

MAJOR SCRUTINY REVIEW: REVIEW OF ADULT COMMUNITY MENTAL HEALTH SERVICES

Cabinet Member	Councillor Philip Corthorne
Cabinet Portfolio	Social Services, Health and Housing
Officer Contact	Charles Francis, Administration Directorate
Papers with report	Appendix A: Social Services, Health and Housing Policy Overview Committee Final Report.

HEADLINE INFORMATION

Purpose of report	To receive the Social Services, Health and Housing Policy Overview Committee report on the review on Adult Community Mental Health Services.
Contribution to our plans and strategies	<p>The findings of this review will contribute to a whole range of Council plans and strategies, including:</p> <ul style="list-style-type: none"> • Joint Adult Mental Health Commissioning Plan 2013 – 2015 • Health and Wellbeing Strategy • Older People’s Plan • Disabled People’s Plan • Carers’ Strategy • Commissioning Strategies
Financial Cost	There are no direct costs arising from the recommendations of this report. The delivery of these recommendations will need to be contained with the budget of the Council and partner organisations
Relevant Scrutiny Committee(s)	Social Services, Health and Housing Policy Overview Committee
Ward(s) affected	N/A

RECOMMENDATIONS

That Cabinet:

- A. Welcomes the attached report of the Social Services, Health and Housing Policy Overview Committee on the review of Adult Community Mental Health Services.**
- B. Accepts the recommendations of the Policy Overview Committee as reflected below, which are to be taken forward by Officers, in consultation with the Cabinet Member for Social Services, Health and Housing, where applicable: -**

Identifying needs and early identification

- 1. Develops ways to improve early identification of mental health needs and increase access to mental health services. This will include utilising voluntary sector resources but also other services accessed by the public.**
- 2. Reviews current arrangements to support service users and carers in a crisis and produce recommendations to provide an improved and integrated service.**

Information and Support for users and carers

- 3. Promotes the greater and effective use of Assistive Technology (Telehealth) to support and enhance the daily lives of mental health service users and those with additional disabilities.**
- 4. That the Council website and Directory of services are reviewed so that people seeking information about mental health and well-being can find the help they need.**
- 5. Develop a mental health carers strategy reported to the Cabinet Member for approval, to improve services for carers in Hillingdon, including a commitment to needs and role of carers, clarity on services and improved communication.**

Enabling people make choices, balancing risks and community involvement

- 6. Ensures procedures that CNWL and the Council as employers support people with mental health problems in returning to work.**
- 7. Ensures that people leaving services are given clear information about how they can re-engage if they feel their condition worsening or becoming unwell again.**
- 8. Ensures that people in the process of recovery are introduced to services that will continue to support them effectively through the transition as statutory support reduces.**

Partnership working

- 9. That Cabinet welcomes the work to further improve the links between Mental Health Services and the Council's Housing Teams including:**
- 10. identifying a link worker in each community team to work with housing lead officer.**
 - establishing regular forums:- to discuss and explore appropriate housing options for those service users in the community who may have particularly challenging needs;**
 - Improving joined up working to sustain tenancies and;**
 - Identifies current informal support services in the Borough and develops mechanisms to support them in their task through publicity, advice and information.**

- 11. Establishes a formal relationship between senior managers in libraries and leisure and Mental Health Services to ensure consistent and continued support of service users and carers in community settings.**
- 12. Supports voluntary sector organisations to improve co-ordination and share best practice and recognise their valuable contribution to the safety net.**
- 13. Produces a report for the Cabinet Member and Committee on the views and experiences of mental health service users and carers and how they have been acted upon.**

Staff training and development

- 14. Works with service users to more consistently challenge stigma against mental health service users and produce a realistic programme projecting positive images of mental health.**
- 15. Ensure that staff, especially those officers that work in Supported Housing and Social Care who are in the first line of defence, have Mental Health First Aid Training (from existing resources).**

Learning from best practice

- 16. Identifies ways of ensuring a consistent / universal response from GP surgeries in relation to mental health issues. Consideration should be given to applying good practice models from across the country.**

Resources

- 17. Welcomes the proposed 2013/15 Commissioning Plan as a basis for shifting resources towards community support and to reduce the reliance on high cost residential and nursing care (placements).**

INFORMATION

Reasons for recommendation

The objective of the review was to examine current Adult Community Mental Health Services and to make recommendations to improve the service for service users and carers and enhance partnership working.

Alternative options considered / risk management

The Cabinet could decide to reject or amend one or more of the Committee's recommendations.

