

Health and Wellbeing Board  
11<sup>th</sup> June 2015

**Promoting Emotional Wellbeing and Mental Health Priority**

**Purpose of the report:** The purpose of this report is to review progress made since October 2014 on delivering the 'Promoting emotional wellbeing and mental health' priority action plan.

**Introduction:**

1. The Board approved the emotional wellbeing and adult mental health strategy in October 2014 which was developed through extensive co-design and a successful consultation from June – September 2014.
2. This report highlights the progress made up to the end of April 2015 against the five priorities in the strategy of:
  - Promotion, prevention and early intervention
  - Working better together
  - Partnerships with service users, carers and families
  - Effective crisis care
  - Making recovery real

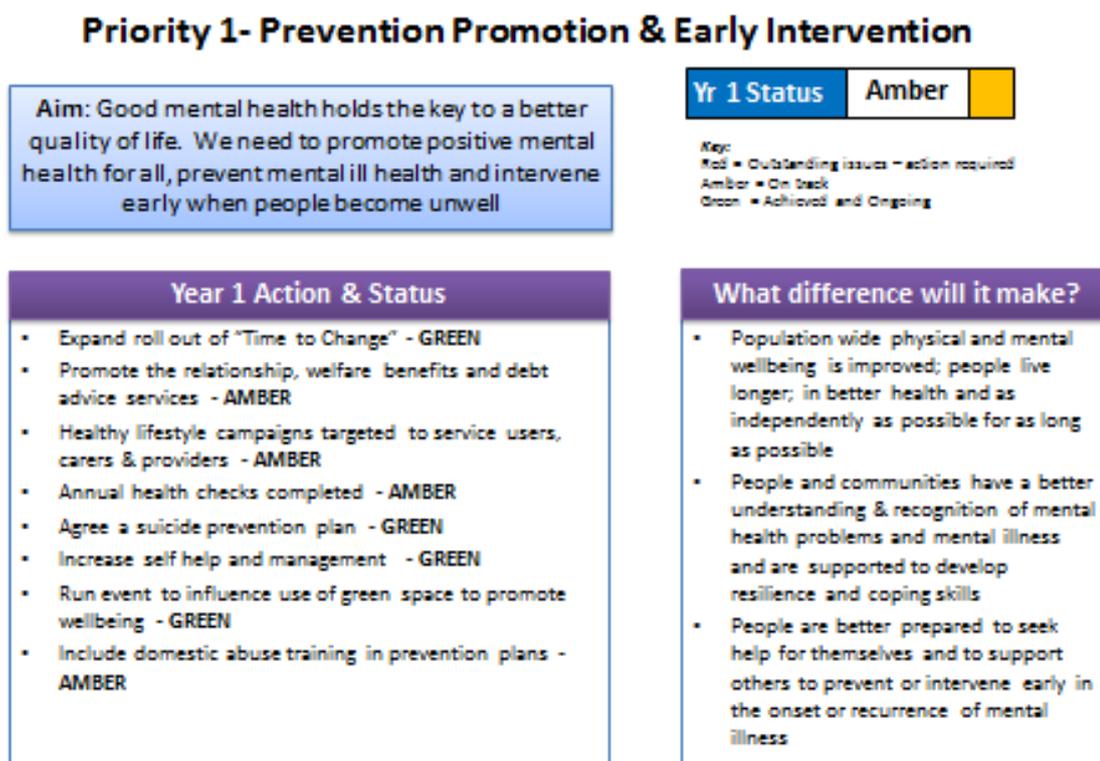
The full action plan summary and status can be seen at appendix 1.

**Progress on Priority 1: Promotion, Prevention and Early Intervention**

3. The promotion, prevention, early intervention priority actions for year 1 are all either on track or have been achieved giving an overall status of amber (on track). A summary of these year one actions are described below and shown in illustration 1:
  - 3.1 **Time to Change Roll Out:** . The anti-stigma work of Time to Change has been supported by CCG's and Surrey County Council and rolled out across the area reaching 1600 people through Mental Health Ambassadors from July 2014 to end of March 2015.

- 3.2 **Suicide Prevention Plan:** A multi-agency suicide prevention group have developed a suicide prevention plan for the Surrey area.
- 3.3 **Domestic Abuse training** is in progress of being included in CCG's prevention plans.
- 3.4 **Increase self help and management:** Public Health have increased the funding of the First Steps service to increase the support available for self help and management. A baseline of numbers and target increase will be monitored through the contract.
- 3.5 **Green Space Event:** The event took place on 1<sup>st</sup> April 2015 where it was agreed to form a Health & Well-being Working Group and plan to report jointly to Health & Well-being Board and Surrey Nature Partnership Board.
- 3.6 **Promote the relationship, welfare, benefits and debt advice services:** Surrey Suicide Prevention Group - Socio-economic sub group have been approached to work on this.
- 3.7 **Health lifestyle campaigns targeted to service users, carers and providers:** A formal mailing list is being prepared of mental health and carer's provider organisations to target healthy lifestyle campaign information to. Campaign information also goes out to all districts/boroughs.
- 3.8 **Annual health checks completed:** An audit is to be completed and target areas that have low uptake

