

South West Kent Mental Health Action Group

Meeting on Thursday 1st February, 2018, 2pm to 3.30pm
The Eden Centre, Four Elms Road, Edenbridge TN8 6BY

Funded by



PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction/Co-Chair Maidstone MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Phil Davis	DWP Disability Employment Advisor
Gay Jenner	Richmond Fellowship
Sam Akinwunmi	Richmond Fellowship, Greensands
Peter Thorpe	Richmond Fellowship, Recovery worker
Linda Riley	Service Users Involvement Group (SUIG)
Jill Grainger	Tunbridge Wells Mental Health Resource (TWMHR) Reachout Co-ordinator
Chris Hird	West Kent CCG, Commissioning Project Manager
Jo Cobley	West Kent Mind, Edenbridge

APOLOGIES	ORGANISATION
Debbie Ide	Carers First, Carer's Assessment Co-ordinator
Heidi Adamson	leso Health
Rebecca Slight	leso Health
Pat North	KMPT, CMHT Service Manager
Scott Joiner	Live Well Kent, Network Development Manager
Alison Skulczuk	Tunbridge Wells Mental Health Resource

1. Welcome, Introductions & Apologies

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

2. Minutes of last meeting – approved without amendment:

3. Action Points

a) From South West Kent MHAG:

September 2017:

1. *Contact Pat Morgan at Highlands House re sharing of GP questionnaire and results.*
This has still not been received. Carry forward.

From November SWK MHAG:

1. *Contact the CCG to give talk about the STP.* No one is able to attend. Please see 'County Update' below.
2. *Invite Greg Clarke MP to the March South West Kent MHAG.* Not completed as it would be better to gather examples of any particular issues first to take forward.
3. *Form a working group to gather questions from providers and service users once attendance is confirmed.* See comments under 'Task & Finish Group'

- a) **Response to question taken to County MHAG:** *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.*

Emma Hanson from Kent County Council attended the County MHAG meeting in December to verbally confirm that following consultation in 2017-18, from 1 April 2018, funding for the MHAGs will transfer to Healthwatch, the consumer champion for health and social care. The funding envelope will remain the same for 1 year whilst a period of redesign takes place in 2018-19. Healthwatch have been tasked to design a structure that can engage patient voice to drive positive change and hold services accountable for the quality of care. The MHAGs will be run as usual for the next year. An engagement proposal from Healthwatch has been circulated and is available on the West Kent Mind website.

Jill confirmed that communication is already a lot more transparent and grantholders should have information about what is happening by late October.

4. Service User and Carer Questions

a) Raised at today's pre-meeting:

1. It is increasingly more difficult to find out information or engage with services without using email or the internet. Linda, SUIG, wanted to make KMPT and KCC aware that people with mental health difficulties who do not have access to the internet or are not computer literate, for various reasons, or do not have mobile phones are being excluded. Other means need to be found to communicate with these people. Can Healthwatch be aware of this when conducting their review?

Linda wanted to know how much this applied to other service users. There was discussion in the room agreeing that this could be a problem. Suggestions of using landlines, hard copies (although recognising costs incurred) or targeting local newspapers. There is a big take up for Thinkaction's new online referral service but Ali acknowledged this is mainly from younger people.

2. 6 weeks' counselling through the NHS IAPT (Improving Access to Psychological Therapies) service is good but limiting if you need more sessions and can't pay for it.

Ali confirmed that IAPT can deliver up to 20 sessions and providers are trying to get rid of the perception that sessions are limited. IAPT is a brief intervention and sometimes it is a case of not wanting to create dependency. Assessments and agreed treatment plans are reviewed as the treatment goes along. In Ashford the average sessions for Step 3 is 10. People should be encouraged to come in as soon as possible (work is also being done with GPs) and keep reducing stigma around mental health to encourage people to do this.

Healthwatch have offered to gather feedback from patients about the number of IAPT sessions they have received, whether they have been limited or not. They can be contacted directly through their website at <https://kent.healthwatchcrm.co.uk/your-views> Alternatively call their Helpline for free anytime on 0808 801 0102 or email info@healthwatchkent.co.uk

3. Take to County:

How can KMPT/KCC/Healthwatch ensure that they reach people who do not have access to the internet or are not computer literate and give them a voice?

