

South West Kent Mental Health Action Group

Funded by



Meeting on Thursday 23rd November 2017, 2pm to 3.30pm
 Royal British Legion, Royal Unity Hall, High Street, Hawkhurst, TN18 4AG

PRESENT	ORGANISATION
Rebecca Slight - Chair	Ieso, Outreach Specialist
Sue Sargeant - Minutes	West Kent Mind, MHAG Co-ordinator
Debbie Ide	Carers First, Carer's Assessment Co-ordinator
Sandra Garraway	Citizen's Advice Bureau, Mental Health Adviser
Phil Davis	DWP Disability Employment Advisor
Melanie Cooper	DWP
Pat North	KMPT, CMHT Service Manager
Scott Joiner	Live Well Kent, Network Development Manager
Karen Warner	Live Well Kent, Volunteer Co-ordinator
Yvonne Irwin	Lookahead
Shanice Leach	Lookahead
AM	Reachout Hawkhurst member
JT	Service user
Linda Riley	Service Users Involvement Group (SUIG)
Jill Grainger	Tunbridge Wells Mental Health Resource (TWMHR) Reachout Co-ordinator

APOLOGIES	ORGANISATION
Ali Marsh	ThinkAction, IAPT
Alison Skulczuk	Tunbridge Wells Mental Health Resource (TWMHR)

1. Welcome, Introductions & Apologies

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

2. Minutes of last meeting – approved with the following amendment:

Action Point 6 should be for Pat Morgan to share information and results of GP Questionnaire, not Clare Lux.

3. Action Points

a) From September 2017 South West Kent MHAG:

1	Forward electronic information about RBLI for circulation.	None received
2	Forward information to James about the STP meetings.	Completed
3	Provide an update on the 5 Year Forward.	David Chesover will attend February County MHAG
4	Circulate information about the (Preventing Actual and Threatened Homelessness) PATH project	Completed
5	Forward information about the CGL sessions.	Completed
6	Linda Riley to contact Pat Morgan at Highlands House re sharing of GP questionnaire and results.	Carry forward

b) Response to question taken to County MHAG: None taken

4. Service User and Carer Questions

a) **Raised at today's pre-meeting:**

1) What is the STP going to do about chronic mental health problems?

Information about the 5 Year Forward View and Sustainability & Transformation Plan (STP) is available here: <https://democracy.kent.gov.uk/documents/s71885/STP%20Paper.pdf>

Delivering the Forward View: NHS planning guidance 2016/17 – 2020/21 (NHS England, December 2015), outlined the requirement for local health and social care systems to develop:

- a five-year Sustainability and Transformation Plan (STP), place-based and outlining how the Five Year Forward View (FYFV) will be delivered; and
- a one-year Operational Plan for 2016/17, organisation based but consistent with the emerging STP (to form year one of the five-year STP).

ACTION 1: Contact the CCG to give talk about the STP

b) **Take to County:**

Concern was voiced about the distress being caused to service users due to the uncertainty of the future of the service user forums. It has not been possible to get anyone from KCC out to visit service users and there has been no feedback from the July meeting in Aylesford.

5. Information Sharing:

1. **County MHAG Update:**

The minutes and local questions are all available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>

The question raised by the Dover Deal & Shepway MHAG around housing difficulties leading to residents remaining unnecessarily in supported housing, was discussed.

Look Ahead provides care, support and housing. Yvonne related her experience of people being prevented from getting social housing because they don't meet affordability criteria if they are on Jobseekers Allowance (JSA) and the impact this can have further on their mental health. JSA is £73.10 per month and even if they are on housing benefit and receive council tax reduction. Even if they get accepted on a bid they will not get approved as this amount is not considered enough to be able to live on independently. Some housing associations have also moved the rent to above the maximum amount the housing benefit will pay because of their additional service charge.

There was concern about the affordability of housing, problems with disability benefits and the vulnerability of people unable to be housed. Greg Clarke, the Tunbridge Wells MP, has an interest in mental health and it was suggested that he is invited to attend the March 2018 South West MHAG to address questions collected by the group.

ACTION 2: Invite Greg Clarke to the March South West Kent MHAG

ACTION 3: Form a working group to gather questions from providers and service users once attendance is confirmed.

2. **Commissioners Reports:** These reports were circulated separately and are also available <https://westkentmind.org.uk/mental-health-action-groups/mhag-south-west-kent>

a) **West Kent CCG**

The following primary care update from Dr David Chesover, Clinical Lead for Mental Health, Learning Disabilities & Vice Chair West Kent CCG was received after the meeting:

- 1) *We have recently managed to increase the primary care mental health nurse team numbers in West Kent so that each local care cluster will have a lead mental health nurse for 18 – 65*
- 2) *There are two pilots ongoing as part of the dementia in local care project which are promoting care for patients in their own home and diagnosis without the formal need to go into secondary care services*
- 3) *The children's transformation programme is firmly strengthening early interventions and early help for children and young people*
- 4) *The new Children & Young People's Mental Health Service (CYPMHS) provider NELFT is doing really well and a very positive start. The digital part of their pathways accessible on smartphones is supporting the primary care part of the offer in particular*
- 5) *The new eating disorder service (NELFT) is bedding in very well too and the self-referral part of the pathway is facilitating care within local / primary care*
- 6) *The primary care mental health nurses in West Kent now have access to and work within GP practices and report close liaison at all parts of the clinical presentation which is benefitting patients*

