

## Thanet Mental Health Action Group

Meeting on 11<sup>th</sup> September 2018, 11am-12.30pm  
At Richmond Fellowship, 17 St Johns Road, Margate, CT9 1LU

Attendee Name	Organisation & Role
David Rowden	SpeakUp CIC (MHAG co-chair)
Sue Sargeant	West Kent Mind (MHAG minutes)
GP	Carer
LK	Carer
SW	Carer
Josh Brewer	Centra, Old Schools Lodge
Louise Piper	East Kent MH Commissioning, Programme Lead
Leonie Down	KMPT, Acute Care Group
Hilary Johnston	Porchlight, Live Well Kent Manager
Donna Fright	Sanctuary Supported Living
Fiona Lovelock	Sanctuary Supported Living
Kay Byatt	SpeakUp CIC, Project Worker
HM	Speakup CIC service user
Mark Burkin	Take Off
Sarah Gillam	Thinkaction, Team Leader

Apologies	Organisation
Teresa Norton	Carers Support
Linda Stocker	Garden Gate Project
Tracy Horn	KMPT, The Beacon, Service Development Lead
Vicki Radford	Margate Jobcentre Plus
Fiona Tapley	Porchlight, Live Well Kent
Leonie Roke	RBLI
Tracy Dumbarton	Thanet Clinical Commissioning Group (CCG)

### 1. Welcome, Introductions & Apologies

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

### 3. East Kent Mental Health Commissioning Team – Louise Piper

#### 1. Re-procurement of East Kent IAPT services

The East Kent Clinical Commissioning Groups (CCGs) are now starting to look at redesigning their IAPT (NHS Talking Therapy services). We will be conducting a review of the services and looking at what has worked well and what has not. We are also looking for ideas for the IAPT services for the future and will also be looking to work with other areas in Kent. The procurement process will take approximately 18 months and our engagement will involve surveys to current IAPT providers and clients of the IAPT service as well as workshops and opportunities to get involved in the actual procurement process. A service user/carer questionnaire will be circulated before the end of September and this will enable people to opt in to get involved, or email the East Kent Mental Health Commissioning Team on [EKmentalhealth.commissioning@nhs.net](mailto:EKmentalhealth.commissioning@nhs.net).

Louise joined the team in December 2015 and IAPT had already been procured. As a team we have been getting more of a feel of what is happening.

**Question:** Is IAPT only for anxiety and depression?

**Response:** IAPT is currently working with clients who have long term physical health conditions. The service was originally set up to treat anxiety and depression to help prevent people from needing secondary mental health services. However, it has highlighted an unmet need in the community with people falling between the gaps in primary and secondary care services.

**Question:** How many sessions are available?

**Response:** All IAPT services in east Kent are commissioned under the same contract to provide up to 20 sessions.

**Question:** Will this be case going forward or will it go back to 6? A service user was given 6 sessions but felt longer was needed and never went back.

**Response:** We are constrained by funding so it is more economically viable for the providers to give sessions in 6 week chunks. We are aware that the person is not being put at the centre.

A national review is due out shortly with will feed into the model.

**Question:** What is the current waiting list?

**Response** from Thinkaction: It varies according to the availability of the client. We do appreciate if someone needs help it should be quickly and have started to look at other ways of getting people through the door more quickly by offering between 4 and 8 x 2 hour group sessions.

**Question:** Feedback has been received from people who are suicidal who are not eligible for IAPT but don't meet secondary care thresholds.

**Response:** IAPT is not for crisis but due to the wait in secondary care there have been people bouncing between the two. They are looking at many options available, ie groups, technology.

Primary Care mental health workers (mentioned below) should help as GPs will refer to them for one assessment and they can then refer to correct service as appropriate. This will also help to free up secondary care services for the people who need help there.

## 2. Local Care

The East Kent Mental Health Commissioning Team will be expanding our mental health primary care service. This expanded service will enable more people to access mental health professionals locally, for example in GP surgeries as part of the local hubs. Local care is the phrase we are using to describe health and social care provided outside of a community mental health team, at home, in a clinic, GP surgery or in a community hospital.

The East Kent Mental Health Commissioning Team will be advertising opportunities to get involved in their monthly email. To receive this email please contact:

[EKmentalhealth.commissioning@nhs.net](mailto:EKmentalhealth.commissioning@nhs.net).

**Question:** Will the primary care mental health workers in GP surgeries be trained?

**Response:** Yes, they will be mental health nurses or occupational therapists.

## 3. Commissioning Mental Health Forum

The team will be at The Beacon in Thanet from 2pm to 4pm on Wed 12<sup>th</sup> September to meet local people and hear their views and questions about services. This regular forum started with Ashford in July and will be held bi monthly around East Kent.

