

Improving support for people with mental health problems

A public engagement

Engagement Period: 26 January – 9 March 2011

introduction

This document has been produced by South Staffordshire Primary Care Trust (PCT) in partnership with South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSHFT).

South Staffordshire PCT is responsible for identifying services that people of South Staffordshire want and need and for commissioning these services on their behalf.

SSSHFT provides mental health, learning disability and some specialist children's services in South Staffordshire.

This document aims to inform and seek views from a range of stakeholders on proposals to modernise adult mental health day services in the PCT area (covering Cannock Chase District Council, Stafford Borough Council, South Staffordshire Council, Lichfield District Council, Tamworth Borough Council and East Staffordshire Borough Council).

C O N T E N T

- Introduction
- Building on previous discussions
- Background
- What services are we engaging on and who are we engaging with?
- What have we done so far?
- Findings to date
- Why our mental health services need to change
- Guiding principles
- Proposal
- What next?
- Having your say
- Feedback
- Deadline for feedback
- What happens after the consultation?
- Feedback form

Building on previous discussions

The proposal outlined here is based on the extensive discussions that have already taken place over the past two years around the mental health services' priorities, including the Mental Health Services Improvement Project known as "No Delays".

The views of a large number of stakeholders including service users, carers, GPs, health and social care professionals and the voluntary sector have been sought and expressed and this document will enable further views to be heard with particular regard to day services provided for adults with mental health needs.

Background

There is a national drive to move away from building-based mental health services to services that can be better tailored to meet the needs of an individual. This is often achieved through services that are able to maintain and extend social networks and those that provide access to mainstream roles and activities.

By the very nature of a day care environment individuals do not have sufficient choice and therefore control over their lives. Activities are often fixed and social interaction is confined to those with similar challenges. Often the day care environment can be limited and restricts people developing and learning new skills and generally make the most out of life.

To support this fact, a review was carried out in 2010 which found that a significant proportion of individuals accessing day services provided by SSSHFT could have been supported more appropriately to meet their needs outside of the statutory mental health system, either within contracted voluntary sector day opportunity provision or primary care services.

Background contd.....

Of the 680 people with a mental health need accessing SSSHFT day services, 438 could be more appropriately supported to achieve recovery in other existing provision in south Staffordshire.

We want to reduce those aspects of Day Services that do not promote inclusion and redirect resource to activities that do. This will mean offering more creative and innovative services which may be achieved in a number of ways including outreach support and support in mainstream settings. Opportunities for social contact and support may also be provided through people getting together in community centres, faith centres or through people with similar interests pursuing these together in mainstream settings e.g. arts facilities, cinema, bowling.

What services are we engaging on and who are we engaging with?

The purpose of this engagement is to give mental health service users and their families, carers, voluntary sector organisations, staff and other interested parties the opportunity to express their views on our proposal for the future of a range of Adult Day Services provided in the South Staffordshire PCT area. These include:

The Chartley Centre, Stafford offering a variety of time limited therapeutic group work to adults, primarily of working age, who are experiencing mental health difficulties.

Friary Day Centre, Lichfield offering assessment, Multidisciplinary Team Review, medication management, psycho-social intervention, anxiety management, individual support sessions, clozaril clinic, healthy living group.

Spring Meadow Therapy Unit, Cannock - therapeutic group for people experiencing mental health difficulties.

St David's House, Wombourne offering Therapeutic Group Work and specific individual interventions to serve short to medium term mental health needs.

Work Preparation Group, Burton upon Trent offering daytime occupation (industrial) employment preparation.

Albert House, Tamworth (including George Bryan Day Service).

Nuffield Unit, Lichfield offering daytime occupation (industrial) employment preparation.

What have we done so far?

- In response to the national drive for the modernisation of Mental Health Day services, a comprehensive review was commissioned by the Staffordshire Mental Health Partnership Board and completed in July 2007. A range of information was gathered as part of the review, which included engagement with staff, service users and other stakeholders.

