

## Executive Response Form: Actions arising from Overview & Scrutiny Reports

Dates: 2009/10/11

Committee: Health & Wellbeing Sub-Committee

Report: Review of Community Mental Health

Lead Overview and Scrutiny Member: Councillor Judith Lloyd

Executive Member Responsible: Councillor Michael Young

Ref	Recommendation	Agreed (Y/N)	Executive Response to Recommendations	Timescale for Completion	(Planned Action in Response to Recommendations) Update September 2011	Review Date
1	Providing 'signposting' and information	Y			Update September	
1a	a) <b>Commissioners and providers are encouraged to work together and ensure that supportive information services in the community and online are considered jointly from the perspective of the customer;</b>		<p>The Mental Health Service Improvement Partnership and Mental Health LIT (Local Implementation Team) will work to develop better information at local level within Communities, and to ensure that existing networks develop more robust links. This will include (1) better provision of information in leisure and community centres, libraries and medical centres together with better media coverage. (2) The need to improve the linkage of existing mental health websites is also recognised and will where possible be taken forward.</p> <p>(3) The New Operating Model when fully launched in Trafford will provide a far more robust signposting function by Access Trafford and front line practitioners.</p> <p>(4) 'My Way' the new adult social care part of the council web site was</p>		<p>The New Operating Model has been further embedded in Trafford demonstrating a more effective approach to the provision of information and signposting. Work is underway with Greater Manchester West to enhance their role in relation to signposting and Right to Control. The My Way Adult Social Care Website has now launched its accessible 'off shoot' for adults with challenging communication needs.</p> <p>The Mental Health SIP and the LIT has strengthened its governance and networking across providers, encouraging the sharing of information and customer experience.</p>	

			launched earlier this year and provides easily accessible information and advice, it has great potential for further development in the future.		
<b>1b</b>	b) Improve access to information in the community offering support and advice about dealing with mental health challenges for people who do not have access to the internet; and,		A Mental Health Promotion Day is scheduled for November 2010, facilitated by Blue Sci: and supported by a range of partners including Trafford Primary Care Trust. The aim of the day is to raise awareness of mental health issues and to share information in relation to services available to support adults with Mental Health conditions in Trafford.		The Council and PCT have supported the re-modelling of Partington Healthy Living Centre of which a Key partner has been BlueSci. This has enhanced the access to information and support for adults with a Mental Health Condition by building library services into the model. World Mental Health Day Events have been successfully held on an annual basis.
<b>1c</b>	c) Link and share information about the outcomes of the 'Improved Access to Psychological Therapies' initiative and social prescriptions on the impact of presentations to GPs about mental health challenges, on waiting lists for psychological therapy.				<p>Significantly more access to intensive brief intervention support has been made available over the past several years in line with the national programme for Improving Access to Psychological Difficulties or IAPT, and validated by the national data returns.</p> <p>This includes more and different options for support as well as being more available in various community venues, through additional investment in and re-design of local services by more:</p> <ul style="list-style-type: none"> <li>▪ Signposting to community, educational, art, exercise and leisure facilities and referral where appropriate to other agencies.</li> </ul>

					<ul style="list-style-type: none"> <li>▪ Brief intervention counselling pre-referral and protocol driven psycho-educational interventions</li> <li>▪ Guided self help interventions (cCBT) and directed bibliotherapy (or books on prescription and self-help manuals)</li> <li>▪ CBT – based psycho-educational groups and courses on a variety of topics, with back-up relapse prevention self help groups</li> <li>▪ Individual low intensity CBT / solution therapy / problem solving interventions</li> </ul> <p>They are offered primarily through Self-help, BlueSci and our Psychological Wellbeing Practitioners employed as part of Bridgewater Trust's Trafford Provider Services and where necessary referral on to appropriate community based specialist BME counselling and support services.</p> <p>Where patients are recognised to present with more complex support needs, access to more high intensity brief interventions through Greater Manchester West NHS Foundation Trust's Mental Health clinical practitioners is provided. This includes access to both evidence based long term</p>	
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				<p>focussed individual and group CBT based interventions.</p> <p>This approach has proven effective in reducing both the numbers of patients referred who are waiting and DNA / missed appointment rates. Recent results confirm a reduction in :</p> <ul style="list-style-type: none"> <li>▪ On going Waiters 1489 in June 2010 to 656 in July 2011</li> <li>▪ Those waiting 52 weeks + 448 in June 2010 to 14 in July 2011</li> <li>▪ Those waiting 18 weeks + 891 in June 2010 to 166 in July 2011</li> <li>▪ Average wait to therapy 41 weeks + in June 2010 to 12 weeks in August 2011</li> </ul> <p>Importantly this reduction has been sustained despite a significant increase in referrals from GPs (i.e. a trebling in the numbers of patients referred each month to Trafford Psychological Therapies, including the Brief Therapy Options referred to above.</p> <p>The major block in currently delivering more services in Trafford is the lack of availability of psychological therapy clinic capacity and this particular issue relates to the limited access</p>	
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					available from GPs to use more rooms at their practices. As such discussions on this point are also planned with local Clinical Commissioning Consortia Leads.	
<b>2</b>	<b>Promoting mental wellbeing</b>	<b>Y</b>				
<b>2a</b>	a) <b>Commissioners and providers are encouraged to</b> increase awareness about opportunities for volunteering among Trafford residents, ensuring resources are focused on people becoming involved and remaining connected throughout their life course; and,		The Adult Social Services Volunteering Strategy recognises the priority of supporting opportunities for volunteering in Trafford and will continue to do so with the further embedding of Timebanking within local communities across the Borough.		Recruitment of Volunteer Co-ordinator has led to increased opportunities for individuals to volunteer within social care. Volunteer Co-ordinators Forum has facilitated the sharing of good practice and joint initiatives for volunteering across Trafford. Funding for Trafford CVS and Salvation Army has been re-aligned to establish neighbourhood timebanks. An Apprentice has been recruited within Communities and Wellbeing to further timebanking initiatives. The new specification for the Voluntary Sector Infrastructure body has included requirements around increasing volunteering and the contract is due to start on the 1 <sup>st</sup> of November 2011.	
<b>2b</b>	b) Develop a strategic and coordinated approach to promoting the mental wellbeing of employees of the members of Trafford Local Strategic Partnership,		The Corporate Director of Communities and Well Being will support the need for Trafford Local Strategic Partnership to engage further in the agenda and to support across the economy a year of		A feasibility report has been commissioned to determine the implementation details of this strategic partnership approach which will report in the near future.	

