



Mental Health and Wellbeing Strategy Update

Health and Wellbeing Board
Thursday 14 March 2019



Background

A draft version of the Mental Health and Wellbeing Strategy was previously presented to the Torbay Health and Wellbeing Board. Members of the Board raised the following concerns:

- Not enough focus on a shift from services to community
- Requirement for further and on-going engagement

The following provides an update on further engagement undertaken to shape and influence the development of the Mental Health and Wellbeing Strategy.



Purpose of engagement

The purpose of the engagement was to:

- Develop a meaningful vision for mental health and wellbeing
- Check and challenge whether we had right focus in the priority areas
- Invite sharing of good experiences
- Build relationships with people, carers and those that support them
- Reflect what we heard in the Sustainability and Transformation Partnership (STP) Mental Health and Wellbeing Strategy

The engagement was across the wider Devon STP to match the scope of the strategy. We focused on the vision and priority areas which would have the greatest impact in terms of influencing the strategy.



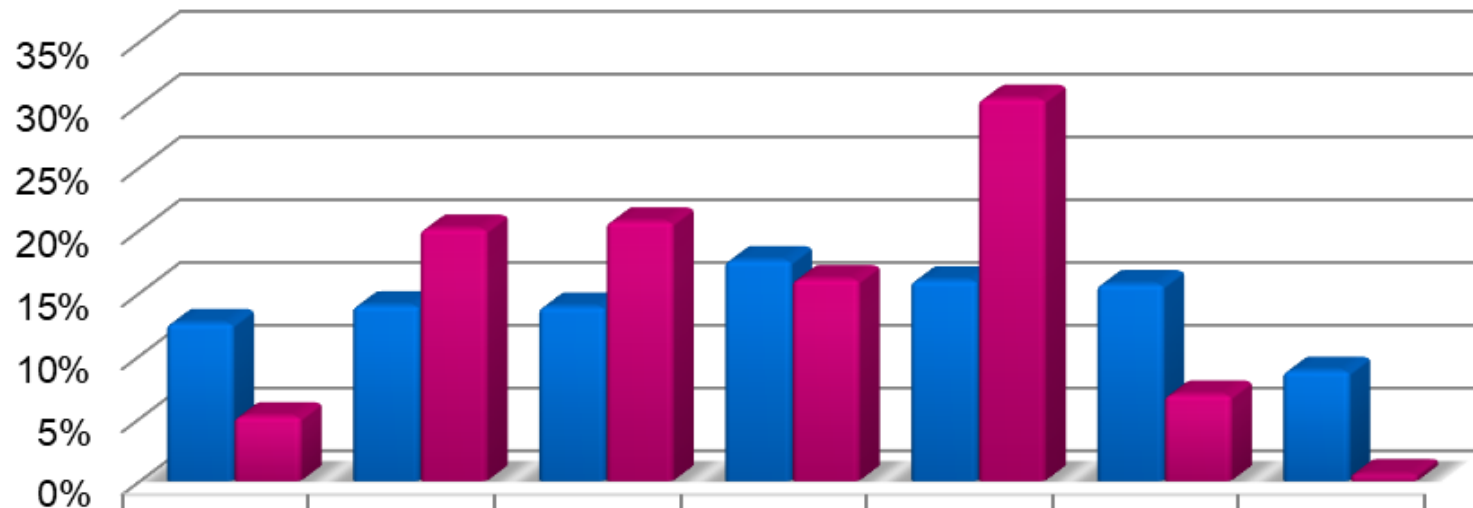
Attendees at public events

•4Dementia Carers	•Carer of individual with lived experience	•PPG	AAMET	•Heads Count	•Refurnish
Age UK	•Healthwatch Torbay	•Relative of person with lived experience	Beyond Limits	•Horsemanship for Health CIC	•Rethink Charity
Buckland Surgery PPG	•Individual with Lived Experience	•Service User	CAB	•Kingscare	•Teign Housing
Carer	•Kingsteignton Youth Centre	•Teignbridge DAA	Cognivity	•Livewell Southwest	•The Lone
DCC ASC	•Mentor	•The Veterans Farm Able Foundation	Devon and Cornwall Local Clinical Justice Board	•MH Worker	•Torbay Council
DPT	•NEW Devon CCG	•Workers Education Association	Education co-ordinator WEA	•Newton Abbot PPG	•Young Person with Lived Experience
		•EF Devon	•Placement Counsellor		



Survey respondents Demographics

A Bar Graph to Compare the Age of Survey Respondents to the Age of People in the STP

