

HEALTH AND WELLBEING BOARD

28 JUNE 2016

MEDWAY MENTAL HEALTH SERVICES – MEDWAY CCG

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CCG

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Summary

Medway CCG is committed to Improving mental health services for the people of Medway This paper summarises some of the key programmes of work on Mental Health for Medway CCG, our objectives and some of the challenges that we face.

1. Budget and Policy Framework

- 1.1 The Health and Social Care Act 2012 sets out the requirement for all upper tier and unitary local authorities in England to establish a Health and Wellbeing Board, which would be established as a committee of the Council.

2. Background

- 2.1 This paper was requested by the Health and Wellbeing board to provide information around Mental Health services in 2016/17.

3. Risk management

- 3.1 Failure to achieve the potential benefits of the Health and Wellbeing Board to improve the health and wellbeing of the population.

4. Financial implications

- 4.1 There are no direct financial implications as a result of this report.

5 Legal Implications

- 5.1 The Health and Wellbeing Board has a statutory obligation under section 195 Health and Social Care Act 2012 to encourage persons who arrange for the provision of any health or social care services, to work in an integrated manner for the purpose of advancing the health and wellbeing of the people in Medway.

6. Recommendation

6.1 The Health and Wellbeing Board is asked to note this report.

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Appendices

Medway CCG - Mental Health Services in Medway April 2016

Background papers

No Health without Mental Health February 2011

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213761/dh_124058.pdf

The Independent Task Force on Mental Health February 2016

<https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf>

APPENDIX 1


Medway
Clinical Commissioning Group

Mental Health Services in Medway

April 2016

1. BACKGROUND

Mental health is high on the government agenda with a national strategy entitled 'No health without mental health' (Feb 2011) focused on improving outcomes for people with mental illness. The strategy aimed to empower individuals and their families, looking to communities to promote independence and choice.

In Feb 2016 the Independent Taskforce published their report as part of the NHS Five Year Forward View to build consensus on how to improve Mental Health services for people of all ages. The taskforce gives an assessment of the state of current mental health care across the NHS, highlighting that one in four people will experience a mental health problem in their lifetime and the cost of mental ill health to the economy, NHS and society is £105bn a year.

In a wide ranging package of recommendations, it proposes a three-pronged approach to improving care through prevention, the expansion of mental health care such as seven day access in a crisis, and integrated physical and mental health care. Parity of esteem between mental and physical health conditions, and in the funding of services for those conditions was cited as a key priority.

The Medway Joint Strategic Needs Assessment (JSNA) predicts that at any one time, 35,000 people in Medway are living with mild to moderate mental health problems and approximately 860 people are living with psychosis, with conditions such as schizophrenia and bi-polar disorder. Both of these figures are predicted to increase by 7.2% by 2021.

1.1 CCG Key Objectives

Medway CCG is committed to Improving mental health services for the people of Medway.

Our key objectives are;

- To put mental health on an equal footing with physical health – this means everyone who needs mental health services having timely access to the best available treatment.
- To implement robust intervention and rehabilitation for people with mental health issues to manage their conditions and support people to return to work and maintain a normal life within their community.
- To offer services in the least restrictive setting available and that are the most appropriate to meet people's needs
- To reduce the number of people entering hospital in crisis through early intervention and prevention. To ensure timely and supportive crisis care and sufficient services in place to meet their needs when in crisis 24/7 and help them to achieve recovery
- To support achievement and sustainability of the new mental health access and waiting time standards.

1.2 Key Challenges

- The services that are currently available are disjointed and fragmented
- There is a need for services to be better aligned and centrally coordinated
- There is a need to further strengthen services between health and social care
- There is a national shortage of mental health beds
- Complexities of having a block contract with the lead provider of secondary mental health services.