Illustration 1:



4. The Working Better Together priority actions for year 1 are all mainly on track or have been achieved giving an overall status of amber (on track). There is one action that is rated as red on exclusion criterias and where concern remains that not enough progress is evident and further planning needs to take place to improve performance. A summary of these year one actions are described below and shown in illustration 2:
- 4.1 **Transition protocols developed:** One person one plan CQUIN for 15/16 is proposed to support transition across SABP services such as substance misuse/adult mental health /CAMHs/LD/Older adult services. A desk top review of local protocols from CAMHs to Adult services will take place against the national specification to ensure we are achieving best practice. Concern has been raised around the transitions between mental health and physical health services where more work needs to be planned for.
  - 4.2 **Ensure parity of esteem for carers:** SABP have been using the carers pathway and the 'Triangle of Care' approach. Their 13/14 data indicates 13% of whole caseload had carers identified. Q3 14/15 data shows improvement to 21%.
  - 4.3 **Develop a mental health provider forum:** An annual event that is themed will be established along with making use and promoting existing networks such as Surrey Care Association's.
  - 4.4 **Improved pathways between CCGs and NHS England:** Regular meetings and report sharing has now commenced around pathways at particular risk in the specialised mental health area.
  - 4.5 **Move away from exclusion criterias:** Although some work has taken place on this area there is still evidence that inappropriate exclusions are evident in service specifications and stigma still pervades certain diagnostic categories such as mental health in physical health services and autism and substance misuse in mental health services. There needs to be support across the system to address this and work to the parity of esteem principles.
  - 4.6 **Secondary Mental Health have physical health protocols that they implement:** SABP have plans and protocols in place. Data will be collected and reported against the KPI dashboard.

Illustration 2:

## Priority 2 - Working Better Together

**Aim:** Mental wellbeing is everybody's business. It affects every individual and impacts greatly on our society. It can only be improved if there is collective responsibility, a scaling up of integration and assertive action taken at all levels across agencies.

### Year 1 Action & Status

- Transition protocols developed - AMBER
- Ensure parity of esteem for carers implementing the carers pathway and 'Triangle of Care' - AMBER
- Develop a mental health provider forum - AMBER
- Improved pathways by closer working between CCG's and NHS England - AMBER
- Move away from exclusion criteria's - RED
- Secondary mental health have and work to physical health protocols - GREEN

**Yr 1 Status** Amber

Key:  
Red = Outstanding issues - action required  
Amber = On track  
Green = Achieved and Ongoing

### What difference will it make?

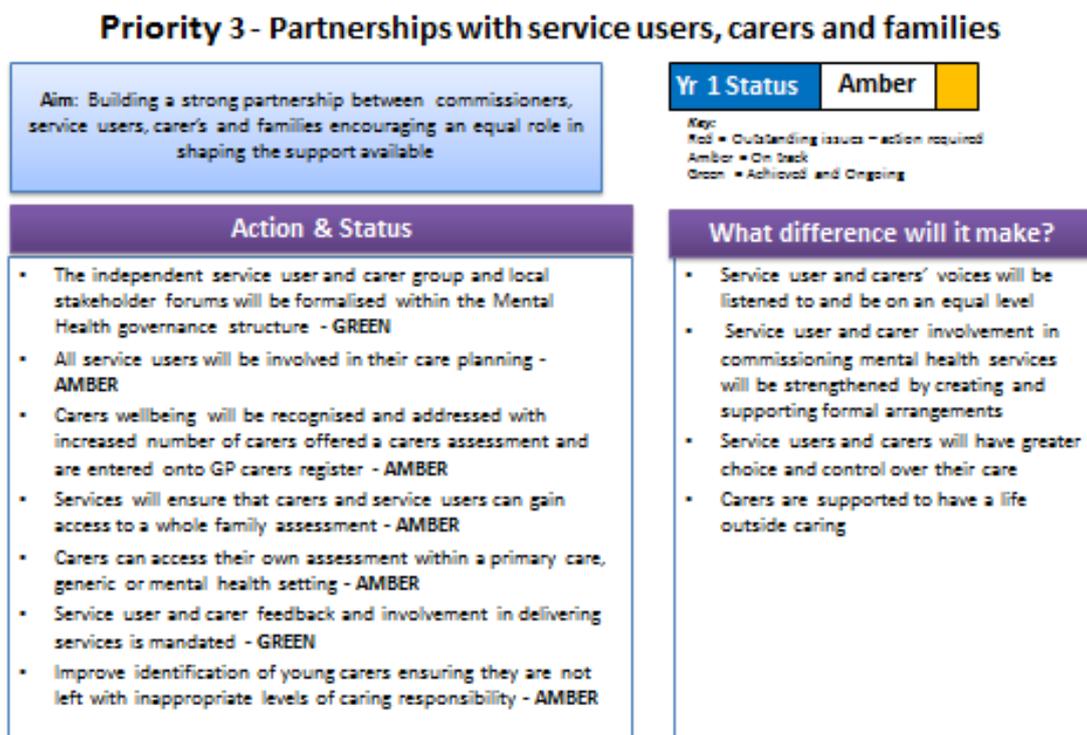
- Mental health is everybody's business – Leaders across all public sector organisations will recognise the value of promoting good mental health and will ensure this is given equal consideration to physical health within their service planning and resourcing
- Service users & carers experience integrated pathways & transitions for their whole needs
- Service providers/commissioners work together to establish organisational arrangements that promote the most effective and efficient use of services, minimising duplication
- Staff across the wider workforce have greater understanding and are trained in mental health awareness and suicide prevention