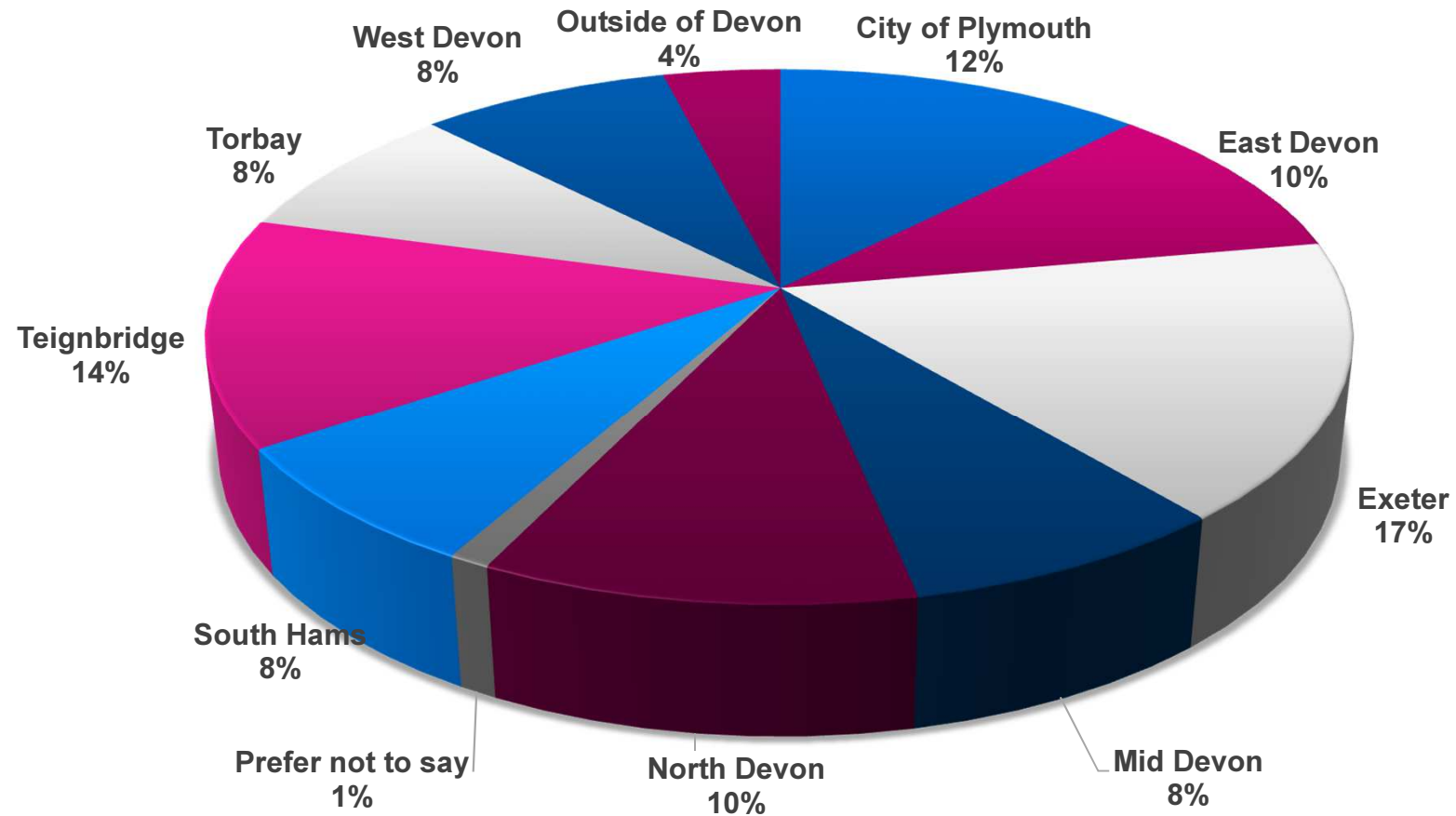


	18-25 Years	26-35 Years	36-45 Years	46-55 Years	56-65 Years	66-75 Years	76-85 Years
STP Population	13%	14%	14%	18%	16%	16%	9%
Survey Respondents	5%	20%	21%	16%	30%	7%	1%

■ STP Population ■ Survey Respondents



Survey Respondents by Area of Residence



What we heard- positive stories

"The counselling and Wellbeing support given to students in times of distress. Having anxiety during university can be extremely difficult but having that support was my best experience. The ability to speak to professionals and, or, volunteers there to listen."

Receiving support from the CAMHS 'assertive outreach' team following my first hospitalisation for my Mental Health. This involved beginning initial stages of cognitive behavioural therapy. I could be seen in the comfort of my own home up to 4 times a week by a range of mental health professionals. This worked really well for me as I was still really struggling with my mental health and would not have been well enough to travel to receive support and was not pressured by time limits of mental health services.

"I saw the same person every time, I didn't have to keep telling my story, they knew my experience"

"Supporting people who are in out of area hospital placement to move back to the local area. There was a team looking at the needs/ strengths of the person. Care and support planned prior to discharge and suitable accommodation found."

