

Report to: People Scrutiny Committee

Date of meeting: 7 March 2019

By: Director of Adult Social Care and Health

Title: Update of commissioned community provision (mental health) community mental health services East Sussex Better Together (ESBT) MH Transformational Care

Purpose: To provide an overview and update to the Scrutiny Committee of progress on implementation for commissioned community provision, Mental Health in East Sussex

RECOMMENDATION:

The Committee is recommended to note the successful delivery, continued progress and further development of commissioned mental health community support.

1 Background

1.1 This paper updates progress on the range of mental health community support services that have been commissioned as part of the delivery of East Sussex Better Together (ESBT) and East Sussex Mental Health Strategic Transformational Care.

1.2. These services are commissioned by the East Sussex Integrated Joint Mental Health Commissioning Team on behalf of Adult Social Care and East Sussex Clinical Commissioning Groups.

1.3. The services were commissioned and procured in two phases. Phase 1, with services starting 1 October 2017. Phase 2, with services starting from 1 April 2018.

2 Supporting information

2.1. These strategic developments were designed in compliance to national (Five Year Forward View, Care Act 2014) and local priorities East Sussex Better Together, and Connecting for You (C4Y) which are transformation programmes developed in partnership with the District and Borough Councils of East Sussex. They are also designed to support the Sussex and East Surrey Sustainability and Transformation Partnership (STP).

2.2. Adhering to overarching priorities the intention of the support is to enhance opportunities for people to access support at an earlier stage of their illness. This will reduce crisis, develop self-management and build resilience.

2.3. The strategic drivers at STP level; easy access to support and a quick response from service providers reducing crisis and impact on other parts of Health and social care system. At LA level The Care Act (2014) and local Core Offer recommends that the local statutory offer should include outcomes linked to prevention, reduction, health, educational, employment and social opportunities.

2.4. All of the service provision was co-designed and developed with people with lived experience. Service user representation was also part of the commissioning panel during procurement and part of the ongoing monitoring and reviewing process.

2.5. The services reduce the financial impact and burden on crisis and secondary care services and improve the outcomes of individuals by supporting people at an earlier stage of their mental health condition.

3. Update Phase 1 - Community Network of Mental Health Support

3.1 The Community Network consists of 4 elements:

- Wellbeing/drop-in Centres
- Peer Support
- Specialist Personality Disorder Service
- Crisis Café/Safe Space

3.2 Wellbeing/Drop-in Centres - are based at venues in key populated areas across East Sussex. These “Community Hubs” are now well established and incorporate additional services that support wider local priorities (ESBT and C4Y). They support public health functions such as improving health, physical health within GP surgeries for people with severe mental illness (SMI). Services have built extensive partnerships with other support agencies ensuring people have access to a range of support relevant to their needs, including (not exhaustively) benefits/welfare advice, housing, employment.

3.3 There are seven Wellbeing Centres across East Sussex. Wellbeing Centres are expected to work with approximately 3000 people across the county. Significant improvements /links with GP surgeries and community mental health services have been developed.

3.4 Wellbeing reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 844 clients having accessed the services in the Q3 period • 534 Group sessions having been delivered in the period, attended by 332 clients totalling 2638 attendances. • 372 Drop In sessions held, attended by 323 clients totalling 2776 attendances. • The centres are exceeding their yearly target for numbers of people seen. 	Green

3.5 Peer Support – Peer support has now been embedded in Wellbeing Centres and threaded through all aspects of community support. The provision delivers specifically trained paid and voluntary peer workers. They deliver 1:1 Peer Support, Drop-in Groups, and advice and guidance around peer support to other providers. Peer support was designed to work with approximately 300 people across the county per year.

3.6 Peer Support reports available for quarter 3 confirm:

					RAG
	Target	Q1	Q2	Q3	Green
Number of referrals for 1:1 peer support	100	21	27	32	
Number of individuals receiving 1:1 support	100	36	38	46	
Number of People engaged in peer support activities	300		290	339	

3.7 Personality Disorder Service - Operates from the Wellbeing Centres in Hastings and Eastbourne and Lewes addressing the needs of a small number of people with a diagnosis of Personality Disorder, who are currently placing a disproportionately high demand on health and social care. The service is delivered by a dedicated peripatetic team consisting of third sector (Southdown) and Sussex Partnership NHS Foundation Trust (SPFT) clinical staff who will provide treatment and support services for people with complex needs (Personality Disorder). The service is designed to work with a targeted cohort of 75 people, however it is expected that the consistency and skill levels this will create in Wellbeing Centres will increase the levels of people with personality disorder accessing their generic support.

3.8 Personality Disorder service reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 60 current active members • 150 community group activities having been delivered in Q3 • 75 clinical groups having been delivered in Q3 • 32 SUN (Service user network) groups having been delivered • 4 staff training sessions delivered 	Amber

3.9 Building full membership has proved more complex than originally thought resulting in a slower sign-up and under capacity. However the service confirms that they perceive that full membership will be reached by the end of quarter 4 March 2019.

3.10 Crisis Cafes/Staying well - The service is provided by third sector providers Southdown and SPFT, making available extended out of hours provision for clinical and nonclinical support at required key times (currently 7 days a week). It provides a safe space for individuals in central Hastings. The service aims to reduce mental health hospital admissions by providing an alternative solution for patients and an opportunity to self-manage their condition or de-escalate their current position.

3.11 The service is in addition to other mental health crisis and has developed working links with emergency services, such as the Crisis Resolution and Home Treatment Teams (CRHT) and A&E.

