

3 MARCH 2021



## UPDATE ON THE IMPLEMENTATION OF MENTAL HEALTH TASK GROUP RECOMMENDATIONS

**Purpose of report:** To provide the Adults and Health Select Committee with an update on progress in implementing the recommendations of the Mental Health Task Group, which was established to map the individual and carer's journey through adult mental health services in Surrey.

### Introduction:

1. On 8 March 2019, the Adults and Health Select Committee formally established the cross-party Mental Health Task Group, which would aim to map the individual and carer's journey through adult mental health services in Surrey. However, due to a combination of Select Committee restructuring and the Covid-19 pandemic, the Task Group's work was delayed until the spring of 2020.
2. Between 8 June 2020 and 1 September 2020, the Task Group conducted 13 separate evidence-gathering sessions with 40 witnesses from a wide variety of organisations.
3. The findings and recommendations of the Task Group were presented to Cabinet in October 2020 and were welcomed. This report provides a progress update on actions that have taken place to implement each of the Task Group's 20 recommendations, which have been integrated into the work plan for Priority 2 of the Surrey Health and Wellbeing Strategy.

### Progress made on implementing the Task Group's recommendations:

4. Throughout the coronavirus pandemic, there has been tremendous partnership working across the Surrey health and care system to support people with their emotional wellbeing, in the face of large increases in demand and complexity.
5. Despite the continued challenges of the pandemic, work continues to ensure that adults in Surrey receive the right mental health support, and the right level, at the right time. This work continues within constituent organisations, and in partnership through the Surrey Health and Wellbeing Strategy. The mental health agenda has received a renewed system-wide focus following the Surrey Mental Health Summit in December 2020, and the newly established Surrey

Mental Health Partnership Board will look to accelerate further improvements and developments in services for residents.

6. The Task Group's recommendations and the progress made are as follows:
7. **Recommendation 1:** GPs, when referring patients, ensure that all relevant information is passed on so that patients avoid repeating their stories multiple times, and that GPs ensure they explain to patients, both those they are referring and those who are self-referring, how they can release their medical records to mental health services.
8. **Progress update:** There is now a live and operational Surrey Care Record which enables the safe sharing of data between mental health services and GPs and Surrey County Council. This is the core data sharing product for direct care and has now been in place for six months. The full patient record is shared between authorised health and social care professionals. Adult services and SABP are both users of the platform and use will continue to widen over time. A link to a demonstration of the Surrey Care Record can be made available for the Select Committee and programme leads would be delighted to offer an introductory session to whomever would benefit from it.

We have also seen improvements in the interface between Primary & Secondary Mental Health care with the development and spread of the GP Integrated Mental Health Service (GPIMHS). GPIMHS has spearheaded the integration of adult mental health services across Primary Care Networks and specific GP practices, which greatly improves the flow of information between health and care professionals by the sharing of clinical information. The initial programme of work has been very successful, and the roll out continues across Surrey. The new model of care will facilitate wrap around care services and improve patient experience.

9. **Recommendation 2:** From 2021, GPs receive additional mental health top-up training on an annual basis, and that at least one GP per practice has undertaken more specialist mental health training.
10. **Progress update:** Surrey Heartlands CCG commissions the GP Advanced Diploma in Mental Health. The diploma has been recommissioned for 2021/22 and will be promoted to all Primary Care Networks (PCNs). As part of the GP Integrated Mental Health Service (GPIMHS) development, each PCN that has a GPIMHS service is required to have a GP complete the diploma.
11. **Recommendation 3:** From 2021, GPs receive regular training to ensure they understand how to use resources such as Surrey Information Point and Healthy Surrey, so that primary care partners are aware of what mental health services

and third sector organisations are available in Surrey, and for these resources to be updated by Surrey County Council on a regular basis so that health partners can access all of the necessary information as easily and quickly as possible.

