

Health and Wellbeing Board Paper

1. Reference information

Paper tracking information	
Title:	Improving Mental Health Outcomes, Experiences and Services In Surrey
Related Health and Wellbeing Priority:	Priority 2: Supporting the mental health and emotional wellbeing of people in Surrey
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Sponsor:	Mr Tim Oliver - HWB Chairman and Leader of Surrey County Council (SCC)
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Related papers	Annex 1: Mental Health Pressures and Pandemic Impacts

2. Executive summary

This report provides an update for the Health and Wellbeing Board on:

- i) the mental health pressures being experienced by residents - exacerbated by Covid-19 and the associated control measures;
- ii) the consequent increased demand on and challenges being faced by the mental health system;
- iii) the issues and concerns arising; and
- iv) the steps being taken in response and in preparation for a post-Covid-19 period, to ensure improved mental health outcomes, experiences and services for Surrey residents.

3. Recommendations

It is recommended that the Health and Wellbeing Board:

1. Note the significant demands, issues, concerns and performance associated with the mental health system in Surrey, particularly arising from the additional pressures created by Covid-19, and the impact this is having on Surrey residents.
2. Approve and support the range of multi-agency work going on and being initiated to address the situation, including through the Surrey Heartlands Mental Health Partnership and Improvement Board.
3. Receive a further report on the issue of mental health outcomes, experiences and services in Surrey in July.

4. Reason for Recommendations

Priority 2 of the Health and Wellbeing Strategy is 'Supporting the mental health and emotional wellbeing of people in Surrey'.

Poor mental health is a key factor in a range of conditions and personal situations, such as substance abuse, unemployment, poor physical health, that create and/or worsen health inequality. The mental health system in Surrey is under great stress and struggling to manage the demands made upon it. This report and its recommendations, the work to date and the work proposed are intended to support the mental health system deal with the immediate demands and pressures as well as building an effective and sustainable improvement programme.

5. Detail

More Surrey residents, of all ages, are experiencing more pronounced mental health problems as a result of being affected by Covid-19, national or tiered lockdowns, social distancing and the general disruption to the patterns and rhythm of normal life (see Annex 1). Such experiences are known to heighten and worsen health inequality, with those experiencing mental health problems feeling and/or being, left behind.

The Surrey Mental Health Summit in November highlighted some of these issues and poor service user experiences, as well as best practice and alternative models from elsewhere. Some of the issues and concerns, included:

Children and adolescents:

- unacceptably high numbers of children waiting for Children and Adolescents' Mental Health Service (CAMHS) assessment, intervention and support,
- accommodation for young people in crisis
- in-school support reaching fewer pupils, making it harder to target early help loneliness and isolation, experience of self-harm, influence of social media and varying levels of parental, school and agency awareness on mental health problems
- inconsistent CAMHS services and the absence of effective step-down services were a key feature in the review.

Adults:

- the lower than average bed provision in Surrey per 100,000 population,
- the high number of out-of-area placements (33 in November).
- The insufficiency of s136 suites and people waiting in inappropriate 'places of safety',
- the exacerbation of health inequality and impact of poor mental health on individuals' work and economic activity

User experiences: service users expressing the following:

- 'caught between two stools'
- unable to access what they felt were adequate treatment services

- reliant on the services offered by third sector organisations, when experiencing mental health crises out of hours.
- a lack of communication between different services
- repeating their stories multiple times when moving between services
- a lack of involvement in their care planning
- feeling as if they had been “put in a box” by the clinical approach

In response to the immediate pressure of demand, a number of steps have been taken and work initiated to mitigate the impacts in support of individuals experiencing poor mental health. The Surrey Mental Health Summit was a valuable awareness raising and ‘call to arms’ event, which has prompted additional commitment, focus, attention and effort from many in the system. .

Surrey and Borders Partnership Trust have established a multi-agency Emergency Response team to consider and address the immediate pressures arising from Covid-19. Issues arising are being escalated to the Surrey Heartlands Covid-19 Incident Management Group as required, for immediate attention.

With regard to accommodation and beds for adults in crisis, priorities for action have been established and winter pressures schemes rapidly mobilised to enable timely discharge from hospital.

On the specific issue of the provision of s136 suites for young people, work has been initiated to develop and implement alternative arrangements for ‘places of safety’ for children. The mobilisation of the new CAMHS contract will be used to accelerate these as an urgent task, as well as addressing the backlog in Autistic Spectrum Disorder (ASD) assessments and development of early help and intervention.

In considering the serious concerns being expressed relating to mental health services, outcomes and user experiences, the Surrey Heartlands ICS Board at its meeting on 16th December agreed to the establishment of an independently chaired Partnership Board with the following responsibilities, reporting to the Health and Wellbeing Board, to identify and drive the necessary priority improvements, in accordance with the following:

- To develop and oversee the delivery of a shared action plan for the rapid improvement and system-wide transformation of mental health outcomes, experiences and services, support and signposting in Surrey
- To review best practice across the world in early help for preventing mental ill health and facilitate shared learning amongst stakeholders for mental health service provision in Surrey
- To hold organisations to account where poor outcomes, experiences and/or performance has been highlighted
- To review and determine the adequacy of the whole system approach to performance management and evaluation of mental health outcomes, experiences and services
- To support awareness raising of the key issues relating to mental health service provision

Board meetings have been held on 5th and 25th February and a verbal update can be given at the HWB meeting, as required.

6. Next steps, timescale and delivery plan

Alongside the urgent, immediate work in train, it is currently anticipated that the work of the Board will fall into three main phases:

- engagement and data/information/intelligence gathering (possibly involving system-wide, external Peer support),
- assessment and identification of priority improvements required and preparation of a programme for their delivery, and
- oversight of the early stages of improvement, including assurance over the longer-term delivery and review of the future role, purpose and need for the Board.