

HEALTH AND WELLBEING BOARD

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MEDWAY MENTAL HEALTH SERVICES

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Summary

The purpose of this report is to inform Medway Health and Wellbeing Board members on Medway Council Mental Health Services

1. Budget and Policy Framework

1.1 The Medway Mental Health Service is part of the wider adult social care directorate and line management of the Director and Deputy Director of Children's and Adult's Services.

1.2 Medway Council's Mental Health Service operates with an allocated budget of £4,875,230. This includes staffing and costs associated with residential, home care and social care needs for the 482 service users currently on the caseload. Sixteen of these service users are subject to Home Office Supervision Orders. The breakdown of the budget is as follows:

Residential and Nursing Care:	£2,177,293
Community Services:	£1,598,536
Staffing:	£1,099,401

1.3 Medway Mental Health Social Work Service has a duty to ensure that requirements under The Care Act (2014) are met in relation not only to service users but also to carers and families to support sustainability and promote independence from service intervention and potential hospital admission. It also delivers all of the statutory functions met by the local authority in relation to the Mental Health Act (MHA) (1983)

1.4 Medway Mental Health Service is made up of a Community Social Work Team (Team Manager x1 FTE, Social Care Officers x4 FTE, qualified Social Workers x13 FTE (2 of these at senior level) and 7 with the additional qualification of Approved Mental Health Professionals (AMHPs) and specialist Occupational Therapist x1 FTE. The Team Manager and Head of Service are also AMHP qualified), a Community Support and Outreach Team (Team

Manager x1 FTE, Senior Outreach Workers x 3.5 FTE, Outreach Worker x 6.5 FTE and Support Services Assistants x3 FTE) and a Community Day Resource facility (Programme Manager x1 FTE, Resource Workers x6 FTE and 1 part-time Tutor 0.16 FTE).

- 1.5 The line management of the service sits at first level with the Community Social Work Team Manager and is overseen by the Head of Service for Mental Health and Deprivation of Liberty Safeguards (DoLS).
- 1.6 In keeping adults safe, Medway Mental Health Social Work Service has a responsibility to carry out safeguarding enquiries. On occasions, due to the necessity to keep people safe, assessment and restrictions under the auspices of the Mental Health Act (1983) as amended (2007) may be necessary.
- 1.7 Medway Council have set out a commitment to work closely with National Health Service (NHS) and Third Sector partners in developing an integrated pathway from referral to transfer on the recovery journey. This includes community support to enable people to manage their conditions and return to or secure voluntary or paid work and/or meaningful activities.
- 1.8 Medway Council has jointly funded MEGAN with Medway CCG for 2016/17. Medway Mental Health Social Work Service have developed close links with MEGAN in the support of service users and in planning community support
- 1.9 Integrated working between health and care agencies is supported through regular liaison between KMPT and Medway Mental Health Social Work Service. These meetings range from weekly to bi-monthly. The meetings are attended by representatives from both the community and acute service lines of KMPT and Medway Council. A Joint Operation Group also includes representatives from Turning Point and Carers Services. The meetings are in place to ensure the sharing of information and the resolution of issues impacting upon the whole system approach to care and support for service users and families.
- 1.10 A development workshop is being organised between Medway Council and KMPT to take place in August 2016. This will focus on improving working relationships to support the development of an integrated care pathway for adults with mental health problems.
- 1.11 Medway Mental Health Social Work Service makes every effort to ensure that transfer from hospital back into the community or a specialist placement takes place without delay, Where there is a requirement for shared funding with Medway CCG under Section 117 MHA (1983) negotiations are required to ensure that the care costs are appropriately shared between health and care. Every effort is made to avoid any delay which might occur in achieving these agreements.
- 1.12 Medway Council participates in twice weekly calls together with the CCG and KMPT to review delayed transfers of care and out of area placements.

