

Thanet Mental Health Action Group

Meeting held on Tuesday 4th June 2019, 11am-1pm
Richmond Fellowship, 17 St Johns Road, Margate, CT9 1LU

Attendee	Organisation & Title
Eve de Gray Birch (chair)	Engaging Kent CIC, Forum Manager
David Garrick (minutes/ chair)	West Kent Mind, MHAG Coordinator (Minutes)
Philippa Eagleson	Avondale Care Thanet, Team Manager
Josh Kinsella	Avondale Care Thanet, Team Support Worker
Sherina Burke	KCC, KERS
Sam Godden	KCC, KERS (Student Social Worker)
Toby Davies	KMPT, Vocational Specialist at the Beacon, Ramsgate
Lorraine Kent	Richmond Fellowship, Team Manager
Tracy Dumbarton	Thanet CCG, EK Local Care MH lead
Kelly Williams	KMPT, Thanet Liaison Psychiatry Service
Lorna Gisby	KMPT, Thanet Liaison Psychiatry Service
Amanda Hatfield-Tugwell	KMPT Locality Manager, Community Mental Health Team (CMHT)
Aaron Geer	Clarion Housing Group, Housing Officer
Jackie Bergeron	Survivors of Bereavement by Suicide
John Childs	SpeakUp CIC
Donna Fright	Sanctuary Supported Living, Project Worker
Jo Miller	Sanctuary Supported Living, Local Service Manager
Angela Poulton	Take Off
LK	Carer
GP	Carer
Adam Littlefield	Thanet District Council, Community Development Officer

Apologies			
Darren Smith	Rethink	Cheryl Giles	DWP
Hazel Brown	KMPT	Joy Brown	DWP
Jenny Solomon	Insight	Vicki Radford	DWP
Fiona Tapley	LWK	Elaine Gorrie	KCC
Leonie Roke	RBLI	Debbie Barnfather	KCC
Linda Stocker	Garden Gate Proj.	David Rowden	Speak Up CIC

1. Welcome, Introductions, Apologies & GDPR

The Chair welcomed the group, apologies were noted as above. A short explanation was given of how data relating to the meeting is handled.

2. Changes to the MHAGs – Eve de Gray Birch, Engaging Kent

From April 2018, Engaging Kent was given the money from KCC to deliver service user voice in mental health. The review has been a year-long process involving representation from the user forums in each area, a carer, a service user, carer's organisation, KCC, Clinical Commissioning Group (CCG), KMPT, West Kent Mind and Advocacy.

- New role of the engagement worker has time split into 3 main areas:
 1. To deliver user forum/peer support with a focus on hearing user voice,
 2. Outreach – an engagement plan across the year for new people (BME, young parents, people working, men over 70) as well as other communities.
 3. Networking and administration (including attending MHAGs which will now be quarterly, and recording feedback). This will be collated into a database and generate evidence based themes for local discussion at the local MHAGs as well as on a countywide basis.
- Concerns/compliments/feedback is collected. Also when and where and do they want follow up? 45% are requesting follow up and this will be done at a local level where possible.
- County MHAG is still for escalation.
- Priority setting group, quarterly, with engagement workers and co-chairs to decide on hot topics and working groups
- Local MHAGs:
 - Pre meeting is no longer happening as service user and carer's experiences should already have been collected.
 - The carer voice was discussed: SpeakUp will gather feedback from carers. Local carer organisations have also been invited to gather feedback using the new system. SpeakUp will come to carer's meetings, to do outreach.
 - Issue raised about:
 - Concern about carers giving feedback to a Service User forum (confidentiality/ conflict of interest).
 - Need Service Users and Carers to champion causes.
 - Meeting will move to problem solving, joint working and networking. Not about scrutiny, but about feedback gathered locally.
 - Minutes will have bullet points and key actions going forward.
- Training day on 3rd July 2019 for engagement workers and key organisations.

3. Minutes of the Last Meeting

Approved without amendment

4. Actions from Previous Meeting

Nov 18-1	Ask KMPT for numbers readmitted to the CMHT or hospital within 3 months of discharge, at a KMPT Consultative Committee meeting. Closed	LK
Nov 18-4	Visit the crisis café in Canterbury, to see how it's working. Closed	David Rowden
Nov 18-6	Group to arrange to meet to discuss crisis café plans further. Closed Take Off would be interested in starting a service, but their model (used in Canterbury) is not a Crisis Café, but is a referral only service for up to 10 people a week. It's staffed by their trained facilitators- three per four hour session every Sunday 4-8pm. They have done this now for over 3 years and it has been very successful. It saw 340 individuals through 2018/19. It is funded by the CCCCCG and it would need to be funded by the Thanet CCG if it was to operate there. They have a considerable amount of	David Rowden