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

### 4. Action Points:

#### (a) From local MHAG

**Jan 18-1:** *Confirm who the local representative of the CCG at the Thanet MHAG.*

Structure has changed. This should be Tracy Dumbarton. **Completed**

**May 18-9:** *Steve Inett to ask KMPT for numbers readmitted to the CMHT or hospital within 3 months of discharge.* Steve has not received a response to this request and suggested it be brought up at KMPT's Patient Consultative Committee (PCC) or Carers' Consultative Committee (CCC) meetings. **Carry forward.**

**Jul 18-1:** *Confirm whether a carer can attend a PIP assessment on a person's behalf.*

Joy Brown, DWP, responded that this is not possible but the carer should talk to the assessment provider about FTA (failed to attend). She is trying to speak to someone from PIP's 'Vulnerable Customer' team. **Carry forward.**

**Jul 18-2:** *Pass details of Beacon service user on to Dr Uma. This issue has been resolved.*

**Jul 18-3:** *Follow up with Vincent Badu, (KMPT, Director of Transformation) on street triage plan for Thanet.* The following response was received:

*"The Thanet Community Street Triage service was funded as a local pilot project by Thanet CCG in 2017/18. The service was commissioned to operating 3 nights a week with a mental health nurse working jointly with a police office to respond to people at risk of being placed on a section 136 in the community and ran from April 2017 to end of June 2018. This pilot was an addition to the existing Countywide Triage Service which operates on a different 3 days/ nights of the week and also provides mental health practitioner roles based in the Kent Police contact centre and the SECAMB control room. The pilot project has now come to an end and KMPT has been working closely with East Kent CCGs, Kent Police and SECAMB to evaluate both services. A development proposal based on the learning and benefits of both models has been pulled together by the partnership group and is now being considered by Commissioners to agree a way forward.*

*I'm also sharing this response with Andy Oldfield, Mental Health Commissioning Manager for East Kent CCGs. Andy is also chair of the East Kent Crisis Care Concordat Sub Group so can keep Thanet MHAG members updated on other local developments in this important area as we go forward."*

GP reported that Jackie Mowbray-Gould had said there was a business case for triage in the future. GP was concerned that it could be watered down if brought back across Kent, when the need is great in Thanet. David pointed out that target areas have been highlighted, ie provision of 24/7 liaison psychiatry in Thanet.

Louise confirmed that the proposal for countywide provision is for a 7 days a week service. There were positive effects from the pilot in Thanet but it did not meet its primary purpose of reducing Section 136s.

An example was given of the mental health nurse playing a key role in street triage case.

The pilot ran on Fri/Sat/Sun nights but there was sometimes only 1 callout per night which was not cost effective. There are block budgets in acute care and KMPT but no mental health money from NHS England is ring fenced for mental health. The CCG can bid for money to set up a service for a year, ie psychiatric liaison but the CCG has to find the money going forward.

**Jul 18-4:** *Provide information to gauge an expression of interest for suicide prevention training.*

West Kent Mind are contacting Dr Uma for more information about the proposed training.

Money is available from the Rotary Club which was originally earmarked for a crisis café.

There was a lot of work done around the Crisis café with St Paul's Church coming forward to provide a low cost venue and Dr Uma and Dr Adeki attending as psychiatrists. But, it didn't have a lead organisation to apply for funding, manage staff etc.

Takeoff runs a group from 4pm to 8pm every Sunday in Canterbury with peer support only, no medical staff. It is very successful and makes a big difference to a lot of people. It is by referrals only from GPs or CMHT and numbers are limited to 9 or 10 people. There is an initial referral of 3 sessions and the GP can refer back in (the next week) if needed. They make an evening meal, have pottery sessions, board games etc. It is not appropriate for suicide prevention as someone that unwell can affect the group. It should be to prevent people getting to that point.

**ACTION 1:** Kay to follow up with Newington Big Local who had plans to set up crisis café.

**ACTION 2:** Mark to provide costings for Takeoff's crisis group.

**Jul 18-5:** *Contact Sue Alder re printing costs for service directory. Completed*

Jul 18-5: Create form on the Speakup website for providers to complete for service directory. Completed and circulated.

(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. It has been announced that the blue disability badge will be available to people with 'hidden disabilities' like autism and mental illnesses. How do we apply for this?