3.12 Staying Well service reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 210 referrals being received at the service in Q3 • 224 successful support interventions carried out in Q3 (target rate for quarter = 450) • 77 separate individuals being supported in that time • 40 occasions when support from service was reported to have avoided an admission to A & E 	Amber

3.13 The staying well service is underutilised compared to the intended projected capacity and delivery. Although current activity has grown in each quarter, further work is being done with CRHT services and strategic development across STP areas to build awareness with clinical teams that should increase referrals and reduce impact in A&E and crisis services.

3.14 Overall phase 1 service investment = £1,521,000

Phase 2 – Mental Health Support (commenced April 1st 2018)

4.1. There are four key areas of service provision commissioned in phase 2.

- Employment support (IPS)
- Community Connector Service (Social Prescribing)
- Service user engagement and involvement (SUEI)
- Support for hard to engage vulnerable people

4.2. Employment support – East Sussex uses an evidence based employment model called Individual Placement and Support (IPS). This intervention supports people with severe mental health difficulties into employment. It involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer. This provision also ensures people retain their employment if they become unwell and at risk of losing their jobs due to their mental health. This service targets a beneficiary level of 500 people per year.

4.3 IPS Employment Service reports available for quarter 3 confirm:

Service investment = £272,500						RAG
Q3 referral - 155	Target (Annual)	Q1	Q2	Q3	<i>Year to date actual</i>	Green
Paid Outcomes	109	31	35	38	104	
Retention Outcomes	25	12	8	3	23	
Education Outcomes (Accredited)	18	12	7	5	24	

4.4 Employment Service delivers well above its projected targets. It has also been given additional FYFV funds to increase capacity of the service and also delivering a Department for Work and Pensions (DWP) pilot in Improving Access to Psychological Therapies (IAPT) services so that people get employment support in the primary care setting.

4.5. Community Connector Service (Social Prescribing) - A Social Prescribing/Life Support intervention is consistent with an integrated care and support model – namely, to improve access to services and sources of support that improve health outcomes and quality of life for people, avoiding mental ill-health, improving physical health and the impact on frontline statutory services. This provision provides support workers located close to or within targeted GP practices. This service will work with a target beneficiary level of 1500 people.

4.6 Community Connector reports available for quarter 3 confirm:

Service investment = £373,500		RAG
<ul style="list-style-type: none"> • 277 referrals received this quarter • 262 support sessions were delivered, provider confirms that annual targets will be reached in Q4 due to expansion of Physical Health Checks • Additional funding to support Physical Health Checks for people with 		Green

<p>SMI in primary care settings</p> <ul style="list-style-type: none"> • Additional funding to facilitate GP room rentals in Hastings • Additional post (Funded by Public Health for 2 years) within Community Connectors to develop a wider network of Social Prescribing across East Sussex. 	
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4.7 Service user engagement and involvement - Support people with mental health problems, their families and carers, being engaged to represent client and carers' views on service delivery and design. They influence and lead commissioning decisions, support the development of good quality, performance and outcomes of services and the effectiveness of care pathways. This service works with a target beneficiary level of 90 people.

Service investment = £61,000	RAG
<ul style="list-style-type: none"> • Number of Strategic Volunteers Q3- (23) • Number of carers involved Q3- (11) • Number PIP reps attending MHAG local MH action group Q3 – (4) • Number of Strategic Rep meetings, with attendance figures Q3 – (23) • Number of external engagement/representation sessions Q3 – (13) 	Green

4.8 Hard to Engage Vulnerable People (Hastings St Leonards) – This service provides drop-in support for rough sleepers, homelessness and the street community. This includes targeted support for people with comorbid complex needs alongside partnerships with statutory services in order to meet their needs. The current service levels of support are in the region of 550-600 service users over the year. The Hub facilitates and hosts a range of other services and provision such as community nursing, podiatry or Peer Support, housing and welfare support and advice.

4.9 This service (Seaview) won a National Award GSK Impact for its work with vulnerable people – “Seaview Project works in a deprived area in England, with high rates of rough sleeping. Almost half the people it supports have a diagnosed mental health problem and many also have issues with addictions”. “This charity does hugely valuable work in supporting its local community. We were impressed by how it has a big reach despite being relatively small. It shows an organisation making the best use of its resources and making a real difference to people’s lives.”

Service investment = £117,500	RAG
<ul style="list-style-type: none"> • Number of beneficiaries Q3 - (227) • Serve the needs of up to 100 people each day • Number carers supported Q3 – (18) • Number of hot meals served for vulnerable people Q3 – (1257) 	Green

5. **Associated expenditure/investment**

- 5.1 Phase 1 (Includes investment by HWL&H)
- Wellbeing Centres £996,000
 - Peer Support £85,000
 - Crisis Café £200,000

- Personality Disorder Service £240,000

Total = £1,521,000

5.2 Phase 2 expenditure (excludes investment from HWL&H)

- IPS Employment Support £272,500
- Community Connector (social prescribing) £373,500
- Service User Engagement and Involvement £61,000
- Hard to Engage Vulnerable People Service £118,000

Total = £825,000

6. Conclusion and reasons for recommendations.

6.1 The developments updated in the reports are delivering their objectives well. Although much has changed in the organisational and partnership landscape of Health and Social care they remain consistent with broad strategic priorities (NHS 10 year plan Five Year Forward View, Care Act 2014). The programmes of work have been developed to deliver early support, resilience and self-management that will reduce burden and impact on other parts of the system. This strategy still supports integrated work and development across the county.

6.2 The Committee is therefore recommended to note the progress and consistency with strategic plans for commissioned community provision for Mental Health in East Sussex.

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Local Members – All

APPENDICES - None

BACKGROUND DOCUMENTS – None