2. FINANCE

Income and Expenditure Mental Health Services	2015/16 Forecast Outturn '000	Total 2016/17 Plan '000
Mental Health Contracts - NHS	22,518	22,311
Mental Health Contracts – Other providers (non-NHS)	1,162	1,612
Mental Health – IAPT	1,778	1,657
Mental Health exclusions – LD, Primary Care Mental Health Workers, Cost per Case Placements, other.	3,393	4,785
Mental Health – Non Contract Activity	208	213
Sub Total – Mental Health Services	29,059	30,577

Much of the additional funding of £1.5m in 2016/17 is currently listed under 'mental health exclusions' and will be allocated to specific schemes in 2016/17.

Currently proposed for increased investment include:

- Early Intervention in Psychosis
- Additional 4 inpatient mental health beds for Medway Patients in Kent
- CAMHS

3. MEDWAY MENTAL HEALTH SERVICES

As well as holding a secondary care contract with Kent and Medway Partnership Trust (KMPT), Medway CCG is investing in a wide range of services to improve mental health provision for the people of Medway. Some of the key areas of work that we are working on are listed below.

3.1 Primary Care Mental Health Workers

Medway CCG has continued to invest in primary care mental health workers, which was originally set up as a pilot project across Kent and Medway, and has now been commissioned substantively. There are three nurses aligned to Chatham, Gillingham and Rainham, and Rochester and Strood. The nurses support patients who have been discharged by the Medway Community Mental Health Team and also support GPs with patients who have mental health issues. The service currently operates from Canada House, but will shortly move to the Medway Healthy Living Centres to ensure that mental health support is provided close to patients in the community and reduce some of the stigma attached with attending secondary mental health services.

An evaluation of the Primary Care Mental Health Specialist pilot by Canterbury Christ Church University highlighted that the provision prevented relapse, reduced the gap between primary care and secondary care, improved the quality of life for the patient, and reduced anxiety for people transferring from secondary to primary care.

3.2 Rethink

Medway CCG commissioned Rethink to work closely with the voluntary and local community services, to aid in signposting encouraging social inclusion and recovery focused activities for the service users. The main aim of the service is to work with Primary Mental Health Workers to support clients' recovery through agreed goals, within an agreed length of time (8 weeks), offering a range of interventions around confidence-building and self-management, with the aim to;

- Increase clients social networks and participation in leisure
- Develop employment, educational and opportunities to enable individuals to self-manage and work towards achieving a better quality of life
- Further increase recovery, reduce dependency, and reduce social exclusion of service users
- Offer clients 1:1 support focusing on a variety of different subjects according to individual needs
- Support the Primary Care Mental Health Service to manage case work through holistic non-clinical interventions aiming at reducing/minimising avoidable hospital re-admission and GP attendances.

The service is based alongside the Primary Care Workers who will operate out of the Health Living Centers.

3.3 Psychological Therapies (IAPT)

Medway CCG currently invests in an “Any Qualified Provider” (AQP) service for IAPT which is provided by ThinkAction, KMPT and Insight. We work with the providers to manage performance and seek to ensure patients have access to good quality provision without long waits, and that sufficient capacity is made available. Medway CCG achieved an annualised access rate of 13.4% in February 16 which is lower than our target of 15% of referrals – these figures represent the number of people entering treatment as a percentage of total people in the population estimated to have depression and anxiety disorders in the population. We continue to work with providers and GPs to increase the numbers of referrals made into this service, and to encourage patients to self-refer.

We are in the process of re-procurement of the IAPT service which will change from an AQP service to a lead provider led service. This is following feedback from GPs and patients to allow a single point of access for both patients and GPs and support informed patient choice of provider. The new service will be in place from 1st October 16.

3.4 MEGAN CIC

The Medway Engagement Group and Network CIC (MEGAN) has been funded by Medway CCG since it was established in 2009. It will continue to be funded jointly by Medway CCG and Medway Council for 16/17.