Supporting Information

The Social Services, Health and Housing Policy Overview Committee held meetings on 11 September, 9 October 2012, 1 November, 11 December and 12 December 2012 when background information and evidence was received to help the Committee in forming their findings.

The terms of reference of the review was as follows:

1. To consider existing internal and external arrangements in the Borough with regard to adult community mental health services and any improvements that could be made;
2. To review whether the local processes in supporting adults in the community with mental health services are adequate, timely, effective and cost efficient;
3. To review the support that is currently available to assist people to remain in or return to employment;
4. To review the guidance and support that is currently available from the NHS, voluntary organisations and the Council to these individuals and their families and carers;
5. To seek out the views on this subject from service users, carers and partner organisations using a variety of existing and contemporary consultation mechanisms;
6. To improve awareness and understanding of adult mental health issues for staff working in mainstream services arranged or provided by the Council including housing, leisure, libraries and adult learning;
7. To examine best practice elsewhere through case studies, policy ideas, witness sessions and visits; and
8. After due consideration of the above, to bring forward cost conscious, innovative and practical recommendations to the Cabinet in relation to adult mental health service arrangements in the Borough.

The Committee heard from:

- The Director of Operations and Partnerships, CNWL
- The Borough Director and Service Director Assessment and Brief Treatment Service Line
- NHS Hillingdon
- Dr Ellis Friedman – PCT / LBH former Director of Public Health
- Senior Council Officers from across the Council
- Rethink
- Hillingdon MIND
- Hillingdon LINK
- Service users and carers
- Mental Health Staff based at Mead House, Riverside Resource Centre and Mill House
- The Uxbridge Bike Project

Key findings, which were identified in the review, were:

- There is scope to improve and develop early identification of mental health needs and crisis provision in Hillingdon. Instances of acute crisis can include suicidal behaviour, panic attacks, psychotic episodes and other cases of extreme behaviour that appears out of control or irrational. The review showed how strong crisis provision could provide valuable lessons as to how similar episodes could be prevented or resolved in the future.
- Carers played a vital role in supporting family members in a role which was not a static process as the needs of the care recipient altered over time as their condition changed. During the review, carers raised a number of important issues including crisis provision and the need to improve links and communication with mental health inpatient units. To address these concerns, the review recommended that:
 1. A report for the Cabinet Member and Committee was produced showing how these concerns had been acted upon.

2. Work was undertaken to develop a mental health carer's strategy, improving services for carers in Hillingdon.

- There was scope to further improve partnership working across the Borough in support of people with Mental Health issues. The review welcomed the links between Mental Health Services and the Council's Housing Teams but also highlighted there was a need to identify current informal support services in the Borough and to develop ways of supporting them in their role of providing information, advice and guidance. The review also proposed that the Council and CNWL Partnership establishes a formal relationship between senior managers in libraries and leisure and the mental health service so that improved support could be provided in community settings.
- Part of the remit of this review was to review the guidance and support that is currently available from the NHS, voluntary organisations and the Council to people with mental health issues and their families and carers. Based on the Councillor feedback received at Ward surgeries and from speaking to service users and carers, the Committee identified that it was essential to ensure that information, advice and guidance was easy to find and access. As well as increasing the general awareness of mental health issues, the review also highlighted the issue of stigma associated with mental health issues and the need for this to be addressed by producing a realistic programme projecting positive images of mental health.

Officer Comments on the Implementation of the Recommendations

Identifying needs and early identification

- 1 Develops ways to improve early identification of mental health needs and increase access to mental health services. This will include utilising voluntary sector resources but also other services accessed by the public.**

Officers will work with Hillingdon CCG, Central North West London Trust, the voluntary sector and other key partners to ensure promotion of well being and early intervention in all settings and communities.

- 2 Review current arrangements to support service users and carers in a crisis and produce recommendations to provide an improved and integrated service.**

This issue is reflected in the recent joint commissioning strategy 2013-15. Officers will work the CCG, Central North West London Trust (CNWL), the voluntary sector and other key partners) to ensure responsive and appropriate services are available in times of crises.

Information and Support for users and carers

- 3 Promotes the greater and effective use of Assistive Technology (Telehealth) to support and enhance the daily lives of mental health service users and those with additional disabilities.**

Telehealth is an important component of the recent joint commissioning strategy 2013-15. It will enable residents (particularly those with Dementia) to remain independent, in their own homes, as long as possible. Officers will be working with all partners to promote the benefits of Telehealth.