The aim of the review was to identify present day service provision, determine modernisation needs in line with current government guidance and propose a strategy for future day service provision.

- In July 2008 SSSHFT commenced further extensive discussions around the mental health services' priorities, including the 'No Delays' project. The views of a large number of stakeholders including service users, carers, GPs, health and social care professionals and the voluntary sector were sought.
- Early in 2010 South Staffordshire PCT and SSSHFT looked again at how best to provide mental health and related services for the population of South Staffordshire PCT.

South Staffordshire PCT asked its mental health trust provider, SSSHFT to work with key stakeholders to develop proposals to reconfigure local mental health services. During the summer of 2010 discussions were also undertaken with GPs to ensure that any proposals were in line with their thinking and expectations.

Findings to date

The review commissioned by the Mental Health Partnership Board outlined that the introduction of the National Institute for Health and Clinical Excellence (NICE) *Stepped Care Model* was imperative.

The *Stepped Care Model* approach to mental health is an organised and co-ordinated approach to screening, assessment, treatment and onward referrals. It offers patients real choice and real quality services. The treatments are offered in a sequenced approach offering simpler less restrictive interventions first and more complex interventions if the patient is not benefiting

The *Stepped Care Model* is being applied flexibly across all providers and ensures that service users remain in primary care, as appropriate to the nature of their needs and are not brought prematurely, or ever, into secondary mental health services.

Another of the outcomes of the engagement was the need to ensure services are coterminous with local Practice-based Commissioning Consortia and Local Authority boundaries. There was also a need to ensure access to mental health services for older people was non age discriminatory.

The current day services model is building based and requires many patients to be transported to locations which are not close to home. The new proposed model will enable people to be seen locally, the majority within their local community.

The proposed model outlined is that day services will be part of Community Mental Health Team (CMHT) resources and all resource (staff, financial) will be operationally managed and developed within this framework across adult and older age.

In addition in 2010, the government set out a challenge nationally to the NHS to find £15 - £20 billion of efficiency savings in the 3 years from 2011 which can be reinvested in services to ensure that year on year quality improvements are delivered. These efficiency savings are required to be applied at a local level and this proposal contributes to those savings.

Why our mental health services need to change

Good mental health care is vital to all of us.

Mental health impacts on everything we do as individuals. It affects our ability to think, to work, to maintain personal relationships, to take part in social activities and generally to enjoy what life has to offer.

One in four of us will experience a mental health problem of some kind during our lives. Around half of all women and a quarter of men will be affected by depression at some point. People with a physical illness have twice the rate of mental health problems compared to the general population. People who have been abused, or have been victims of domestic violence are also especially vulnerable.

Good mental health services are therefore vital to ensuring that those of us who are affected receive the care and support we need.

Good services and partnerships are also essential to support people with employment, housing, leisure and other aspects of life. By helping people to remain part of their community, mental health services can help to reduce the stigma and discrimination often experienced by people with mental health problems, and also help to ensure people can get back to leading their normal life as soon as possible.

As we are all aware there is a limit to what funding is available at any given time to commission and pay for services. It is very important to ensure that local people get the best value from the funding available and as commissioners and providers of services we must look at how we can best ensure that quality mental health services are provided across the South Staffordshire PCT area that meet the needs of individuals in different, more cost effective ways.

This engagement is an opportunity to ask for views on how we can best work in partnership to continue to promote well being and promote mental health as well as support people in difficulty, whilst remaining within the resources available.

Guiding principles

We know that there is a consensus that fewer people should be admitted to hospital and more individuals should have the opportunity to be treated in the community and services should also be provided regardless of age.