### Progress on Priority 3: **Partnerships with service users, carers and families**

5. The Partnerships with service users, carers and families priority actions for year 1 are all either on track or have been achieved giving an overall status of amber (on track). A summary of these year one actions are described below and shown in illustration 3:
  - 5.1 **The independent service user and carer group and local stakeholder forums will be formalised within the Mental Health governance structure:** The Surrey Mental Health Reference Group currently in form have agreed to take on the role of the Surrey independent group and will consult with the local stakeholder forums and service users and carers on a new terms of reference and branding.
  - 5.2 **All service users will be involved in their care planning:** A significant piece of work has been taking place in SABP to improve the quality and involvement in care planning which is showing positive results.
  - 5.3 **Carers wellbeing will be recognised and addressed** with increased number of carers offered a carers assessment and are entered onto GP carers register:
  - 5.4 **Services will ensure that carers and service users can gain access to a whole family assessment:**
  - 5.5 **Carers can access their own assessment within a primary care, generic or mental health setting:**

- 5.6 **Service user and carer feedback and involvement in delivering services is mandated:** This has been included in the main contracts and also within service specifications.
- 5.7 **Improve identification of young carers ensuring they are not left with inappropriate levels of caring responsibility:** The mental health services will be involved and keep abreast of the current young carers strategy development and ensure that they develop and adopt protocols that support this action.

*Illustration 3:*



**Progress on Priority 4: Effective Crisis Care**

- 6. The Effective Crisis Care priority actions for year 1 have all been achieved or are on track giving an overall status of green (achieved and ongoing). A summary of these year one actions are described below and shown in illustration 4:
  - 6.1 **Surrey Mental Health Crisis Concordat and action plan signed** by all agencies: We received a letter of acknowledgement and praise from Rt Hon Norman Lamb recognising us as being the second in the country to have achieved both a declaration and action plan of a comprehensive standard.
  - 6.2 **Review the level of beds and crisis service through simulation modelling:** This has been completed and the findings being taken into account for our future planning.
  - 6.3 **Establish local solutions and partnerships to better meet the mental health crisis needs of communities:** Each area have

established local steering groups taking forward their Safe Haven Café work. Locations and working protocols are currently being sourced and developed.

- 6.4 **Establish co-location, information sharing and integration opportunities for mental health within the public access services (111/999) as a first step to the 24/7 single point of access:** A successful pilot of mental health staff in the police call centre has been supported via bid and match funding to be extended to a 7 night week service. An action plan of developing an integrated communication and pathway between 111 and SABP has been agreed. There have been further actions related to this area that have demonstrated real achievements such as the ambulance service now operating a response within an hour for people needing to be conveyed for a mental health assessment when subject to a Section 136; real improvements on the implementation of the Section 136 protocol and joint working between Surrey Police and SABP which has reduced the level of people held in custody rather than a health based place of safety under a Section 136 down from 14-19% in 13/14 to 5-6% in 14/15 with 0% being achieved in the last 2 months.
- 6.5 **Support for carers and families are planned for in the design of the safe havens/crisis cafes:** A proposal of working with a company called Healios has been supported by the carers. It is a product that offers on-line face to face support to carers on mental health and will be linked in with the Carer Liaison workers and the Safe Haven Cafes.

