

South West Kent Mental Health Action Group

Meeting on Thursday 29th November 2018, 2pm to 3.30pm
The Eden Centre, Four Elms Road, Edenbridge, TN8 6BY

PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction, Operations Manager
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Ginny Swaffer	Crossways Community, Manager
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Steve Lewis	KCC Social Care, Service Manager
JC	Reachout Service User
Jody Hake	Richmond Fellowship, Recovery Worker
Jill Grainger	TWMHR, Reachout Co-ordinator & Project Manager
Cath Jackson	West Kent Mind, De-Clutter Buddy Co-ordinator
Chris Hird	West Kent Clinical Commissioning Group (WKCCG), Commissioning Project Manager

APOLOGIES	ORGANISATION
Buba Cooper	KMPT, Community Mental Health Team (CMHT), Service Manager
Suzi Rich	Paddock Wook Community Advice Centre
Jane Cannam	RBLI
Linda Riley	SUIG
Phil Davis	Tonbridge JobCentre Plus, Disability Employment Adviser
Lorna Mullings	Tunbridge Wells Probation Service
Martine McMahon	West Kent Clinical Commissioning Group (WKCCG)

1. Welcome, Introductions, Apologies & GDPR update

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

2. Mental Health Social Care Service Update, Steve Lewis, KCC Social Care Service Manager

From 1st October 2018 social care staff within the Community Mental Health Teams (CMHTs) are being line managed by Kent County Council (KCC). The Approved Mental Health Professional service (AMHP) is being transferred to KCC Management on 1st April, 2019. The KCC announcement can be found here:

www.westkentmind.org.uk/wp-content/uploads/2018/09/KCC-AND-KMPT-TRANSFORMATION-UPDATE.pdf

Steve explained that prior to 1st October, KCC and KMPT had a Section 75 agreement for secondary social care staff to work within the targets set by KCC for social services. KCC thought that KMPT were struggling in certain areas to meet requirements so the 2 organisations have developed a transformation plan resulting in KCC line managing social care. The health and social care teams are still working in the same building side by side to ensure they meet the needs for people using services in best way.

The social care team has been realigning roles so some people the social workers have been working with will be transferred to the KMPT health staff within the CMHT and have care co-ordinators. The realignment of caseloads for social workers and community psychiatric nurses (CPNs) is ongoing and is being managed as carefully and sensitively as possible.

Question: We know some care co-ordinators have been holding elevated caseloads. Are service users being seen and reviewed or is this just happening on paper?

Response: There will be a proper process and handover plan when social care have finished working with someone, to a GP or CPN. We will also be completing social care assessments and looking at

Care Act eligibility and referring to relevant services. If health needs are identified they will be passed to health and vice versa.

Question: Do you have a lead for anything else?

Response: Yes, acute services within KMPT. The Service Manager role in South West Kent is a part time post. I also work within the mental health safeguarding team at Littlebrook Hospital.

3. New Beginnings Hoarding Project, Cath Jackson, West Kent Mind

Cath is the co-ordinator of this project which is being funded through the Better Care grant system from Sevenoaks District Council. 1 in 3 hoarders consider themselves collectors and 1 in 20 live in life limiting conditions.

New Beginnings is a 12 week programme which offers 6 fortnightly therapeutic group sessions facilitated by a qualified counsellor. The group will include sharing and learning about hoarding and set their own targets, ie one person's goal was to clear a chair for their dad to visit and keep it clear. At the end of project this had extended to other areas in the house.

In between these sessions a Declutter Buddy offers one to one support at home to think about why it might be so difficult to get rid of things and why they want to collect more. If it is difficult to come to Sevenoaks ie due to disability, agrophobia etc, then someone can go out.

We work with external agencies on handover at the end of the process such as social services and debt advice, to help them be clear about finances and what paperwork they need to keep.

We are trying hard to partner with other agencies to extend this into other areas from April 2019. We are currently working with one person from Dartford and one from Tonbridge & Malling. We have also identified people in Swanley so may look at a group there. We also want to start a connection with Hoarding Disorders UK to hold a local monthly support group, hopefully in the local fire station from the end of January.

We are interesting in getting people into this programme and another group is starting in January. Referral for self, or by someone helping who needs to be kept updated, is through the West Kent Mind website: www.westkentmind.org.uk/what-we-offer/new-beginnings

ACTION 1: Circulate information leaflet

4. Minutes of last meeting – Approved without amendment

5. Action Points

a) From South West Kent MHAG:

Sep.18-1: Andrew to respond to question about WTC/UC: Please explain how disabled people on Working Tax Credits will be much worse off on UC. Andrew unsure of what this is referring to. Phil advised that this might refer to the disability premium stopping when people switch to UC. Carry forward

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

6. Service User and Carer Questions

a) Raised at today's pre-meeting:

- 1) Jodie asked if there were any local groups specifically for people with autism. One resident attended a West Kent Mind group session but found it challenging.

