Health Scrutiny Challenge
Session: Access to Mental Health Services

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key access issues facing people with a mental health problem in Tower Hamlets and the plans in place to address them.

• Health and social care issues for people with mental health problems and barriers to service access
• Personal budgets for those with mental health problems: empowerment and choice
• The Impact of the ELFT community pathways redesign on access
• Mental health community based services: localised, integrated and promoting choice, independence and wellbeing?
“Our vision is to deliver substantially improved outcomes for people with mental health problems in Tower Hamlets through integrated mental health services that are safe and effective, with friendly staff that inspire confidence in the people and families using them, and which help people to take control of their own lives and recovery”

A life course approach to mental health and well-being

<table>
<thead>
<tr>
<th>Building resilience: mental health and wellbeing for all</th>
<th>High Quality Treatment &amp; Support</th>
<th>Living well with a mental health problem</th>
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</thead>
<tbody>
<tr>
<td>Fewer people will experience stigma and discrimination</td>
<td>People in general settings like schools and hospitals will have access to mental health support</td>
<td>People will feel that mental health services treat them with dignity and respect, and inspire hope and confidence</td>
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<tr>
<td>People will have access to improved information on what services are available</td>
<td>People will have access to high quality mental health support in primary care, including GP practices and primary care psychology</td>
<td>People will have access to support from peers and service user led services</td>
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<td>Mental health awareness across our communities, schools and employers and in the health, social care and education workforce will improve</td>
<td>People will receive a diagnosis and appropriate support as early as possible</td>
<td>People will be able to make choices about their care, including through personal budgets</td>
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<td>People will have access to a range of preventative and health promotion services</td>
<td>People will have timely access to specialist mental health services</td>
<td>People will feel supported to develop relationships and connections to mainstream community support</td>
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<tr>
<td>Families and carers will feel more supported</td>
<td>People will be able to access timely crisis resolution, close to home</td>
<td>People will have access to support to find employment, training or education</td>
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<td>People will experience smooth transitions between services</td>
<td>When they need to access multiple services, people will feel that they are joined up</td>
<td>People will have access to accommodation that meets their needs, in the borough</td>
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<td>At risk communities will have access to targeted preventative support</td>
<td>People with a mental health problem will have high quality support with their physical health</td>
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Shared values: a whole person approach

- Mental health is everybody’s business
- Focus on quality improvement
- Commissioning with commitment
The Tower Hamlets Mental Health Partnership has a very strong collaborative approach across health and social care, service users, commissioners and statutory and voluntary sector providers in mental health, supported by a joint health and social care commissioning team. The Partnership has delivered a number of highly successful change programmes over the last two years, for example:

- Redesigned dementia care pathways, winning the 2013 LGC Health and Social Care Award
- Crisis pathway for adults with a mental health problem working very effectively, with in-patient bed occupancy c. 75% year to date
- Accommodation Strategy for people with mental health problems, delivering high quality in-borough supported accommodation as an alternative to out of borough residential care
- Primary care mental health service, supporting people with mental health problems to move to recovery
Strengths

• Crisis pathways including RAID service and local availability of beds
• Primary Care Mental Health Service
• Accommodation Pathways
• Good clinical services – ELFT rated as “Outstanding “ by the CQC
• Diverse and well established third sector
• Outline suicide prevention plan
• Investment in CAMHS to keep on trajectory for 35% of diagnosable population
• CYP transformation plan
• Health Watch MH task group
• Recovery college
• Service user-led grants
• Social investment for more jobs
• Investment (co-commissioned with NHS England) in Youth Justice Mental Health Diversion and Liaison Worker)
The Local Challenges

- Our population is growing fast – 20% in the next five to ten years
- Both younger and older populations are growing
- Parts of our population are transient and there are areas of intense deprivation
- Wider societal challenges; welfare reforms, homelessness
- People want their whole health and social care needs considered as one and we too often treat and manage people in parts, in particular not making sure that people’s mental as well as physical health are treated equally
- Capacity is not necessarily in the right places to meet demand or support new models of care in the community
- Finding and keeping the workforce is challenging
- Access, quality and outcomes are variable – we have some areas of excellence, but sharing good practice could be better and some services need improvement
- We have significant financial pressures that may be de-stabilising to the system
- In recent years the system has become fragmented: causing duplication, not always working to the best advantage for the patient or local people and putting artificial barriers between professionals and organisations across health and local government services
- Increasing use of A&E in crisis
Historic and projected growth in need

Tower Hamlets has amongst the highest level of mental health need in the country, particularly the inner London boroughs, where there has been significant growth in need over the last 5 years. The growth in need is set to continue with population growth and demographic change over the next 5 years.
Barriers to access

• **Lack of awareness** – many people do not have knowledge of mental illnesses
• **Stigma** – reluctance to approach particularly in some communities
• Confusion about which service for which need – also fragmentation of services, especially for student population
• Negative symptoms and mistrust of services
• Disproportionate use of section 136
• **Carers** may experience problems accessing services or being a partner
• Poor take-up of personal budgets and IPC
• Transition at age 18
• Schools – some excellent on MH, some not known
• Waiting times to access services variable
Local Access

Tower Hamlets has the second highest number of people open to secondary care mental health services in London.
The Mental health Primary Care Service

• **Treating the whole person** integrating physical and mental health to address the higher prevalence of physical health problems in people with long term mental health issues.

