

# REVIEW OF ADULT COMMUNITY MENTAL HEALTH SERVICES

## UPDATE ON REVIEW RECOMMENDATIONS AND FURTHER SERVICE DEVELOPMENT PROGRESS

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### REASON FOR ITEM

The Policy and Overview Committee conducted a review of mental health services in 2012/13. At its meeting in April 2014 and November 2015, the Committee expressed a wish to receive an update report on developments in Mental Health Services and in relation to performance, the Committee asked for further information to be provided in a future report on recovery rates, waiting times (to access services), crisis provision and the out of hours service. Where possible, the Committee requested for this information to be expressed as a scorecard so that progress could be clearly monitored.

### INTRODUCTION

This report pulls together a range of responses from partners across the health and social care economy who have a remit in delivery Adult Mental Health services.

A joint commissioning strategy was agreed by the Council Hillingdon Clinical Commissioning Group (HCCG) in 2013. This sets out the key areas of priority for the commissioning and development of mental health services in Hillingdon. Since the joint commissioning strategy was published Public Health have undertaken a comprehensive mental health needs assessment for Hillingdon which was published in January 2015.

Hillingdon Clinical Commissioning Group (HCCG) is responsible for commissioning mental health services in the borough.

Adult Mental Health services are provided in partnership with Central and North West London NHS Foundation Trust (CNWL) who manage the social care staff on behalf of the London Borough Hillingdon through a section 75 partnership agreement.

Public Health also have a range of projects and initiatives that they delivering which promotes emotional well-being across the borough.

### OPTIONS AVAILABLE TO THE COMMITTEE

- 1. To note progress on the development of Adult Mental Health services in Hillingdon**

## Hillingdon Mental Health Transformation Board

The implementation of the Joint commissioning Strategy is overseen by a multi stakeholder Transformation Board, which consists of HCCG, LBH (Adult Social Care and Public Health), CNWL, MIND and Healthwatch.

The Transformation Board held a priority setting meeting on the 19<sup>th</sup> February 2015 to set the agenda for the Board in 2015/16. The Board used a scoring matrix developed by Hillingdon CCG which uses a range of domains to enable priority setting for allocation of resources. These discussions were framed by key national and locally agreed priorities, as well as number of key criteria such as level of need, cost effectiveness, magnitude of benefit, patient engagement and health inequalities. Discussions were further informed by the outcome of the Mental Health Needs Assessment published in January 2015. All proposals scored high on magnitude of benefit, which was in line with the strategic priorities within the Hillingdon Mental Health strategy.

Based on these criteria and national requirements the following will form the basis of the work plan for the MH Transformation board in 2015/16.

The priorities for the Board for 2015/16 are:

**1st = Child and adolescent mental health services (CAMHS) and Universal Mental Health wellbeing**

**3rd = Dementia Pathway**

**4th = Crisis Care (Adult)**

**5th = Primary Care Mental Health and Secondary Care Community Mental Health Services**

7th = IAPT Services

8th = Perinatal Services

9th = Mental Health services for people with Learning Disabilities

10th = Reviewing supported accommodation for people with Mental Health issues

The Board will prioritise the **top 6 areas**, however, work will progress in other areas but not monitored at a strategic level.

It is proposed that in 2015/16, the Transformation Board will provide updates on progress to the Policy Overview Committee on these top 6 priority areas.

The remainder of this report gives POC an update on the development of mental health services since the last report in November 2014.

### **Mental Health Needs Assessment**

The Mental Health Needs Assessment (MHNA) was completed in December 2014 and informed the Joint Hillingdon Mental Health Transformation Board priorities for 2015/16. The MHNA has

also been used to inform the External Services Scrutiny Committee Report *Policing and Mental Health Services* (December 2014)

## **Perinatal Mental Health**

It is known that perinatal mental health problems (experienced by women during and after pregnancy) can have a serious impact on the health of mothers and their children both in the short and longer term.

A multiagency working group has reviewed local provision using a review carried out by Public Health of the known and expected impact of these problems in Hillingdon. They have identified significant gaps in current services for women across the whole pathway from prevention and early intervention to treatment and care of those who become ill.

Hillingdon CCG agreed funding for an interim perinatal mental health service that will be rolled out in 2015/16. The service will include Psychologist, Psychiatrist and a Community Psychiatric Nurse. A report and recommendations of the service will be completed in June 2015.