MEGAN CIC aims to provide a voice for mental health service users. They provide opportunities for people who have or have had mental health issues to share views and experiences of mental health services and participate in local service planning and development. They support people with mental health issues in their recovery and offer peer support through group attendance. They provide a safe and supportive opportunity for service users to share experiences and discuss issues of common concern in a relaxed and informal environment.

They also help inform future mental health commissioning intentions to improve the quality of services available in Medway and effectively communicate relevant information about mental health services to all members.

MEGAN CIC has a current membership of 300 plus people, who are aged 18 and over, who have or have had mental health issues and who reside or access services in Medway

3.5 Wellbeing Café

The service was originally set up using winter resilience funding in November 2014. Medway CCG has continued to fund this and plans for the service to go out to procurement to ensure continuity of service as well as fairness and transparency within procurement rules.

The Wellbeing cafe operates from the Sunlight Centre and runs Friday, Saturday evenings and Sunday lunchtime. It offers support to people with mental health issues and helps reduce social isolation at times when other community services may be closed. The Wellbeing Cafe supports a range of service users and carers to be able to cope with and

better manage conditions that may impact on their mental and physical health. The Cafe operates as part of the continuum of support services, working closely with both statutory and voluntary sector providers to ensure that individuals are signposted to, make use of, and are referred on from the service, in an appropriate and timely way.

The Wellbeing Cafe contributes to service transformation by providing de-stigmatising community based, non-clinical, recovery based, out of hours support; which promotes choice and control, and supports the development of self-management and coping strategies through participatory methods, peer support and community connections.

The Wellbeing cafe provides one to one support and group based activities to enable patients to cope with their condition and personal circumstances at times which are typically considered to be out of hours with minimal contact with or support from statutory services such as A&E, MedOCC, and the Police.

3.6 Single Point of Access (SPA)

Medway CCG has worked with KMPT to set up a single point of access for mental health services. There will now be one number across Kent and Medway that is available 24 hours a day, 7 days a week to health professionals, GPs, patients and carers. The service is staffed by both clinical and administrative staff. SPA will be able to provide clinical advice as well as triage patients over the phone. The service will be able to offer appointments over the phone and GPs will receive an electronic notification giving an update on their referral. The service launched for urgent and emergency referrals on the 4th of April 2016 and will expand to cover all Mental Health services from June 2016.

3.7 Mental Health Crisis Concordat

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

Medway CCG has signed up to work with other partners across Kent as a concordat to improve Crisis Care for Mental Health Patients across Kent and Medway. Some of the other partners include Medway Council, Kent County Council, South East Coast Ambulance Trust, Kent and Medway Partnership Trust, Police, Healthwatch, Sussex Partnership Foundation Trust and the 7 other CCG's. The agreement ensures that each of the partners works together focusing on four main areas:

- Access to support before crisis point – making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.
- Urgent and emergency access to crisis care – making sure that a mental health crisis is treated with the same urgency as a physical health emergency.
- Quality of treatment and care when in crisis – making sure that people are treated with dignity and respect, in a therapeutic environment.

- Recovery and staying well – preventing future crises by making sure people are referred to appropriate services.

One of the key aims of the Crisis Concordat is to reduce the number of S136's across Kent and Medway and to ensure that no one is detained in a Police cell as a place of safety. Medway CCG along with other CCGs across Kent is funding a Mental Health Triage Pilot. This involves a nurse working in the Police Control room and in SECAMB control room in Maidstone on Thursday, Friday and Saturdays out of hours. The nurses are able to offer support and advice to staff as well as accompanying the Police if required.

3.8 Perinatal Mental Health

Medway CCG is working across North Kent to better understand the services and access points relating to perinatal mental health, with the view to improving service provision and creating a more clearly defined pathway.

We have established working groups to work on following areas locally;

- Whole System workforce education, with particular focus on GPs.
- Improved information for families about the range of services available.
- Improved communication and information sharing between services.
- Streamline local referral processes.
- Increase the availability of peer support.
- Commissioning of an ageless pathway.

