

Consultation on the future of Mental Health Day Opportunities in Southwark

“Supporting people to find their personal sources of well-being and identity beyond their mental health difficulties”

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Introduction

Southwark Council wants people to live independent and fulfilling lives, based on choices that are important to them. They want care and support services to be more effective and focused on individuals so that they can be independent and also get involved in their local communities.

The introduction of personal budgets means a fundamental change to the way mental health day services in Southwark are funded. People will have individual control over the services and support they want as they pay for them directly. Southwark Council also wants to fund a new service of information, advice and signposting to support the introduction of personal budgets and they want your views.

Background

Personal budgets enable individuals to have choice and control over purchasing care and support that suits them. They give the individual an opportunity to create a plan that meets their specific needs. Experience in Southwark has shown that personal budgets can improve the quality of life for eligible service users.

The new (national) personal budgets scheme has meant that the Council has had to make some changes to the way it commissions and contracts work. There are no new funds to pay for the personal budgets so by necessity, some services will no longer be funded by Southwark Council, in order for individuals to have the money paid directly to them. These changes are creating more opportunities in the market for various organisations to offer alternative types of support compared to those traditionally commissioned.

Southwark Council has been working with providers on a transition programme to introduce and implement personal budgets. This has led to a vision for Adult Social Care, which was published in 2011. It outlines their ambition for people to live independent and fulfilling lives, based on choices that are important to them. It requires care and support services to be more effective and focussed on individuals so that they can be independent and get involved in their local community. They are starting to find more innovative ways of helping their residents to support themselves.

Vision and Principles

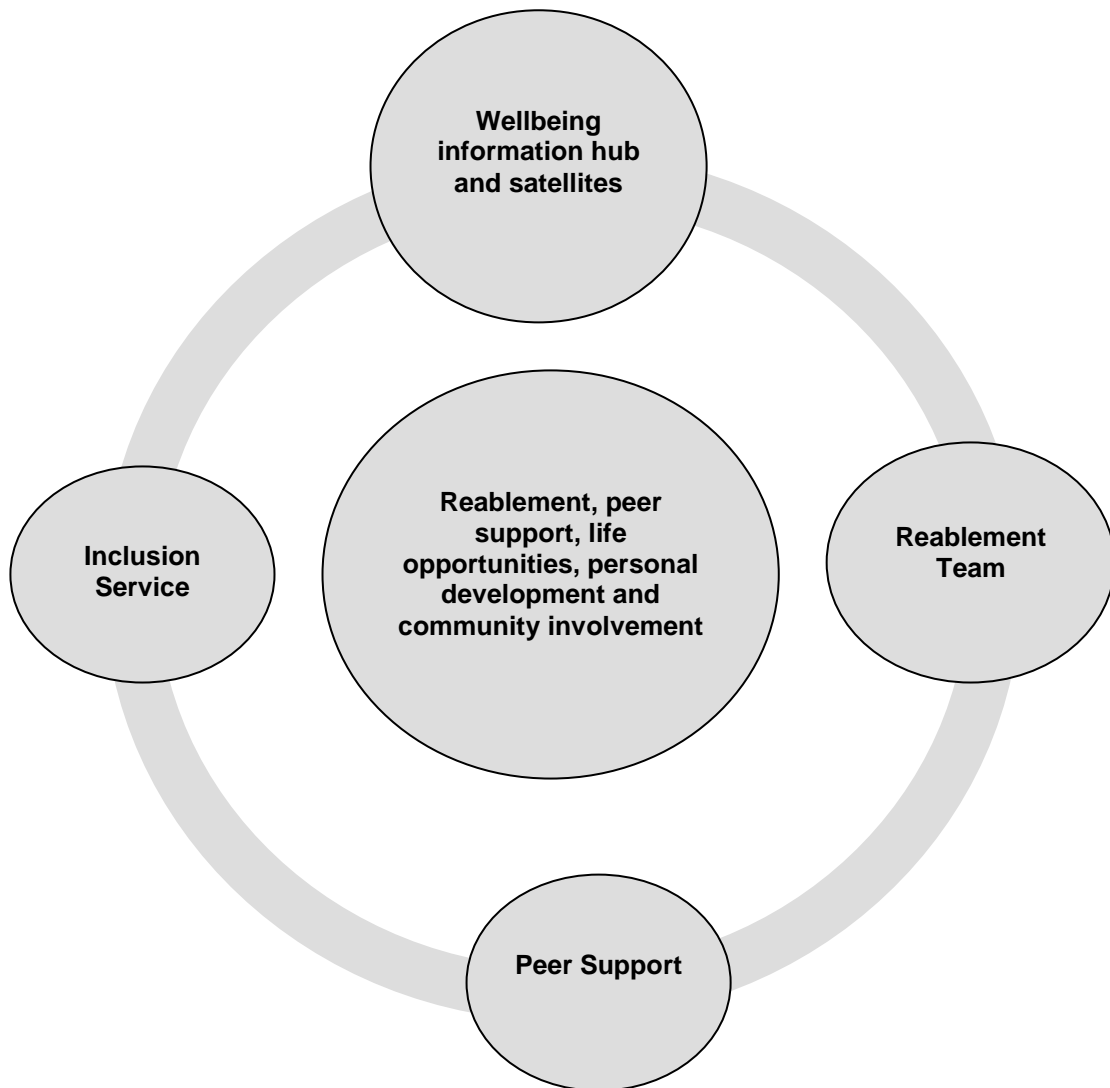
The Council want to help individuals recover and to find ways that suit them best to stay well. Their aim is to **support people to find their personal sources of well-being and identity beyond their mental health difficulties.**