This will not come into effect until 2019. More information is available here:

[www.gov.uk/people-with-hidden-disabilities-to-benefit-from-blue-badges](http://www.gov.uk/people-with-hidden-disabilities-to-benefit-from-blue-badges)

To receive the most up to date information on current application methods and guidance on how to apply, contact the Blue Badge Team at Kent County Council on: 03000 415252 or [bluebadgeteam@kent.gov.uk](mailto:bluebadgeteam@kent.gov.uk) or visit the website, [www.kent.gov.uk](http://www.kent.gov.uk).

2. Carers' Allowance. If the person being cared for is paid a backdated PIP allowance, can the person caring for them get back paid backdated carers' allowance too?

**ACTION 3: Ask DWP about backdated carers' allowance.**

3. Universal Credit (UC). Does the rent go to the tenant or landlord?

It goes to the tenant unless there is a specific reason not to. If in supported accommodation then the landlord can request to have money paid directly. If not in supported accommodation it is possible for the tenant to request this through universal credit and the landlord

**ACTION 4: Hilary to forward information about UC direct payments to landlords.**

4. Not everyone on universal credit gets free prescriptions. Someone on Employment Support Allowance (ESA) contribution based allowance, which is dependant on savings, does not get this and has to pay £80 per month for prescriptions.

Advice was given to speak to GP who can sign an exemption letter.

There is also a prepaid prescription card which is £10 per month for unlimited items/prescriptions.

5. Lucy Love, Carers' champion at The Beacon has left. Who has replaced her?

**ACTION 5: Request update from Beacon on new carers' champion.**

6. Voluntary services are seeing lots of people who are not happy with being discharged or are waiting for a care co-ordinator. There is concern that people coming through groups seem to be higher risk and the charitable sector is being put under a lot of pressure.

Questions were asked about whether there is a discharge procedure. The following response was received from Paula Campbell, Head Of Service – Community East Kent when this was raised at the County MHAG recently:

*"The process is the same throughout the CMHTs. Everyone in secondary care should have a care plan, this can take 2 forms:*

- *Anyone under the CPA (Care Plan Approach) for complex needs will have a care plan entered into the electronic system outlining their needs and including what to do in a crisis.*
- *For someone without a care co-ordinator who is just seeing a psychiatrist, this will take the form of an official letter (there is a letter template for this), on headed paper, sent to their GP and to the patient, also outlining their needs, plan of care and what to do in a crisis.*

*Patients and carers have a right to ask their care co-ordinator or lead care professional for a copy of their care plan although this should be distributed to all patients without them having to ask. There is a lot of work being done around care plans at the moment to ensure that everyone has one and a lot has already happened to address this. Each CMHT is now having 2 weekly quality checks. Within these checks, the Quality Manager will look at care plans standards, and ensure that there is triangulation of information from the risk assessment and core assessments detailed within the care plan. The plan of care on discharge would be captured within the GP letter copied to the client. There is a template for this."*

Louise explained that with the local care plan, with primary care mental health (PCMH) nurses in the GP hubs, people will be managed better more locally to prevent them going to CMHT and this will also help GPs. We are moving towards this but it is slow. There are currently on 2 or 3 PCMH nurses for Thanet and they don't cover all GP surgeries.

7. Depot day clinic at the Beacon gets very busy and it can take a couple of hours to find a nurse to give the injection on a different day, although it is possible to arrange a home visit. Would PCMH workers be able to give depot injections?

Louise explained that the PCMH workers in the surgeries will initially be managing GP referrals although the hope is that they would eventually give depot injections.

**ACTION 5: Ask if the Beacon are finding it difficult to manage depot injections?**

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

1. Why do you have to pay for prescriptions on ESA? There is no consistency between anti-psychotic medication given as a tablet or liquid and as a depot injection.
2. The CMHT is changing from October to become more specialist, before primary care mental health services have been fully developed. It is more difficult to get people back in to the CMHT and voluntary sector and primary care services are seeing more people presenting with higher needs. What is being done to support these people?

**6. Information Sharing:**

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

- David read out the Kent County Council (KCC) and KMPT Transformation update which was circulated and is available via the above link. The key change is that social care staff within the CMHTs will be managed by KCC from 1<sup>st</sup> October, 2018 and the Approved Mental Health Practitioner (AMHP) service will be managed by KCC from 1<sup>st</sup> April, 2018. KCC service managers will be attending local MHAG meetings in November.
- There was discussion about what is happening with the closing of Cranmer Ward. Andy Oldfield has stated that all Clinical Commissioning Groups in Kent have to be consulted about this. It is business as usual for now.