2. Background

- 2.1 Mental ill health is a significant challenge for a growing number of people living in Medway. Reducing the stigma that can compound distress, doing more to prevent mental health problems arising in the first place, and ensuring people can get help when they are in crisis are some of the key areas for national policy and funding. In addition there has been a clear focus on developing 'recovery' orientated support to ensure that people who have had an experience of serious mental ill health are helped to return to independence and provided with the help they need to maintain their wellbeing.
- 2.2 Statistical information reported by Medway CCG indicates that 35,000 individuals in Medway are living with mild to moderate mental health problems at any one time. Of these, 860 are diagnosed as experiencing psychosis with diagnoses such as Bi Polar Disorder and Schizophrenia. The CCG have also reported an expected increase of 7.2% by 2021.
- 2.3 Mental health crisis care has been the focus of the Crisis Care Concordat. As part of the wider mental health system within Medway, Medway Council have signed up to the Concordat and AMHP provision forms a major part of the Crisis pathway.
- 2.4 In meeting its requirements under the Crisis Care Concordat, representatives from the Medway Mental Health Social Work Service Management are participants in the Kent and Medway Crisis Concordat Steering and Sub Groups. This is to ensure that the needs of the people of Medway are considered in any wider discussions and to ensure that the Council's own commitment to the concordat is upheld.
- 2.5 Medway has a statutory obligation to provides services for the completion of mental health assessments under the Mental Health Act (1983). This requires us to ensure that a sufficiency of (AMHPs) are available on a 24/7 basis to undertake this work. AMHPs are professionals who have completed additional training and are approved under the MHA (1983) and authorised by Medway Council to carry out statutory functions in relation to the act, such as mental health act assessments.
- 2.6 Medway Council directly provides the AMHP service between the hours of 09:00 and 17:00 Monday to Friday from staffing with the Mental Health Social Work service. The council has a partnership arrangement with KCC and KMPT to providing the out of hours (17:00-09:00, weekends and Bank Holidays) AMHP service. This is currently by way of an extension to an existing Memorandum of Understanding between Medway Council and KCC. There is a need to ensure that a satisfactory agreement and contracts are finalised with KCC prior to December 2016 in order that there is no disruption to service provision.
- 2.7 During the period 1st April 2015 to 31st March 2016, Medway Council AMHP Service received 490 referrals for a MHA assessment in hours and 144 out of hours.

- 2.8 Of these referrals at least 85% were admitted to hospital and 15% were redirected for community support or home treatment. The low number for home treatment is due to the likelihood that a person has already been offered the option of home treatment prior to a request for an assessment being made to the AMHP team.
- 2.9 Out of these referrals a number of assessments were subject to delay due to a lack of beds and of these 88 were in excess of 24 hours. An AMHP is unable to make an application if there is no bed identified. Once a bed has become available a second AMHP may be required to attend and reassess the person before completing the application.
- 2.10 The commitment to integration with partners is one which encompasses partnership working both within and without Medway Council services. Within the Council, the Medway Mental Health Social Work service provides one member of the team on a daily basis to sit within the CADS (Children's Team) at Broadside in a consultative role. This has improved the necessary sharing of information and has ensured a more efficient response.
- 2.11 Within the Council the above services work together to ensure that suitable arrangements are in place for young people in need of support from Medway Mental Health service in their transition from CAMHS and beyond. A complex needs transitions panel has recently been formed and is chaired by Medway Council's Head of Mental Health.
- 2.12 Medway Mental Health Social Work Service has a commitment to ensuring that dual diagnosis needs (those who experience both mental health and substance misuse issues) are promoted. Individuals presenting with both of these types of issues are some of the most vulnerable and high risk within society. They are also some of the most socially excluded. Medway works with partner agencies to address these issues by attendance at the dual diagnosis steering group and local forum.
- 2.13 Joint assessment and support where multiple needs exist is already in operation within the Medway Council mental health service. This includes where presenting needs arise out of dual diagnoses such as mental health and substance misuse, mental health and learning disability or mental health and physical disability.

3. Advice and analysis

- 3.1 The service continues to develop to ensure a clearer focus on promoting independence and recovery, within the context of finite financial resources. The numbers of individuals receiving an intervention for mental health social care needs as at 6th June 2016 is 482. These numbers do not include referrals to the AMHP team.
- 3.2 The transformation of health and social care recognises the fact that no single part of the system can deliver effectively in isolation. The ability to work with people's wishes and motivations, often in situations with a high degree of uncertainty, complexity and risk, while allocating resources appropriately and understanding the evidence base to deliver the most effective support for the person, are all essential to achieving integrated mental health services which

support and enable people to live well in the community and attain a good quality of life (Chief Social Worker for Adults, Lyn Romeo, 2015).