ACTION 2: Sue to follow up with West Kent Mind

- 2) Jill asked if attendance of service users at the SWK MHAG is indicative of service user attendance across Kent?

It varies, there can be between zero and 4 or 5, although their voice can also be brought by providers. Eve explained that this is something being considered as part of the service user voice review.

- b) **Take to County MHAG:**

7. 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>

Ali highlighted:

- Presentation from Mike Basset about personality disorder pathways pilots
- Presentation from substance misuse commissioning team
- East Kent commissioning update on local care plan

2. **Commissioners Reports:**

- a) **West Kent CCG: Chris Hird**

- Local Care – West Kent CCG is working together with KMPT to establish a single system of mental health care into the local care environment. This will enable primary care mental health services, the CMHTs and crisis teams to work more effectively as a single system breaking down the boundaries across secondary and primary care. This aims to increase specialist mental health advice to GPs, nurses and local care teams to enable earlier intervention in the community.

Primary Care Specialist Mental Health nurses are now in place (currently 8 in West Kent) and we are looking at increasing these as well as access to psychological therapies.

A whole system workshop was held in Tonbridge in September and a follow up workshop is planned for 3rd December in Otford.

- Crisis care:
 - Work is going on although the Crisis Care Concordat structure is currently being reviewed to cover all CCGs. Countywide local crisis meetings are also being reviewed and will be suspended until new structure is complete.
 - Crisis pathway is being reviewed currently and NHS England funding has been awarded to increase the liaison/crisis response to a 24/7 service in the near future. KMPT are currently looking at how that service can be developed.
 - Street triage review is continuing and we are awaiting outcome to see if we can receive increased funding for 24/7 provision.
- The new Cygnet psychiatric hospital has opened in Maidstone. 2 West Kent patients are currently there (1 repatriated from Darlington). Chris monitors West Kent out of area patients.

- b) **Live Well Kent (LWK):** Please see circulated report.

Ali highlighted the Innovation Grant funding for peer support for carers.

- c) **Engaging Kent provided this update about the service user forum/MHAG review:**

Eve explained that the Co-production process started in April and that she and Sue Alder 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 been working on what the role will entail from April 2019 and have broadly approved the model which will see one system collecting complaints and compliments countywide. Engagement workers will form part of a virtual team across Kent so that providers can have mutual training and support each other. The role will be split with one third of time spent in outreach engagement (targeting under represented Black, Minority & Ethnic communities (BME), young parents, people working and men over 70), one third of time spent facilitating user voice activities and one third of time spent attending networking meetings and admin. Carers and NELFT are also engaged in the process.

Once agreed the draft specification will go to commissioners for comment. If approved Engaging Kent will be re-visiting stakeholders and service user groups 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.

KCC have confirmed that there will not be an open tender process but will continue with existing providers.

Please contact Eve at eve@engagingkent.co.uk with any feedback or groups you would like her to visit.

3. Provider Service Update/New Members:

Reachout, Jill updated on the good news that Martine McMahon and Zena Watson, Senior Commissioning Managers attended the service user group in Edenbridge following requests from service users for local attendance. 12 local people attended and they really appreciated hearing what is happening in the future although they thought there should be more Primary Care Mental Health specialists and that community groups are struggling. All their comments were recorded and responded to either there or followed up on. Another one is planned for January 2018. Ali, acknowledged the importance of building relationships with CCGs in both East and West and ability to have open conversations and transparency. Credit to the CCG. Thinkaction had a similar meeting with their service users.

Also, credit to Engaging Kent for engaging with service users in their own environment which helps them to feel valued and listened to.

Edenbridge Reachout group have worked through a difficult year and credit to service users who have planned 3 fundraising events for the groups as a pilot. They have raised just under £500 with a sponsored walk, book sale and table top sale. Eden Centre have supported the group and will also be displaying and selling paintings by a local artist who has them as charity of the year.

Crossways Community, Ginny: The Kitchen Table café at 17 Camden Road, Tunbridge Wells will now have a January official opening.

Thinkaction, Ali: We are addressing our waiting lists and have been piloting a new online booking system with our current waiting list, now ready to go live in Jan. Ability to book assessment at same time as referral and has improved attendance from 60% to 90%. Our groups are now running in Tunbridge Wells and Tonbridge.

8. Task & Finish Group

None agreed.

9. Date of next meeting

31st January, 2019 at The Angel Centre, Angel Lane, Tonbridge TN9 1SF.
Meeting finished at 3.20pm.

Action Table

Action No.	Action Point	Responsibility	Status
Sep 18-1	Andrew to respond to question about WTC/UC	Andrew Holmes	Completed
Nov 18-1	Circulate information leaflet about hoarding project	Sue Sargeant	Completed
Nov 18-2	Follow up with Jodie/WKM on group suitability for someone with autism	Sue Sargeant	Completed

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