

Community-based Adult Mental Health Commissioning Review

Specialist Community Support Workshop
Tuesday 15th June 2021



Welcome and Introductions

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Housekeeping

- Please mute your microphone unless you're speaking.
- Too many of us to do introductions, so if/when you are speaking, please start by telling us who you are and where you're from.
- Also, too many people for questions as we go along. Please put them in the chat or save them until the break-out sessions later.
- We will be recording some elements of the event, so please feel free to turn off your camera if you prefer.



Agenda

	Item
1.	Welcome and Introductions (10 mins) - Housekeeping - Agenda rundown - Brief background to the Review
2.	Introduction to the Specialist Community Support theme (10 mins)
3.	Service in this theme and what we know about them (10 mins)
4.	What “good” looks like in this theme (10 mins)
5.	Proposals for change (10 mins)
6.	Comfort Break (10 mins)
7.	Group discussions in break-out rooms (50 mins)
8.	Final thoughts and summing up (5 mins)



Brief background to the review

Part of a much wider plan, at both national and local level.

Levers for change:

- NHS Long Term Plan;
- Leeds All Age Mental Health Strategy
- Community Mental Health Transformation Programme
- MH Crisis Alternatives Transformation Programme
- Mental Health Collaborative



Aims and objectives of the review

To ensure that the services being reviewed are able to contribute to the delivery of an improved, integrated and outcomes focused community-based mental health offer for the population of Leeds, and support achievement of the Leeds Mental Health Strategy ambition that Leeds will be a Mentally Healthy City for everyone.



This Review

Key outcomes (closely aligned to MH Strategy)

- People of all ages and communities will be comfortable in talking about their mental health and wellbeing.
- People will be part of mentally healthy, safe and supportive families, workplaces and communities.
- People's quality of life will be improved by timely access to appropriate mental health information, support and services
- People will be actively involved in their mental health and their care.
- People with long term mental health conditions will live longer, and lead fulfilling, healthy lives.



What are Community Mental Health services for people with complex needs?

- Services for people with severe or very severe mental health problems who need specialist support to enable them to continue living in the community.
- Clients will often have found it difficult to engage with statutory NHS services, or have been unable to maintain the level of engagement required by such services.



Services in this theme

Community Support Team provided by Touchstone

- The Community Support Team has been commissioned to provide the 'Transition' element of the combined multi-disciplinary approach to complex, severe and very severe mental health interventions
- This is focused on supporting people to achieve recovery goals and prepare for discharge from secondary services.
- To form part of an integrated care pathway between third sector providers and LYPFT
- Currently commissioned to provide assertive outreach support to people with Severe and Complex Common Mental Health and Ongoing and Recurrent Psychosis Clusters.



Services in this theme

Community Support Team provided by Touchstone

- Seven day service, core hours 9.00am to 4.30pm Monday to Friday, but with out-of-hours and weekend accessibility where needed.
- One-to-one service with designated key worker, but service users also meet other support workers to facilitate key worker being unwell, on leave, etc.
- Strengths-based model, with agreed care plan and recovery goals to work towards.
- Also support service users to undertake activity to encourage social inclusion – group work, education and training, etc.



What we know about the Community Support Team service, and what good looks like

Caroline Townsend

Pathway Integration Lead – Adult Mental Health
NHS Leeds Clinical Commissioning Group



What do we know about the CST?

We know they're busy:

Referral data 01 October 2020 – 31 March 2021

	Referrals received	Assessments	Entered treatment
Oct – Dec 2020	15	15	15
Jan – March 2021	22	22	22
Total	37	37	37

- Currently contracted to work with a caseload of between 90 and 100 service users at one time
- Service throughput has declined since Covid and service is currently at full capacity (is regularly at full capacity).



We know that there is close collaboration with statutory service partners

- The majority of referrals to CST come from LYPFT's Community Mental Health teams, particularly CMHT.
- During Covid collaboration has increased significantly, with CST and CMHTs working very closely together to ensure that people they are jointly working with receive the support they need. This has included CST staff providing additional support to CMHT service users when CMHT resources have been stretched during the pandemic.
- LYPFT has chosen to further strengthen the relationship by funding two additional CST support workers who are embedded into the East Leeds CMHT.
- Now have a Link Worker lead and two other Link Workers, attending regular MDT meetings and passing on input about mutual clients as well as informing staff about the CST service.



Evidenced outcomes for service users

- Development of self management skills.
- Managing Money and personal Administration
- Reduced social isolation and loneliness.
- Improvements in physical health
- Managing home accommodation
- Managing drug and alcohol use



Outcomes captured through a variety of methods:

- Recovery star, exit survey
- Case studies
- Service user and referrer feedback



What does "good" look like?

Research recommends support for people with complex mental health needs should include:

- sufficient time working with client needs to develop a relationship of trust
- multidisciplinary support & approaches need to be co-ordinated across teams involved in a person's care, with good co-ordination of health & social support, understanding & accountability of roles, to best meet people's needs.
- culturally sensitive support.
- person centred practices embedded in the service.
- inclusion of peer support as part of the service, including considering formal arrangements such as peer support workers.

Building healthier communities



Proposals for change or development

- We want to look again at whether the current service model remains the right one to meet people's needs. Do we need to review the eligibility criteria, for instance?
- To use the learning from the excellent collaborative work during Covid to embed a more integrated service model with CMHT and in line with the Community Mental Health transformation programme.
- Exploring how we may be able to evidence outcomes for people better.
- Understanding if there are opportunities to improve access to peer support for people with complex mental health needs.
- Understanding opportunities to improve equalities and culturally sensitive support.



Discussion Groups

- Zoom will put us all into break out rooms, each one will have someone from the project team to help facilitate and capture key points of discussion.
- We have a set of questions we want you to think about, that link to the proposals for change, which is why there's a good long while for you to have the conversations in – 60 minutes in total.
- We genuinely want to hear what you have to say, so please use this opportunity to get this conversation going.



Group discussion questions

- How confident are we that the current delivery model remains the right one for current needs in Leeds? Is there a need to review the current eligibility criteria?
- What are the opportunities for improved integration with Community Mental Health Teams, using the learning from new approaches developed in response to Covid and in line with the development of new models of care as part of Community Mental Health Transformation?
- Are there opportunities to improve integration and joint working with other organisations?
- Are there things we can do to better capture and evidence outcomes for people with complex mental health needs?
- Are there opportunities to embed further peer support as part of the support offer for people with complex mental health needs?

Building healthier communities



Break (10 minutes)

Please do not disconnect. We will move automatically into separate break-out rooms after the break.



Next steps

Dates	Key milestones/activity
25 May -27 July 2021	Involvement and Co-production Phase events.
August 2021	Analysis of involvement and Co-production feedback and findings.
10 September 2021	Involvement and Co-production feedback workshop – to share feedback with stakeholders and proposed next steps.
October 2021 – September 2022	Procurement activity where required
October 2022 – March 2023	Mobilisation period of new contracts
1 April 2023	New contracts formally come into effect



Final Thoughts and summing up

