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| Item No. | Classification: Open | Date: 16 March 2023 | Meeting Name: Health and Wellbeing Board |
| Report title: | | Mental Health and Wellbeing of Adults | |
| Ward(s) or groups affected: | | All | |
| From: | | Martin Wilkinson: Chief Operating Officer, Southwark | |

RECOMMENDATION(S)

1. That the Health and Wellbeing Board note the update and progress being made to support and ensure that local people have access to mental health and wellbeing services in Southwark.

BACKGROUND INFORMATION

2. This paper provides an update on two major strands of improvement for adult mental health and wellbeing services in Southwark which aim to ensure local people have the appropriate access to support in the community when required. These two areas are the community mental health transformation programme and the local Wellbeing Hub.
3. These strands of work sit within a wider context of local and SEL work to improve access and reduce waiting times in the face of growing demand for mental health support and treatment services exacerbated by the Covid pandemic, address disproportionately in access from certain communities and population groups and the intention to take forward a broader base of mental wellbeing early intervention services locally working with our communities and voluntary and community sector partners as envisaged through the recently published [South East London ICS strategic priorities](#).

Community Mental Health

4. The Community Mental Health Transformation (CMHT) programme is a national priority and is a key element of the NHS Long Term Plan. The transformation includes a significant shift away from the previous Care Programme Approach and allows a more person centred, flexible approach to mental healthcare. NHSE has committed to funding the programme for three years to improve community based mental health services and locally this has enabled investment of £2.3min in these services.

5. The programme, overseen by a partnership delivery group, has a clear outcomes framework underpinned by the principles of improving access, addressing inequalities, improving service user experience, and developing workforce & staff competencies across the 5 key goals:
 - Anticipatory and preventative care available from a number of settings
 - Simplified, timely access to appropriate care.
 - Continuous seamless and person-centred care
 - Support to achieve and contribute to a wider range of goals.
 - Improved mental and physical health and reduction in mortality.
6. The aim of the CMHT programme is to improve access to care for Southwark residents. Taking a 'no wrong door' and 'simple points of access' approach will simplify the system from the patient perspective and improve their experience. Additional work is being done to decrease the rate of unsuccessful referrals between health and wellbeing professionals and to improve the experience for patients transitioning between primary and secondary care.
7. Through the investment made by the programme, this has enabled the recruitment of:
 - Two Clinical Associate Psychologists
 - Seven co-funded Mental Health Practitioners in primary care, working between the community mental health team and the two local Primary Care Networks (four more recruited, starting Q1 with one further post to go out to advert in Q1)
 - Five Lived Experience Workers
 - Three Rapid Response Workers
 - Eight Neighbourhood Support Workers (with one additional post out to advert currently)

The Southwark Wellbeing Hub

8. The Wellbeing Hub (operated by Together for Mental Wellbeing) <https://www.together-uk.org/southwark-wellbeing-hub/> works in partnership with Southwark Council's Adult Social Care Mental Health Team, providing an easy point of access for any person who has care and support needs because of their mental health and any person who cares for someone with mental health needs. The Wellbeing Hub offers signposting to local services and wellbeing opportunities, 1 to 1 support, peer support, workshops and volunteer support.
9. In addition, the Wellbeing Hub is running a pilot, employing Neighbourhood Mental Health Support Workers who are based within the community, aligned to primary care neighbourhood teams to support local residents with non-clinical needs. There are nine neighbourhoods in Southwark, with one Support Worker aligned to each, providing one-to-

one support to residents/patients in general practice, community-based locations and their own homes, thereby improving access to care.

10. The aim of the pilot is to deliver on a number of social value priorities for the borough including:
 - Delivering South London Listens pledges, inc. paying the London Living Wage
 - Recruiting local people & actively encouraging applications from Black, Asian and Minority Ethnic communities by working with Community Southwark and Southwark Healthwatch to encourage candidates
 - Recruiting residents with lived experience of mental health issues
 - Improved outcomes through collaboration and partnership working between statutory and voluntary and community organisations
 - Offering a wide range of benefits to residents via links developed between independent, statutory and voluntary and community sector services

KEY ISSUES FOR CONSIDERATION

11. Community mental health services is an umbrella term for the NHS and VCS provided mental health and wellbeing services for adults which take place in their homes or communities. Using the new ICS model and working with PCNs, this transformation programme seeks to move towards place-based multidisciplinary services while addressing the historic issues of inequality in access, experience and outcome for patients. The transformation includes a significant shift away from the previous Care Programme Approach and allow a more person centred, flexible approach to mental healthcare.
12. NHSE has committed to funding the programme for three years. In Southwark this programme has been informed by:
 - NHSE National guidance and roadmap
 - SEL ICS 'core offer' for community mental health
 - Southwark Mental Health & Wellbeing Strategy
 - Local engagement; services users & carers, communities, health and care workers
13. South London and Maudsley NHS Foundation Trust (SLaM), as the lead provider of mental health services in Southwark, has been the lead for this programme. SLaM has worked closely with key partners across the system including Partnership Southwark, North and South Southwark PCNs, the GP federations for North and South Southwark PCNs (Quay Health Solutions and Improving Health Ltd.), South London Listens and the local VCS.