"Being able to talk to CMHT while on waiting list as is quite a list. Even though it was a long wait I can still talk to someone if needed."

"When my daughter's care/co-ordinator listened to me as a carer, gave great advice, i.e. take action"



What we heard- areas for improvement

“Continued support available to all”

“Places to stay in times of crisis”

“Inpatient care to be delivered close to family and friends and the individuals support network”

“People have to go through too many hoops to be assessed and receive treatment”

“Access to emergency care when in crisis”

“Need early intervention to help individuals before things get really bad”

“Creating safe places”

“Inpatient beds - treat people local. People are left for days without an inpatient bed then are transported hundreds of miles to receive care”

“Emergency care and support for adults and children in crisis. There needs to be provision of more psychological therapies and counselling for all ages. There needs to be quick and easy access to services”

“For mental health patients to learn there are waiting lists, sometimes over a year, can be extremely discouraging and have a continued negative impact of their mental health”

“There needs to be a focus on ease of access of services, particularly before people reach crisis point - early recognition and support with relapse”

Summary

Taking into account the feedback from the public meetings and the online survey, below are the overarching themes of the areas ‘that matter to people’

Equality of access

Prevention

Care closer to home

Accessibility and
timeliness

Supporting
independence

Early Intervention

Empowering
Individuals

Partnership Working



Impact of Listening

As a result of the engagement work completed we have:

- Revised the vision for mental health and wellbeing
- Changed our approach to the strategic aims and priorities areas
- Promoted the sharing of good experiences and reflections
- Adjusted the language throughout the strategy including quotes from people throughout
- Informed the reshaping of the transformation programmes
- Developed relationships with people, carers and those that support them
- Indicated the future approach to involving people in the Mental Health Care Partnership



STP Priorities

- Accelerating the **digital opportunities** for the system – fewer, more integrated and interoperable, care record systems and transformation of access to care through technology.
- Development of an **acute strategy** for Devon and Cornwall, including tertiary services; and implementation of service delivery networks and changes in line with this direction of travel.
- Piloting the implementation of the national community models for **mental health**, to improve the interface between primary and secondary care, development of in-patient services, work on geographical scope of specialist services and the relevant shifts in investment required.
- **Addressing inequalities** by ensuring resources are deployed in line with strategic ambitions and population needs and outcomes
- Investment in **prevention** to support people's needs in better ways, alternative to traditional care settings, to impact on demand in 2019/20.

Additionally, it is felt that there are two areas that need to be progressed locally across the system:

- Implementation of the Integrated Care Model (ICM) blueprint agreed in 2017, which will also help to stabilise primary care and impact on demand.
- Implementation of the workforce strategy.