- 3.3 Protection of children and adults is a significant priority for Medway Council Parental mental ill health is a significant risk factor in relation to our work with children and families, and therefore we have strengthened the interface between children's and mental health social work services. Attendance at Broadside by a Medway Mental Health Social Worker has facilitated an improvement in information sharing and partnership working between the Mental Health service and children's services. This serves to ensure efficient and effective safeguarding arrangements are in place.
- 3.4 Positive working relationships between the NHS and voluntary sector partners continue to be developed to ensure that Medway Council via their Mental Health Service are working with others in addressing the needs of the *whole person*.
- 3.5 Medway Council, by way of the Mental Health Social Work service are one of the 26 organisations that make up the Kent and Medway Mental Health Crisis Concordat. The other partner organisations are from the NHS, the voluntary sector, Police and ambulance services.
- 3.6 Daytime AMHP provision is covered by the Medway AMHP service. During 2015/16 the number of referrals received by the daytime service was on average 41 per month. Out of hours referrals for Medway are reported at an average of 11 per month.
- 3.7 The Medway AMHP workforce in its current form is not sufficient in terms of numbers or budget to develop the infrastructure for a stand-alone out of hours service. Not only is an AMHP required to respond to the referral but a support system to monitor the safety of the individual being assessed and the AMHP.
- 3.8 Continual professional development courses for AMHPs and mental health social workers are in place to ensure that registration is maintained and that Medway Council's mental health service is staffed by workers with appropriate skills and knowledge.
- 3.9 Workforce succession planning is in place to ensure that at least two Social Workers within Medway Council complete the training for the AMHP qualification each year ensuring sustainability of service provision

4. Risk management

Risk	Description	Action to avoid or mitigate risk	Risk
AMHP service (out of hours) Continuation of the out of hours AMHP provision by KCC. Medway AMHP team is unable to provide adequate cover 24/7	Continuation of the out of hours AMHP provision by KCC. Medway AMHP team is unable to provide adequate cover 24/7 Medway Council have a duty under the MHA (1983) to ensure a sufficiency of AMHPs to	Agreements and contracts being completed to ensure the provision for Medway out of hours continues	HIGH

Risk	Description	Action to avoid or mitigate risk	Risk
<p>Medway Council have a duty under the MHA (1983) to ensure a sufficiency of AMHPs to provide a service that meets the needs for Medway. Agreements and contracts being completed to ensure the provision for Medway out of hours continues.</p>	<p>provide a service that meets the needs for Medway.</p>		
<p>AMHP service</p>	<p>Bed availability for Medway has a direct effect on the Medway AMHP service. Lack of bed availability has resulted in AMHPs being delayed with service users having completed assessments awaiting a bed. The knock on effect is that AMHPs are unable to respond to further assessments. Responses to those at risk and in crisis may as a result be delayed. The reassessments due to lack of beds is creating a huge burden on the resources of both the in hours service in Medway and also the out of hours service and subjects the service user to repetitive experiences of assessment.</p>	<p>Work with partners to ensure improved communication and information relating to bed availability.</p>	<p>HIGH</p>
<p>Partnership Working</p>	<p>It is essential that in order to work to develop an integrated pathway Medway Mental Health Social Work service prioritise discussions, meetings and forums with partner agencies, (both inside and outside of the Council) and the sharing of information as appropriate.</p>	<p>Work within the service to develop innovative methods such as digitalised methods of communication where attendance at forums is not possible or where attendance would not be the most efficient use of resources.</p>	<p>HIGH</p>

6. Financial implications

6.1 There are no financial implications related to this report.

7. Legal implications

7.1 Medway Council must ensure that they meet the social care needs of those with mental ill-health who are eligible under The Care Act (2014) and must ensure that effective safeguarding arrangements are in place to protect vulnerable Adults. Medway Council has a legal duty to ensure a sufficiency of AMHPs under The Mental Health Act (1983) and has a duty to ensure that there is sufficient cover for the people of Medway 24/7. Medway Council has signed up to the Kent and Medway Mental Health Crisis Concordat and needs to ensure that it works as an effective partner in developing and delivering the Concordat requirements.

8. Recommendations

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

Lead officer contact

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Appendices

None

Background papers

None