

minutes of meeting



**Kensington & Chelsea
Local Involvement Network**

Unit 25, Shaftesbury Centre

85 Barlby Road

London, W10 6BN

T: 020 8968 7049 / 6771

M: 07967 225015

www.rbkclink.org

project title	Kensington & Chelsea Local Involvement Network		
meeting type	Mental Health Sub-Group Public Meeting		
minute no	M5	Ref	K&CLINK
held at	RBKC Community Engagement Team 2-4 Malton Rd W10 5UP	held on	16 th March 2010
	Ivan Moore (Co-Chair)	K&C LINK Member/SUN	
	Larry Da Silva	K&C LINK/Forum for Older Residents	
	Gaenor Holland Williams	K&C LINK/Forum for Older Residents	
	Margaret Feast	K&C LINK Member	
	Catherine Larkin	K&C LINK Member/K&C MHA	
	Satwant Singh	K&C LINK Volunteer	
	Paula Murphy	K&C LINK Coordinator	
	James Archer	RBKC	
apologies	Robin Tuck		

Item	Welcome & Introductions	Action
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1.0	Ivan welcomed all LINK members to the meeting especially Margaret who is new to the LINK.	
2.0	Minutes of the last meeting – 20th January 2010	
	Amendments 3.0 – The Chair requested for ‘severe’ to be inserted in to bullet point one. ‘Kensington & Chelsea has the fourth highest incident rate of severe mental health illness at primary care level.	Host
3.0	Update on the K&C LINK ‘day opportunities’ survey	
	<p>Ivan introduced the background to the day opportunities research to the group. He highlighted that there would be ‘open bidding’ to contract out day services in K&C shortly. Two service users will be on the panel assessing the tenders.</p> <p>The group discussed the survey and why they felt attendance at day services was low. Reasons for not attending current day services amongst the group included the lack of a pathway from training courses etc to further options. The discussion also identified the lack of continuity, support, follow-up, long waiting lists, segregated services and absence of person centred planning in current services as contributing towards low attendance.</p> <p>Members did not feel transport to a service/mobility was a barrier. Some services provide transport and many service users have freedom passes.</p> <p>The group agreed to help promote the survey at:</p> <ul style="list-style-type: none"> ▪ Smart ▪ The Grove ▪ Oremi ▪ The Assertive Outreach Team, Chelsea Chambers ▪ Notting Hill Support Team ▪ Out patients service in Pall Mall ▪ Advice Now Kensington 	All
4.0	RBKC People First Website – James Archer	
	James Archer, RBKC presented the new website for ‘people first’ social care services. The group viewed a presentation on the site including sample pages and provided feedback.	

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	<p>Questions raised:</p> <p>1) Are carers included? Yes, caring is referred to as 'looking after someone' as not everyone who is a carer in practice identifies with that title</p> <p>2) Will SMART, the Grove, Oremi and other mental health services be included? Yes</p> <p>3) Will K&C LINK be included? Yes</p> <p>Points raised to be considered by RBKC:</p> <ul style="list-style-type: none">▪ Will it be possible for 'users' to leave reviews of services on the site akin to 'Tripadvisor'?▪ Will the RBKC/MIND guide to mental health services be updated and included?▪ Can a back button be included to help navigation?▪ Is the site DDA compatible and WCAG compliant?▪ Please keep LINK informed of the launch▪ Can people use the site to self-refer to services?▪ Will user testing and training be available for the target audience?▪ Will public access terminals featuring the site be available at key access points in the borough?▪ Can results of complaint handling be featured▪ Can the monitoring and evaluation by commissioners/CQC and other reviews of services be included?▪ Can the entry requirements/qualifying criteria for a service be included? The need to undergo a risk assessment for mental health services can be off-putting for many and contribute to stigma.▪ Can the navigation from the home page to the 'People First' pages be improved? It would help to have a 'people first' picture on the homepage.	<p>James Archer</p>
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5.0	Discussion and Forward Planning	
	<p>Discussion took place around the chosen work priorities for 2010/11. These projects include:</p> <ol style="list-style-type: none"> 1) Forensic mental health 2) 'Easy to ignore' groups with a higher incidence of mental health and 3) Older people's mental health <p>Topics for future meetings include:</p> <ul style="list-style-type: none"> ▪ The 'Clubhouse' Model in Islington ▪ An update on the 'easy to ignore' research ▪ Personalisation – the LINK has three representatives on the new RBKC User Board and they will keep the group updated ▪ The 'Be-friending' scheme <p>Members were invited to bring other topics of interest to the next meeting also.</p>	<p>All</p> <p>Host</p> <p>Mimi</p> <p>Host</p> <p>All</p>
6.0	A.O.B	
	Paula agreed to invite representatives from the Clubhouse to the next meeting.	
7.0	Date and venue of next meeting	
	<p>Date: May 13th 2010 Time: 3-5pm Venue: 1 Thorpe Close, Ladbroke Grove, W10 5XL</p>	All