A number of key principles have emerged:

- greater emphasis on promoting positive mental health as an important part of people's overall health and well being;
- a shift towards providing more mental health services in primary care (e.g. in local GP practices) and community settings;
- early identification of signs that individuals are suffering from mental distress, so that the necessary support can be put in place to help prevent the need for them to be admitted to hospital;
- easier and more equal access to mental health services for people, regardless of age, throughout the South Staffordshire PCT area, with greater consistency in the way services are provided to local communities and a wider range of options for patients that will better meet their specific needs;
- a greater focus on the 'recovery model' of mental health care, which emphasises the importance of getting people back into education, training and work, where appropriate, so that they maintain their sense of self-esteem and live their lives to the full;
- a step by step pathway for ensuring easier access to psychological and 'talking' therapies in line with national best practice for example NICE guidance;
- all referrals to specialist mental health services to be dealt with efficiently and consistently so that, no matter how people come into the system, they receive the most appropriate care for their needs;
- better co-ordination of services and better liaison between GPs, primary care teams and specialist mental health services.

We have already moved some way towards achieving services which better reflect these principles. This engagement now focuses on proposals to make changes to day care services.

Proposal

Based on the evidence and the need for the local health economy to make efficiencies while improving quality, the PCT has made the decision to move away from traditional buildings-based services. In doing so the PCT aims to enhance client choice and put greater emphasis on promoting positive mental health in primary care (i.e. in GP practices) and in community settings.

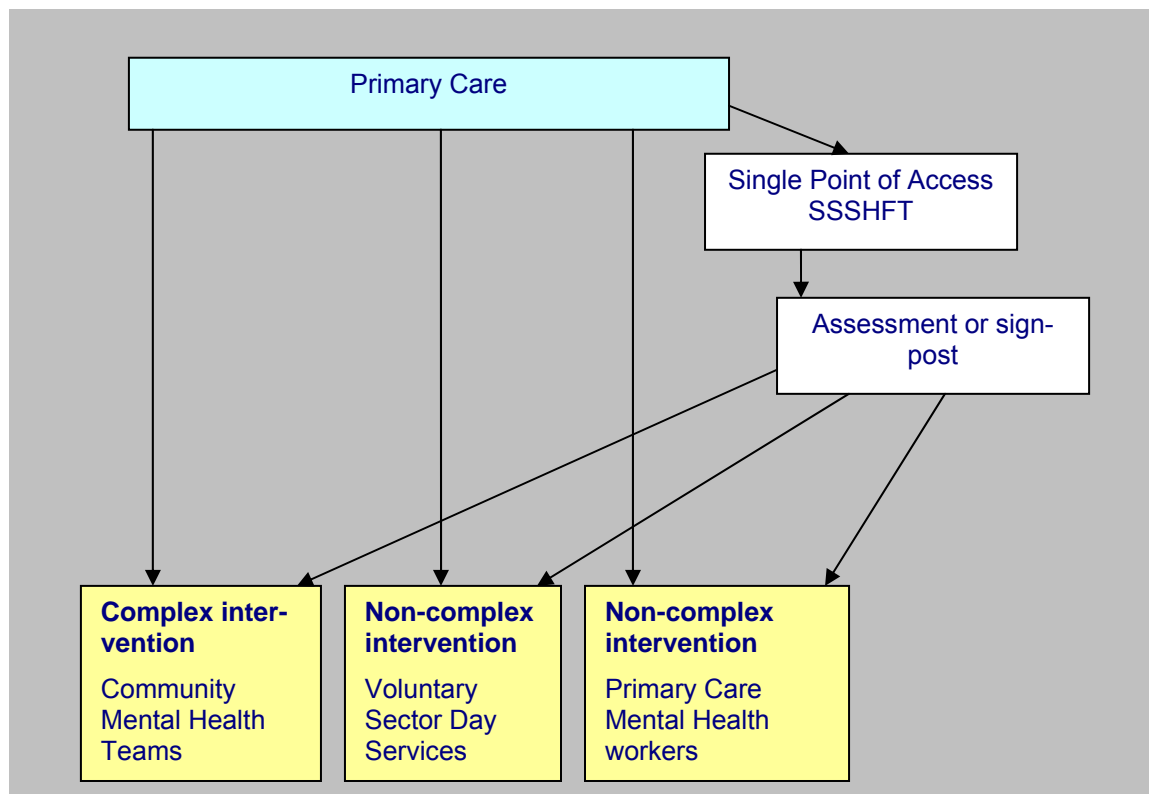
We want to provide more socially inclusive, therapeutic and client recovery focussed day services. This will result in the closure of day services at The Chartley Centre, Stafford, Friary Day Service, Lichfield, Spring Meadow Therapy Unit, Cannock, St David's House, Wombourne, Albert House, Tamworth (including George Bryan Day Service) Work Preparation Group, Burton upon Trent and the Nuffield Unit, Lichfield. All current users of these services will have their individual future needs assessed

