

## Thanet Mental Health Action Group

Meeting on 7<sup>th</sup> November 2017, 11am-12.30pm  
At The Beacon, Manston Road, Ramsgate, CT12 6NT

Attendee Name	Organisation & Role
David Rowden	Speak Up CIC (MHAG co-chair)
David Garrick	West Kent Mind (MHAG minutes)
GP	EKCC, Carer
LK	Carer
Sharon Gerrard	KMPT, Operational Team Leader
Kelly Williams	Liaison Psychiatry Service Team Manager
Hanna Roost	KCC, Social Worker
Fiona Tapley	LWK Porchlight, Development & Monitoring Officer
Alex Young	Porchlight
Christine Atkin	Dover Counselling Centre
Alana Coia	Rethink
Holly Bestwick	Thinkaction, Psychological Wellbeing Practitioner (PWP)
Ruth Ballantine	Thinkaction, Trainee PWP
Lorraine Kent	Richmond Fellowship, Team Leader
Emma Park	RISE Kent - Chair
Mange Ndwandwe	RMN – Rehab, The Grove
Megan Setterfield	KMPT Research Team

Apologies	Organisation
Anthony March	DWP
Linda Stocker	Garden Gate Project
Teresa Norton	Carers Support – Canterbury, Dover & Thanet
Jenny Solomon	Insight Healthcare
Mark Burkin	Take Off

### 1. Welcome, Introductions & Apologies

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

### 2. KMPT 'Caring for Carers' (C4C) Study Presentation – Megan Setterfield

Caring for Carers: Positive Written Disclosure for Older Adult Carers of people with psychosis.

- This research is open to caregivers aged over 50, who can read and write, and who are providing unpaid support to an individual with a psychosis diagnosis.
- It intends to increase wellbeing and reduce distress in the so-called 'panini' generation (who provide support to both their parents and their children).
- Positive Written Disclosure (PWD) has been shown to be effective in individuals with dementia and learning difficulties.
- Following a baseline assessment, participants are randomly allocated to one of 3 conditions: PWD; writing about neutral topics; or a non-writing condition (in case the act of writing is beneficial)
- Participants are then reassessed at 1, 3 & 6 months later.
- Those participants not in the PWD group have access to PWD after the 6 month study period.

**Action 1: Megan to liaise with LK about speaking at the carer's group.**

The carers group is run by Victoria Flynn and takes place on the second Wednesday of every month from 2pm-3.30pm at The Beacon.

A member mentioned that it would be helpful for the carers group communication book to be reinstated - If you are worried about the person that you are caring for, or if you don't know who

the care coordinator is, this can be written in the book and the CMHT can then contact you if there is anything concerning. Sharon is happy to find the book and reinstate it, if it is being used for its intended/ an appropriate purpose

It was noted that Victoria Flynn could attend meetings in Sharon's absence.

### 3. Minutes from last meeting – approved without amendment

#### 4. Action Points:

##### (a) Local Actions:

The Chair revisited action points from the May MHAG:

ACTION 3: Sharon Gerrard to follow up on procedure for overdue depot injections.

An MHAG member described an issue with the procedure for depot injections that is in the process of being resolved by The CMHT. The member is to contact Sharon if there are any further issues. **Completed.**

ACTION 4: Sharon Gerrard to confirm whether work mobile phone numbers should be given out.

Sharon advised that staff should give out their work mobile phone numbers. Let Sharon know if this is not happening. Reception should also call back if cut off mid-call. Email is not the best way to contact staff. **Completed.**

##### Action points from the March MHAG:

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

Sharon advised that this should be happening and to contact her if it is not. **Completed.**

**Question:** What happens if the person who I care for decides to transfer from secondary to primary care without my knowledge?

**Response:** Sharon responded that your support plan, which Victoria has written, should be given to the primary care support worker. All transfers are discussed at The CPA meeting. Hannah mentioned that when she attends discharge meetings, lots of elements are looked at e.g. support networks.

**Question:** Can carers be informed if the person they care for requests this transfer i.e. in terms of confidentiality?

**Response:** If the individual does not want their carer to be told, then we may not be able to tell them, depending on the risk assessment. Perhaps we should look at asking the question routinely at CPA meetings (e.g. can we inform your carer that you wish to be discharged?)

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

Sharon does not recall seeing this poster recently. LK will look at her next visit. **Completed.**

Action 3: Feedback plans for carers group.

**Statement:** No new carers are coming to the group.

**Response:** The carer's group is advertised, however Sharon will ensure that carers are asked if they would like to come along to the meeting. **Completed.**

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

Dr Uma's presentation about The Care Act is being used at GP surgeries. Informing Drs about available support for carers was highlighted as a future project. An MHAG member advised that Carers' Support may be able to assist with this. **Completed.**

##### Action points from the September MHAG:

ACTION 1: Confirm how to access Personal Health Budgets (PHBs) – Fay Gooderson.