In addition, CNWL 'Talking Therapies' (IAPT) service has increased its capacity to provide more psychological services, with one of the priorities identified are women with perinatal mental health needs.

## **Child and adolescent mental health services (CAMHS)**

Through the Children's Health Programme Partnership the HCCG and the Council have established a programme across partners and service providers. One of the work streams is *social, emotional well-being and mental health*. This group have coordinated a joint stakeholder event to refresh the work undertaken as part of the review in 2013 and develop a joint commissioning strategy and action plan.

The strategic vision is based on information from the recent JSNA in Hillingdon and is informed by the report by Hillingdon Healthwatch. The intention is to deliver a model identifying how all agencies are required to work together to ensure the holistic mental health and wellbeing needs of children and young people are met. The model will be delivered through three key principals;

### **1) Universal Promotion and Prevention**

Prevention is viewed as an essential mechanism to minimise mental health and wellbeing problems occurring. A holistic universal prevention and promotion approach incorporates the provision of services to support positive parenting and attachment in the early years, delivering programmes to minimise risk, delivering services in and around schools, and within the community.

### **2) Early Help and Intervention**

Taking action to tackle problems that have already emerged and will generally provided within a community setting. Services will be developed to ensure they have the knowledge, skills and competencies, and provide access to the appropriate specialist advice/consultation. Children and young people will be supported earlier to help prevent mental health issues developing.

The developed model identifies the importance of 'pathways' in the delivery of specialist CAMHS.

### 3) Specialist Therapeutic Intervention

Specialist mental health services will ensure that the problem are assessed in a timely way and, where appropriate, diagnosed and treated in order that the child or young person makes a swift recovery and has follow up support to prevent problems recurring. Care pathways will be developed based on good practice and that acknowledge new evidence. The joint stakeholder working group will develop an overarching three year delivery plan specifying year one priorities for delivery within each of the objective areas:

- I. Universal Promotion and Prevention
- II. Early help and Intervention
- III. Specialist Therapeutic Intervention
- IV. Emergency Assessment and Intensive Community Support/Home treatment
- V. Needs of Vulnerable Groups
- VI. Improved joint working including joint commissioning arrangements

### **Early Intervention, Mental Health Promotion and Wellbeing**

The Specialist Health Promotion Team lead and LBH Communications Team have developed the 'Five Ways to Wellbeing' leaflets promoting the key messages and where in Hillingdon residents can access support and resources for their wellbeing.

2500 Five Ways to Wellbeing (FWtWB) Leaflets and posters have been printed and distributed to all Hillingdon Libraries; HAGAM; DASH and Hillingdon Carers.

The Specialist Health Promotion Team lead has developed the 'Five Ways to Wellbeing' training resource and plan and delivered this to, Job Centre Plus, Library Services across Hillingdon, Hillingdon Mind, Age UK, Com.Cafe, Community Groups, Older People's services and at Older People's Tea Dances and Wellbeing Events, below outlines the number of participants attending:

§ Wellbeing Events:	348 residents
§ Tea Dances:	2329 residents
§ Staff Training Library Staff:	35 members of staff
§ Job Centre Plus:	16 members of staff
§ HAGAM:	9 members of staff

The Specialist Health Promotion Team lead is undertaking a scoping exercise to find out what local services and organisations are currently providing support for early intervention and promotion of mental health, wellbeing and physical health, across all ages.

The Specialist Health Promotion Team supported the Council's Champion for Health, Disabilities and Wellbeing to hold an Infant and Junior School Mental and Physical Health and Wellbeing Event entitled 'Looking after the whole of me' on 19<sup>th</sup> March'15. 6 schools in the south of the Borough participated, with pupils from each school presenting and performing what mental and physical health school based programmes has helped their health and wellbeing.

98% of respondents felt: *proud; inspired; want to do more for children and young people; want other schools to follow the same format; very valuable and enjoyable; showed the importance of early intervention; understand the key issues for early intervention around mental health*

Plans have been approved for 2015/16, to hold a 'Time to Change' (anti-stigma and discrimination around mental illness) public event in Hillingdon; and to hold a series of half-day training days using the 'Making Every Contact Count' workforce approach for frontline workers across the Council, NHS and the voluntary sector. The training will focus on increasing the knowledge and confidence and skills of frontline staff to address mental health issues as well as other lifestyle issues (smoking, weight management, alcohol and substance misuse).

