



Exploring the Adult Mental Health Model at the Lewisham Mental Health & Wellbeing Stakeholders Day 2013



On 19th November 2013 around 200 people attended the annual *Lewisham Mental Health & Wellbeing Stakeholders Day*.

This year, the event gave a particular focus to the proposed developments to the community mental health services through a development known as the 'Adult Mental Health Model'.

This brief report aims to capture the:

- Key points of information that were shared
- Key points raised by stakeholders about the elements of the Adult Mental Health Model

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Background:

Adult Mental Health Services in Lewisham are provided by the South London & Maudsley NHS Foundation Trust. For the last few years, we have been reviewing the way we provide community mental health services.

At the end of 2012 we asked service users, carers and the public what they thought was most important to consider as we developed our plans.

We worked closely with the clinical commissioning group to develop our services in a way that:

- *promotes recovery and keeping people well*
- *works efficiently - offering the right help at the right time*
- *can be provided safely with the money that is available*

We developed a broad plan that we call *The Adult Mental Health Model*. (see p.5)

In May 2013 we shared this broad plan with the Lewisham Healthier Communities Select Committee. This part of the local government aims to ensure that health organizations offer good quality services to the community. We told them what we proposed to do and how we were going to involve and inform people as we developed our ideas into a more concrete plan. The committee was glad to hear that we were going to involve people in the planning and they advised us that if the more concrete plan was a “substantial variation” from what was currently being provided, we would need to undertake a wider public consultation.

During September and October 2013 we spent time talking to service users, carers and staff about our ideas and listening to their response. This helped us to develop some more concrete proposals.

In October 2013, we returned to the Lewisham Healthier Communities Select Committee to update them on progress and share our more detailed plan. The committee decided that our plan is an “enhancement of current services” rather than a “substantial variation”. This means that we do not have to undertake a wider public consultation. We can progress the plan involving and informing people as we do so.

The Lewisham Mental Health & Wellbeing Stakeholders Day in November 2013 provided a good opportunity to let more people know about our plan and to work alongside the local community as we continued to develop the detail.

There are a number of reports detailing the previous engagement work undertaken. For more information and to receive copies of the reports, please contact Alice Glover – (see p.8)

What is the Lewisham Mental Health & Wellbeing Stakeholders Day?

The Mental Health and Wellbeing Stakeholders' Day is an annual event held by the Lewisham Joint Mental Health Partnership Board and is organised collaboratively by the clinical commissioning group, the local authority and South London & Maudsley NHS Foundation Trust. The aims of the day are to offer an opportunity for all 'stakeholders', i.e. people with an interest in mental health, to come together to become:

- More informed about mental health services in Lewisham
- More able to contribute their views on the services and how they develop
- More aware of their own mental wellbeing

In 2013 around 200 people attended. Participants included staff, volunteers, service users and carers from local NHS mental health services, voluntary sector organisations, the local authority and clinical commissioning group.

Building on the specific engagement processes about the proposed 'adult mental health' model undertaken in 2012 and September/October 2013, this event was a natural opportunity to widen participation in discussions about the developments.

How were people involved?

- 1) Every person who attended the day was given an information sheet outlining the proposed changes above with additional frequently asked questions giving more detail. This written information outlined opportunities to feedback about the proposed changes before 16th December.
- 2) A presentation was given to the whole group to outline the changes.
- 3) People were invited to attend 3 workshops during the day focussing on specific elements of the service:
 - i. Support & recovery services
 - ii. Crisis and assessment
 - iii. Mood, Anxiety & Personality Disorder treatment team.

A total of approximately 40 people attended the workshops.

What is the adult mental health model?