12. **Progress update:** The flow of new and relevant information throughout the health and social care system is becoming easier by use of technology, however there is risk of several forms of communication being used to share knowledge which becomes confusing and unwieldy. In Surrey, there is a focus on a core group of platforms to update professionals, most recently the platform of Teamsnet which is a repository of information for GPs which can be updated by various stakeholders. This reduces the volume of emails and newsletters received by GPs and facilitates a place where information can be accessed anytime and updated as required.

Via the Local Contracted Service (LCS) for the Severe Mental Illness (SMI) - Mental Health Enhanced Physical Health Checks & Suicide Prevention, primary care colleagues in Surrey Heartlands signed up to the LCS have access to a SMI physical health check and suicide prevention eLearning modules.

In addition, Surrey Public Health are working with an external agency reviewing the content of Healthy Surrey Mental Health section to most effectively and accessibly provide resources and information to residents. This is also being looked at by the Communications workstream of the Communications Plan workstream of the Mental Health & Covid Emergency/Escalation Group.

13. **Recommendation 4:** Each primary care network in Surrey nominates a mental health champion to help strengthen partnership working across the primary care system.
14. **Progress update:** The GPIMHs model has a lead GP for the mental health development in each PCN. As the model roll outs across Surrey Heartlands these leads will increase and have full coverage across PCNs. As part of the new GP and standard NHS contract, there is an entitlement for each PCN to establish an additional Mental Health Practitioner role from 2021/22. We are currently working through a proposed operational model across the Surrey footprint.
15. **Recommendation 5:** A solution is found to the problems surrounding the sharing of data and IT infrastructure between the NHS, Surrey County Council and external providers to enable third sector organisations to fully and safely support those in their care, and that Surrey County Council and Surrey Heartlands liaise as a matter of urgency.

16. **Progress update:** As stated in Recommendation 1, progress with the Surrey Care Record is supporting the sharing of data between the NHS, Surrey County Council, and external providers. Work is continuing between health, social care, and the third sector to bring together resources and data on shared IT platforms; such as the Surrey Virtual Wellbeing portal which brings together a range of courses and online support delivered by third sector providers onto a simple portal.
17. **Recommendation 6:** The GP-consultant text system is expanded to include questions relating to mental health concerns.
18. **Progress update:** A pilot project commenced in February 2021, which facilitates GPs receiving information from Mental Health Clinicians. The service is already in use between GPs and Medical Professionals. The service is available for GPs to access advice from Mental Health Services regarding patients who are experiencing delirium and confusion. The pilot project will be evaluated in due course with a view to being rolled out further if successful.
19. **Recommendation 7:** Third sector organisations are given the ability to refer to Community Mental Health Recovery Services and Community Mental Health Teams to ensure that those with mental health issues are signposted to the services that are right for them and their needs.
20. **Progress update:** Third sector organisations can signpost clients to the Single Point of Access (SPA). If the SPA service assesses that the client would benefit from a referral to the Community Mental Health Recovery Services or Community Mental Health Teams, they will arrange for this to happen. Collaboration with the third sector is also playing a part in delivering key services to support people. For example, the recently rolled-out Tech to Community Connect project was co-designed through the voluntary, community and faith sector (VCFS) in response to rising levels of loneliness in the community. Third sector organisations do have this ability and staff are based in the Single Point of Access as community connectors. Collaboration with the third sector is also playing a part in delivering key services to support people. For example, the recently rolled-out Tech to Community Connect project was co-designed through the VCFS sector in response to rising levels of loneliness in the community.
21. **Recommendation 8:** From 2021, meetings involving CCG leads and third sector organisations take place on at least an annual basis to help facilitate stronger partnership working and understanding, and that all stakeholders, including third sector organisations, are represented at all meetings and committees that impact the work of the third sector and external providers.

