

Health and Wellbeing Board
10 December 2015

Promoting Emotional Wellbeing and Mental Health Priority

Purpose of the report: To review the progress made since June 2015 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. The strategy has wide ranging actions to complete from 2014 – 2017 but has had some key achievements so far:
 - Mental health problems are common but nearly nine out of ten people who experience them say they face stigma and discrimination as a result. This can be even worse than the symptoms themselves. Time to Change is England's biggest programme to challenge mental health stigma and discrimination. In Surrey we have supported this national campaign and have our own anti-stigma work programme of Time to Change which has been rolled out reaching more than 1600 people through mental health ambassadors.
 - Suicide prevention plan developed.
 - Domestic abuse training in Clinical Commissioning Groups' (CCGs) prevention plans.
 - Ahead of the curve with new technology for mental health – on-line Improving Access to Psychological Therapies (IAPT), e-therapy Surrey And Borders Partnership (SABP), face to face on-line support for carers.
 - The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work better together to make sure that people get the help they need when they are having a mental health crisis. Every area was mandated to develop local multi-agency declaration and action plans in response to this. Surrey was the second in the country to have

their local declaration and action plan accepted and published nationally which drew congratulations and encouragement from Norman Lamb.

- The police can use **section 136 (S136)** of the Mental Health Act to take a person who is in a public place, that they think has a mental illness and are in need of care, to a place of safety. A place of safety can be a hospital or a police station. It is nationally recognised that a police station is only appropriate in exceptional circumstances and health based places are what should be available. In Surrey there has been an increase in s136 health based places of safety increasing capacity by 25%. There has also been a reduction of people detained under S136 being taken to custody, down from 14-19% to 5-6% in one year.
- Reviewed protocols and improved working between agencies, SABP/Police/111/Ambulance.
- Conveying people detained under S136 by ambulance has been introduced.
- A successful first annual event to celebrate and promote the emotional wellbeing and adult mental health strategy took place in October at the HG Wells Centre in Woking and was attended by 147 people.
- Three successful bids bringing in £2.4million across the Surrey agencies to improve mental health crisis care. These bids will:
 - Provide crisis provision for children and adolescents through the extended HOPE service.
 - Provide carers support through the Healios on-line service described later.
 - Develop a Single Point of Access for Mental Health Crisis
 - Expand the mental health staff pilot in police call centres to a seven night service.
 - Roll out the crisis café model across Surrey.

3. This report highlights the progress made since the last report in June 2015 and up to the end of October 2015 against the strategy's five priorities:

- Promotion, prevention and early intervention
- Working better together
- Partnerships with service users, carers and families
- Effective crisis care
- Making recovery real

Progress on Priority 1: Promotion, Prevention and Early Intervention

4. The promotion, prevention, early intervention priority actions for year two are all either on track or have been achieved giving an overall status of amber (on track). A summary of the year two actions are described below and shown in illustration one:

4.1 **Information and Support to Carers:** Following work with carers and the voluntary sector, an innovative 18 month pilot service has

been commissioned and was commenced in October. Non-recurring funding of £1.5 million has been awarded to Surrey County Council and partners for 2015/16 through the Department for Communities and Local Government's Transformation Challenge Award. The aim of the funding is to encourage places that have ambitious plans to work in partnership across the public sector and with the voluntary and community sector or private sector to re-design services and is linked to the Crisis Concordat work. The name of the provider is Healios and they will be offering a bespoke carer support service addressing the particular needs of mental health carers via web based psycho-education and skills training.