The proposals place this aim at the heart of its plans.

The Council is consulting on a proposal to create new ways of supporting people with mental health needs regardless of their eligibility for personal budgets. This support will be part of a new service model that will have four key elements that will operate together to support this overall aim¹.

¹ Adapted from a review of day services in Southwark by NDTi in 2011

The four elements



1. Reablement service

Reablement is a short period of intense intervention designed to support, enhance and develop an individual's independent living skills, followed by an assessment to determine if they need any ongoing support.

Reablement focuses on small, manageable actions that have a real impact on how confident and able someone can feel to manage on a day to day basis.

Example of a recent referral to the reablement service:

Mrs R felt she did not have enough to do during the day, and had lost touch with the hobbies she used to enjoy before she became unwell. She felt isolated and out of touch with her local community.

Her reablement worker discussed her past hobbies with her, what she liked about them and helped her identify one (music) that she most wanted to start again. They looked together at what music groups and sessions there were available close to where she lived both in mental health groups and local community groups. Mrs R was supported to identify the group she felt would be most beneficial and affordable to her.

They then discussed how Mrs R would best be able to access the group. Mrs R was quite anxious about attending the group on her own, so it was agreed that the reablement worker would attend the first 2 sessions with her. The worker then accompanied her to the next 2 sessions, but did not attend the session. For the following 2 session, Mrs R went on her own.

Mrs R is now attending a local community music group regularly on her own. She has made friends in the group and is now looking to see what other hobbies she can start.

2. Wellbeing and Information Hubs and Satellites

Role of the Hub and Satellites

The information and wellbeing hub and satellites are places to seek information, support and advice on what services and opportunities are available in the community and also offer help to access them.

The Wellbeing & Information Hub and three Satellites will have a space where people will be able to get informal support and advice from peers and staff. The hub will be for support and advice. The satellites will operate as “mini-hubs”.

The hub and satellites will be open to anyone with mental health needs, on a self-referral basis, and their carers, friends and family. It will also include people who do not use secondary mental health services (services provided by South London and Maudsley NHS Foundation Trust – SLaM).

These new services will be quite different from traditional day centres. They will offer information, advice and signposting to key services and support, as well as crisis open access and support, although they will not replace the health crisis support services.

Sessions will be held at the hub and satellites to support people’s health and wellbeing. These will focus on general health as well as the impact mental health has on people’s overall lives.

Examples of the sessions that may be held at the hub are:

- Understanding personal budgets and personalisation
- Healthy eating

- Smoking cessation
- Understanding your mental health diagnosis (specific diagnosis focus)
- Active living
- Accessing mental health support in Southwark
- Enhancing friendship circles
- Understanding the skills for independence
- Positive parenting
- Caring for someone with a mental health condition

The social inclusion and reablement services will offer sessions at the hub and satellites.

The hub will aim to offer ways of helping people into work, perhaps going from volunteering to paid work, and possibly a timebank model where people volunteer time at the hub or satellites in exchange for access to costed activities. They will also build links with the Southwark Volunteer Centre and the JobCentres.

Locations

The Council believes that using a building historically known as a “mental health” place for the hub may reinforce the feeling of isolation (for service users) and stigma (from the general population of Southwark), so it would particularly welcome your thoughts on where the hub and satellites should be, so they fit better into the local community.

The Council is thinking of locating the hub at Peckham Pulse as a central and significant community location. The satellites will need to be spread across the Borough.

Therefore, initially, the Council will locate the satellites where some of the existing day centres are, these being:

- Maroons
- Open Door
- Blackfriars Project

The location of the satellites may change over time, and if there is little demand for the satellites in the future, the council may stop providing the satellite sessions.

Opening times

A common theme from the earlier conversations that the Council had with day service providers and users was that 9 am–5 pm hours did not suit everyone. So the proposals are to open the hub for 6 days a week as well as to offer at least one early morning and late evening session.