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>

Healthwatch gave a presentation about the Sustainability & Transformation Plan (STP) and talked about how to include the MHAGs in the mental health workstream

Chris confirmed that Martine McCahon is being seconded from the WK CCG to the STP mental health workstream for 2 days a week.

ACTION 1: Chris will add update to CCG report with information about the STP.

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, Chris Hird**

As part of the STP, health and social care are being looked at on a larger footprint across Kent and Kent & Medway neuro developmental initiatives are being reviewed. The number of CCGs is also being reviewed.

Looking for trial of a multi disciplinary team (MDT) in the community for autism services as there is currently a lack of community health services for this. The CCGs want to fund occupational therapists, psychologist, and speech and language to avoid people being admitted to high cost placements. This is starting in April in East Kent.

b) **Live Well Kent (LWK), Scott Joiner**

3. **Provider Service Update/New Members:**

DWP, Phil:

- The government has announced a review of all 1.6 million PIP claims following a High Court ruling. A change to the eligibility criteria for the benefit in 2017 meant that people couldn't say that they were unable to take a familiar journey if this was due to 'psychological distress'. In December the High Court found that this discriminates against people with mental health issues. More information is available here: <https://www.mind.org.uk/about-us/our-policy-work/benefits/where-you-can-find-help/january-2018-pip-change-faqs/>
- The Jobcentre Plus at Tunbridge Wells is closing on 16th March and moving to the Tonbridge office but there will be a presence in the Gateway centre. People will be realigned to different job centres.
- A benefit claim is closed if someone goes to prison regardless of whether they have a partner dependant on it.
- The Job Centre may pay for travel expenses for an interview, interview clothes and a sign language interpreter, if necessary. This would have to be discussed with the person's work coach beforehand.

Thinkaction, Ali: We deliver the lead provider model for IAPT in West Kent in conjunction with Ieso, who offer online support. Maidstone & Mid Kent will also do a percentage of referrals. We offer group work as well as one to one CBT (Cognitive Behavioural Therapy). Our main hub is in Maidstone and we have outreach venues in Edenbridge, Tonbridge, Tunbridge Wells, Borough Green, Maidstone and Sevenoaks. The expense of room rentals is a big challenge. Payment by results contract. We have gone from Any Qualified Providers (AQP) and have inherited a large waiting list but would still encourage people to refer. We are going through data cleansing to make sure people waiting are valid and also need to think about appointment times.

Thinkaction are keen to publicise the service. We can come out to give a talk about what we offer and we also go to multi agency meetings and the primary care interface meetings with primary care. There will be a proper launch in March.

Reachout, Jill: We are continuing partnerships and links with other organisations related to mental health, including Richmond Fellowship Kent Domestic Abuse, around domestic violence.

SUIG, Linda highlighted the personality disorder report which was circulated by the MHAG.

Richmond Fellowship, Sam has concerns the lack of appropriate care co-ordinators for his people using his service. They have 2 social workers but no one for medical needs. They have been assessed over the phone and referred back to primary care so can't call the crisis team.

Richmond Fellowship, Peter mentioned that Circle Russet Housing are now called Clarion.

6. Task & Finish Group

Following on from the question raised at the County MHAG about from the Dover Deal & Shepway MHAG around problems caused by the banding allocation for people moving on from supported living, a representative has been invited to the Kent Housing Options Group meeting in March.

If anyone has any examples of this or any other housing related themes, could they please provide them to MHAG admin before 1st March 2018.

ACTION 2: Send any examples of housing problems before 1st March.

7. Vacant co-chair positions

Rebecca Slight has a different role within Ieso and is no longer able to co-chair the meetings. This leaves two vacant positions. 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

22nd March, 2018 at 2pm at Tonbridge & Malling Leisure Trust, Angel Centre, Angel Lane, Tonbridge TN9 1SF

Meeting finished at 3.33pm

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 January SWK MHAG:		
1	Add update to CCG report with information about the STP.	Chris Hird	
2	Send any examples of housing problems before 1 st March.	All	

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



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

APPROVED