The adult mental health model is a development to community adult mental health services comprising the following elements:

1. An improved assessment service

- People will be referred more easily from their GPs
- The quality of the assessment will improve so people will get the right help more quickly
- We will work more closely with social care and primary care so that people who don't need our services can be well supported

2. More specialist help to people who are likely to relapse

- Workers will have more time with clients
- More people will be treated at home and at an earlier stage of relapse
- Some people may have a shorter hospital stay at an earlier stage to prevent crisis (which could then involve a longer hospital stay)

3. Support to transfer people back to primary care when they no longer need our services

- We will work carefully with people to plan for discharge to primary care
- People will be referred to support such as the new services provided by Bromley MIND (in Lewisham)
- If people need our services again it will be easy to be referred back

What will change?

- The Assessment & Brief treatment teams and the Support & Recovery teams based at Speedwell, Southbrook Road and Northover will change.
- There will be 4 (instead of 3) community teams which will fit with the primary care neighbourhood structure
- There will be bigger assessment teams which will offer more support to GP's advising on mental health & assessing people quicker;
- There will be a more developed treatment team for mood, anxiety & personality problems,
- There will be bigger teams for people with psychosis. They will have lower caseloads per care co-ordinator and more talking therapies.
- Home Treatment services will operate more flexible hours & work more closely with primary care.

What did we learn?

About the Support & Recovery service

Getting into treatment.....

- Family & carers have a useful role in getting people earlier access to services. Their views need to be taken into account in GP assessments
- 'Easy in & Easy out' – anxieties both ways. There was a suggestion for more fluidity in terms of access to services – enhanced opening hours etc.
- We need to establish how GP's would like us to work with them
- We need to ensure that people know about the services available

About the recovery model.....

- It is important to understand:
 - What recovery means to the individual and how this is determined
 - The support mechanisms that maintain recovery
- Recovery support plans should be developed according to identified needs –
- Reablement, practical support and psychological therapies are important elements
- Mental health services need to work collaboratively with the voluntary sector where appropriate, supporting their learning and development around mental health
- Carers and family members should be involved
- There was concern about older adults and how their specific needs are met
- Suggestion that service users should be seen as the customer rather than the problem

About staff

- Staff need to have the required skills set
- GPs need enhanced understanding about mental health

About the Crisis and Assessment element of the services

About getting help in a crisis.....

- People suggested better access to information, advice and signposting by phone
- People want a service that is culturally sensitive - understanding the stigma which can prevent people from disclosing information about their mental health.
- Written information needs to be in other languages.
- Staff should listen to what is being said *now* without making assumptions
- Staff should be clear about what can be offered and what cannot.
- The concerns of family & carers should be listened to when they are asking for help

About the assessment....

- Where appropriate, family members and carers should be involved in an assessment
- Staff should be trained in assessment including listening to the here and now.
- People can feel anxious when being assessed – mindfulness can help
- People find multiple assessments frustrating. Its important that people know why a new assessment is needed and how it will happen
- The assessment should help people prepare for treatment so that there are no surprises.
- There should be clear information on the pathway into and through services - what will happen when.

About the Mood, Anxiety & Personality Disorder (MAP) treatment team:

What should the MAP Treatment team aim to be?

“A team that listens to and helps people to discover how to do things differently”

- A service that you /your loved on would wish to receive

Getting into treatment.....

- There was some discussion about how to encourage and invite people into treatment. People suggested a spirit of co-operation with people taking ownership of their treatment.
- It was important to have good communication with the GP as well as the person who would be using the service.
- Attention should be paid to how a young person makes the transition from children’s services to adult mental health services.

The focus of treatment.....

- Treatments should focus on preventative work, equipping people with skills to not need services and to move on with their lives.
- Treatment should be adapted to the service user and not the other way round, looking at what a person needs *now* and continually evaluating
- It is important to define what we are doing, using more precision

Measures of success...

- The service would be successful if people achieved consistent stability over a period of time
- There should be long term measures and research into the efficacy of treatments.

Next steps:

Feedback and ideas from the Lewisham Mental Health & Wellbeing Stakeholders Day will be considered by the Adult Mental Health Model Project Board as the detailed plans are developed.

A follow up engagement session for all interested parties has been arranged:

Date: January 15th 2014

Time: 3.30 – 5.00pm

Venue: Civic Suite in Catford

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