

Thanet Mental Health Action Group

Meeting on 8th May 2018, 11am-12.30pm
At the Beacon, Manston Road, Ramsgate, CT12 6NT

Attendee Name	Organisation & Role
David Rowden	SpeakUp CIC (MHAG co-chair)
Sue Sargeant	West Kent Mind (MHAG minutes)
Michael Hackett	Avondale (Kent) Ltd, Team Manager
Joshua Kinsella	Avondale (Kent) Ltd, Senior Recovery Co-ordinator
SW	Carer
LK	Carer
Maree Rogers	Centra, Supported Housing Officer
Charlotte Lowther	Centra, Project Team Leader
Joy Brown	JobCentre Plus Ramsgate, Disability Employment Advisor
Vicki Radford	Jobcentre Plus Ramsgate, Disability Employment Advisor
Dr Uma Chockalingam	KMPT, Consultant
Lucy Love	KMPT, Social Work Assistant, Carers' Champion
Kelly Williams	KMPT Liaison Psychiatry, Team Manager (Thanet)
Tracey Horn	KMPT, The Beacon, Service Development Lead
Georgina Bush	Rethink Mental Illness
Zoe Pemble	Take Off, Peer Support Worker
Mark Burkin	Take Off
Sarah Gillam	Thinkaction, Team Leader
CC	Service user
Kay Byatt	SpeakUp CIC, Project Worker

Apologies	Organisation
Philippa Eagleson	Avondale Care
GP	Carer
Teresa Norton	Carers Support
Dawn Hughes	DWP
Linda Stocker	Garden Gate Project
Sarah Rodgers-Smith	KMPT
Fiona Tapley	Porchlight Live Well Kent
Lorraine Kent	Richmond Fellowship

1. Welcome, Introductions, Apologies & GDPR update

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

Sue outlined the changes to the way that West Kent Mind collects and stores personal data for the Mental Health Action Groups (MHAGs) in line with the new General Data Protection Regulations (GDPR):

- Going forward there will be 2 mailing lists.
- As a member, anyone attending a meeting or asking to join the MHAG, will be automatically added to the meeting mailing list to receive information about the meetings and relevant documents.
- Anyone wishing to receive our information sharing emails should tick the appropriate column on the attendance sheet or email a request to mhag@westkentmind.org.uk
- No action is needed for anyone currently receiving the information sharing emails from us.
- Draft minutes circulated to attendees for comment will contain full names and email addresses, however email addresses will be removed, and the names of service users and

carers anonymised (unless otherwise requested) when the minutes are circulated to the wider mailing list and posted on the West Kent Mind website.

Further information about our privacy policy is available at:

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

3. Minutes from last meeting – Approved without amendment

4. Action Points:

(a) From local MHAG

Jan 18-1: *Establish who the current commissioner for Thanet is.*

Louise Piper, East Kent Mental Health Commissioning, advised that changes in the NHS are now filtering down to CCGs, and the traditional commissioner role.

“CCGs are now developing and moving towards local care. This is happening across East Kent. Where in the past you would have a lead at a CCG for a specific area i.e. mental health, respiratory, equipment or children’s, these roles are now becoming local care roles which are attached to the new geographical local care GP hubs, so in effect what used to be commissioners in the traditional sense are now required to work across localities so in Thanet (and I’m guessing here at areas but could confirm if need be) you will have what would have been a commissioner attached to Margate hub, one to Broadstairs hub, one to Ramsgate hub etc for instance. Even the job title of commissioner is not part, at present, of these new local care structures.

That doesn’t mean to say that there will not be someone in a CCG who does not have a specific interest in mental health but as for practical commissioning of services for mental health this will come from the team I am working in and the large majority will be either at an East Kent level or a Kent and Medway level.” Louise is happy to receive questions from the MHAG. **Carry forward to confirm local representation of the CCG at the Thanet MHAG.**

Jan 18-6: *Email Thanet locations for Long-Term physical conditions.*

This has been circulated. Insight offer therapy solely to those with long-term physical conditions at The RBLI on Tuesdays and West Brook House on Mondays (Both in Margate). **Completed.**

May 18-1: *Circulate link to PHB survey.* Survey deadline has expired. **Closed.**

May 18-2: *Follow up with KMPT estates about safety for Mark’s cooking group.*

John Puddle (KMPT) asked about the cooking group and the decision was that Take Off would not be able to use the Kitchen without the oversight from KMPT staff due fire regulations. This is standard policy. Mark confirmed that he had spoken to Julie Fuller who might be starting at cooking group at the Beacon. **Completed.**

May 18-3: *Ask East Kent commissioning about travel expenses for out of area visits.*

The East Kent CCG responded that: Qualifying patients e.g. low income or on benefits can reclaim travel expenses through the HTCS (Healthcare Travel Costs Scheme) system. Visitors to patients in hospital cannot reclaim their expenses through HTCS. However, if the visitor receives one of the qualifying benefits they may be able to receive assistance in the form of a Social Fund payment. Further information on this assistance can be obtained from Jobcentre Plus offices. **Completed.**

May 18-4: *Circulate Engaging Kent’s consultation presentation.* **Completed.**

May 18-5: *Circulate Engaging Kent’s MHAG scoping report.* **Completed.** Also available on MHAG website.