	beginning with Trafford Council.		promoting mental well being at work for employees of members of the Trafford Local Strategic Partnership, beginning with Trafford Council.			
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<b>3</b>	<b>Helping people when their mental wellbeing is challenged</b>	<b>Y</b>				
<b>3a</b>	<p>a) <b>Commissioners and providers are encouraged to</b> support the advisory role of GPs for patients at risk of mental health challenges when they present with other symptoms or where an underlying circumstance may indicate risks to mental wellbeing, offering GPs the resources to provide preparation, bridges and support for difficult life transitions;</p>		<p>The Mental health LIT will consider how to best engage local GP's and support them to deliver on social prescribing to enable them to signpost people to the relevant support agencies. The outcomes of the discussions and the proposed way forward will be presented back in three months time.</p>		<p>The key points underpinning Trafford's approach to Improving Access to Psychological Therapies</p> <ul style="list-style-type: none"> <li>▪ Increased opportunities for self referrals so that people can access low intensity self help services via direct contacts with commissioned providers and then once access initiated, GPs are routinely contacted to ensure all governance issues addressed.</li> <li>▪ Services are commissioned that are able to demonstrate effective delivery of services to provide : <ul style="list-style-type: none"> <li>• A mix of workers with appropriate training supported and supervised by professionals with the relevant competences.</li> <li>• cCBT service (e.g. 'Beating the Blues', Trafford Health Minds') is at least three different localities in Trafford and includes the recruitment and co-ordination of volunteers</li> </ul> </li> </ul>	