Medway CCG will continue to work with partners and as a North Kent alliance to improve the pathway and support for mothers experiencing mental health issues.

3.9 All Age Mental Health Liaison Service

Medway CCG has invested in a 24/7 liaison psychiatry service which is provided by Kent and Medway Partnership Trust (KMPT) at Medway Maritime Hospital (MFT) and has been in place since 2014. This service sees any patient from age 18 plus including anybody over 65. The service will see a patient within two hours at ED and conduct a mental health assessment. The service also offers in reach to the wards and work with staff in the acute hospital to increase their knowledge and training of patients with mental health needs.

Using investment from NHS England for 15/16 Medway CCG have pump primed an all age service. This service is staffed by CAMHS nurses provided by Kent and Sussex Partnership Trust (SPFT) based at MFT. The service commenced in December 15 and is operational from 8am to midnight, 7 days a week. The service works alongside the current liaison service using the same processes already well established at the hospital.

3.10 Early Intervention into Psychosis (EIP)

Medway CCGs ambition is that 100% of patients who experience a first episode of psychosis (EIP) and those patients "at risk of mental state" (ARMS) will be identified at point of

referral through the single point of access and referred to an EIP service that is fully NICE compliant.

The EIP services will provide the full range of psychological, psychosocial, pharmacological and other interventions which have been shown to be effective in NICE guidelines and quality standards, including support for carers and families. Our vision is to put in place effective and integrated services to address the social and wider needs of people with psychosis to help them live full, hopeful and productive lives.

Medway CCG has set up a working group for achieving the EIP target. We are working with all CCG's across Kent and Medway closely with KMPT to ensure that we are able to meet the new access targets. There is a detailed Service Development Improvement plan (SDIP) in place and we have completed a gap analysis of staff that will be required to implement the new targets. The plans have been submitted to NHSE. Medway CCG is currently meeting the standard that 50% of patients experiencing a first episode of psychosis are allocated to a care coordinator within two weeks and their treatment commences. However, the treatment is not currently NICE compliant and we are working with KMPT to ensure the service will be NICE compliant during 16/17. This will require additional recurrent investment to meet the gap in staffing that has been identified.

3.11 Mental Health Beds

There has been increased pressure on Mental Health Beds as well a national shortage of available beds, in part this has been due to out of hospital care not being fully embedded. The availability of mental health beds is causing issues across North Kent resulting in a number of out of area placements, which has a negative impact in terms of family contact and the process for rehabilitation at the earliest opportunity back into the community. There are currently 174 beds commissioned across Kent and Medway in centers at Dartford, Maidstone and Canterbury.

Medway CCG continue to work with KMPT to secure additional bed capacity for Medway patients in 2016/17 and to maximise efficient use of existing beds.

Medway CCG also holds twice weekly calls with KMPT together with Social Care to review patients that are placed out of area or are delayed transfers of care.

3.12 Local Transformation Plan

The emotional and mental health and well-being of children and young people in Medway is a key priority for Medway CCG, Medway Council and our partner agencies. Our vision is for all children and young people in Medway to enjoy good emotional and mental health and to be supported to develop skills and resilience to help cope with life's inevitable adversities.

In order to support our children and young people and their families through experiences of mental ill health, we need to provide accessible and appropriate support to overcome difficulties, delivered by appropriate professionals, in an efficient and timely manner.

The Medway Local Transformation Plan (LTP) sets out our shared commitment and priorities towards achieving a brighter future for children and young people's emotional and mental health and wellbeing, regardless of their circumstances.

The LTP has been developed in response to the recent report of the Government's Children and Young People's Mental Health Taskforce, Future in Mind and in accordance with national Guidance published to CCGs on 3 August 2015. Additional recurrent funding (£516K) is available to Medway CCG and partners to take forward the plans and actions within the LTP.