22. **Progress update:** Regular meetings between CCG leads and the third sector will continue as required. In many cases, such meetings are already taking place more frequently than annually. Third sector organisations and wider partners are currently represented throughout the Surrey mental health governance architecture, including the Mental Health Partnership Board, and the Emotional Wellbeing and Mental Health Reference Group. This representation will continue as the governance arrangements are reshaped. Similarly, third sector organisations are involved in the short-term Mental Health COVID Emergency Response workstreams that have been stood up. Partnerships with the third sector are strong and there is a huge range of excellent partnership work (including health, Local Authorities, VCFS sector, private sector organisations, and wider partners) as the system has pulled together to deliver positive outcomes for people in Surrey.
23. **Recommendation 9:** All health providers and commissioners ensure that the use of remote meeting software remains an option for future meetings, appointments and therapy sessions to ensure that location and access issues are not a barrier to participation.
24. **Progress update:** It has been built into Surrey mental health planning that remote meeting software will remain an option for services in future to ensure accessibility for residents.
25. **Recommendation 10:** Surrey County Council conducts a review of the nature and length of contracts currently offered to third sector providers, and that all future contracts are for a minimum of five years.
26. **Progress update:** Since these recommendations were made, Surrey Adult Social Care Commissioning has been working with the Strategic Commissioning Unit (SCC) to review all contracts including those with the third sector; not just in mental health. It should be noted that this initial work has identified that there are a wide range of services provided covered by a wide range of grants funding and contracting arrangements where external factors not necessarily directly within SCC's control have a bearing on the levels and term of funding available. For example, discussions are ongoing with Health partners for those which are currently funded under the Better Care Fund. The next steps for this work will focus on working towards a more consistent way of contracting with the VCFS to give them more security and for Adult Social Care how this can be built into our commissioning plans for 2021/22 and beyond.

In other parts of the Council, in some cases longer-term contracts have been offered but turned down. A five-year contract was offered as an option to interested bidders in the Public Health Time to Change procurement, but bidders preferred a shorter term.

27. **Recommendation 11:** Surrey County Council lobbies central government for more funding for mental health to enable further initiatives to achieve early intervention, and that a review is undertaken of third sector funding.
28. **Progress update:** The importance of providing longer-term funding stability for the third sector is well understood. It can support working in greater partnership and can also create opportunities for VCFS partners to attract additional external funding. In mental health specifically, community connections (third sector) contracts have proved highly effective in securing additional external funding almost doubling their funding through other projects; this contract arrangement is now entering its fifth year from April 2021. Even when longer-term contracts or funding arrangements are agreed, contracts would contain provisions to protect the Council's interests should concerns about quality of service delivery arise.

It is also worth noting that there may be changes to contractual arrangements in the future as a result of the recently published Health and Social Care White Paper, 'Integration and Innovation: working together to improve health and social care for all'.

29. **Recommendation 12:** Public Health undertakes an employer-focused mental health campaign in 2021 to help improve employer knowledge about mental health and ensure that Surrey employers are aware of how to access courses and training.
30. **Progress update:** Throughout the pandemic, Public Health are continuing to offer a range of information and resources for employees to support with mental health, healthy eating, physical activity, preventing alcohol and substance misuse, and supporting smoking cessation.

In addition, partners have worked together to launch the new Workforce Resilience Hub to help staff and volunteers working in Surrey and North East Hampshire health and social care, including third sector and voluntary partners access free, confidential and anonymous wellbeing support during the pandemic. A range of resources and services availability, with a programme of online wellbeing workshops, led by NHS mental health services, launching in early 2021.

More widely, the newly established Surrey Mental Health Partnership Board has representation from the business community to ensure that workplace wellbeing is into future mental health work planning across Surrey.