- 4.2 **Referral support to GPs:** Mental Health pathways over the years have become more complex to navigate. A number of the CCGs across Surrey have now begun to include mental health in their referral management services to support these pathways.
- 4.3 **Perinatal Mental Health:** A proposal for developing a perinatal mental health service was submitted as part of the Children and Adolescent Mental Health Services (CAMHS) Transformation Plan to NHS England. The plan has been successful and funding to the Surrey CCGs has been approved. A Programme Board is being established to oversee the Transformation Plan and the hope is that the end of year two report will include start dates for the new service.
- 4.4 **Implement five ways of Wellbeing:** A wellbeing campaign has started with a targeted approach in the five areas that have a higher incidence of common mental health problems. A 'Six Ways to Wellbeing Workshop' is being organised for the 1 December 2015 and has been publicised to approximately 150 multi-agency staff and a Surrey population wide campaign will begin in the new financial year (April 2016).
- 4.5 **Mental Health Access Standards are met:** A number of new measures will come into effect from 1 April 2016 for mental health. Preparedness work has been taking place across the county to be in a position to meet the targets that address the needs of Surrey's population. The Early Intervention in Psychosis services provided by SABP is in a good position with a strong platform to build from and uplift in funding awarded to all of the CCGs for this service in line with national recommendations. Psychiatric Liaison services in the acute hospitals have been supported significantly over the last two years by CCGs and so are in a better position to begin to meet the 24/7 expectation for the year 2020. The more significant challenge is ensuring that Psychiatric Liaison services also cover children and so the CAMHS Transformation Plan will help to achieve this.
- 4.6 **Increase awareness among healthcare staff of the negative impact long term conditions have on mental health, identifying depression and signposting to self-help resources and services:** First Steps, Surrey's mental health promotion service,

has a rolling programme of raising mental health awareness among healthcare staff. Clients contacting First Steps are regularly signposted to relevant services/agencies and have a large range of self-help resources available to download/print/be sent out. Expert Patient/self-management courses have been offered to all CCGs – two courses have been running in North West Surrey; course re-scheduled in Surrey Heath; and although courses were offered in Guildford & Waverley & East Surrey CCGs they did not take place as there was a low uptake.

Priority 1- Prevention Promotion & Early Intervention

Aim: Good mental health holds the key to a better quality of life. We need to promote positive mental health for all, prevent mental ill health and intervene early when people become unwell

Yr 2 Status

Amber

On track

Key:

Red = Outstanding issues – action required

Amber = On track

Green = Achieved and Ongoing

Year 2 Actions & Status

C/F from Year 1

- Promote the relationship, welfare benefits and debt advice services - **AMBER** ⬆
- Healthy lifestyle campaigns targeted to service users, carers & providers - **GREEN** ⬆
- Annual health checks completed - **AMBER** ⇨
- Include domestic abuse training in prevention plans - **GREEN** ⬆

Year 2 (July 2015-June 2016)

- Information and support to carers – **GREEN** ⬆
- Develop referral support to GPs – 3 of 5 CCGs **AMBER** ⇨
- Perinatal MH Service – **AMBER** ⬆
- Implement 5 ways of wellbeing – **AMBER** ⇨
- Access standards for MH are met – **AMBER** ⬆
- Awareness raising of link depression and LTC – **AMBER** ⇨

Year 3

- Monitoring Health Risk Factors
- Deliver resilience programmes – **AMBER** ⬆
- Self help in higher incidence areas- **GREEN** ⬆
- Psychological Support in physical health pathways
- Public services attain workplace wellbeing charter – **AMBER** ⬆

What difference will it make?

- Population wide physical and mental wellbeing is improved; people live longer; in better health and as independently as possible for as long as possible
- People and communities have a better understanding & recognition of mental health problems and mental illness and are supported to develop resilience and coping skills
- People are better prepared to seek help for themselves and to support others to prevent or intervene early in the onset or recurrence of mental illness