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	evidence that this works and an academic is collating that evidence into a report for them. Action: David G to follow up Crisis Café situation with David R	
Jan 19-1	See if Carers meetings at the Beacon can be better promoted/ advertised. Completed. Information is now on the wall at the Beacon. GP to email Adam Littlefield about any additional support in promoting the meetings.	Elaine Gorrie/Amanda Hatfield-Tugwell
Jan 19-3	Look at possibility of having photos of health and/or social staff in the Beacon's reception. This has been discussed with staff. Will ensure that at least names and job roles are on display. Action: Amanda to follow this up with Team Manager	Elaine Gorrie/Amanda Hatfield-Tugwell
Mar 19-1	Provide CMHT readmission numbers for last year. Closed	Amanda Hatfield-Tugwell
Mar 19-2	Follow up with GP on carer's concerns after meeting. Completed.	Elaine Gorrie/Amanda H-T
Mar 19-4	Confirm the new rules regarding disability railcard for people on PIP. Completed and circulated with minutes	Vicki Radford
Mar 19-5	Follow up on carer's champion. Majority were from KCC. Currently have 4 Carers Champions. Is something that KMPT are taking forward and will grow. Action: David to email Amanda and Elaine to find out names, for circulation	Amanda Hatfield-Tugwell
Mar 19-6	Examples of KMPT lack of support to be passed on to David R to evidence. Closed	Mark Burkin
Mar 19-7	Confirm with Andy Oldfield whether local urgent treatment centre at QEQM will include mental health. Completed: In East Kent CCG report: We are working to embed mental health in the developing Urgent Treatment Centres in East Kent.	Tracy Dumbarton

5. Issues Raised by Service User Feedback in the Locality

John talked the group through the User Voice Report. See circulated document for further details.

- Decommissioning of Nelson House for MH supported living in Ramsgate.
- Eligibility for secondary care and the interface between IAPT and secondary care therapy.

Action: Amanda to check with Paula Campbell that the form for IAPT services to refer directly to KMPT services is in use County-wide

- Role of the care coordinator and communication of their role to clients.

7. Service User Feedback across the County

David updated the group.

8. Hot Topics

The group discussed the following hot topics. Feedback is being gathered about these topics from across the network and findings/outcomes will be published in due course.

1. Access to CMHTs (Community Mental Health Teams) out of hours.

- Do you feel that CMHT hours need to be extended beyond 9am-5pm? Please give reasons for your response.

**Mental Health User Voice in Kent includes engagement activities, local network groups and a Countywide action group to seek improvement in mental health services.
Funded by Kent County Council and the Kent CCGs**

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- If yes, which particular CMHT functions/ services would be most needed during these extended hours?
- If you are not able to engage with the CMHT due to the current operating hours, what is the reason(s)?

2. Levels of mental health support following discharge from hospital (for both physical and/or mental health conditions).

- What is your experience of mental health support following discharge from hospital (for both physical and/or mental health conditions)?
- Was the mental health support sufficient or could improvements be made?
- What improvements, if any, would you suggest?

9. Information Sharing

Please see circulated CCG and Live Well Kent updates.

Attendees shared information e.g. about their services and upcoming events.

Action: Circulate Porchlight advice drop in leaflet

Action: request that a poster at QEQM advertises the hours of Psychiatric Liaison.

Action: Group to notify John about any changes in MH housing provision.

Please email mhag@westkentmind.org.uk if you wish to share any information with MHAG members in your area or across Kent.

9. Next Meeting

The next meeting will take place on Tues 10th September, 11am-1pm, at the Beacon CMHT, Ramsgate

Actions for the next meeting:

No.	Action	Responsibility	Status
Jun.19-1	Follow up Crisis Café situation with David Rowden	David G	Actioned
Jun.19-2	Follow up with Team Manager about posting staff names/ roles/ photos on noticeboard	Amanda	Actioned
Jun.19-3	Contact Amanda and Elaine to find out names of Carers Champions, for circulation	David G	Actioned
Jun.19-4	Check with Paula Campbell that the form for IAPT services to refer directly to KMPT services is in use County-wide	Amanda	Actioned
Jun.19-5	Circulate Porchlight advice drop in leaflet	David G	Completed
Jun.19-6	Request that a poster at QEQM advertises the hours of Psychiatric Liaison.	David G	Actioned
Jun.19-7	Notify John about any changes in MH housing provision.	All	n/a

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk

Minutes and supporting documents are posted on:

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