Investment has included:

- Development of an Early Help commissioning plan
- CAMHS Tier 2 'in-house' Service realignment and additional clinical supervision through Sussex Partnership
- Recruitment of 3 additional Primary Mental Health Workers at CAMHS Tier 2
- Recruitment of a CAMHS Service Transformation lead
- Additional capacity in psychology and therapeutic support for Looked After Children
- Multi-agency workforce development and training (including early years and EDS)
- Extension of a post abuse / post sexual abuse therapy pilot through a local Children's Centre
- Scoping and preparatory work in relation to a NICE compliant Community Eating Disorder Service

16/17 will be a pivotal year in relation to the future of Emotional Wellbeing and Mental Health Services for Children and Young People in Medway. The CCG and Council will be consulting with stakeholders and the market on a revised Service Model, prior to a procurement process leading to the award of new Medway Emotional Health and Wellbeing Service to start in September 2017. There is also a commitment to work towards embedding Children and Young Peoples IAPT.

3.13 Eating Disorders

Medway CCG is committed to providing an accessible, high quality community based Eating Disorders Service (EDS) in line with published guidance. It is recognised that current EDS commissioned through CAMHS as part of the current Kent and Medway contract are inadequate and that there is disparity across Kent and Medway in terms of access to services, long waiting lists and a disproportionate amount of funding being spent on out of area.

Ring-fenced funding was made available to all CCGs for 15/16 (mid-year) to begin to take forward Local Transformation Plan commitments in respect of Eating Disorders. The funding is the first stage of a new programme to improve children and young people's mental health and wellbeing and is to be used to improve community based eating disorder services, up to the age of 18, so patients are helped earlier and fewer need inpatient care. The funding is to support the commissioning of Children and Young People's Eating Disorder Services and any capacity created is to be redeployed to support general CAMHs response to those who self-harm or present in crisis.

Medway CCG is working with the other CCGs across Kent and Medway to develop a new service and pathway for Eating Disorders and will be going out to procurement for this service during 16/17.

3.14 Dementia

The Partnership Commissioning Team within the CCG has been working on a Dementia Commissioning Action Plan which gives details of work planned for 2016/17 onwards. Any redesign and improved service delivery model will need to be funded through reinvestment of efficiencies and savings identified elsewhere in the system.

Many of the expected improvements should also come from making better use of existing resources, through better partnership working, and a focus on supporting the whole person within their community. This should lead to less fragmentation and a more positive focus on enabling people with dementia and their families to live well with dementia for longer.

It is anticipated, subject to detailed planning with key partners, that the programme of delivery of the new integrated care pathway and successful launch of a new service model may take up to 2 years (i.e. to summer 2018) to reach full implementation. This will be subject to a number of factors, including the CCG's current contractual timetable, and may be subject to interdependencies with other key strategic programmes of transformation and recommissioning exercises.

Medway CCG recognise that a number of strategic shifts are required in order to ensure the provision of an effective local service provision to address rising levels of need and complexity. These include:

- Moving from commissioning based on a traditional menu of service categories and types, to engaging fully with the market to stimulate a competitive supply, and to finding innovative ways of contracting successfully for flexible support
- Transferring resource from assessment, to pre and post diagnostic support
- Exploring opportunities to transfer pre and post diagnostic support in secondary care, into the community
- Moving from late assessment, to early screening
- A greater emphasis on supporting people to come to terms with a diagnosis and plan for the future
- Moving from institutional care, to extra care housing, with the option for couples to stay together independently and with privacy; and,
- Moving from care that is driven by the needs and demands of services, to care and support that is orientated and planned in a person-centred way, designed around the needs, preferences, strengths, skills and contributions of people with dementia, their families and wider support networks.

Medway CCG has been working closely with KMPT to improve the older adult services available at Elisabeth House. We have set up regular working groups with KMPT which are led by the CCG GP lead for Mental Health. We are working with GPs across Medway on improving our Dementia diagnosis rate which has a national target of 67%. The CCG in February 16 had achieved a diagnosis rate of 65.89% of those predicted to have dementia.