Illustration 4:

**Priority 4 - Effective Crisis Care**

<p><b>Aim:</b> People who use services, their carers and families should get as much support to prevent and deal with a crisis from a mental health problem as they expect to receive from physical healthcare services.</p>	<p><b>Yr 1 Status</b> <span style="background-color: green; color: white; padding: 2px 5px;">Green</span></p>
<p><b>Action &amp; Status</b></p> <ul style="list-style-type: none"> <li>• Surrey Mental Health Crisis Concordat and action plan signed by all agencies - GREEN</li> <li>• Review the level of beds and crisis service through simulation modelling - GREEN</li> <li>• Establish local solutions and partnerships to better meet the mental health crisis needs of communities - AMBER</li> <li>• Establish co-location, information sharing and integration opportunities for mental health within the public access services (111/999) as a first step to the 24/7 single point of access - GREEN</li> <li>• Support for carers and families are planned for in the design of the safe havens/crisis cafes - GREEN</li> </ul>	<p><b>Key:</b>  Red = Outstanding issues - action required  Amber = On track  Green = Achieved &amp; Ongoing</p>
<p><b>What difference will it make?</b></p> <ul style="list-style-type: none"> <li>• Delivery of the mental health crisis care concordat recommendations/standards</li> <li>• There is improved access to appropriate care, continuity of care and reduced rates of relapse and re-presentation to mental health services</li> <li>• There is an adequate level and mix of crisis services through population based planning and service development across sectors</li> </ul>	

7. The Making Recovery Real priority actions for year 1 have been achieved or are on track giving an overall status of amber (achieved or on track). A summary of these year one actions are described below and shown in illustration 5:
- 7.1 **Comprehensive care plans developed with the individual will be the norm:** A significant piece of work has been taking place in SABP to improve the quality and involvement in care planning which is showing positive results.
  - 7.2 **The opportunities offered by new technology in relation to mental health will be explored:** Surrey is ahead of the curve for mental health in embracing new technology to support new ways of delivering care and support. IAPT provides on-line therapy in Surrey and SABP have introduced e therapy through their 24/7 pilot. Telehealth is being piloted in NWS with SABP for mental health and a Carers support service will be an on-line face to face service.
  - 7.3 **Development of volunteer and peer support schemes:** Community Connections providers and SABP are each working on plans to increase volunteer and peer support in mental health.

*Illustration 5:*

**Priority 5 - Making Recovery Real**

**Aim: People are entitled to receive recovery focused support that offers hope, fulfilment of potential and to live their lives on their own terms.**

Action & Status	What difference will it make?
<ul style="list-style-type: none"> <li>Comprehensive care plans developed with the individual will be the norm - <b>AMBER</b></li> <li>The opportunities offered by new technology in relation to mental health will be explored - <b>GREEN</b></li> <li>Development of volunteer and peer support schemes - <b>AMBER</b></li> </ul>	<ul style="list-style-type: none"> <li>People with mental health problems have improved outcomes in relation to housing, employment, income &amp; overall quality of life; are valued &amp; supported by their communities</li> <li>Service delivery is organised to provide more flexible, inclusive and integrated care by providers working together to establish arrangements that promote the most effective and efficient use of services, taking a whole family approach</li> <li>Increased service user led activity and peer support for service users and carers</li> <li>Use of carers care pathway ensuring support to carers throughout an individual's recovery</li> <li>Providers are positively managing risk, supporting people to increase their levels of hope and aspiration and enabling them to realise their full potential</li> </ul>

Yr 1 Status

Amber

Key:  
 Red = Outstanding issues - action required  
 Amber = On track  
 Green = Achieved & Ongoing

## Conclusions:

8. Good progress has been made in the first year of implementing the emotional wellbeing and mental health joint commissioning strategy with particular strength on the improving Crisis Care gaining recognition at a national level from Rt Hon Norman Lamb for our concordat work and most importantly making a real difference with tangible improvements for people with mental health problems, their families and carers and the providers of services.
9. The achievements this year have come mainly from a heightened commitment from agencies to work together to make a difference around mental health rather than an increase in resources. We have been successful in a number of bids to provide funds that will increase our transformation in scale and pace however the coming years for the strategy are ambitious and require a continued focus and commitment across agencies to really shift our culture to make mental health everybody's business and achieve parity of esteem for mental health.

## Recommendations:

10. The Board is asked to:
  - a) Note the progress on the implementation of the commissioning Strategy year 1.

---

### Report contact:

Diane Woods  
 Associate Director Mental Health and Learning Disability Commissioning (MH/LD)  
 North East Hampshire & Farnham Clinical Commissioning Group, on behalf of Surrey CCG MH/LD Collaborative

### Contact details:

[diane.woods@hampshire.nhs.uk](mailto:diane.woods@hampshire.nhs.uk)  
 07912 774 656

### Appendices/Sources/background papers:

#### Appendix 1: EWMH Strategy Summary and Action Plan



2014-17 EWMH  
 Strategy Action Plan

#### Background Paper: EWMH Joint Commissioning Strategy



SURREY NEH  
 STRATEGY FOR PEOPLE