

Live Well Kent
Porchlight Report Thanet MHAG
Quarter 1, 2 & 3
1st April – 31st December 2017

This report covers the following services:

- Take Off
- Richmond Fellowship
- SpAce Global Generation
- Porchlight Community Inclusion Service (CIS)
- Porchlight Community Link Service
- Porchlight Housing Support
- Porchlight Thanet Health Inclusion Service (THIS)
- Rethink Thanet Way – Employment

654 referrals were received in Thanet.

Referral was from:

- Self/Carer/Family/Friends - 312
- Delivery network; Funded - 46
- District and County Council Services - 21
- Employment Services - 42
- GPs - 42
- Housing Services - 26
- IAPTS- 14
- Lifestyle Services - 6
- Other - 8
- Other Statutory Social Care - 26
- SC - Kent Enablement and Recovery Services [KERS] -5
- SCMH - KMPT SCMH - EIP Early Intervention Psychosis - 5
- CMHT Community MH Team - 29
- SC - Primary Care Social Care Workforce - 7
- Voluntary/Community Sector -47
- Criminal Justice – 1
- SCMH – CAMHS – 3
- KMPT single Point of access – 3
- Not categorised – 11

523 individuals started a service with 425 being new to Live Well Kent.

For Thanet, people were contacted on average within Q1 1.4, Q2 1.17 days, Q3 1.09 target is 2 days and receive a service within Q1 of 6.7 days, Q2 7.22 days and Q3 5.36 which is an improvement on Q2 and within the days with target of 7 days.

In quarter one 90% of people using services were from the two highest quintiles of deprivation, in quarter two 87% of people using the services were from the two highest quintiles of deprivation and, in quarter three 85% of people using the services were from the two highest quintiles of deprivation

68% of people using the service in Thanet had a common mental illness

- CM1 – 355
- SMI – 132
- Prevention – 36

Number of times MECC advice has been given in the Thanet

- Physical activity - 430
- Alcohol - 399
- Smoking - 398
- Healthy eating - 412
- Sexual health – 390

The target for MECC is 80% and in Thanet we achieved 95% in quarter 3.

The following age break down is for those using a service, with their age at the time of referral: Q1, Q2 & Q 3

- 25 & under- 15%
- 26 to 45 – 39%
- 46-64 - 40%
- 65+ - 6%

Gender of people using Live Well Kent Services in Thanet is male 46% and female 54%.

Key Successes

- **90 hours pro bono legal work** from a strong working partnership with our Community Housing Service from Hodge Jones Allen. Solicitors.
- **Prevent Training** was organised by Porchlight Live Well Kent in November and a number of delivery partners attended. Staff that didn't attend are required to do the Prevent training via e-learning.
- **Increased links with hospital trusts and A&E psychiatric liaison** – Community Link in Thanet are now working with clients referred from the Q.E.Q.M. (Margate Hospital), these particular clients were referred to local agencies who were able to secure longer term support in terms of housing and a reduction in isolation. LWK managers met with the East Kent psychiatric liaison matron and are taking referrals for frequent A&E attenders who can be supported by LWK.
- **Take Off** did a talk at The Beacon in Thanet for their staff.
- **Rethink Employment Thanet** attended an employment event at Canterbury

Christchurch University to give advice to students about employment issues in relation to disability and mental health. There was excellent feedback from the event organisers.

- **Rethink** also attended the Thanet Community Partnership Trust opening event – networking with Barry Lewis (Kent County Councillor) – who offered £600 in funding for a mental health awareness event.
- **Great feedback from delivery partners & service users on benefits of Live Well Kent** – During the LWK Steering groups in December we carried out a workshop on the Live Well Kent 2017. Feedback included “Joined up working both in the LWK network and with the wider community” “Work and employment are a bi- product of the holistic and confidence building service” “Person centred approaches are being used” “Being signed off from Porchlight but still being able to be involved” (SU Champion) and one of the clients said “the feeling of being understood.”
- **Networking with Ageless Thanet**, have a free venue at The Feelgood Factory in Margate High Street which CIS & THIS are using to run a drop in

Developments for Quarter 3

- Continue to promote and develop the Peer support work carried out by SpAce, Take Off and Richmond Fellowship.
- As part of our ongoing quality and monitoring processes safeguarding audits have been carried out with our delivery partners all of these audits will have been completed by the end of January.

Quotes from people using services

Porchlight Community housing Thanet '[Support Worker] was my hero. She was really patient with me even on days when I didn't want to help myself. I am so grateful to Porchlight.' Client stated that he has been in supported accommodation several months; '[Support Worker) helped sort out my rent arrears with DHP; has drinking under control; is able to just go out for a pint while socialising; sees my daughter; in a much better place.

Porchlight Community Link – Porchlight are always available and easy to access”.

Richmond Fellowship “Without the support I received at the Richmond Fellowship’s ‘Road to Recovery Workshop’ I may not have had the confidence to apply for jobs and even though at first I was not successful, I had the belief in myself to continue to try...”

Rethink Employment Thanet

“Really helped me to realise my strengths and put together a very good CV to help better myself” SU JH

“Very professional helped me to have a positive outlook on job search” Built up my confidence and gave me information” SU – CH

“Patient with me, helpful and supportive very professional” SU- JH

Take Off

It’s a very good group and I enjoy coming.”

“I am pleased I’ve come, it’s my first step!”

“It was a relaxed chatty atmosphere.”