MHCP Board Transformation Workstreams

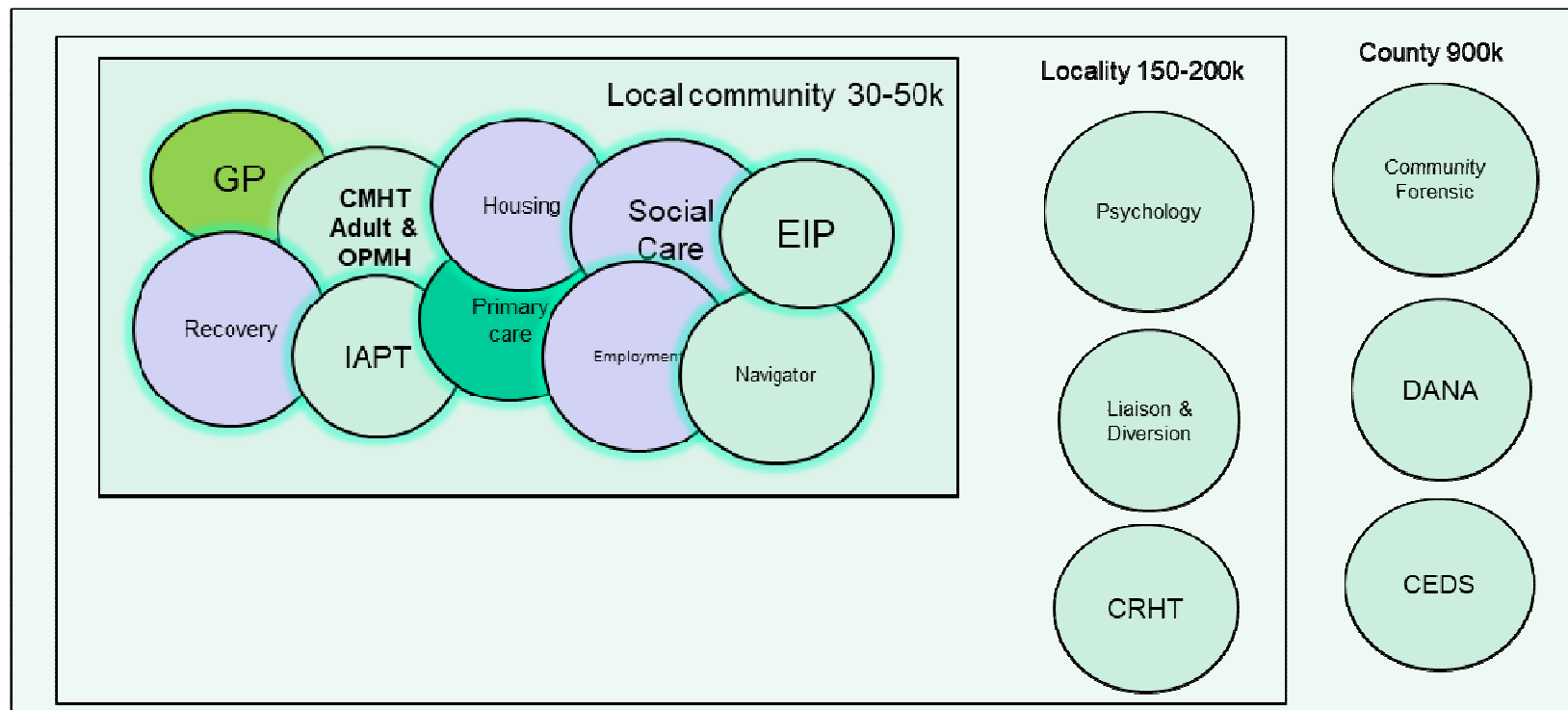
- **Implementation of CMHT guidance**
 - Pilot sites in 2019/20 then full roll-out
 - Agreement and implementation plan for recovery model
 - Identification of service and/or capacity gaps
 - KPIs include reduction in inappropriate GP referrals, reduction in unnecessary GP visits and Emergency Department attendances, reduction in admissions to Mental Health Inpatient wards, improved recovery rates, better patient experience
- **Urgent and crisis care**
 - Completion and implementation of First Response model
 - Proposal and implementation of consistent liaison psychiatry services across Devon
 - KPIs include reduction in ED attendances/999 calls, reduction in MH IP admissions, reduction in out of area placements.
- **Children & Young people**
 - Implementation of iThrive framework
 - Implementation of new services (provider-led)
 - KPIs – TBC
- **Dementia**
 - Review the effects of the North Devon Dementia model
 - KPIs include reduction in acute lengths of stay and ED attendances



Workstream Updates

Implementation of CMHT guidance

- The National Collaborating Centre for Mental Health and NHS England are working with Devon Partnership Trust to design a CMHT framework designed to span the service user journey, map greater integration and ensure equality for all.
- Improved Access to Psychological Therapies (IAPT) expansion,
- Sexual Violence Therapeutic work



Workstream Updates

Urgent and crisis care

- **Crisis Café Tender;** Devon Partnership Trust have now confirmed that Mental Health Matters, a third sector provider originally based in the North East are the successful bidder for a 14-month contract to operate three new crisis cafes in Exeter, Barnstaple and Torquay. DPT are working closely with MHM on a mobilisation plan.
- **First Response Business Case**
- **Reducing Out of Area Acute Placements;** Devon Partnership Trust has partnered with Cygnet, Taunton to provide an additional 16 male acute mental health beds at Cygnet Taunton, as close to home as possible, until plans to build a new ward in Torbay gain building approval. Female and male acute beds will also continue to be offered at Torbay Hospital. DPT aims to base staff members on the unit at Taunton to facilitate discharge. Strong links between the ward and local community teams will also be established.



Children & Young people

- **i-THRIVE**; The second round of i-THRIVE workshops are scheduled for March, facilitated by the Anna Freud Centre focusing on implementation of the THRIVE framework within the community.
- **Improving MH assessment of children entering care**; Devon (DCC footprint) are one of nine sites across England who have been successful in bidding to be part of a national pilot which focuses on improving MH assessments for children who are entering care. The CCG, social care and our local CAMHS provider will be working in collaboration with Anna Freud Centre to implement the pilot.
- **Mobilisation of the children's community services and wellbeing contract**; this is to enable the new provider to deliver services from 1 April 2019.

Dementia

- An action plan has been developed to support the diagnosis of people with dementia.
- Ensuring the continuity of memory cafés across the STP footprint.
- The expansion of the dementia advisor service in Northern Devon (an enhanced service provided by the Alzheimer's Society and DPT) is due to start 1st April 2019.



Governance

Governance of the workstreams will be undertaken via the STP.

- Current governance structure via the Mental Health Care Partnership will be reviewed due to commissioning activity being undertaken across the Plymouth system.
- Consideration will be given to governance arrangements to ensure procurement regulations are adhered to.