Future care will be based upon an individuals needs and the most appropriate care will be suggested and a referral made.

Most people will initially see their GP and in many cases they will receive all the care and treatment they need from the primary care team. Those people with more serious mental health problems will be offered more complex treatments, including in-patient care as necessary.

Some people will be assessed as needing the support of a specialist mental health service such as South Staffordshire and Shropshire Healthcare. Wherever possible the individual and their families will be supported to remain in their own home and within their own community by Community Mental Health Teams who will work with them to agree the right package of care, which may include some things currently provided by day services.

In addition to services provided exclusively by the NHS, a range of jointly commissioned day service opportunities are provided by the voluntary sector which can provide a useful resource for many clients.



What next?

Patients and their families and stakeholders are now actively encouraged to participate in this engagement and to express their views and suggestions relating to the proposals. This will enable the PCT and SSSHFT to develop and shape health services which are appropriate for patients and support their recovery enabling them to have a good quality of life and achieve their goals and ambitions.

Having your say

Your views and opinions are very important and we would urge you to participate in this engagement to shape the provision of mental health day services in the South Staffordshire PCT area.

We need your views, suggestions and support to make sure that these changes produce better results for local people with mental health problems. Specifically we need your help with answering the following questions;

- **How do we best manage these changes to minimise the impact on those currently attending day centres?**
- **How do we make sure that the new support arrangements are working well and better than before?**
- **Are there any gaps in this proposal that we need to consider?**
- **What ideas do you have for setting up service user led support networks?**

There is a feedback form for you to give your view at the end of this document. Alternatively you can visit our website: www.southstaffordshirepct.nhs.uk and respond on-line.

There will also be events where you can find out more, get involved and tell us what you think and you should check the website or local services for full details.

If you would like to arrange an individual meeting to discuss the plans please contact us on **01889 571704**.

Feedback

Please use the feedback form at the end of this document to tell us about your views and comments. Alternatively, you can write, e-mail or telephone:

FREEPOST RSCL-CGYL-TURK

South Staffordshire Primary Care Trust,
107 – 111 Anglesey Court, Towers Plaza,
Wheelhouse Road,
Rugeley, Staffordshire, WS15 1UL

Email: sue.venables@southstaffspct.nhs.uk

Feeding back online

During the engagement more information will be made available on our website: www.southstaffordshirepct.nhs.uk along with up-to-date information about events. You are also able to give your feedback online at <http://www.southstaffordshirepct.nhs.uk/HaveYourSay/activeConsultations.asp>

Deadline for feedback

The engagement will run **26 January 2011 to 9 March 2011** and the deadline for feedback on the proposals is **5.00 p.m. on 9 March 2011**.

What happens after the consultation?

At the end of the engagement process the feedback will be used to influence the final proposal for the provision of local mental health day services.

All the feedback and responses, along with notes of any events will be collated and analysed.

At the end of the engagement a report will be produced which identifies the themes that have emerged and issues and comments raised. The report will be presented to the South Staffordshire PCT Trust Board and SSSHFT Trust Board.

Once they have had time to consider the feedback they will produce the final proposal for the provision of local mental health day services in the South Staffordshire PCT area.

FEEDBACK FORM

Improving support for people with mental health problems
Engagement Period: 26 January – 9 March 2011

Are you responding as (please tick as appropriate)?

Staff GP Public Carer
Organisation or Group Other Please state.....