• **A normalized environment** reducing stigma and supporting recovery

• **Continuity of care.** People and their families often form important long term relationships with their GP practice.

• **Early intervention.** GP Practices, see problems early and have the opportunity to intervene early if supported with mental health expertise.

• **Peer support and care navigation.** Critical to the development of a recovery orientated service. Engagement in support networks and community resources
Immediate Opportunities

• **Prevention** - a population-based approach to mental health: tackling the wider determinants –
  - Recovery and well being model – Inspire and Recovery
  - Development of Local Suicide Prevention Strategy
  - Time to Change programme to combat stigma and discrimination
  - CYP Transformation plan and strengthening of early intervention services
  - Awareness raising events

• **Personal health budgets** - a new way of offering individuals with disabilities and long term conditions greater choice and control in how the NHS supports them in improving their health and well being.

• **Integration and whole system approach**
  - Services for people with a mental health and substance misuse problems joined up
  - Integrated Commissioning
  - Tower Hamlets Together
  - Mental health primary care services
  - Community health services

• **5 Year Forward View Mental health**
  - Investment Standard
  - Strengthening community services, recovery and crisis response.
Integrated Personal Commissioning

**Individual level experience of IPC**

- **A different conversation with the people involved in your care focused on what's important to you**
- **A shift in control over the resources available to you, your carers and family**
- **A wider range of care and support options tailored to your needs and preferences**
- **A proactive approach to improving your experience of care and preventing crises**
- **A community and peer focus to build your knowledge, confidence, and connections**

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**THE ESSENTIAL PARTS OF A PERSONAL HEALTH BUDGET**

The person with the personal health budget (or their representative) will:

- be able to choose the health and well-being outcomes they want to achieve, in agreement with a healthcare professional
- know how much money they have for their health care and support
- be enabled to create their own care plan, with support if they want it
- be able to choose how their budget is held and managed, including the right to ask for a direct payment
- be able to spend the money in ways and at times that make sense to them, as agreed in their plan.
Implementation plan for the Mental Health Five Year Forward View for all ages: “Must Do’s”

- **Psychological therapies** – at least 19% of people with anxiety and depression access treatment, with the majority of the increase integrated with primary care
- More high-quality mental health **services for children and young people** - at least 32% of children with a diagnosable condition are able to access evidence-based services by April 2019, (CYP IAPT)
- 53% of people experiencing a **1st episode of psychosis** begin treatment with a NICE-recommended package of care within 2 weeks of referral;
- Increase individual employment placement support for people in secondary care services by 25% by April 2019 against 2017/18 baseline;
- **Community eating disorder Services** - 95% of children and young people receive treatment within four weeks of referral for routine cases; and one week for urgent cases;
- **Reduce suicide rates** by 10% against the 2016/17 baseline.
- Ensure delivery of the **mental health access and quality standards** including 24/7 access to community crisis resolution teams and home treatment teams and mental health liaison services in acute hospitals.
- Increase baseline spend on mental health to deliver the Mental Health Investment Standard.
- Maintain a **dementia diagnosis** rate of at least two thirds of estimated local prevalence, and have due regard to the forthcoming NHS implementation guidance on dementia focusing on post-diagnostic care and support.
- **Eliminate out of area placements** for non-specialist acute care by 2020/21.
STP Mental Health: Five key themes to address the health and wellbeing, quality and sustainability challenges

1. Improving population mental health and wellbeing
   - Population-based approach to mental health, tackling wider determinants, reducing inequalities and managing demand

2. Improving access and quality
   - Deliver the key quality and access requirements of the MH and General Practice FYFVs

3. Ensuring services have the right capacity to manage increasing demand
   - Improve capacity and productivity by developing best practice urgent and community care pathways orientated around community and primary care

4. Supporting improved system outcomes and value
   - Integrate preventative mental and physical healthcare to improve outcomes and reduce utilisation of primary care, acute, CHS, social care

5. Commissioning and delivering new models of care
   - Join up whole person care commissioning, supported by new approaches to contracting, to ensure good value, integrated services