- 4 That the Council website and Directory of services are reviewed so that people seeking information about mental health and well-being can find the help they need.**

Officers will ensure that the website and Directory are reviewed so they hold accurate information which are is accessible as easily as possible

- 5 Develop a mental health carers strategy reported to the Cabinet Member for approval, that to improve services for carers in Hillingdon, including a commitment to needs and role of carers, clarity on services and improved communication.**

It is important that carers have choice, control and timely access to advice and information. Officers will work with key partners to maximise support to carers and review the current strategy (part of 2013-15 strategy).

Enabling people make choices, balancing risks and community involvement

- 6 Ensure procedures that CNWL and the Council have as employers, support people with mental health problems in returning to work.**

Officers and CNWL recognise the importance of supporting people with mental health problems to remain in work and will ensure that any member of staff with a mental health problem are properly supported in their return to work.

- 7 Ensure that people leaving services are given clear information about how they can re-engage if they feel their condition worsening or becoming unwell again.**

It is important that service users have easy access back into services should their mental health condition deteriorate .Officers will work with CNWL, the CCG and other key partners to ensure improved access back into services.

- 8 Ensures that people in the process of recovery are introduced to services that will continue to support them effectively through the transition as statutory support reduces.**

Officers will work with key partners to ensure a focus on recovery outcomes and a personalised approach which maximises input from the voluntary sector and other community services,

Partnership working

- 9 That Cabinet welcomes the work to further improve the links between Mental Health Services and the Council's Housing Teams including:**

**identifying a link worker in each community team to work with housing lead officer.
establishing regular forums:- to discuss and explore appropriate housing options for those service users in the community who may have particularly challenging needs;
Improving joined up working to sustain tenancies.**

Officers recognise the importance of joint working with between mental health services and housing. A regular forum has already been established and link workers identified

- 10 Identifies current informal support services in the Borough and develops mechanisms to support them in their task through publicity, advice and information.**

Officers will work with service users, carers and key partners to identify informal support networks and services and assist in the development of information publicity and advice services.

- 11 Establishes a formal relationship between senior managers in libraries and leisure and Mental Health Services to ensure consistent and continued support of service users and carers in community settings.**

Officers will be working with health promotion mental health services, libraries and leisure to develop opportunities to support and improve the lives of service users and carers.

- 12 Supports voluntary sector organisations to improve co-ordination and share best practice and recognise their valuable contribution to the safety net.**

Work is currently underway as part of the joint mental health strategy to maximise the contribution of the voluntary sector recognising the very valuable work they do.

- 13 Produces a report for the Cabinet Member and then Committee on the views and experiences of mental health service users and carers and how they have been acted upon.**

Officers working with key partners will produce a report on the views and experience of service users and carers (as part of the joint strategy). This will include an implementation plan to take forward key recommendations.

Staff training and development

- 14 Works with service users to more consistently challenge stigma against mental health service users and produce a realistic programme projecting positive images of mental health.**

Stigma is a major issue in mental health, officers and key partners will work together to develop a strategy to identify and challenge stigma and promote positive images and experiences.

- 15 Ensure that staff, especially those officers that work in Supported Housing and Social Care who are in the first line of defence, have Mental Health First Aid Training delivered through existing resources.**

First Aid training will be made available (resources permitting) to all appropriate staff.

Learning from best practice

- 16 Identifies ways of ensuring a consistent / universal response from GP surgeries in relation to mental health issues. Consideration should be given to applying good practice models from across the country.**

Continuous improvement and learning from good practice form part of the basis for good governance in the health service. Officers will work with key partners to improve learning, consistency and best practice (and incorporate this into the joint strategy).

Resources

17 Welcomes the proposed 2013/15 Commissioning Plan as a basis for shifting resources towards community support and to reduce the reliance on high cost residential and nursing care (placements).

Officers are working with a range of partners, service users and carers to deliver the key outcomes of the 2013/15 commissioning plan.

Financial Implications

There are no direct costs arising from the recommendations of this report. The delivery of these recommendations will need to be contained within the budget of the Council and partner organisations.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The recommendations, if agreed, will improve the partnership work in relation to Adult Community Mental Health Services and, in particular, improve practice, procedures and information to help service users and carers contending with mental health issues.

Consultation Carried Out or Required

The Committee took evidence from a range of witnesses, as described in the review report.

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance note the recommendations in the report and concur with the financial implications set out earlier in the report.

Legal

Under the Council's Constitution, Cabinet has the appropriate power to agree recommendations proposed at the outset of this report. Further, by virtue of Section 1 of the Localism Act 2011 which makes provision for 'a general power of competence' for local authorities in England. The 'power' gives local authorities the power to do anything an individual can do unless specifically prohibited by law. This includes the power to act in the interest of their communities.

BACKGROUND PAPERS

NIL