

East Sussex County Council

ADULT SOCIAL CARE DIRECTORATE

47a Community Mental Health Day Service

SPECIFICATION

(November 2005)

47a COMMUNITY DAY SERVICE (Mental Health) SPECIFICATION

1. INTRODUCTION

1.1 The provision of community based services for working age adults with mental health problems is a key element in strategies to promote mental well being and to support people to maintain optimum mental health and to continue to participate as full citizens in society.

Day services configured around a 'drop in' can play an important role as part of a range of provision to support people with mental health problems in the community in a non-stigmatising manner.

East Sussex County Council Adult Social Care Department requires that services must be provided in line with the principles underpinning the National Service Framework for Mental Health as set out below.

In addition, services will be expected to support a Recovery model of care and promote social inclusion as set out in the Mental Health and Social Exclusion Report published by the Social Exclusion Unit in the Office of the Deputy Prime Minister June 2004.

The Social Exclusion Report is based firmly upon the premise that people with mental health problems should be afforded care and support to facilitate their participation as citizens in the local and wider community.

To enable this a person's health and social needs must be addressed including basic everyday requirements to permit as independent life as possible and not only the medical needs arising from a mental illness.

1.2 National Service Framework for Mental Health

Principles

People with mental health problems can expect that services will:

- Involve service users and their carers in planning and delivery of care
- Deliver high quality treatment and care which is known to be effective and acceptable (as set out in the National Service Strategy for Mental Health)
- Be appropriate to the needs of those who use them and non-discriminatory
- Be accessible so that help can be obtained when and where it is needed
- Promote their safety and that of their carers, staff and the wider public
- Offer choices which promote independence
- Be well-co-ordinated between all staff and agencies
- Deliver continuity of care for as long as is possible (e.g. with changes of staff)
- Empower and support their staff
- Be properly accountable to the public, service users and carers

2. PURPOSE AND OUTCOMES OF THE SERVICE

2.1 The purpose of the service is to provide facilities offering a range of support services for:

- adults with serious (i.e. requiring support from secondary mental health services) mental health problems
- recovering from serious mental health problems

The service will normally help deliver a component of the CPA.

2.2 The outcomes required are:

Adults with mental health problems using the service will:

- Develop strategies for maintaining good mental health
- Retain/regain skills and capacities to manage their daily lives
- Develop greater confidence and motivation
- Identify and work to achieve their own goals and targets

These outcomes will be monitored as described at 3.15, and by recording user feedback with regard to the 'quality' outcomes which are experienced on a personal level.

3. SERVICE TO BE PROVIDED

3.1 Included here is a general summary – for detail, prepared by current users of 47a Centre, please see attachment at Appendix I

- Information and advice and signposting where appropriate.
- Activities, information sessions etc according to the needs of current users and carers
- Recreation and leisure facilities.
- Facilities/support to self-help groups and support groups for users and carers.
- Support on an individual basis.
- Access to refreshments facilities.

3.2 Service availability

The Provider will ensure service is available for a minimum of 35 hours per week. The details of which will be confirmed following consultation.

Future operating hours and programme depends on the needs of the service users in conjunction with the budget available. It is hoped that the service provider will actively pursue external funding and the use of trained volunteers to enhance the service provision.

The service on offer must be stable and therefore the provider must discuss any proposed changes, and their service and financial implications, and obtain written agreement from the Development Manager Mental Health who monitors the contract prior to implementing any significant change.

3.3 Assessment and care plan

In conjunction with the service user, the provider will undertake an assessment to determine whether and how their needs can be met by the service, using the criteria set out below. The provider will inform the service user of the outcome of the assessment. A care plan will be drawn up with the service user, in conjunction with the care coordinator as appropriate, to outline what activities will be undertaken and what the expected outcomes are.

Where it is evident that the service user requires support outside the remit of the day service, the provider will assist the service user to access appropriate support.

3.4 Eligibility criteria

Persons using the 47a day service shall:

- Have or be recovering from a serious mental illness
- Will normally be residents of the Lewes District in East Sussex
- Be referred to the service by the Community Mental Health Team or GP in accordance with Fair Access to Care Services eligibility criteria

- Be prepared to enter into a written agreement with the provider as to the service which will be provided, setting out the outcomes being sought by the service user and a brief plan of how services will be used to support the service user in achieving them

3.5 Charges

A reasonable charge may be made for provision of refreshments sufficient to cover the costs entailed. Service users have indicated that they wish to be involved in the raising and spending of money raised for this purpose.