Progress on Priority 2: Working Better Together
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5. The Working Better Together priority actions for year two are all mainly on track or have been achieved giving an overall status of amber (on track). A summary of these year two actions are described below and shown in illustration two:
- 5.1 **Mental Health is in strategic plans of public sector organisations:** Work is focussing on achieving leadership support at an executive level for mental health on each of the acute trusts in Surrey. Agreement in principle has been made and the expectation is at the end of year two to be able to report that this has been achieved.
- 5.2 **Joint Commissioning for voluntary sector and Section 117:** We have a strong track record on joint commissioning of the voluntary sector and that has been maintained. Section 117 aftercare is a joint responsibility of health and social care if someone has been in hospital under section 3, 37, 45A, 47 or 48 of the Mental Health Act 1983. Section 117 means that people will receive free aftercare from health and social services when leaving hospital. In Surrey, our local Section 117 policy refresh work has progressed and a draft new partnership agreement is nearing completion for financial analysis to then take place.
- 5.3 **Develop a mental health provider forum:** An annual event took place on the 15 October with over 100 attendees promoting services and progress on the strategy.
- 5.4 **Mental Health Performance Data and Investment is Transparent:** Mental health access standards data and investment has been published and shared at the last two Emotional Wellbeing and Mental Health (EWMH) Partnership Board meetings. The outcomes dashboard that is being developed for the strategy will also add to this information. Further work is required to bring together other performance data into a manageable presentation for sharing.
- 5.5 **Service Pathway Information is Accessible:** First Steps provides a centrally updated resource ensuring that information about mental health pathways into and through care is shared, readily accessible and culturally relevant. Further work is being progressed through the Transformation Challenge Award crisis care pathway work to develop an information spine which will ensure that information can be shared across agencies to support visibility and flow through the care pathways. The national driver and expectation that all providers of NHS contract services ensures that full information and details of their services are published on the NHS Choices website is continuing to drive this requirement for highly visible information to navigate services.

- 5.6 **Wider workforce training:** Public Health have commissioned and advertised awareness and suicide prevention training. Uptake from the acute trusts has been difficult and this is being promoted by sign up at an executive level within acute trusts for mental health.

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.

Yr 2 Status**Amber****On track***Key:*

Red = Outstanding issues – action required

Amber = On track

Green = Achieved and Ongoing

Year 2 Action & Status**C/F from Year 1**

- Transition protocols developed – **GREEN** ↑
- Parity of esteem for carers- **GREEN** ↑
- Move away from exclusion criteria's – **AMBER** →

Year 2 (July 2015- June 2016)

- MH is in strategic plans of public sector organisations – **AMBER** → (all CCG's, acutes being negotiated)
- Joint commissioning for voluntary sector and S117 – **AMBER** ↑
- MH Performance Data and investment will be transparent – **AMBER** ↑
- Service Pathway information is accessible – **AMBER** →
- Wider workforce training – **AMBER** ↑

Year 3

- Care pathways seamless across physical and mental health
- Education delivered to GPs on common mental health
- Joint planning of MH in integrated services – **AMBER**

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

6. The partnerships with service users, carers and families priority actions for year two are all either on track or have been achieved giving an overall status of amber (on track). A summary of these year two actions are described below and shown in illustration three:
 - 6.1 **Service User and Carer Training delivered to strengthen their role:** What this training will look like and the delivery of it will be shaped by the people that will access it through the newly developing Independent Mental Health Network.
 - 6.2 **Carers involvement in mental health commissioning will be supported adequately:** Carers are an integral part of the newly developing Independent Mental Health Group. In addition to this, mental health carers have now also been included within the other Surrey carers organisation giving mental health parity rather than remaining in a mental health silo.
 - 6.3 **Accessible information to make informed decisions on their care:** Service development and improvement plans have been put in place with providers of mental health services across Surrey to ensure inclusion on key accessible information portals such as NHS Choices and the Directory of Service. Further work is being progressed around the compliance of this across organisations.
 - 6.4 **Widen Approaches for involvement:** In line with the other related actions this will be facilitated and implemented by the newly developing independent mental health network.

Illustration 3:**Priority 3 - Partnerships with service users, carers and families**

Aim: Building a strong partnership between commissioners, service users, carer's and families encouraging an equal role in shaping the support available

Yr 2 Status**Amber****On track****Key:**

Red = Outstanding issues – action required

Amber = On track

Green = Achieved and Ongoing

Action & Status**C/F Year 1**

- All service users will be involved in their care planning - **AMBER** ⇨
- Carers wellbeing will be recognised and addressed with increased number of carers offered a carers assessment and are entered onto GP carers register - **AMBER** ⇨
- Services will ensure that carers and service users can gain access to a whole family assessment – **GREEN** ⬆
- Carers can access their own assessment within a primary care, generic or mental health setting - **AMBER** ⇨
- Improve identification of young carers ensuring they are not left with inappropriate levels of caring responsibility – **AMBER** ⬆

Year 2

- Service user and carer training delivered to strengthen their role – **AMBER** ⬆
- Carers involvement in MH commissioning is supported adequately – **GREEN** ⬆
- Accessible information to support making informed decisions on their care – **AMBER** ⇨
- Widen approaches for involvement - **AMBER** ⇨

What difference will it make?