Hannah has heard from two sources that PHBs are not available in Thanet, although it is hard to get information about this. Linda Caldwell gave a talk about them at a previous meeting. They are,

however, available in the South Kent Coast CCG area. Sharon added that PHBs are on the agenda for the next LLG meeting. **Completed.**

**Action 2: Sharon G to raise access to Personal Health Budgets at the LLG meeting.**

Action 2: Confirm if there is a more suitable time/day for the MHAG meeting – Sharon Buxton  
The current time/ day is suitable and attendance has been arranged for this meeting and the following two meetings. **Completed.**

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**(b) Question raised at County MHAG:**

The following question was to be asked at The County MHAG, but was given the opportunity to be resolved at a local level first:

**“What is being done about staffing issues surrounding depot injections at Thanet CMHT?”**

This is in the process of being resolved.

**5. Service User and Carer Questions**

**(a) Questions raised at the pre-meeting:**

None

**(b) Questions going forward to County MHAG:**

The group requested that the County MHAG be asked:

**What is happening with The MHAGs next year?**

**6. Information Sharing:**

1. **County Update:** Please refer to the County draft minutes for full details of discussion, located at [www.westkentmind.org.uk/mental-health-action-groups](http://www.westkentmind.org.uk/mental-health-action-groups)

2. **Commissioners Reports:** All reports have been circulated and are located at [www.westkentmind.org.uk/mental-health-action-groups](http://www.westkentmind.org.uk/mental-health-action-groups)

**Thanet CCG Commissioner – Fay Gooderson:** Report not available.

**Live Well Kent Porchlight, Fiona:**

Fiona talked the group through the circulated LWK Porchlight report. Information not included in the report:

- The figure for referrals received is 511 (some reports state a different number).
- They would like to see GP referrals increase – although it is likely that many people are given a leaflet by their GP and self-refer. In the next quarter, new referrals will be asked where they received leaflets from.
- They are pleased with the number of new referrals, the time between contacting LWK and starting a service and the percentage of referrals from the 2 most deprived quintiles.
- They aim to increase the numbers of people with CMI (Common Mental Illness) receiving the service.
- They are pleased with the figures for MECC (Making Every Contact Count), which might involve signposting regarding issues such as obesity, alcohol consumption or smoking.
- An MHAG member mentioned the difficulty of eating healthily if your benefits are being cut, with the scenario of carers being given food parcels or eating cheap unhealthy food.
- They are trying to increase the number of younger people being reached, through innovation grants.
- The Community Housing Service has received 50 hours of pro-bono legal work from Hodge, Jones & Allen Solicitors for housing issues, benefits claims, etc.
- An MHAG member noted that some clients find the benefits appeal process too stressful, with the recorded telephone message reportedly saying that claimants may lose money on appeal. An MHAG member mentioned that the appeal process can be lengthy.
- The group advised that the DDIC (Disability Drop-in Centre) in Broadstairs is a point of contact for appeals. There is also seAp, the advocacy service for health and social care users, as well as Porchlight housing services.

- Additionally, The Beacon holds a housing clinic – Sharon thought that they would be able to come to the Carer’s group. David Williams, a Social Work Assistant, is The Beacon’s link for benefits. He works closely with Vicky Radford at The Job Centre. Vicky pre-empts potential problems and then liaises with David.
- Fiona mentioned the spAce Project at The Pharmacy Gallery in Margate (a weekly art group on Saturdays and Sundays), which people can self-refer into.
- Porchlight staff are all undertaking ‘Prevent’ training, to help to prevent vulnerable people from becoming radicalized.
- They are also continuing to develop peer support work with spAce and Take Off.
- Safeguarding audits of all delivery partners are occurring and they are all pledging for ‘Time to change’.

**3. Provider Service Update/New Members:** Please send any electronic information or leaflets to the MHAG admin team who will be happy to circulate them to the mailing list.

**SpeakUp CIC, David R:** SpeakUp are holding an event at The Turner Gallery on December 17<sup>th</sup>.

**Thanet Way Rethink, Alana:** The Thanet Way Employment Service office in Margate is closing and, in its place will be a Community Outreach Service, which will be able to reach more people. Three full-time workers (Alana, Rebecca and Georgina) will cover Thanet. This is a positive move for the service, as clients sometimes found it difficult to get to Margate.

**Question:** How many people have you found work for?

**Response:** 60 people, with half sustained. In this quarter alone, we have found sustained, paid work for 14 people classed as having Severe Mental Illness (SMI).

**Action 3: Alana to contact Sharon G about referrals from The Beacon to Thanet Way Employment Service.**

To refer, send an individual’s name and telephone number to [thanetway@rethink.org](mailto:thanetway@rethink.org) (secure). Referrals can also go through LWK. They support clients for 18 months and also for voluntary work. They are trying to end stigma in the workplace and have been doing lots of work with employers, e.g. surrounding legislation and reasonable adjustments.