May 18-6: *Forward co-production group details to John Puddle to forward to KMPT peer workers.* N/A as co-production group has already been formed. **Closed.**

May 18-7: *John Puddle to chase up contact with care co-ordinator issue. Completed.*

May 18-8: *John Puddle to contact Forensic Lead. John asked for more context about this. David R to contact John directly with this information. Closed.*

May 18-9: *Steve Inett to ask KMPT for numbers readmitted to the CMHT or hospital within 3 months of discharge. No response received. Carry forward.*

May 18-11: *Check room availability for mapping discussion. Completed*

May 18-12: *Put mapping discussion on the agenda. Completed*

May 18-13: *Circulate info about Windmill Community Gardens.*

May 18-14: *Circulate info about teaching slots at the Beacon. None received. Closed*

May 18-15/16: *Forward email requesting hard copy leaflets on behalf of Speakup/Rethink. None received. Closed*

May 18-17: *Richmond Fellowship to forward email about progression coaching to MHAG to circulate. None received. Closed*

(a) County MHAG response to local question: None taken forward

5. Service User and Carer Questions/Feedback

(b) Questions raised at the pre-meeting:

1) DWP PIP assessments. Does the person applying have to attend if it is not appropriate for them to attend due to safety reasons?

A letter from the GP would be needed but it is possible to request a home visit.

ACTION 1: Joy to check whether a carer can attend on a person's behalf

2) A service user at The Beacon has been taken off group therapy but hasn't heard anything about 1 to 1 therapy. They haven't been able to get in touch with their care co-ordinator for a few months.

ACTION 2: David R to pass details on to Dr Uma

3) What is happening with street triage and out of hours' psychiatric liaison in Thanet?

Kelly confirmed that the one year pilot for street triage in Thanet has come to an end and the funding and model is currently being discussed by the CCGs. Psychiatric liaison is now a 24 hour service in Thanet.

ACTION 3: Sue S to follow up with Vincent Badu, (KMPT, Director of Transformation)

(c) Questions going forward to County MHAG: None.

Clarity on what is happening to street triage in Thanet, if no response is received before the County meeting.

6. Information Sharing:

1. Engaging Kent workshop update:

Message from Sue Alder: "Thank-you to all who attended the workshop on the 18th June in Lenham. We had a fantastic day with representatives from many service user groups,

service users themselves, carers, KCC, CCG, KMPT, housing, voluntary services, mental health charities and more. We will be spending the next few weeks getting round the county to visit as many service user groups as possible to make sure that their voices are heard, especially those that were unable to attend the event. We will then be producing a report to help us together to take the next steps in shaping future services.”

David commented that although some people weren't happy with the location of the venue for the workshop, there was a sense that Engaging Kent do seem to be listening, want to hear feedback and seem open to ideas.

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

The chair highlighted Vincent Badu's presentation about KMPT and emergency services.

3. **CCG / Live Well Kent Reports:** All reports have been circulated and are located at www.westkentmind.org.uk/mental-health-action-groups

Thanet CCG report: The chair went through the circulated report.

Live Well Kent Porchlight: The chair went through the circulated report.

4. **Provider Updates / 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, Kay: We are being funded in Thanet and Dover, Deal & Shepway by Porchlight for more peer support, including our new online Night Owls group for people who have problems sleeping. Our Family Circle peer support drop in café is being funded by KCC for anyone who cares for someone with mental health problems of any age. It is held on the last Friday of every month at the Richmond Fellowship in Margate.

Centra, Charlotte: We have 2 homelessness schemes. Lower Northdown Avenue is specifically for single people with mental health problems, while Old Schools Lodge is for couples, families and single people with a local connection to Thanet and around 50% of the people have mental health problems. We offer supported living for up to 2 years but hope to move people on after 6 months. We have 19 units and work closely with the local authority and can change banding from band C to band B which helps them to move on. We also support them to get onto housing register. We offer a rent deposit scheme and carry out needs assessments to determine suitability for the scheme.

KMPT, Dr Uma is the clinical lead for Thanet CMHT. Service users can reach her with concerns at Uma.chockalingam@kmpn.nhs.uk and she can check anything with clinical lead for psychology. The service is going through changes and is being remodeled.