- Service user and carers' voices will be listened to and be on an equal level
- Service user and carer involvement in commissioning mental health services will be strengthened by creating and supporting formal arrangements
- Service users and carers will have greater choice and control over their care
- Carers are supported to have a life outside caring

7. The Effective Crisis Care priority actions for year two are all on track or have been achieved giving an overall status of amber (on track). A summary of these year two actions are described below and shown in illustration four:
- 7.1 **Establish a 24 hour universal single point of access (SPA) for mental health crisis:** Following the agreement of a single point of access (SPA) model co-design work began in November 2015 to progress and develop these plans.
 - 7.2 **Enhanced 24/7 Home Treatment Team:** The modelling work by Mental Health Strategies recommended that the Home Treatment Team had sufficient capacity as the service stood and also recommended that older adults with non-organic mental health problems should be included and this is now being implemented. The modelling showed that more impact was being achieved through the partnership model of SABP and voluntary sector professionals working together within the Safe Haven models and so this partnership model is the enhancement taking place.
 - 7.3 **Voluntary Sector led crisis and peer support services:** Safe haven cafes, of which peer support is integral, are being set up across Surrey in addition to the community connections services which support and establish peer support approaches in their work. Surrey Heath CCG safe haven opened on 13 November, North West Surrey CCG are hoping to open on 21 December, Guildford and Waverley CCG are looking at the beginning of March and are currently consulting on Guildford or Godalming is the preferred location for the cafe. East Surrey CCG are in the process of finalising some building issues.
 - 7.4 **Agreed mental health protocols between emergency services implemented:** A number of key joint protocols have been agreed and signed off through Surrey Crisis Care Concordat delivery group and these included MISPER (Missing persons), S136 (signed up to across Kent, Surrey and Sussex Police and SECAMB) and includes a significant agreement between partners that people experiencing a mental health crisis can be transported by ambulance rather than by the Police which was previously the default setting.
 - 7.5 **Information sharing of crisis and contingency plans across emergency services implemented:** This is being progressed through the Transformation Challenge Award bid work but the Centre of Excellence in the form of a shared information spine. Work is also progressing between the 111 service and SABP to ensure that the information sharing and signposting approach is adopted to support the SPA development.

Illustration 4:**Priority 4 - Effective Crisis Care**

Aim: 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.

Yr 2 Status**AMBER****On track****Key:**

Red = Outstanding issues – action required

Amber = On track

Green = Achieved & Ongoing

Action & Status**C/F Year 1**

- Establish local solutions and partnerships to better meet the mental health crisis needs of communities - **AMBER** ⬆

Year 2

- Establish 24 hour universal SPA for MH Crisis – **AMBER** ⇄
- Enhanced 24/7 HTT – **AMBER** ⬆
- Voluntary sector led crisis and peer support services – **AMBER** ⬆
- Agreed MH protocols between emergency services implemented – **GREEN** ⬆
- Information sharing of crisis contingency plans across emergency services implemented - **AMBER** ⇄

Year 3

- Sustainable psychiatric liaison services – **AMBER** ⬆
- Everybody has crisis contingency plans - **GREEN** ⬆

What difference will it make?