31. **Recommendation 13:** From 2021, induction-level training in mental health awareness and suicide prevention is provided for all Surrey County Council members of staff and councillors, as well as all affiliated organisations.
32. **Progress update:** Surrey Public Health have organised for several Surrey County Council staff to attend a Train the Trainer course in First Aid for Mental Health. This will allow the Council to deliver training for wider staff as a sustainable delivery method.
33. **Recommendation 14:** From 2021, frontline members of staff and decision makers from all public and health organisations in Surrey receive training so they use instructions and terminology with service users that are appropriate for those with mental health issues, learning disabilities and autism to ensure that those whose conditions are not immediately obvious are better served.
34. **Progress update:** Surrey Public Health team offer a suite of mental health training including:
  - COVID-19 related training
  - Suicide prevention training to help improve understanding and confidence to intervene with people at risk of suicide
  - Wellbeing workshops promote positive, emotional and mental wellbeing through six everyday actions
  - Connect 5 – Ways to work with Mental Wellbeing in everyday practise. This course will enable people to have conversations about mental health and offer information on local service. Connect 5 is aimed at everyone
  - SafeTALK – Half-day alertness training that prepares anyone 15 or older, regardless of prior experience or training, to become suicide-alert
  - Applied Suicide Intervention Skills Training (ASIST) is a two-day interactive workshop in suicide first aid

This training is available to staff and decision-makers from all public and health organisations in Surrey. As referenced in Recommendation 13, several Surrey County Council staff attending the Train the Trainer course in First Aid for Mental Health will also allow a wider rollout of mental health training.

Outside of the Public Health team, a range of training options and resources are available to support staff when working with people with mental health issues. For example, in East Surrey, Medical Director Des Holden has developed and released 'Don't Walk Past' – a serious game for supporting recognition and sign-posting of mental health need in people admitted to hospital with a physical illness.

35. **Recommendation 15:** Surrey County Council and Surrey and Borders Partnership NHS Foundation Trust explore how they can work more closely together to ensure Surrey County Council social workers are involved as early as possible (including at the diagnosis stage) so that those with autism, Asperger's and/or learning disabilities – especially those with complex needs – are fully supported and potential mental health issues are identified.
36. **Progress update:** The Surrey County Council Adult Social Care mental health teams continue to work closely with Surrey and Borders Partnership colleagues to ensure that referrals are made in a timely way, and attend multi-disciplinary meetings with trust both in the community and in hospital settings. Surrey County Council have appointed an autism specialist social worker within the mental health hospital discharge team to add that expertise to the team to ensure people receive the right services that help them live as independently as possible.

Surrey County Council ASC has purposefully linked elements of the All-Age Autism Strategy to addressing some of the issues and challenges identified in the Mental Health Taskforce Work that was endorsed by Select Committee – research suggests that 70% of autistic people have a mental health condition, and that 40% have two or more. Autistic people are up to four times more likely to have anxiety, and twice as likely to have depression. Research has shown that autistic people are more vulnerable to negative life experiences, which may also impact mental health. Therefore, within the Health and Social Care Support work stream, both the need to improve the timeliness of assessment and diagnostics of people with Autism and providing better education and training for Mental Health professionals in autism awareness have been identified as priorities. This is to improve the ability of Mental Health services staff to recognise and respond appropriately to autistic needs and the impact on mental health and wellbeing better.

As part of the Council's Preparing for Adulthood Transformation Programme, the reach of the Transitions Service is being expanded to offer specialised Transitions Support to those young people with mental health needs who are Care Act eligible, who currently receive a relatively disjointed approach from across social care, education and health; leading to more young people than necessary being placed in institutionalised forms of care within acute inpatient units rather than being supported in their communities. This work is just commencing with colleagues from within Adult Social Care and Children's Services, identifying and agreeing numerous care pathways into adulthood from children's services. It is anticipated that this change programme will run at least over the following 12-18 months.