14. The Wellbeing Hub and in particular neighbourhood support workers:
- Support residents with low to moderate mental health needs
 - work in the community with local GPs and pharmacies, with outreach workers aligned to a different neighbourhood in Southwark, supported by Social Prescribing Link Workers
 - work with other health and care staff including specialists, GPs, Practice Nurses, Allied Health Professionals, and the other new personalised care roles (Care Coordinators and Health and Wellbeing Coaches) based in primary care
 - work with hospitals, Southwark Council Adult Social Care, and voluntary and community sector services supporting mental health in Southwark
 - provide outreach work into community spaces like the Walworth Living Room and Pecan Women's Hub, as well as meeting residents in coffee shops and libraries, faith centres, and in line with the Hub's safeguarding and lone working protocols will also see clients in their homes.

Policy framework implications

15. Through the whole of the CMHT programme Southwark expect to improve access to care for Southwark residents. Taking a 'no wrong door' and 'simple points of access' approach will simplify the system from the patient perspective and improve their experience. Additional work is being done to decrease the rate of unsuccessful referrals between health and wellbeing professionals and to improve the experience for patients transitioning between primary and secondary care.
16. Making better use of data and digital technology: the Borough will provide more convenient access to services and health information for patients, with the new NHS App as a digital 'front door', better access to digital tools and patient records for staff, and improvements to the planning and delivery of services based on the analysis of patient and population data.
17. Primary care's health care professionals, Additional Roles Reimbursement Scheme Mental Health Professionals (ARRS MHPs) and Mental Health & Wellbeing (MH&W) team will be working in more flexible and dynamic ways to provide care that's wrapped around our patients in our localities and close to their homes.

Community, equalities (including socio-economic) and health impacts

Community impact statement

18. The CHMT programme has been developed following national guidelines for a 'core offer' of mental health services to be delivered in primary care in Year 1 and to offer a culturally appropriate service, based on the needs of the local population in Years 2&3.

19. The Wellbeing Hub has been designed to provide support, information, advice and signposting support to residents within the borough of Southwark. The aim is to provide an earlier intervention reducing the need to access statutory and clinical services by offering support for emotional wellbeing and mental health needs at a low to moderate level and also provide a link to and from clinical services where appropriate. As part of the expansion of community support workers, the Wellbeing Hub is working to reach further into local communities to foster and enable trusted access to support.

Equalities (including socio-economic) impact statement

20. The Public Sector Equality Duty has been considered in the development of the services outlined in this report as well as Southwark Stands Together and South London Listens engagement work. Also, there is ongoing consultation and co-production as a part of the evolution and delivery of mental health services.
21. In addition, the Wellbeing Hub provides open access with self-referral or referral from primary care colleagues. Equality of access is a key priority in the Southwark Mental Health Strategy.

Health impact statement

22. As a Local Care Partnership, Southwark aims to embed mental health in communities, working at a neighbourhood level to support residents, identifying populations and tackling inequalities. Residents tell us the system is too fragmented, with conflicting priorities and inequalities in terms of access and experience. As the demand for services increases, a lack of integration between services is going to exacerbate these concerns and mean that we are not giving the right focus on the outcomes for residents. We are already in a collaborative space for Children & Young People and Adults (particularly CMHT) due to the work which is being delivered by partners. We want to make the most of this momentum to explore how a strategic collaborative could work, which will also help with transitional support between CYP and adult services and wider family support.

Climate change implications

23. The aim of the CMHT is to bring care closer to home for patients and reduce the necessity to travel to acute settings, therefore local access should reduce the environmental impact of travel. In addition, elements of the work are provided virtually where appropriate, again reducing the need for transport.

Resource implications

24. The CMHT work is funded from a national programme and the Wellbeing hub is jointly funded recurrently between the NHS and Local Authority.

Legal implications

25. None as a result of this report.

Financial implications

26. None as a result of this report.

Consultation

27. Service users and carers have been engaged with throughout the programme and in a number of ways. Two lived experience representatives attend the monthly CMHT Delivery Group meetings, additional feedback is sought from the Service User & Carer Advisory Group, and targeted, specific engagement with Black Caribbean and Black African communities has been done in partnership with Black Thrive. The borough team are currently working on plans for further engagement around particular workstreams such as simple points of access and neighbourhood working.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Assistant Chief Executive - Governance and Assurance

28. None sought

Strategic Director of Finance and Governance

29. None sought

Other officers

30. None sought

APPENDICES

| No. | Title |
|------|-------|
| None | |

AUDIT TRAIL

| | | |
|---|--|--------------------------|
| Lead Officer | Martin Wilkinson – COO for Southwark | |
| Report Author | Kate Kavanagh – AD for Healthy Populations and CBC | |
| Version | Final | |
| Dated | 9 March 2023 | |
| Key Decision? | No | |
| CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER | | |
| Officer Title | Comments Sought | Comments Included |
| Assistant Chief Executive - Governance and Assurance | No | No |
| Strategic Director of Finance and Governance | No | No |
| Cabinet Member | No | No |
| Date final report sent to Constitutional Team | | 9 March 2023 |