3.6 Equality and Diversity

Services must be able to meet the needs of a range of service users, including black and minority ethnic service users, women and people who may have physical or sensory impairment. This may involve the development

of provision for culturally appropriate activities and accessible facilities and services. All individuals will be given equal opportunity to participate in activities and use services.

3.7 Confidentiality and Data Protection

The provider will adhere to the principles of confidentiality and comply with Data Protection requirements.

Service users will be informed and will agree that basic information about them will be recorded and collated and provided in summary form to the Adult Services Directorate for inclusion in performance data.

3.8 Publicising the service

The provider will draw up and make available leaflets for service users, carers, mental health professionals and other interested parties outlining the range of provision provided. Service users have indicated interest in providing a 47a website which they can be supported to keep updated.

3.9 Service user/carer involvement

The provider will develop mechanisms for involving service users and carers in planning the services to be provided, such as activities, the content of information leaflets etc.

3.10 Service user/carer feedback

The provider will seek service user and carer feedback on services provided through such means as surveys, compliments and complaints procedures and through reviews of individuals' goals and achievements. Summary information will be provided to the Adult Services Directorate on a regular basis.

3.11 Buildings and physical resources

The provider will ensure that the building, furnishings and equipment are appropriate for the purpose of the service and for the people using the service and that all physical resources are maintained so as to meet health and safety requirements and to provide a safe and welcoming environment. The building at 47a Western Road is part of the ESCC County Hall campus and the maintenance of the fabric of the building is covered as part of the Adult Social Care contribution to the contract.

3.12 Staffing

The provider shall ensure an adequate level of staffing at all times, based on the needs of service users and appropriate risk assessment. The provider must ensure that at least one qualified and trained worker is on duty at all times when the centre is open.

All staff will have appropriate experience, skills, attitudes and qualifications to meet the aims of the service and will have been checked through the Criminal Records Bureau. Volunteers involved with the service on a regular basis will also require CRB checks.

3.13 Staff training and development

The provider will arrange for suitable training and development for staff in relation to their roles and also for training to meet statutory requirements such as Health and Safety, First Aid etc. Regular volunteers should also be given access to training.

3.14 Co-operation and liaison with other providers and agencies

The provider will develop and maintain good working relationships with statutory mental health services and with other service providers and agencies in order to be able to provide accurate and up to date information to service users and to enhance the service user experience.

The provider will also co-operate as required with adult or child protection procedures and any investigations which may be undertaken under either of these policies; they are therefore expected to ensure that their staff familiarise themselves with these procedures.

3.15 Service monitoring, review and evaluation

The service will be subject to regular review and monitoring by the Development Manager Mental Health and Contracts Officer in order to ensure that it is being delivered in accordance with the specification.

It is expected that the monitoring process will involve visits and meetings with staff from the Joint Commissioning Team (in this instance the Development Manager Mental Health), and will include the supply by the provider of 6-monthly monitoring reports covering as a minimum the following information:

- Number of assessments carried out in the period and outcome of assessment
- Source of referral
- Number of reviews carried out in the period
- Register of service users including name, age, ethnic origin, gender and address
- Number of service users attending during the period
- Percentage of service users achieving identified goals
- Compliments and complaints during the period
- Outcomes from service user/carer surveys
- Number of activities/sessions run during the period
- Budget projection / copy of audited accounts
- Record of training undertaken by staff and volunteers

- Record of staff sickness absence

These reports will be provided to The Development Manager Mental Health ESCC on a 6-monthly basis.

The provider may be required to supply further staffing information, including experience and qualifications of staff, disciplinary and grievance investigations etc.

The service will be formally evaluated in the 4th quarter annually on the basis of the outcome from any visits or meetings plus the regular monitoring information.

The provider will determine a procedure for involving service users and staff in the service monitoring process.

The provider will be responsible for developing and implementing an action plan to address any shortcomings identified at any point in the monitoring or evaluation process, and for reporting progress on implementation regularly as agreed with the Development Manager.

3.16 Legislation

The service provided will comply with all relevant legislation and good practice guidance.