b) Live Well Kent (LWK), Scott Joiner

- Scott confirmed, in response to a question raised at the Ashford MHAG, that LWK would cover taxi costs, in exceptional circumstances, for service users and carers to attend the MHAGs. They would have to pay themselves and claim back and should get authorization in advance.
- LWK are making changes and want as much feedback as possible. There have been lots of negative comments including the way the contract started and the approach being too corporate and Scott wants to work on turning that around.
- Scott is reviewing the current report produced for the MHAGs and will send out a revised version for feedback on what people want to see.
- 8 new projects are being launched on Monday following consultation with navigators and clients including: 2 allotment projects, 2 mindfulness courses, cooking, forestry and owl preservation. This will increase the current tier 3 provision by 62%.
- The surplus food from the allotment projects will go back into the community with projects around how to prepare and store the food.
- Scott is also in talks with the Angel Centre for Sports groups and looking to mirror the proposition across all the areas.
- The DWP are working with people to live independently, ie budgeting to pay bills and have just launched an innovation pilot with the YMCA.

Question: How do people hear about the service and how to refer?

Response: We have a website and publicise the service through partners and other places such as KCC, GP surgeries, the Gateway, Citizen's Advice Bureau, Library. Self referral or through an organization is by email or telephone.

The current criteria for the LWK service (over 17 and not in crisis) is very broad and it is often hard to determine crisis. A 'deep dive' of our records has shown that because there is no clear pathway, the wrong clients were being referred. People who have had secondary tier intervention in the last 5 years are less likely to be accepted into the service. Some referrals were received when people were still in secure accommodation. The initial expectation was for 75% common mental illness (CMI) and 25% serious mental illness (SMI) but this SMI figure was much higher and has now settled at 35%. There are meetings currently to look at redefining this criteria and establishing a clear referral pathway.

A navigator is in every GP surgery to educate them about who to refer and ensure that no one gets lost in the system. The initial service was around a 1 year or 6 week pathway but this is now more flexible depending on what is right for the client.

Scott acknowledged that some people still think about LWK as Shaw Trust and think the focus is to get people back to work and this may put them off. The Live Well Kent service

will help someone get into work or volunteering if they need it, for however many hours works for them, but the main criteria is wellbeing.

Phil had received a positive response from a customer who had talked LWK about wellbeing and housing.

3. Provider Service Update/New Members:

leso, Rebecca: We provide online Cognitive Behavioural Therapy (CBT) with a real therapist.

SUIG, Linda: The next Headlines newsletter text is ready, they just need to find someone to provide the layout. This used to be Janet Lloyd but she is leaving.

CMHT, Pat is covering as service manager on an interim basis for 3 to 6 months while Clare Lux is in the Primary Care Manager strategic post looking at the development of the primary care service across Kent. Her full time post is in Dartford, Gravesham and Swanley but she has cut this down to 1 day a week and is in South West Kent for 4 days a week starting 6th November. There are lots of challenges at the moment with staffing levels and the change and redesign of the service and she is getting used to a new team.

An occupational therapist (OT) and social worker are starting but some others are leaving.

Reachout, Jill: 6 groups are continuing well. We are looking for part time volunteer trustees at Mental Health Resource (MHR). The Serenity cafe is going well and is being run on Fridays (6pm to 9pm) and Sundays (3pm to 6pm) to complement the Solace Café in Tonbridge. They have had a good turnout and received lots of compliments.

DWP, Phil: The universal credit full service has been delayed from August to November 2018. Phil mentioned that the DWP accepts certificates from Push Doctor which offers online video consultations and signposting and costs £20 plus £15 for the certificate. A client had to use this when their regular GP was not available and the other GP did not have an understanding of mental health problems and would not give them a certificate.

Phil also encourage people experiencing problems with travelling to an interview, including due to anxiety and depression, to push for access to work payments to pay for a taxi.

In cases of people struggling financially in the first month of employment, some employees are willing to make a 2 week interim payment.

Citizens Advice Bureau (CAB), Sandra: The bulk of their work is for personal independence payment (PIP) appeals for people moving from disability living allowance (DLA) appeals. They are generally successful on about 70-80% of appeals and are being asked by the central CAB to feedback this data.

LWK, Karen started 6 weeks ago as the Volunteer Co-ordinator. She will be working with Scott to get volunteers into smaller organisations. Clients are given option to have a pathway to peer support and social activity volunteering. They are looking for volunteers with lived experience to help with accessing public transport, escorting people to clubs and activities and setting up social activity groups such as gardening, walking, knitting etc. They will be community based and quite flexible.

JB pointed out the information about social groups on the community pages of the local Courier which comes out every Friday.

6. Task & Finish Group

Housing and benefit questions for MP.

7. Vacant co-chair positions

Rebecca Slight was voted in as co-chair. This still leaves one vacant position. Information about this role has been circulated to the mailing list and would anyone interested please contact the admin team at mhag@westkentmind.org.uk

8. Date of next meeting

1st February, 2018 at 2pm at The Eden Centre, Four Elms Road, Edenbridge TN8 6BY

Meeting finished at 3.30pm

Action Table

Action No.	Action Point	Responsibility	Status
	From September SWK MHAG:		
6	Contact Pat Morgan at Highlands House re sharing of GP questionnaire and results.	Linda Riley	
	From November SWK MHAG:		
1	Contact the CCG to give talk about the STP	Sue Sargeant	
2	Invite Greg Clarke MP to the March South West Kent MHAG.	Sue Sargeant	
3	Form a working group to gather questions from providers and service users once attendance is confirmed.	All	

Administration :

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Minutes posted on: <https://westkentmind.org.uk/mental-health-action-groups/mhag-south-west-kent>