**Question:** Could carers come along to any meetings with clients?

**Response:** Definitely. Carers can also access employment support for themselves.

An MHAG member described a course that really benefited them.

**Action 4 - Alana to put MHAG member in contact with the peer leader group**

**Thinkaction, Holly:** People can be referred or can self-refer to the service.

An MHAG member asked if the service catered for people with severe mental health problems. Sharon added that some services are commissioned for more than they offer.

Additionally, the CMHT receives referrals from therapy providers where the providers say that these clients are too complex after seeing them for a few sessions, which is not appropriate as there is an 18 month wait for psychological interventions at The CMHT.

**Question:** How many sessions do you offer?

**Response:** An average of 4 sessions is offered at step 2 (lower intensity therapy) and 6 sessions is offered at step 3 (higher intensity) but we can be flexible with the number of sessions offered depending on a client’s needs.

The following points were discussed:

- An MHAG member’s experience of people being told that their needs are too complex after 2 or 3 sessions with some therapy providers.
- A shortfall/gap in services.
- Secondary care is for complex needs, but carers need support from somewhere.
- There are waiting times of 2 years for complex trauma therapy.
- In DDS a similar issue has been raised relating to a reported 6 session limit.
- Getting a clearer idea of the criteria for Thinkaction high intensity therapy could be helpful. It might be that they are only commissioned to provide a certain service (e.g. dependent on steps.)

**Action 5: Ask The CCG what each IAPT service is commissioned to do in Thanet and whether this corresponds with what these services are delivering.**

An MHAG member asked a question about sectioning and social care, which Sharon offered to talk to the member about afterwards.

**Richmond Fellowship, Lorraine:** Michael Harden is now working for KERS. The Richmond Fellowship are now recruiting, with interviews at the end of the month.

**Liaison Psychiatry Service, Kelly:** Thanet will have a 24 hour Liaison Psychiatry Service as of 20<sup>th</sup> November, which will hopefully reduce waits overnight.

**The Beacon CMHT, Sharon:** There are 4 vacancies for Social Workers. Victoria Flynn is organizing a carer's event on the 24<sup>th</sup>.

**RISE Kent, Emma:** RISE supports female survivors of sexual violence. Please see their leaflet. Emma may be doing peer mentoring and a young people's programme. Emma was invited to a team meeting and also to the carer's consortium. Emma would like programmes to be peer led, for survivors who may struggle to go to group events. Please let her know rough numbers, so that RISE know how many peer workers may be needed.

**Carers' Support, Read on behalf of Teresa Norton:**

- There is a new Publication: Carers Support Mental Health Resource Booklet.
- There are Mental Health Workshops for Carers - Peer support, approaches to balancing life with caring role. Thanet – Thursday 9th November - Alpha Rd Centre, Birchington – 10.00 a.m.-1.00 p.m.
- Carers Forum on 20th October was very successful, with 27 multi-agency information tables
- Workshops for carers to book on throughout the day (20 carers per session) – including:
  - Nat West Bank Scam Prevention
  - 6 Ways to Wellbeing
  - Holistic therapist taster sessions every 20 minutes throughout the day.
  - Arts & Craft tables – decoupage, origami etc
- Carers Training:  
First Aid & Manual Handling techniques bespoke to carers e.g. preventing injury i.e. transfer from chair, toilet etc.  
Thursday 23rd November – at the Custom House, Harbour Parade, Ramsgate, 10-2.
- Carers Rights Day – Friday 24th November - Currently in planning stage - Care fee guidance etc.

**Action 6: David to ask Teresa to drop leaflets/resource booklet to Sharon at The Beacon.**

**4. Staff changes:** None

**7. Task and Finish Group**

No update

**8. Date of next meeting**

16th January 2018, 11am at Richmond Fellowship, 17 St Johns Road, Margate, CT9 1LU

Meeting finished at: 12.48

**Action Table**

No.	Action	Responsibility	Status
1	Megan to liaise with LK about speaking at the carer's group.	Megan	
2	Sharon to raise access to Personal Health Budgets at the LLG meeting.	Sharon	
3	Alana to contact Sharon G about referrals from The Beacon to Thanet Way Employment Service.	Alana	
4	Alana to put MHAG member in contact with the peer leader group	Alana	
5	Ask The CCG what each IAPT service is commissioned to do in Thanet and whether this corresponds with what these services are delivering.	David	
6	David to ask Teresa to drop leaflets/resource booklet to Sharon at The Beacon	David	

**Administration :**

Phone: 01732 744950

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Minutes and supporting documents are posted on:

<https://westkentmind.org.uk/mental-health-action-groups>