

South West Kent Mental Health Action Group

Meeting on Thursday 31st January, 2019, 2pm to 3.30pm
The Angel Centre, Angel Lane, Tonbridge TN9 1SF

Funded by



PRESENT	ORGANISATION
Phil Davis, Chair	Jobcentre Plus, Disability Employment Advisor/Co-chair SWK MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Ali Marsh, Chair	ThinkAction, Operations Manager/Co-chair SWK MHAG
Ginny Swaffer	Crossways Community, Manager - Culverdale
Eve de Gray Birch	Engaging Kent, Co-production Facilitator
Heidi Adamson	leso, IAPT
Laura Banks	leso, IAPT
Jane Cannam	RBLI, Project Navigator
JT	Service user
Jill Grainger	TWMHR, Reachout Co-ordinator & Project Manager
Rachel Corry	TWMHR, Charity Manager
Nathalie Mulroy	West Kent Clinical Commissioning Group (WKCCG)
Caroline Hollobon	West Kent Mind, Administration Team
Carol Campbell	West Kent Mind, REBOOT Digital Community Co-ordinator

APOLOGIES	ORGANISATION
Carolyn Lucas	Healthwatch
Steve Lewis	KCC Social Work Service
Buba Cooper	KMPT, Community Mental Health Team (CMHT), Service Manager
JC	Reachout Service User
Linda Riley	SUIG
Lorna Mullings	Tunbridge Wells Probation Service

1. Welcome, Introductions, Apologies

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

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

Postponed to next meeting.

2. Minutes of last meeting – Approved without amendment

3. 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.*

Update about the changes for people claiming Severe Disability Allowance has been circulated.
Completed

Nov 18-1: *Circulate information leaflet about hoarding project.* **Completed**

Nov 18-2: *Follow up with Jodie/WKM on group suitability for someone with autism.* Marie McEwen, WKM contacted Jodie about this. **Completed**

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

4. Service User and Carer Questions

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

- 1) A service user mentioned the difficulty in getting an appointment with CMHT to review his medication. He is now seeing someone privately
- 2) Positive feedback given about a wellbeing group at West Kent Mind
- 3) Positive feedback given about the Solace café in Tonbridge. The hours, 5pm-9pm but due to demand, regulars have been limited to 5pm-7pm and new people 7pm-9pm. It is very busy but offers 1 to 1s which people benefit from. Lots of service users are living on their own so these groups are useful to meet people.
- 4) Positive feedback also given for Serenity Café in Tunbridge Wells which is a bit quieter but also good with Citizens Advice helping people with benefits. Jill added that these café's have flagged a need for people to have a place to go, not just when they are in crisis.

b) **Take to County MHAG: None**

5. Information Sharing:

1. **Engaging Kent Update:**

Eve has been working since April 2019 with 7 organisations across the county to deliver user voice in mental health.

- A specification is with Kent County Council consisting of a third of time being spent on outreach, a third on peer support and user forum and a third on admin and networking (inc attending MHAGs). There will be one process across the county to collect feedback including from user forum service users. This will then be collated locally to present to MHAGs, then themed across the county to feed to County MHAG.
- Sue Alder is currently in touch with the organisations to talk about the lots and what they will look like going forward. Contract will be for 2 years plus an additional 2 to be aligned with Live Well Kent.
- They are putting together some training in March/April to prepare people for the role including outreach, engagement and best practice.
- We have trialled a different approach at 2 MHAGs (Maidstone Weald and Dover, Deal & Shepway) to include active networking for half an hour before the meeting. Positive feedback was received.

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

2. **County MHAG Update:** The minutes and local questions are all available at www.westkentmind.org.uk/mhag-county

Ali highlighted:

- Cheryl Fenton's overview of the KMPT/KCC transformation line management change for social and health care.

