

Thanet Mental Health Action Group



Meeting on Tuesday 7th March, 2017, 11am-12.30 pm
 At Richmond Fellowship, Thanet Community Service,
 17 St. John's Road, Margate, Kent, CT91LU

Attendee Name	Organisation & Role
David Rowden	Speak Up CIC/MHAG Co-Chair
Marie McEwen	West Kent Mind/MHAG Minutes
Lorraine Kent	Richmond Fellowship, Service Manager
Brian Heard	SpeakUp CIC/MHAG Co-Chair
Ellie Williams	Take Off
GP	Carer
LK	Carer
Carl Rees	Insight Healthcare
Fay Gooderson	Thanet CCG, Mental Health Commissioner
Sue Thomson	Aspirations Care, Thanet & Canterbury Manager
Ross Fisher-Smith	Porchlight, Primary Care Community Link Worker
Danielle Carvey	Take Off
Tony March	DWP Partnership Manager
Clare Radford	Primary Care Social Worker
Sharon Gerrard	Thanet CMHT Operational Team Leader
Alana Coia	Rethink Thanet Way Employment Service Senior Mental Health Recovery & Employment Specialist
Annette Wolyewicz	Porchlight, Community Link Worker
Julian Tudor	Porchlight, Community Link Worker
Liz Frost	Carers First
Holly Warner	KCC Primary Care, Mental Health Social Worker

APOLOGIES	ORGANISATION
Linda Stocker	Garden Gate Project
Hazel Malik	SpeakUp CIC
Jenny Solomon	Insight Healthcare
Philippa Eagleson	Avondale Care
Sharon Buxton	Thanet CMHT
Linda Stocker	Garden Gate Project
Julia Hargreaves	Porchlight

1. Welcome, Introductions & Apologies

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

2. Minutes from last meeting - Approved

3. Action Points from:

(a) from last meeting:

No.	Action
1	Find out if the new switchboard was installed and why it has not improved. Response: Confirmed installed and working. Anita Jones, telecoms manager had not been made aware of any problems. Investigation revealed that the problem is there are only two

	people answering the phone. Apprentices are now taking turns on reception. LK advised that she had to call 5 times yesterday before getting through then was cut off but nobody called her back even though they had her number. Sharon will feed this back and will also discuss with LK after the meeting.
2	Ellie and Philippa to send details of Health Walk routes/times to admin@speakupcic.co.uk Response: Ellie had not provided details yet as nobody had registered. Once people are registered they will decide on time and routes.
3	Raise need for depot clinic records/follow up with Community Mental Health Team Manager Sharon Buxton. Response: David had passed comments to Sharon Buxton.

(b) Action raised at County MHAG on behalf of Thanet.

1. When Angus attended MHAGs last year he said the plan was to ensure that everyone was assigned a care co-ordinator. Did this happen and has it been successful?

Response: Our plan is to ensure that everyone eligible for secondary care mental health services is allocated a care co-ordinator, however across the county some of the teams have people on their caseloads who should be supported in primary care, but that care is not always there. So the quick answer is no, not everyone yet, but we are working with teams to help them through there caseloads and the work they are doing.

2. What is happening about care coordinator workloads? Angus had reported they had 60 plus cases and that this was unacceptable. We are now hearing this has risen even higher.

Response: KMPT is undergoing a piece of transformation work with all the CMHT's and the CCG's, to help them ensure they have the right patients on the right CPA pathway and that there are appropriate systems in place to support this, i.e. developing a standard operating procedure, that means the experience of a patient in Tunbridge Wells, is the same as the experience of someone in Folkestone, this is to enable teams to focus on providing interventions to those they should be seeing. Our aim for this piece of work, is for care co-ordinators to have no more than 40 cases on their caseloads.

Sharon Gerrard added that there are new structures in place to slowly move people over to primary care. We always encourage carers to be involved in this but some clients do not want their carers involved and we have to respect that. This is discussed with the client and their wishes are included in the CPA handover. The client can have anyone included in the CPA not just family. Carers should have a support plan in place for the transfer. A carer advised that all carers have the opportunity to have an assessment but nobody reads it. Sharon expressed concern and will discuss this with Carers' Lead Tom ? to check who might have been missed etc.

Action 1: Sharon to follow up need for Carers' Assessments/support plan for transfer of client to primary care

CMHT are working on a 3 week plan with care coordinators to look at job plans to identify caseloads and if people are ready to move but waiting for talking therapy, residential care, recovery groups etc. This will help bring caseloads down, 40 is achievable. We are working with the CCG on this. We have large team of 5 pods so if staff off sick in more than one pod it is creates problems.