					<p>with personal experiences of managing mental health difficulties to support these programmes for other service users</p> <ul style="list-style-type: none"> <li>• A range of guided self-help interventions</li> <li>• A number of facilitated user-led self help support groups</li> <li>• A range of multi agency service development, networking and training activities with both voluntary and statutory organisations and staff</li> <li>• Routine outcome monitoring to demonstrate achievement of goals in relation to improved wellbeing and employment</li> </ul> <p>▪ Increased services have been commissioned to provide a range of brief intervention counselling pre-referral services, included additional targeted work in Sale West / Moor, Old Trafford and Partington with a focus on extended access to more 3rd Sector provision from among others :</p> <ul style="list-style-type: none"> <li>○ BlueSci</li> <li>○ Self Help Services</li> <li>○ 42<sup>nd</sup> Street</li> <li>○ Trafford Rape Crisis</li> <li>○ Age Concern</li> </ul>	
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					<ul style="list-style-type: none"><li>○ Alzheimer's Society</li><li>○ Trafford Carers Centre</li><li>○ Self Help Advocacy and Carers Support organisations</li></ul> <p>One such example is Self Help Services who are launching two new user led drop-in self help support groups in Trafford.</p> <p>Health Lifestyle interventions have already been delivered for some time in some areas of Trafford, with a priority focus on Partington and Old Trafford.</p> <p>The first phase of the introduction of the new Combined Health Improvement Programme Initiative was the implementation of a multi-agency support programme into Sale West based around the pilot national HPHL initiative. This included a pragmatic social marketing approach to identify the requirements of the interventions and campaign activity to market initiatives to specifically target local audiences and vulnerable groups in the locality. This has then been followed up by the introduction of a supported behavioural change programme with the introduction of additional resources managed by BlueSci. All of this work has been evaluated by the local community</p>	
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				<p>and through participation in the national Healthy Places, Healthy Livers Programme.</p> <p>The first years work focussed on social marketing with the intervention provision results used to build a profile of the people who require higher levels of support to engage with life changing activities. This has included at risk groups, but also those with existing long term conditions and diseases. The second year is to enable further expansion across Trafford before establishing the framework for a borough wide programme. The ongoing cycle of social marketing, service delivery, service evaluation and service refinement will therefore ensure that initiatives meet the needs of populations. As those at risk are identified in the workstreams, the planned initiatives will ensure that every patient has the opportunity to change their personal risk profile through tailored change programmes.</p> <p>The healthy lifestyle interventions have been implemented in the locality with ongoing review to ensure the target populations engaged with services. These services have targeted the entire population including patients with long term conditions.</p>	
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					<p>The implementation has included working with GPs, practice nurses and non-statutory services to integrate clinical bespoke action plans with the broader interventional programme.</p> <p>By targeting a smaller audience principally in the Sale West locality for the first phase of the programme, proof of concept has been achieved and a methodology established for a wider and fuller roll-out across Trafford.</p>	
<b>3b</b>	<p>b) Ensure that liaison takes place with GPs to identify what they need to have in place to facilitate 'social prescriptions' to sign post patients to agencies that can provide tailored support and advice. We suggest that this is through the GP leads; and,</p>		<p>See above</p>		<p>The Combined Health Improvement Programmes Initiative has enabled a practical support model using proven effective approaches such as those used in Trafford for many years by BlueSci and Self Help Services to provide additional liaison and other support for GPs</p> <p>Traditionally, a wide range of methods have been described as supporting self management – interventions as varied as handing out leaflets, tele-monitoring, intensive telephone coaching and structured education.</p> <p>The work to date shows that some approaches are significantly more effective than others. Thus, it is</p>	

				<p>essential that local service health and social care providers critically appraise this evidence and focus efforts on those methods with the strongest evidence.</p> <p>Second, it shows that proactively supporting self management and focussing on behaviour change can have an impact, in some circumstances, on clinical outcomes and emergency service use in line with NICE guidance. Furthermore, a focus on behaviour change is a necessary component in facilitating the effectiveness of other methods such as information provision.</p> <p>The general components that have been found to work well to support self management include :</p> <ul style="list-style-type: none"><li>▪ involving people in decision making</li><li>▪ emphasising problem solving</li><li>▪ developing care plans as a partnership between service users and professionals</li><li>▪ setting goals and following up on the extent to which these are achieved over time</li><li>▪ promoting health lifestyle educating people about their conditions and how to self manage</li><li>▪ motivating people to self manage using targeted approaches and structured</li></ul>	
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					<p>information and support</p> <ul style="list-style-type: none"><li>▪ helping people to monitor their symptoms and know when to take appropriate action :<ul style="list-style-type: none"><li>- helping people to manage the social, emotional and physical impacts on their conditions</li><li>- proactive follow up</li><li>- providing opportunities to share and learn from other service users</li></ul></li></ul> <p>The key planned targets for positive lifestyle interventions are all linked and include as a priority for 2011 / 2012</p> <ul style="list-style-type: none"><li>○ Healthy eating and weight management</li><li>○ Reduced alcohol consumption</li><li>○ Reduced smoking</li><li>○ Increased activities and social community connections</li><li>○ Positive mental health support, especially for people with long term conditions and medically unexplained symptoms</li></ul>	
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3c	<p>c) Ensure people are signposted when they face particular life circumstances or challenges and provide access with no 'dead ends' or 'wrong doors'. This recommendation is premised on the principle that every door in the mental health system should be the 'right' door and where each provider within it can address the range of needs wherever and whenever someone presents for care.</p>				See above	
			<p>A Mental Health Innovation Fund was launched in 2011 which aims to support new ideas in relation to innovative ways of supporting adults with a mental health condition. A Community Support Fund is about to be launched which again offers the opportunity to natural communities to step forward with innovative service ideas which if successful will be allocated seed funding to grow and develop.</p>			
4	<p><b>Acceptance of mental health challenges is a concern due to the stigma people often face. There is an opportunity to address and challenge stigma.</b></p>	Y				

4a	a) <b>Commissioners and providers are encouraged to</b> hold a positive anti-stigma campaign linked to raising awareness about achieving and maintaining mental wellbeing.		The Corporate Director of Communities and Well Being will propose the need to hold a positive anti stigma campaign linked to raising awareness about achieving and maintaining mental well being to the Local Strategic Partnership.		A discussion has been arranged for the next L.S.P. Meeting to determine the way forward for this campaign to follow on from the promotion of mental health well being events held to date. This was actioned to avoid duplication and to enable a more targeted approach.	
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