support is available for PIP forms and assessments. Dee confirmed via email that guidance is available at: <https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form/> Again in some circumstances you can request a visiting officer to attend and help complete the form or their local housing association can help. Completed*

Sept.18-9: *Ask organisations that interface with PIP, how we can communicate with PIP. Dee suggested via email that, if the difficulty was explained, PIP would hopefully give them a vulnerable customer help line number. Completed*

Sept.18-10: Wendy to give an overview of NELFT CYPMHS at the next meeting. **Completed**

Sept.18-11: *Check if this MHAG clashes with KMPT's NKPCC meeting. The present meeting clashes, however, 2019 meetings do not clash. Completed*

Sept.18-12: *Send KB information about the Task & Finish group. Carry forward*

b) County MHAG response to local question:

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?

The County MHAG requested a more specific question. An attendee suggested asking how many services have undergone an overhaul/reshuffle in Swale in the past year, have they improved/worsened and has there been any impact on service users. Would be good to have numbers.

4. Service User & Carer Questions/ feedback:

(a) Questions/feedback raised at the pre-meeting:

Following action Sept.18-5 about the assessment of self-harm by the Crisis Team, attendees described specific negative experiences with the Crisis Team, surrounding its effectiveness, organisation, politeness and a lack of confidence in the team.

Action 4: Eve to follow up with attendee about their experience of the Crisis Team.

(b) Questions going forward to County MHAG:

See 3b.

5. Information Sharing:

1. Update from Engaging Kent CIC

Eve explained that the Co-production process started in April and that she and Sue 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 started work on what the role will entail from April 2019 including how much time should be spent on networking, outreach and peer support/forum work and will next be working on focusing on the specification. Once agreed the draft specification will go to commissioners for comment. If approved there will be a stakeholder event 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.

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

Main points included proposed changes to psychological therapies in KMPT, and an expanded primary care MH service in East Kent.

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

4. 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, Holly: The Community Inclusion Team is for people who want to get out there and do activities. They are client-led and work with a group of volunteers who will go with the client to whatever activity it may be. Generally, within 6 months the team leave the client to independently get support for themselves. (Responding to question) – they are similar to Aspirations, but the criteria is not work-driven – it could instead be arts and crafts, going to the Wellbeing Café or going to university. Helps people to engage with the community to hopefully meet groups and other people.

SURF (Swale User Forum), Paul: There is a meeting tomorrow. The group meets fortnightly at 2pm on the 2nd Thursday of the month in Sheppey and 2pm on the last Thursday of the month in Sittingbourne. Caroline Miller, a Porchlight Community Link Worker, will be attending tomorrow. Note that it is Diwali, as well as International Stress Week.

DWP, Dee: All work coaches have had 2-day MH awareness training. They are working with many more people who are vulnerable: In digital journals, there are more declarations of intent to self-harm/ attempt suicide, so doing more awareness training.

The Job Centre is now more of a hub: Shaw Trust, Sanctuary Housing and New Leaf (a domestic abuse charity) are all there. New Leaf use a multi-agency response to domestic abuse. The Defrazzled/ Better Minds Cafes give an opportunity to meet local social inclusion groups and charities. People can make an informed choice about the type of support required. It is a real community – there to help and support.

Maidstone and Mid-Kent Mind, Nicole: Resilient Minds course – for the everyday stress of being a parent. 5-week courses beginning in January based in Sittingbourne and Sheppey. See advertisements for the courses on website for more details.

Suicide Prevention and Awareness courses -There is lots going on in Swale – places are filling up very quickly; book your place via the booking form on the MMK Mind Website.

There is also the Ashford Wellbeing Café and the Hope Café in Maidstone, which are both running successfully – happy to give advice/details to Swale Your Way Wellbeing Café.

Sheppey Matters, Nigel: They have a new community area, which used to be the café, for anyone who would like to make use of the venue free of charge as a drop-in, work area or sessional work. It is currently available 9 to 5 Monday to Friday but can be used outside these hours by arrangement. Call 01795 585335 for more information.

6. Task and Finish Working Group

7. Date of next meeting

Wednesday 9th January, 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
Sept.18-4	Ask Naomi about plans for urgent care provision in Swale.	David
Sept.18-12	Send KB information about the Task & Finish group.	Teresa
Nov.18-1	Discuss CYPMH demographics in Swale at next meeting.	Wendy
Nov.18-2	Ask KMPT to confirm if the funding for the Frank Lloyd Unit has been reduced by 50%.	David
Nov.18-3	Ask Naomi what the opening times of the Urgent Care Centres at Sheppey and Memorial Hospitals will be.	David
Nov.18-4	Follow up with attendee about their experience of the Crisis Team.	Eve

Administration :

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Minutes and supporting documents are posted on:
<https://westkentmind.org.uk/mental-health-action-groups>