

Help us enhance mental health support services in Leeds

Specialist community services
focus group

Tuesday 20 July 2021



Welcome and introductions

Adam Stewart

Senior Insight, Engagement and Involvement Officer

NHS Leeds CCG



Housekeeping

- Stick to the agenda
- Be honest
- Be open to new ideas
- Listen to others
- Respect confidentiality
- Don't judge
- Stay muted
- Use the chat!
- Turn your camera off if needed
- Only share what you are comfortable sharing
- Enjoy

Building healthier communities



Agenda

- Welcome, introductions, agenda and housekeeping
- Background to specialist community services
 - What are specialist community services
 - Which services are we talking about?
 - What do we already know?
 - What are we proposing to change?
- Group discussions in breakout rooms (if needed)
- Final thoughts and close



Enhancing specialist community services

Liz Ryan

Pathway Integration Manager – Mental Health

NHS Leeds CCG



This Review – Aim

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 Leeds; supporting the ambitions of the Leeds Mental Health Strategy which says that Leeds will be a mentally healthy city for everyone.



This Review – Measures of success

How will we know if we've succeeded?

- 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 Specialist Community Services?

- Services for people with severe or very severe mental health problems who need specialised 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.
- Support workers use a strengths-based approach to create and deliver a package of support tailored to an individual's needs, incorporating assertive outreach techniques, and agreeing recovery goals.



Services in this theme

Provider	Contract	Service
Touchstone	Community Support Team (CST)	<ul style="list-style-type: none"> • 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. No fixed limits on how long CST will work with an individual. • Also support service users to undertake activity to encourage social inclusion – group work, education and training, etc.



What do we already know?

- We know that the CST is busy, and is good at what it does – regularly have to temporarily close to new referrals because they are at full capacity, which is around 100 active clients.
- Most of the CST's referrals come from the Community Mental Health Teams run by LYPFT. But they can take some referrals from other sources.
- The CST is achieving good outcomes:
 - Supporting people to develop self management skills.
 - Offering practical support with e.g. housing issues, budgeting, physical health and wellbeing.
 - Reducing social isolation and loneliness.
- During the Covid lockdowns, collaboration has increased significantly, with CST and CMHTs working very closely together to ensure that all their service users received regular catch-up interventions and were not left feeling unsupported.
- That has worked so well that LYPFT has chosen to further strengthen the relationship by funding two additional CST support workers who are embedded into the East Leeds CMHT.

Building healthier communities



What should we be aiming for?

Research recommends Specialist Community Support services should include:

- continuity of support worker to develop a relationship of trust.
- culturally sensitive support.
- person-centred practice – so that support is tailored to the client's needs.
- inclusion of peer support as part of the service, including considering formal arrangements such as peer support workers.
- the people involved in a person's care must work together in a joined up way, with good co-ordination of health & social support to best meet people's needs.



Proposals for change

- We want to work with the CST, referrers and service users to agree how best to increase capacity so that it can support more people more quickly.
- We will also work with the CST and LYPFT, which provides the Community Mental health Teams service, to develop a more permanent but flexible way of sustaining the closer working that has been established during the COVID-19 outbreak.
- We think we should explore opportunities for increasing peer support for people with complex needs.
- We also need to improve integration with other services so that service users can receive “wrap-around” support from different providers to meet their different needs without having to tell their stories repeatedly to access different kinds of support. This could include support with benefits, housing or daily living tasks that will help to manage their mental health issues.



Discussion Groups

- Zoom will put us all into break out rooms (if needed) so we can all have a chance to discuss the proposals
- We have a set of questions we want you to think about, that link to the proposals for change.
- We've got 60 minutes.
- We genuinely want to hear what you have to say, so please use this opportunity to get the conversation going.



Group discussion questions

- What do you think is currently good about community support for people with complex mental health needs in Leeds?
- What do you think could be improved?
- What are your views on the idea of increasing peer support for people with complex needs?
- Where would you go to look for information about community support?



Final Thoughts and summing up



Focus Groups

Service User Involvement

23 July, 1.00pm – 2.30pm

Refugees and Asylum Seekers

27 July, 10.30am – 12.30pm

<https://leedscommmhfocusgroups.eventbrite.co.uk>



Evaluation

Please take five minutes to fill in our online evaluation of the session which you will receive via email after this session.

Please be honest so that we can improve future sessions.



Thank you!

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

