

MENTAL HEALTH SERVICE REDESIGN INITIATIVE

WINNERS

CHESHIRE AND WIRRAL PARTNERSHIP FT, EASTERN CHESHIRE CCG, SOUTH CHESHIRE CCG AND VALE ROYAL CCG REDESIGNING ADULT AND OLDER PEOPLE'S MENTAL HEALTH SERVICES

Service users, providers and commissioners working together to transform services for people severely affected by mental health problems, to improve:

- Patient outcomes and experience; through more person-centred care, improved inpatient facilities and through a wider range of out-of-hospital services;
- Productivity; through detailed needs analysis and shaping the workforce around people's needs;
- Efficiency; using resources differently to meet national standards for care and, at the same time, improving the financial position across the health economy.

The redesign covers the populations of Cheshire East and Vale Royal (7000 people accessing specialist mental health services).

JUDGES COMMENTS

The judges felt this project evidenced real passion and has enormous potential for scalability and replicability. There was great evidence of co-production and patient engagement, as well as a positive impact on staff experience and a reduction in variation. Overall the project provided a good level of detail on the redesign, with clear tabulated outcomes.

HIGHLY COMMENDED



NELFT, Downshall Primary School, London Borough of Redbridge and AgeUK Barking Havering & Redbridge Downshall Intergenerational Provision

Downshall Intergenerational Provision (DIG) is the UK's first older adults activity centre, permanently embedded within a school. We provide a social hub that brings together older adults and reception class children at Downshall Primary three days a week from 10am to 1pm, providing structured activities,

incorporating the ideas behind Cognitive Stimulation Therapy whilst still following the National Curriculum. Referrals are from Redbridge Older Adults Mental Health Team, Memory Service and AgeUK. The adult participants are chosen due to loneliness/social isolation and risk to mental health and quality of life.

JUDGES COMMENTS

The judges found this to be an innovative, practical service with the potential to go nationwide. It is a highly inclusive project that prioritises user experience; with clear testimonial evidence displaying how social isolation and loneliness in the elderly have been reduced, and how the young and vulnerable were nurtured.



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FINALISTS



Harrow CCG, Harrow Local Authority and Barnardo's (Harrow Horizons) Harrow Horizons

Harrow Horizons is an ambitious project developed over three years. It is an emotional health and wellbeing service. It offers access to Children

and Young Peoples (CYP) mental health services post 16 (with Special Educational Needs and Disabilities), as well as to the 0-16 year olds. The service is jointly commissioned between the Harrow CCG and the Local Authority and is provided by Barnardos. It is a multi-disciplinary team based in and delivering within the community, including schools. The service provides short-term focused therapeutic interventions, either individually or in small groups, to support a range of mental health issues.



Hertfordshire Partnership University FT CAMHS Home Treatment Team

The CAMHS Home Treatment Team (HTT) supports young people with complex needs aged 13-18 in their home environment wherever possible.

When a young person needs to be admitted, the team works hard to discharge them as quickly as possible with a robust care and safety plan. They have introduced shorter length admissions which is less disruptive for the young person and to encourage resilience, rather than promoting an over dependency on professionals.

Since introducing HTT, numbers of youngsters in non-specialist out of area adolescent beds has reduced to zero and average lengths of stay have reduced by 42%.

Kent and Medway NHS and Social Care Partnership Trust Criminal Justice and Liaison Diversion Service (CJLDS)

The Criminal Justice Liaison and Diversion service offers assessment and supported referrals to people in contact with the criminal justice system, with the aim of addressing health/social issues that may support offending.

The service carries out assessments in custody to identify a broad range of vulnerabilities affecting individuals aged 10 and over. Referrals to community based services including housing/drug and alcohol services are supported by STR workers.

The team offers reports to magistrates and decision makers to support appropriate diversion from the criminal justice system or ensure that efforts to address their issues are considered as part of sentencing.



Liverpool University Hospitals FT, Liverpool CCG & Stroke Association Liverpool Stroke Recovery Partnership - Psychological & Emotional Wellbeing

Project leadership:
Dr Mark Griffiths (Consultant Clinical

Psychologist & Head of Clinical Health psychology services)
Kate Charles (Zone Director - North, Stroke Association)

In Liverpool stroke specific psychological services sit within a wider care pathway under the umbrella of the Liverpool Stroke Recovery Partnership (collaborative pathway between Liverpool NHS Trust, Liverpool CCG and the Stroke Association).

Stroke Clinical Psychology Services provide specialist psychological/neuropsychological input to the Stroke ward, Stroke Out-patient rehabilitation pathway and the Liverpool Community/ESD. Delivering step 3 & 4 stroke psychological interventions.

The Stroke Association provides level 1& 2 emotional support - including stroke specific counselling as part of this pathway.



NHS 24 Mental Health Team

NHS 24 is best known for delivering Scotland's 111 service, providing safe and effective care in the out-of-hours period. NHS 24 also delivers scheduled services in partnership

with NHS Boards, as well as digital services supporting wellbeing across Scotland.

NHS 24's Mental Health Team, working collaboratively with patients, staff and other key stakeholders, embarked on a redesign of the way we support mental wellbeing. By establishing a dedicated Mental Health Hub in 2019, and improving access to mental health information and digital support, NHS 24 has transformed the way it provides support for people in mental health distress.

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SDSmyhealthcare **SDSmyhealthcare Mental Health Community Clinic**

SDSmyhealthcare is a GP Federation in Birmingham covering over 60 practices. In the area of Mental Health, the priority for service users

is to receive the right care 'first time' and maximising the limited resources available.

Our challenge was to redesign our services to enable patients to receive the benefits of clinicians' specialist knowledge in the most efficient and convenient manner possible.

Our clinics utilise innovative ways of working and specialist skills from across the community, taking responsibility for any onward referrals, and providing the patients' GPs with rapid clear updates regarding treatment.

Our team is made up of specialists from Birmingham and Solihull Mental Health Foundation Trust, Forward Thinking Birmingham, and Birmingham MIND.



Tees Esk and Wear Valleys FT **North Yorkshire and York Community Learning Disability Service – Initial Assessments : more co-production, timely clinical documentation and improved staff wellbeing**

Our project involved all four of our community learning disability multi – disciplinary teams working across the newly formed North Yorkshire and York (NY&Y) area.

We wanted to develop a standardised initial assessment, offered in a planned and timely way which promotes co-production and the wellbeing of service users, their families and staff to set the foundation to a meaningful journey to optimise people's quality of life outcomes.

Those directly involved in the event were staff but with partnership discussions and feedback from service users, carers and our Service User (Shadow) Quality Assurance Group (QUAG).



TalkPlus, North East Hampshire CCG and Oakley Health Group **Integrated Mental Health and Long Term Physical Conditions Service**

TalkPlus, an IAPT (Improving Access to Psychological Therapy) service and Oakley Health Group, a group of GP practices in North-East Hampshire, set up a joint clinic where both physical and mental health needs were addressed. TalkPlus therapists and Oakley Health staff provided collaborative

initiatives to support patients with long-term physical conditions and the impact on their mental wellbeing, often overlooked by patients.

Results show a significant reduction in health utilisation in secondary care which can be quantified in monetary terms, positive patient feedback and GP recognition of improved self-management of both physical and mental health conditions.