The Specialist Health Promotion Team is planning a wider scoping exercise to identify good practice around prevention and promotion of community mental health and wellbeing, across all ages, in the borough. A stakeholder event will be held in October 2015, to align with World Mental Health Day and findings from the scoping exercise will be presented at this event. The process of analysing Hillingdon Suicides that occurred between 2010 - 2014 is underway. This information will form part of the Hillingdon Suicide Prevention Needs Assessment, which is due in the autumn 2015.

## **Supported Housing**

The Department funds 152 people in either residential care or supported housing. In May 2014 the Swan House supported housing scheme opened. This has 24 flats with 24 hour staff on site and telecare support. There are six flats for people with mental health needs, the other 18 flats are for people with a learning disability. The flats have been allocated to people who were previously living in shared accommodation and were ready to move into their own flat. They have benefited from the privacy of their own front door but are still able to receive the support that they require from the on site staff team.

In March 2015, the Sessile Court supported housing scheme opened. This provides 14 modern one bedroom flats of which, 2 which could be used for people with physical disabilities. Sessile Court is a 24 hours a day scheme. Similar to Swan House, staff will provide regular support to each person in line with their support plan.

The LBH Mental Health Service Manager will continue to meet with the CNWL team to review packages of care and ensure service users are in the most appropriate setting which meets their needs. Over the period 2014/15, 28 mental health service users stepped down to less intensive placements..

## **Dementia Pathway**

A multi-agency group has been formed and has been meeting monthly since January 2015. The group will aim to take forward development of the Dementia action plan to improve dementia services and the dementia pathway in the borough. To date the group have identified the key gaps across the pathway and which areas of work should be prioritised in 2015/16.

## **Approved Mental Health Practitioners (AMHP) Service**

Local Authorities have a statutory duty to ensure that there are sufficient Approved Mental Health Practitioners (AMHP) available to undertake assessments under the Mental Health Act that can result in a person being detained in hospital.

In 2014 the service was centralised and additional investment made to create a permanent coordinator role to manage the service. In addition a member of staff has been seconded to the service which provides considerable continuity and consistency in the provision of the service. In addition social workers receive improved management support in carrying out what at times can be a difficult role.

Nationally it is difficult to recruit trained AMHP's in recognition of this the borough has reviewed pay scales with comparator authorities and has agreed to offer all AMHP qualified social work posts an additional 2 increments from April 2015.

The team leader role has widened to include providing training in mental health to the Police in partnership with a Police Sergeant. This is creating a greater understanding and also better use of Mental Health law used by the Police.

The AMHP service and Children's Services have agreed a joint protocol regarding the interface between the AMHP service and the Hillingdon's Children's Multi-Agency Safeguarding Hub (MASH). The protocol outlines what and how the AMHP service will be supporting MASH with information or other safeguarding issues that arise.

The AMHP extended out of hours pilot will cease at the end of April because the funding was short term winter resilience funding and has had a marked impact in the delays in A&E for the prompt response for urgent assessments.

## **Urgent Care**

The Business Case prepared by CNWL is under consideration by Hillingdon CCG. Delivering a clear Urgent Care Pathway and Single Point of Entry remains a CCG priority and discussions are ongoing at a Strategic level across the 5 NWL CCGs as part of the 2015/16 contracts.

## **Hospital Liaison**

CNWL, The Hillingdon Hospital and CCG have been looking at ways to reduce the pressure on A&E from people with mental health needs.

On completion of an audit the CCG has now commissioned a Psychiatric Hospital Liaison Service at Hillingdon Hospital. This service is based on the RAID Model (Rapid Access, Intervention and Discharge), which is nationally recognised best practice for such services. The service provides psychiatric interventions and support in Accident and Emergency, input onto the general wards for those with physical as well as mental health presentations, as well as training to non-mental health trained staff in the hospital.

## **Shifting Settings of Care and Primary Care Mental Health services**

The CCG have approved funding to support the development of a Primary Care Mental Health service. This initiative has been in development during 2014/15, two Mental Health Navigators who are employed by MIND, have been working across all Practices in the Borough supporting up to 75 clients transferring from secondary to primary care services. The operational policy has now been agreed, transitional funding approved and the team base identified. CNWL are currently in the process of recruiting Clinical staff and these should be in place by July 2015. Activity trajectories have been agreed for 2015/16.

## **Conclusion**

This report outlines the progress to date of various mental health workstreams across Hillingdon Council, Hillingdon Clinical Commissioning Group and CNWL Foundation Trust. The work will be consolidated and programme management via the Hillingdon Mental Health Transformation Board.