4. Service User and Carer Questions

a) Raised today:

1. Is it necessary to have the poster at the Depot Clinic reminding service users that they have a choice whether or not to have the depot injection? This is unhelpful as people become unwell and make the wrong choice. One carer has to stand in front of the poster to stop the service user seeing it otherwise they would refuse the injection and the carers then has to cope with the consequences.

Response: Sharon Gerrard confirmed that people do have the right to choose and we must promote empowerment. Sharon will take this back and have a discussion with the team.

Action 2: Feedback and discuss with team comments re poster at Depot Clinic.

2. Carers missed not attending the Beacon for meetings as this is the only opportunity they get to find out what support is available via the Carers Noticeboard and have missed out on some helpful events. Sharon Buxton had agreed to circulate a regular update but this has never happened.

Response: Sharon Gerrard advised she is meeting Tom ? tomorrow to discuss starting a carers group and will feedback plans.

Action 3: Feedback plans for carers group.

3. GPs need to be more proactive on supporting carers, particularly as carers get older. Not all surgeries linked with liaison nurses.

Response: Sharon agreed this is something we can work with CCG to improve and will meet with Fay Gooderson to look at this. Fay noted that Justine Leonard had talked about integrated front line services for GP clusters at the November meeting. This is how we will bring primary care into this – not separate services anymore. GP Practice Learning Times (PLTs) will be used to share this model.

Action 4: Sharon and Fay to discuss how GPs can improve support to Carers.

- (c) No question identified to go forward to County MHAG

5. Review new draft MHAG Terms of Reference (TORs)

All MHAG groups are being asked to review the draft TORs which were the result of a Swale MHAG workshop. The final draft will be confirmed at the next County MHAG on 19th April. Please submit comments to mhag@westkentmind.org.uk by 18th April.

Fay suggested adding a clause about engagement and confirming where issues reported to county are taken.

Action 5: Feedback comments on draft MHAG Terms of Reference.

6. Information Sharing:

1. **County Update:** Please refer to the County draft minutes for full details of discussion on the Live It Well website on this link <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>. Highlights included a presentation on the new Open Dialogue pilot in Canterbury which started recently. The team will feedback in due course via County MHAG.
2. **Commissioners Reports:** All reports have been circulated and can be found on this link on the Live It Well website: <http://www.liveitwell.org.uk/localnews/thanet/#MHAGInformation>.

Thanet CCG Commissioner – Fay Gooderson:

Question 1 re Street Triage Update: How will carers/GPs/others be made aware of this service?

Response: There will be an official launch and will be advertised at the Beacon and GP surgeries. This is an active street service through the crisis team. Linked closely with Margate Task Force. Fay will give an update on progress in the summer.

Question 2: If client is known to Services which number do I call, Crisis Team or Single Point of Access, confusing and not straight forward? **Response:** You can call either. If you have problems getting through to the Crisis Team then Single Point of Access can put you through.

Live Well Kent Update: Julian Tudor/Annette Wolgiewicz/Ross Fisher-Smith: Notable highlights from the report:

- Primary Care link workers are making contact within 2 days and signing up within 6 days.
- Drop in at Gateway, Bethesda, RBLI all attended by self-referrals.
- We are ahead of targets for LWK.
- Heavily subscribed with common theme for housing and benefit related issues. Appeals, tribunals etc. This is the largest amount of our work.
- Good relationship with Margate Task Force.
- Anyone is welcome to come to team meetings to update on services. Tony expressed interest in attending.
- Copies of LWK Chart passed round. Ross to send e-copy MHAG for circulation.

Question: The new LWK graphs are difficult to read. Could we please have some words of explanation to accompany them? **Response:** Julian will feed this back to Julia Hargreaves.

3. Provider Service Update/New Members:

Insight Healthcare – Carl Rees: We offer primary care IAPT (psychological therapy), CBT and counselling with clinics around this area. We take self-referrals via website or secondary care team. CBT is offered at Queens Road Baptist church in Broadstairs and Priory School, Ramsgate, Newington Children's Centre, Ramsgate; Guided Self-Help at Cliftonville Children's Centre, Margate and counselling at Birchington and Garlinge Children's Centres, Westgate. Approximate waiting times for East Kent are 4/5 weeks sometimes longer but can be quicker if prioritised.