- Delivery of the mental health crisis care concordat recommendations/standards
- There is improved access to appropriate care, continuity of care and reduced rates of relapse and re-presentation to mental health services
- There is an adequate level and mix of crisis services through population based planning and service development across sectors

Progress on Priority 5: Making Recovery Real

8. The Making Recovery Real priority actions for year two have been achieved or are on track giving an overall status of amber (on track). A summary of these year two actions are described below and shown in illustration five:
- 8.1 **Shared care and enhanced services between primary and secondary care for mental health agreed:** The prescribing group for mental health with cross organisational membership is now well established and have developed a number of proposals including dementia, administration of long acting injections and Attention Deficit and Hyperactivity Disorder.
- 8.2 **Reduction of locked rehab:** There has been a maintained position on the use of these services. Further work is taking place on possible alternative approaches with the roll out of the personality disorder strategy within SABP contributing.
- 8.3 **Impact Review of Supported employment approaches:** A comprehensive review of the two providers across Surrey that deliver supported employment for people with a mental health problem was undertaken in 2015. The evidence demonstrates that commissioned services deliver excellent outcomes and the number of people supported to employment exceeds national benchmarks.
- 8.4 **Accessible hours of service operation:** A pilot undertaken by SABP extending the opening hours of a Community Mental Health Recovery Service did not demonstrate significant uptake or impact. Other services across the pathway are, however, demonstrating accessible hours inclusive of the safe havens which are delivering services out of hours (evenings and weekends) through to IAPT providers delivering services on evenings and weekends when required.
- 8.5 **Awareness raising and training to secondary care staff on autism:** SABP have developed a training package which has been trialled in one area with great success and will be rolling across community teams. This is adopting an effective approach using service user led delivery.

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**C/F Year 1**

- Comprehensive care plans developed with individual – **AMBER** ⇨
- Development of volunteer and peer support schemes - **AMBER** ⇨

Year 2

- Shared care and enhanced services between primary and secondary care for MH agreed – **AMBER** ⇨
- Reduction of locked rehab – **AMBER** ⇨
- Impact review of supported employment approaches – **GREEN** ⬆
- Accessible hours of service operation – **AMBER** ⬆
- Awareness raising training to secondary care staff on autism – **GREEN** ⬆

Year 3

- Integrated accommodation programmes between MH services and housing agencies – **AMBER** ⬆
- Protocols to reduce evictions – **AMBER** ⬆
- Apprenticeship schemes for people with MH – **GREEN** ⬆
- Extend NEETS scheme to MH – **GREEN** ⬆
- Promotion of MH with Job Centre Plus – **GREEN** ⬆
- Integration MH into primary care hubs - **RED**
- Better GP understanding for accessing accommodation - **RED**

Yr 2 Status**Amber****On track****Key:**

Red = Outstanding issues – action required

Amber = On track

Green = Achieved & Ongoing

What difference will it make?

- People with mental health problems have improved outcomes in relation to housing, employment, income & overall quality of life; are valued & supported by their communities
- 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
- Increased service user led activity and peer support for service users and carers
- Use of carers care pathway ensuring support to carers throughout an individual's recovery
- Providers are positively managing risk, supporting people to increase their levels of hope and aspiration and enabling them to realise their full potential

Conclusions:

9. Good progress was made in the first year of implementing the Emotional Wellbeing and Mental Health Joint Commissioning Strategy and has been particularly strong in improving crisis care, something which has continued into the first half of the second year.
10. A key focus for the latter half of the second year in the strategy will be on maintaining the reduction in the number of those detained under S136 going into custody, securing agreements with the acute trusts around mental health being supported at an executive level in their organisations, establishing all of the remaining Safe Havens and completing the foundation blocks for the mental health integrated SPA.
11. In order to see the impact of the strategy on the wider outcomes that were prioritised in the Strategy an Outcomes Dashboard has been developed. Many of these higher level measures are just annual with the baseline year being 2013/14. In the first year there has been some material shifts up as well as down. Access rate to mental health services has seen a significant increase, employment of people with mental health issues has increased along with the number of people with mental illness in settled accommodation and carers receiving assessment or review. The areas that have declined are numbers of young carers identified, as a percentage of total carers. See Annex 2 for the full dashboard.

Recommendations:

12. The Board is asked to note the progress on the implementation of the commissioning strategy at the mid-way point of year two.

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Annexes

None

Background papers

EWMH Joint Commissioning Strategy

Emotional Wellbeing and Mental Health: Everybody's Business

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