- The CMHT previously held caseloads that were not specifically for secondary care and are now working more closely with primary care so that they can focus on more moderate to complex cases.
- Primary care mental health (PCMH) nurses are in 5 practices and there are 2 (band 7s) who are linked to the CMHT. Discussions are being had with the CCG to fund them independently so that all GP surgeries could have PCMH nurses.
- There is now a screening process so that not everyone is referred to secondary care CMHT. We have electronic notes for previous patients for 8 years and if we feel that needs can be met elsewhere then we write a care plan accordingly, ie IAPT, PCMH.
- GPs have a hotline number every afternoon between 1pm and 2pm with direct access to the duty psychiatrist for any psychiatric problem.

Dr Uma talked about the need for protocols for suicide prevention. She has been part of ASIST applied suicide intervention skills training and has been running a 2 day training workshop for a number of years which is modular based. This has been run in West Kent funded by Red Zebra.

There is some funding available in Thanet for this if there is enough interest, for a minimum of 16, max 24. People would need to commit for 2 days and will be accredited after training.

ACTION 4: Dr Uma to provide information to gauge an expression of interest.

Jobcentre Plus, Joy and Vicki: The Jobcentres have been organizing ‘cafes’ for people with mental health problems who are not accessing services. In Thanet they currently have Porchlight and other providers coming along such as IAPT, SpeakUp but only have facilities for up to 15 people. There is a lot of demand so they are working on a larger event for September/October and are hoping to have 20 organisations with networking for the first hour and also have service users/carers attend. Lots of suggestions from the group on venues and local support.

Many thanks to Kay Byatt and John Childs from Speakup who have delivered 2 days of mental health training in the area, 8 sessions in total.

KMPT, Liaison Psychiatry, Kelly: This service has been 24 hours for 9 months and we have had good feedback from patients and A&E. Please send any feedback (positive or negative) to kellywilliams@kmpt.nhs.uk

KMPT, The Beacon, Tracy has been Service Development lead for 4 months. This is an open ended secondment to enhance service that is here already. Our target is to see people within 28 days. We go through referrals every morning to decide if people need the service and call them to make an appointment. Diagnosis is given within 18 weeks. People are unsure of the changes to the way we are working (as outlined by Dr Uma above) but we need to focus on our speciality and signpost to the many other services that can support people. This is also about changing the team’s mindset.

We are also working alongside KCC as part of the transformation to health and social services and will get tighter with the health worker and social worker roles if someone is identified as needing social care support. Tracy has also been appointed Triangle of Care (TOC) lead for the service line.

Takeoff, Mark: We are busy with a large amount of people coming through the doors and are trying to find out what services are out there to refer to different support groups locally.

Lucy mentioned the networking lunches organized by the Thanet Community Support Partnership which meet once a month.

Rethink, Georgina: There are 3 of us working locally and we are recruiting for one more. Our premises at Barclays, Margate High Street is no longer open so we are community based. We are working closely with Takeoff and the Jobcentre and will send out more information when it is available.

KMPT, Social Work, Lucy is a social work assistant. There is a housing clinic on a Wednesday for patients of the Beacon from 10-1. It is an open meeting, no referral necessary. Lucy is also the carer’s champion for Thanet and is working her way through things such as TOC submission, looking at “what is happening, what can we do to change if not working” and setting targets to provide what is needed to carers.

Avondale, Joshua/Michael have managed to refer a few clients to projects such as the Windmill from attending the MHAGs and found it useful to find out what is available.

Mapping services/ eligibility criteria, to try to identify any gaps in services (e.g. for those individuals recently discharged from the CMHT).

The group discussed gathering information so people know where to refer service users to. Also for service users to be aware of what is there.

It was acknowledged that a service directory would be difficult to keep up to date but felt important to have something that organisations could print out to give to people. A small foldable leaflet was suggested.

ACTION 5: David R to contact Sue Alder re printing costs.

ACTION 6: David R to create form on the Speakup website for providers to complete.

8. Date of next meeting

Tuesday 11th September 2018, 11am at Richmond Fellowship, 17 St Johns Road, Margate, CT9 1LU.
Meeting finished at: 12.28

Action Table

No.		Responsibility	Status
Jan 18-1	The structure of the CCGs has changed so that there is no longer a local mental health commissioner. Confirm who will be representing the CCG at the Thanet MHAG	Louise Piper	
May 18-9	Steve Inett to ask KMPT for numbers readmitted to the CMHT or hospital within 3 months of discharge.	Steve Inett	Awaiting a response.
Jul 18-1	Confirm whether a carer can attend a PIP assessment on a person's behalf.	Joy Brown	
Jul 18-2	Pass details of Beacon service user on to Dr Uma	David Rowden	
Jul 18-3	Follow up with Vincent Badu, (KMPT, Director of Transformation) on street triage plan for Thanet	Sue Sargeant	
Jul 18-4	Provide information to gauge an expression of interest for suicide prevention training.	Dr Uma	
Jul 18-5	Contact Sue Alder re printing costs for service directory.	David Rowden	
Jul 18-6	Create form on the Speakup website for providers to complete for service directory.	David Rowden	

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk

Minutes and supporting documents are posted on:

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