Please indicate the area that you are from:

We need your views, suggestions and support to make sure that these changes produce better results for local people with mental health problems. Specifically we need your help with answering the following questions;

How do we best manage these changes to minimise the impact on those currently attending day centres?

How do we make sure that the new support arrangements are working well and better than before?

FEEDBACK FORM contd.....

Are there any gaps in this proposal that we need to consider?

What ideas do you have for setting up service user led support networks?

Please do not feel restricted to answering these questions. Any comments you have to make will be carefully considered.

Please send your feedback by 5.00 p.m. on 09 March 2011 to:

FREEPOST RSCL-CGYL-TURK

**South Staffordshire Primary Care Trust,
107 – 111 Anglesey Court, Towers Plaza,
Wheelhouse Road,
Rugeley, Staffordshire, WS15 1UL**

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Introduction

Many people with a mental health problem need help and support in addition to the medical treatment they receive. For some this may be about attending therapy courses, for some about rebuilding confidence and friendships and for others it might be about finding opportunities for learning and employment.

In the past this help and support has been provided in part by local mental health services through day services at different locations in South Staffordshire. These locations are as follows;

Day centres	Employment preparation units
<ul style="list-style-type: none"> • The Chartley Centre (Stafford) • Friary Day Centre (Lichfield) • Spring Meadow Therapy Unit (Cannock) • St. David's House (Womborne) • Albert House including George Bryan Day Centre (Tamworth) 	<ul style="list-style-type: none"> • The Nuffield Unit (Lichfield) • Work Preparation Group (Burton)

When these services were last reviewed in 2007, it was found that they didn't fulfil the purpose for which they were intended, that is;

- To provide a means of support for individuals to develop or regain skills which promote recovery to good mental health or prevent poor mental health;
- To reduce the need for hospital admission in times of crisis; and
- To promote social inclusion by helping people to get jobs, good quality accommodation, maintain relationships with family and friends and seek help when necessary.

Taking into account the results of this review, wider discussions about improvements to local mental health services, national evidence and also the need to make sure we get the best value from the money available, the way in which mental health day services are provided is going to change.

In the future, the opportunities that were provided through traditional day services are going to be available through different routes. Instead of people being restricted to what is available at their local day centre, there will be more choice and flexibility to meet individual needs. Support will be more targeted towards those in greatest need.

Some support will still be delivered directly by local mental health services through community mental health teams. Support will also be provided by more appropriate services such as mental health services based in local general practices and also the voluntary sector. There will also be better signposting to improve access to education, training, volunteering opportunities and employment support.

Feedback

We need your views, suggestions and support to make sure that these changes produce better results for local people with mental health problems. Specifically we need your help with answering the following questions:

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Please do not feel restricted to answering these questions. Any comments you have to make will be carefully considered.

How to let us have your comments

There are a number of different methods you can use to let us have your comments. You can:

- Return the attached feedback form to the following freepost address

FREEPOST RSCL-CGYL-TURK
South Staffordshire Primary Care Trust
107 – 111 Anglesey Court, Towers Plaza
Wheelhouse Road
Rugeley, Staffordshire, WS15 1UL

- Send in a letter to the address above
- Visit the PCT website at <http://www.southstaffordshirepct.nhs.uk/HaveYourSay/activeConsultations.asp> and complete the online form
- If you have access to email, send an email to sue.venables@southstaffpct.nhs.uk
- Attend a local public event which will be held at each of the affected day centres

**Whichever method you choose we need to hear your comments by;
Wednesday 9 March 2011**

Additional information

If you need additional information to inform your comments we have produced an engagement document which is available on line <http://www.southstaffordshirepct.nhs.uk/HaveYourSay/activeConsultations.asp> or you can email sue.venables@southstaffpct.nhs.uk or call 01889 571704

If you need additional copies of this document or in a different format such as large print, Braille or a different language please contact us on the telephone number or at the email address shown above.

**Many thanks for taking time to read this document
and sending us your comments**

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Please send your feedback by 5.00 p.m. on 9 March 2011 to:

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