The new hub and satellites will consult with service users about the right opening hours.

An example for the initial opening hours of the service are:

- Hub opening hours 11-7pm Monday to Friday; 11-3pm on Saturday
- Satellites to operate early morning / afternoon / early evenings and / or weekends

3. Social Inclusion Service

The Council believes that integrated services and helping people access mainstream services reduces both the isolation and stigma that people with mental health difficulties frequently experience.

Building friendships and having a positive social life and role beyond the mental health service can be difficult for people who have become isolated or who have become immersed in the mental health world. It is, however, crucial for mental health recovery, as it builds resilience, lowers dependence upon specialist services, reduces misunderstanding and discrimination in the community and encourages people to see themselves beyond their diagnosis.

Getting involved in particular aspects of the wider community has specific benefits, as employment provides the best route out of poverty, exercise enhances physical health, volunteering improves wellbeing, connecting with neighbours makes communities friendlier and safer, and participation in interest groups and arts enhances self-confidence, identity and purpose.

Southwark Council want to support people with mental health conditions to gain increased access to their communities and help them address issues of isolation and loneliness and so will be establishing a social inclusion service to do this.

The social inclusion service will work with people attending the wellbeing hub or satellites, as well as people on the reablement programme, to support and help them to access the roles, social life and relationships that they would like to outside mental health services.

It will focus both on helping people retain existing roles, responsibilities and relationships in the wider community, and in supporting the formation of new ones for those people who have lost them.

4. Peer Support

Peer support is a key element of the new plan. Southwark Council recognises the benefits it brings to those who take part as well as the range of options of activities and support it creates.

Southwark has a significant number of peer support projects which many service users currently benefit from. Peer support offers real benefits to both the peer supporters and those being supported.

These benefits are wide ranging for those receiving the support, peer-support workers themselves, and for the mental health system as a whole. One of the key benefits of peer support is the greater perceived empathy and respect that peer supporters are seen to have for the individuals they support.

Peer support also has benefits for peer support workers themselves, increasing levels of self-esteem, confidence and positive feelings that they are doing good. Peer-support workers often experience an increase in their own ability to cope with mental health problems.

Peer Support also benefits the health system as a whole as well as the individual as it can lead to a decrease in hospital admissions for those taking part.

The Council proposes to create a peer support co-ordinator role in the hub to collate and promote all of the peer support opportunities available in the borough, as well as support people to set up new opportunities.

Consultation

Southwark Council would like your views on their proposals and they have commissioned *Experts by Experience*, a service user and carer organisation to help to facilitate this.

You can attend a meeting, or write to the postal or email address on page 9.

You can get a flyer that will show you when and where the eleven meetings are being held, and who each is for from a number of venues across Southwark including:

- Southwark Resource Centre
- Council One Stop Shops
- Open Door Day Centre
- Blackfriars Settlement
- Maroons Day Centre
- The Lorrimore
- Crossways Day Centre

There are separate meetings for service users, for people from a BME background, and for carers. There are also two open meetings (i.e. for anyone).

You can download a flyer with the dates and times of the meetings from <http://expertsbyexperience.wordpress.com/2013/07/05/consultation-on-the-future-of-mental-health-day-opportunities-in-southwark/>

where you can also download this document.

Key Consultation Questions

Questions we will be asking at the meetings

1. What do you like about the proposals and why?
2. What don't you like about the proposals and why?
3. What are your ideas for improving the proposals?

If you wish to make a more detailed written response the Council is specifically asking for feedback on the following:

- 1) Do you support our new vision and the four elements of
 - Reablement service
 - Wellbeing and Information Hubs and Satellites
 - Social Inclusion
 - Peer support
- 2) Is there anything missing from the proposed model? If so what?
- 3) How can we make sure the new service model meets the needs of people from a BME (Black and Minority Ethnic) background? Would a BME specific satellite or sessions be useful?
- 4) Hub and satellites
 - What are your views on the wellbeing sessions suggested?
 - Should satellites offer the full range of these services or only some of them?
 - Are there any other services you would like to suggest?
- 5) Locations
 - Are the satellite locations we have identified the right ones?
 - Are there other areas you would prefer the satellites to be in (e.g. closer to Elephant & Castle; East Dulwich)
 - The hub needs to be in a central location which is Peckham. The preferred option is Peckham Pulse. What are your views?
- 6) Opening times
 - What are your thoughts on the opening times of the hub?
 - When is it important that the hubs and satellites are open?
- 7) Other ideas
 - In what other ways can people with mental health needs be supported to be more independent and involved in their local communities?

Please send your views to

MHDayOpps@southwark.gov.uk or by post to

MH Day Opps Consultation, Commissioning Unit, Fourth floor, hub 4, PO Box 64529, London SE1 5LX

by 3rd November 2013.