3. **Commissioners Reports:** These reports were circulated separately and are also available at www.westkentmind.org.uk/mhag-south-west-kent

a) **West Kent CCG: Nathalie Mulroy**

Martine McCahon is moving to KMPT on 1st April as part of the Transformation & Sustainability Partnership)

Phil asked for suggestions for how to get into GP surgeries? He has contacted 74 surgeries but only got 2 responses, same experience for RBLI. Suggestions included:

- Email Nathalie Nathalie.mulroy@nhs.net who can arrange for something to be put in the newsletter

- Go to the GP Protected Learning Time (Nathalie can provide a contact)
- Contact the Patient Participation Groups for the GP surgeries
- Have service included in the WKCCG's Document Organisation, Referral & Information Service (DORIS). Email ask.doris@nhs.net
- WKCCG have funded 5 outreach workers in 5 surgeries in West Kent as part of the Connect Well West Kent project.

ACTION 1: Circulate details of Connect Well West Kent's social prescribing directory

ACTION 2: Follow up on Live Well Kent website re Kent wide directory

b) **Live Well Kent (LWK):** Report not available.

Melanie Cowley is the new Network Development Manager who will be attending future MHAG meetings.

3. Provider Service Update/New Members:

CMHT, Buba sent the following update and asked that anyone contact her directly with any concerns, leaving a voicemail and she will respond.

- Health and social care separated at the end of October. New social care service managers are: Janine Hudson in Maidstone and Steve Lewis in Tunbridge Wells.
- Buba has lost 50% of her workforce but the workload has remained the same which has placed tremendous pressures on the community mental health team (CMHT). CMHTs are trying to get locum nurses to help fill the gap while recruiting.
- Most cases are not joint working so CMHT are reviewing them to see if they are still appropriate for secondary care. Social care have sent letters out to people to inform of change of professionals.
- As of February the social care service will be one team, there will no separate primary and secondary social care.
- There is joint referral screening meeting between both services. Social are co-located in the same building.
- Looking at how to become more efficient across teams and development of pathways: initial intervention, change model for personality disorders and enduring for people with severe enduring mental illness.
- In transitional phase. Active caseload review for people waiting for psychology/doctor's appointments – contact is being made on a regular basis for the people waiting.

I am looking to introduce "meet the manager" at Highlands House which will give opportunity for people under our care to come and see me and talk about any issues (complaints, compliments etc) without having to book appointments. It will be once a month same as in Maidstone. Once I get the dates sorted I will send you a flyer. Please also contact me directly with any concerns on 01892 709211, leaving a voicemail if I am not available.

I will endeavour to attend future meetings or send someone in my absence. This is a very stressful time for the CMHTs at the moment across west Kent.

DWP, Phil:

- Rollout of Universal Credit (UC) has now been completed. For new claims, nobody is now able to apply for any legacy benefit across the country. Benefits now available are: UC, a new style Jobseekers Allowance (JSA) and a newer version of Employment Support Allowance (ESA) based on income.
- UC advance payment – once someone makes a claim for UC and proves their identity they can ask for an advance for first month's money and pay this back over period of 12 months, interest free. Fasted claim can take is 5 weeks. Reason claim period so long is there has to be an initial period to work out how much money is due.
- Utility bill, birth certificate, bank statement and card, some phone bills for id if no passport/driving licence.

- Money can now be paid directly to housing association. A payment sheet (statement) is now the only recognition of being on an income related benefit.
- Changes to families with two children. There was previously a cap in payment but now money can be received for any children born before April 2017.
- Had a positive example of someone being on more money on UC than previously on ESA.
- 3rd of DWP staff are on UC across the country
- Jill mentioned someone looking to go back to work but needs to take advice on whether she will be worse/better off.
They can go to DWP or CAB to check this. CAB have been given extra money by the government to give benefits help.
They can also go onto Entitled To which enable you to to put in different options:
<https://www.entitledto.co.uk/>

Healthwatch Kent (HWK), Eve. HWK revisited 5 different CMHTs in October with volunteers to ask service users and carers what they thought of the service. Reports will be on the website shortly.