2. **CCG / Live Well Kent Reports:** All reports have been circulated and are located at: [www.westkentmind.org.uk/mhag-thanet](http://www.westkentmind.org.uk/mhag-thanet)

**a) Thanet CCG report:**

**b) Live Well Kent (LWK) Porchlight, Hilary Johnston added:**

There have been 217 referrals, not 193 as in the report. 210 were contacted within 2 days. Contacts are going well to meet targets. Average start is within 4.04 days, partly due to Take Off and Speak Up services which are now part of LWK

World Mental Health Day is on 10<sup>th</sup> October. Subsequent to the meeting, The Walk Tall event which Hilary talked about is sadly not going ahead due to illness.

c) **Engaging Kent** provided this update to the service user forum/MHAG review, which there was not time to read out at the meeting:

*“The co-production discussions are now refining all the feedback to identify the core principles people feel should underpin the future ways in which Mental Health Service User, and Mental Health Carers' Voice is supported to effect change in Kent.*

*A rough model for the future is emerging and in early October we would like to share this with people and together develop the detail. We will therefore be arranging meetings/phone calls with MHAG Chairs, User Forums and Peer Support Groups, as well as engaging wider MHAG attendees.*

*We hope to be in a position to attend the round of next MHAGS and make a presentation on the agreed ways forward.”*

**3. 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.**

**Sanctuary Support Living, Fiona:** We support people with mental health problems, homeless, disabled and young people. We also operate big floating support service in Kent. For clients who have signed up there is a drop in for people whose primary need is housing at the Thanet Gateway 10am-4pm on Tuesdays. We have an 8 bedroom shared house in Ramsgate specifically for those with mental health problems. Referrals are through our website or local authorities. [www.sanctuary-supported-living.co.uk/](http://www.sanctuary-supported-living.co.uk/)

**Speak Up CIC, Kay:** We offer groups for LGBTQ and music appreciation. Night Owls is our Facebook group for people who can't sleep. Our monthly weekend activity this month is a Cinema Club.

**Acute Care Group, Leonie** works at St Martin's Hospital. We are hoping to get more nursing staff starting. There is a big recruitment drive at the moment and some people from the KMPT are going to Ireland soon hoping to recruit nurses and doctors from there.

**Take Off, Mark:** The opening of our new building in Dover will be from 1pm-3pm on 19<sup>th</sup> September, 2018.

**Old Schools Lodge, Josh:** We offer supported living for those who are homeless or at risk of homelessness or with mental health difficulties. We are currently taking referrals for our waiting list for our unit of 6 single flats. Please contact [Josh.Brewer@centragroup.org.uk](mailto:Josh.Brewer@centragroup.org.uk) for a referral pack.

**7. Task and Finish Group**

Printed mental health Services Directory/mapping services/eligibility criteria, to try to identify any gaps in services (e.g. for those individuals recently discharged from the CMHT).

Please complete the form which is available at [www.speakupcic.co.uk/mhag](http://www.speakupcic.co.uk/mhag) if you would like your service to be included in this directory. 7 people have responded so far.

**Idea for next Task and Finish group: Crisis Café.**

**8. Date of next meeting**

Tuesday 13<sup>th</sup> November 2018, 11am at The Beacon, Manston Road, Ramsgate, CT12 6NT  
Meeting finished at: 12.30pm

## Action Table

No.		Responsibility	Status
May 18-9	Ask KMPT for numbers readmitted to the CMHT or hospital within 3 months of discharge.	Steve Inett	Steve has not received a response to this request and suggested it be brought up at KMPT's PCC or CCC meetings.
Jul 18-1	Confirm whether a carer can attend a PIP assessment on a person's behalf.	Joy Brown	It is not possible but the carer should talk to the assessment provider about FTA (failed to attend). Joy is trying to speak to someone from PIP's 'Vulnerable Customer' team.
Sep 18-1	Follow up with Newington Big Local re crisis café.	Kay Byatt	
Sep 18-2	Provide costings for Takeoff's crisis group.	Mark Burkin	
Sep 18-3	Ask DWP about backdated carers' allowance.	Sue Sargeant	
Sep 18-4	Forward information about UC direct payments to landlords.	Hilary Johnston	
Sep 18-5	Provide update on new carers' champion.	Tracy Horn	
Sep 18-6	Are the Beacon are finding it difficult to manage depot injections?	Tracy Horn	

### Administration :

Phone: 01732 744950

Email: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

Minutes and supporting documents are posted on:

[www.westkentmind.org.uk/mhag-thenet](http://www.westkentmind.org.uk/mhag-thenet)