Aspirations Care – Sue Thomson: We offer support for learning disabilities, mental health and complex needs in community and also supported living. I cover Canterbury and Thanet. Support in the community to help with shopping etc. Support can be anything from 2 to 10 hours depending on client's needs. We also have private clients.

Carer - GP: Mental Health Capacity Act training for Carers event at St Martins on 12th May 10am-1pm. Travel expenses for carers can be reimbursed and lunch and refreshments provided. To book a place call 01227 812042.

Take-Off – Danielle Carvey: First time attending the MHAG. Danielle is a Project manager and is looking forward to working with everyone.

DWP – Tony March: Please note important benefit changes starting in April.

ESA Protected Groups

The policy intent is to protect existing ESA (Employment Support Allowance) claimants at the point of change in April 2017. This means claimants in the following categories will receive the WRAC (Work Related Activity Component) when placed in the WRAG (Work Related Activity Group) following a Work Capability Assessment (WCA):

- Existing claimants who claimed ESA prior to 3 April 2017 (even if they undergo a further WCA after 3 April 2017 and are placed in WRAG, even if they move from the Support Group to WRAG).
- Incapacity Benefit Reassessment (IBR) cases will not be affected if they are converted into the WRAG after 3 April 2017 and any transitional protection they currently attract will remain.
- Claimants who have a break in their claim and come back to ESA within 12 weeks and their original date of claim was prior to 3 April 2017.
- Claimants can request their claim is backdated for up to 3 months and this brings their date of claim prior to 3 April 2017.
- Claimants that are placed in the WRAG following a successful Mandatory Reconsideration (MR) or appeal and this brings their date of claim prior to 3 April 2017.

- Claimants entitled to ESA prior to 3 April 2017 where their ESA was terminated due to receiving Maternity Allowance (MA) and they subsequently make a repeat claim for ESA within 12 weeks of the date that their MA ending.
- Furthermore Pensioner Premium will be paid in full where no WRAG component is in payment,

New initiatives include having one community partner for each area. Main focus mental on health from May. Recruiting staff to look at small employers to encourage taking on people with disabilities/mental health needs. There may be small incentive payments for small employers. There is lots of working happening and lots more support for health and disabilities.

Richmond Fellowship – Lorraine Kent: Pleased to report referrals have increased and we have a new part time member of staff, Leonie Bell who will cover agency worker 3 days a week and can be flexible to ensure cover. We are liaising with the Turner Contemporary on workshops for long term exhibition next year. Question raised: Do you have a waiting list? Response: No, we have a different service contract.

Rethink Thanet Way Employment Service – Alana Coia: Alana is the full time replacement for Guy Barritt. Samantha Cox also works on the employment and recovery service under LWK to support people going back to work. The Individual Placement Support (IPS) model has been very successful. New, easier referral process - will circulate details via MHAG. We take referrals from anyone with a mental health need in Thanet only at the moment. Can direct refer if they want to go into employment market but can also refer through LWK. We are moving building from High Street Barclays to above jobcentre. Will have open day. Details to follow

Porchlight Community Link Service – Annette Wolynecz/Julian Tudor: Anyone can self-refer. Very interested to hear more about the Turner Contemporary workshops and would like to collaborate. Lorraine and Annette will discuss after this meeting. We also provide a prevention service to work with sofa surfers.

KCC Mental Health Social Work Service - Holly Warner: Reminder we are taking referrals from all agencies and also link with CMHT. New leaflet distributed and will be circulated via MHAG.

6. Working Group

Crisis Café - significant delays, should have opened January. Meeting tonight at Richmond Fellowship to discuss further. Minutes from the meeting will be circulated to Thanet MHAG mailing list

7. Date of next meeting

9th May, 2017, 11am at the Beacon, Manston Road, Ramsgate, CT12 6NT. Discussions again on suitability of venue. It was agreed to trial alternating venues between Ramsgate and Margate. If Sharon Buxton is unable to attend Sharon Gerrard will attend on her behalf. The group would like a regular written update from CMHT.

Action Table

No.	Action	Responsibility	Status
1	Follow up need for Carers' Assessments/support plan for transfer of client to primary care	Sharon Gerrard	
2	Take comments back and discuss with team re the poster at depot clinic about the right to choose.	Sharon Gerrard	

3	Feedback plans for Carers Group	Sharon Gerrard	
4	Look at ways for GPs to improve support to Carers.	Sharon Gerrard	
5	Feedback comments on draft MHAG Terms of Reference.	All	

Minutes posted on: <http://www.liveitwell.org.uk/local-news/thanet>

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