Tunbridge Wells Mental Health Resource, Rachel has been Charity Manager for 4 weeks. We are running a 5 week peer support programme for carers in Tunbridge Wells with another hopefully in Tonbridge.

Crossways, Jinny: The Kitchen Table café is now open on Thursday, Fridays and Saturdays from 9am to 4pm and is busy with people finding out about support available. Hoping to have people from various organisations offering support. Grand opening is on 7th February 2019 at 11am.

IESO, Heidi and Laura: Laura has just started and is keen to get out and about to meet people and make connections. They are busy with referrals and access is due to increase as part of the NHS Long Term Plan. They are advertising through local radio, post, GP surgeries, social media, and attending events. There is a hub for therapists where digital information is posted and regularly updated. Ieso's online chat offers a virtual therapy room and they work in conjunction with ThinkAction for 1-1 face to face therapy. They treat mainly mild to moderate conditions.

RBLI, Jane: The Building Better Opportunities project has been funded till the end of 2020 and has received a good level of referrals with work around social inclusion and employability, in Tonbridge, Tunbridge Wells, Edenbridge, Maidstone and Medway. They are hopefully funded for another 2 years through the European Social Fund but will no longer have their Tonbridge office after June so will be focussing on more outreach work. They are looking for partnership projects, perhaps offering a drop in session, and want to link up with people around this.

West Kent Mind, Carol has just started as a Digital Community Connector on a new Big Lottery funded project, called Reebot UK which aims to build a network of organisations and people who will share the skills and confidence people need to get online. Digital literacy can help grow peoples' confidence, independence and wellbeing, giving greater choice and control over their lives. Her role is to encourage and promote the idea of the internet for people providing services and she is looking to get as many people involved as possible building a number of case studies to show where someone has been helped to access the internet. She has a range of resources that can be passed on to frontline staff. Phil mentioned that because they expect customers to work digitally, they can provide funding for a Kindle/tablet.

West Kent Mind, Caroline, Referrals are taken via www.westkentmind.org.uk for the following:

- Six new groups which focus on loss and bereavement in Tonbridge, Tunbridge Wells and Sevenoaks. The 1.5 hour workshops are for anyone who would like help to cope with bereavement or any other loss such as the loss of employment, a home, your mobility or a pet.
- Life Skills is based on Cognitive Behavioural Therapy principles, we offer six weeks of support focusing on anxiety, depression and stress. Courses are free and run in Ashford, Tonbridge, Sevenoaks and Tunbridge Wells.

- New Confident Together group on Mondays 1.30 -3pm at Trinity Arts Theatre in Tunbridge Wells. This is not a drama group working towards show. It uses drama techniques to help build confidence in dealing with situations that the group members identify. This might be role play an interview situation, how to have a difficult conversation with a family member or employer.
- New Music group at our Tonbridge Centre on Tuesdays, 12.15 -2.15pm. Playing music and singing together. No experience necessary, all welcome.
- Buddy-Up trial group in Sevenoaks. This group helps people to find others with common interests to meet in the community such as going to the cinema together, visiting a café or restaurant to try new foods, jogging, craft etc. Members meet on the last Monday of every month to talk about their activities and to check all going well.

Phil also complimented West Kent Mind on the mental health training they have been delivering to DWP employees.

Thinkaction, Ali: Our new online self referral and assessment appointments system has gone live to the public and has already improved waiting times and attendance. We are also running groups out of Tonbridge, Tunbridge Wells, Sevenoaks and Maidstone but currently have wait times so haven't been actively promoting these.

6. Task & Finish Group

None agreed.

7. Date of next meeting

28th March 2019 at 2pm at the Camden Centre, Market Square, Royal Victoria Place, Tunbridge Wells TN1 2SW.

Meeting finished at 3.20pm.

Action Table

Action No.	Action Point	Responsibility	Status
Jan 19-1	Circulate details of Connect Well West Kent's social prescribing directory	Sue Sargeant	Completed
Jan 19-2	Follow up on Live Well Kent website re Kent wide directory	Sue Sargeant	

Administration :

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