37. **Recommendation 16:** The Surrey Heartlands mental health diploma is re-established and offered to all GPs in Surrey.
38. **Progress update:** The mental health diploma remains commissioned in Surrey Heartlands and is promoted across all practices.
39. **Recommendation 17:** Health commissioners obtain funding to undertake a modelling exercise and, if funding permits, a pilot study focusing on what patient outcomes could be achieved by extending opening hours for Safe Havens in Surrey and operating them throughout the night, to ensure that people experiencing a mental health crisis or emotional distress, and the police officers who are often relied on to support them, are no longer left without any option but to attend A&E to receive help.
40. **Progress update:** Winter discharge funding has been utilised to trial a 24/7 Safe Haven operating from the existing Woking Safe Haven site. This commenced on 15 February 2021 and will run until the end of March 2021. The trial will be evaluated to assess the impact it has had. The existing Safe Haven sites were initially set to operate between 6-11pm and at weekends to meet the majority of the unmet need (that existed at the time), and so it is unclear what impact extending the hours of an existing Safe Haven will have. Ideally, MH Crisis Services will be developed in partnership with a range of organisations that include some capacity to support people away from home for a short period of time (including overnight).
41. **Recommendation 18:** The General Practice Integrated Mental Health Service continues to be rolled out across Surrey and receives the funding needed to ensure its continued operation, and that a report on the progress made and future plans is presented to the Adults and Health Select Committee no later than October 2021.
42. **Progress update:** The rollout of GPIMHs continues apace, and a report on the progress made will be tabled at the March 2021 Adults and Health Select Committee meeting, alongside this paper.
43. **Recommendation 19:** The production of the final business case for the improvements to the Abraham Cowley Unit is progressed urgently and implemented with the utmost speed and no further delays. It also requests that a report on the progress made and future plans is presented to the Adults and Health Select Committee no later than October 2021.
44. **Progress update:** The Trust's work on the development of the final business case to support the rebuild of the Abraham Cowley Unit (ACU) continues to progress and has been prioritised throughout the pandemic as a top priority

actively overseen by the Trust Board. The Full Business Case for the ACU construction is due to be received by the Board for its approval by the end of 2021. The programme remains on track to complete the rebuild by the summer of 2024.

The focus of work since the last discussion with Select Committee members has been on developing the design concepts, with the engagement of people who use SABP services, carers and colleagues, and considering the options for managing the construction phase. This includes the provision of alternative facilities whilst building is taking place on site and optimising opportunities to eliminate all dormitory accommodation as soon as possible. SABP currently expects to be able to all eliminate dormitory accommodation use in all the hospital facilities by the spring of 2022.

In the meantime, as the Committee will be aware, the Trust embarked on a significant environmental and operational improvement programme at the ACU which started in the summer of 2020. This work is delivering improvements to people's safety and experience. The work on two of the three adults wards will be completed by the end of February 2021 and the work on the third and final ward is due to follow. This programme is on track to complete by its deadline of 30 April 2021.

45. **Recommendation 20:** The Children, Families, Lifelong Learning and Culture Select Committee conducts a similarly broad and wide-ranging mental health journey task group concentrating on both children and those transitioning to adult mental health services.
46. **Progress update:** The Adults and Health and Children, Families, Lifelong Learning and Culture Select Committees continue to liaise regarding future scrutiny of children's mental health services and the transition to adult mental health services. The Select Committees have been jointly monitoring the commissioning of new Emotional Wellbeing and Mental Health (EWMH) services for children and proposed changes to the governance of Surrey's mental health system; the Children, Families, Lifelong Learning and Culture Select Committee is scheduled to scrutinise the performance of the new EWMH services at its public meeting on 18 October 2021; and conversations are taking place to enable continued joined-up scrutiny of mental health services going forward.

<b>Conclusions:</b>
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47. Clearly, the progress of implementing some of the recommendations has been slowed as a result of the challenges of the coronavirus pandemic, and its

impact on demand within the Surrey health and care system, including mental health services. However, there is reason for cautious optimism as work is continuing across all of the recommendation areas and the renewed focus on the mental health agenda through the Surrey Mental Health Partnership Board will only serve to accelerate planned improvements.

<b>Recommendations:</b>
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48. The Select Committee is asked to:

- a) Note the significant work underway to implement the recommendations set out in the Mental Health Task Group report
- b) Recognise the role of Priority 2 of the Surrey Health and Wellbeing Strategy, and the newly established Mental Health Partnership Board, in continuing to progress the mental health agenda, including the Mental Health Task Group's recommendations

<b>Next steps:</b>
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The implementation of the Mental Health Task Group's recommendations will continue apace, and the Select Committee will receive a further update at its public meeting on 20 October 2021.

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