

<b>Item No.</b>	<b>Classification</b>	<b>Date:</b>	<b>Meeting:</b> Health and Social Care Scrutiny Commission
<b>Report title:</b>	Black, Asian and Minority Ethnic access to mental health services indicative review		
<b>From:</b>	Sam Hepplewhite, Director of Southwark, SEL CCG Genette Laws, Director of Commissioning, Southwark Council		

### 1.0. Purpose

- 1.1 To understand Black, Asian Minority Ethnic patients' access to mental health services across all age groups in Southwark.

### 2.0 What is Black, Asian and Minority Ethnic?

- 2.1 Black, Asian and Minority Ethnic (referred to as BAME) communities can be understood as: 'people living in England who are designated as belonging to a non-white ethnic group (according to the national census) which represent distinct groups and with their own identity recognised by themselves and by others'. ([www.jcpmh.info](http://www.jcpmh.info), 2014).
- 2.2 In Southwark, we recognise that we have particular communities that we should specifically identify so that we understand their needs, this includes the Latin-American communities

### 3.0 Background

- 3.1 Prior to the Covid-19 pandemic, the Health and Social Care Scrutiny Commission asked officers to review the ethnic profile of the population and access rates for commissioned mental health services, particularly crisis services, at each life stage (children, young people, and adults).
- 3.2 Both the Director of Commissioning and the Place-based Director of Southwark chair the Southwark Joint Mental Health and Wellbeing Strategy (2018-2021) Implementation Steering Group. In a meeting subsequent to this request, they asked the team to broaden the Commission's request for the benefit of the Steering Group and identify learning from the information that will be shared. This is the full report that will be presented to the Steering Group when it meets in September as part of moving back to business as usual following the emergency response phase to the global pandemic.
- 3.3 It has been long recognised that people from BAME communities experience health inequalities. However, the impact of COVID-19 on BAME communities, especially on people from South Asian and African-Caribbean communities, has led to discussions about existing inequalities and inequities experienced by BAME communities.
- 3.4 Within, Southwark there is a recognition that people with serious mental conditions need to be supported more, not less, during a pandemic. However, research suggests that there is a lack of confidence and trust about mental health services in some Black, Asian and minority ethnic (BME) communities, and that this, in turn, can lead to reluctance to seek help from some of services at an early stage. Thus, there remains a pressing need to fully understand BME populations experience of accessing health systems and pathways, in order to tackle inequalities, secure improvements in access, experience and outcomes for all and support a shift to prevention.

#### **4.0 Southwark's population profile**

4.1 Southwark is an ethnically diverse borough with residents from a wide range of ethnicities and backgrounds. Latest estimates indicate that 63% of people living in Southwark have a white ethnic background compared to 84% nationally. A much larger proportion of the Southwark population come from black and mixed ethnic backgrounds when compared to England. The diversity of Southwark is much greater among the children of Southwark with roughly equal proportions of young people from white and black ethnic backgrounds. Ethnic minority communities are concentrated across the middle of the borough with pockets in the north. Over 120 languages are spoken in Southwark, with just over 1 in 10 households having no members who speak English as a first language. The top five main languages (other than English) spoken at the time of the 2011 Census were:

- Spanish (2.3%)
- French (1.6%)
- Portuguese (1.3%)
- Polish (1.2%)
- Italian (0.9%)

It is estimated that almost one in five adults in Southwark are experiencing a common mental disorder, equating to approximately 47,000 individuals. The prevalence of severe mental illness in Southwark is 1.4% (approximately 3,800 patients) and severe mental illness disproportionately affects male, older and black ethnic population groups. Suicide is seen as a proxy for underlying rates of mental ill-health; in a two year period between 2013 and 2015 Southwark was one of five London boroughs to report higher suicide rates than the national average.

It is estimated 1 in 4 people experience a mental health problem in any given year. Severe mental illness (SMI) refers to a range of more severe conditions including bipolar and schizophrenia, and typically this cohort has significant health needs and experiences great socio-economic disadvantage. People with SMI in Southwark are more likely to be male, black and older. In 2018-19 just under 10,000 people in Southwark were in contact with mental health services. There is strong evidence demonstrating the link between physical and mental health, and those with a long-term condition are between 2 and 3 times more likely to experience mental health problems compared to the general population.

#### **5.0 Access**

##### **5.1 Perinatal services**

One in five mothers suffers from depression, anxiety or in some cases psychosis during pregnancy or in the first year after childbirth. Suicide is the second leading cause of maternal death, after cardiovascular disease. Mental health problems not only affect the health of mothers but can also have longstanding effects on children's emotional, social and cognitive development. National costs of perinatal mental ill health are estimated at £8.1 billion for each annual birth cohort, or almost £10,000 per birth. Southwark ranked in the top 5% of the most deprived boroughs when it comes to overall factors and when it comes to child income deprivation.

In Southwark, there may be up to 2,630 cases per year of mental health disorders in the perinatal period – although some people may be affected by more than one condition.

In terms of perinatal mental illness among Black, Asian and Minority Ethnic (BAME) women, evidence on aetiology, course of illness and effective interventions is lacking and/or poorly understood.

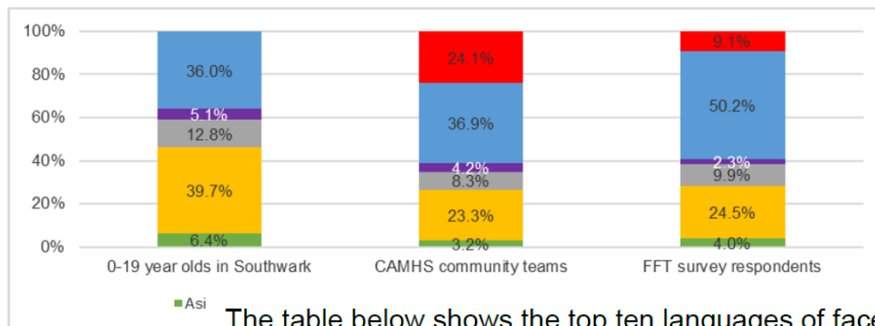
#### 4.2 Community mental health services for children and young people

4.3 Approximately two thirds of Southwark children and young people are of Black, Asian and minority ethnic origin (BAME). BAME children are more likely to be exposed to other risk factors for poor mental health and wellbeing and are under-represented in CAMHS, but are over-represented in other services, e.g. social care and the youth justice system. (Southwark Children and Young people’s mental health and wellbeing transformation plan)

4.4 South East London CCG and the council fund the child and adolescent mental health services (CAMHS) community services in Southwark. This includes the Child and Family Team; Adolescent Team; Neurodevelopmental Team; CareLink (Looked After Children); Early Help; Functional Family Therapy and Parental Mental Health. Referrals are received from GPs, schools, and allied health professionals.

The table chart below shows the ethnicity of service users in CAMHS Community Services (between April 2018 and March 2019) in Southwark and the ethnicity of the Friends and Family Test survey respondents to CAMHS Community Services (between April 2016 March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
0-19 year olds in Southwark (Census 2011)	6.4%	39.7%	12.8%	5.1%	36.0%	0.0%
Southwark CAMHS Community Services caseload between Apr 18 and Mar 19 (ePJS)	3.2%	23.3%	8.3%	4.2%	36.9%	24.1%
FFT respondents to CAMHS Community Services surveys between Apr 16 and Mar 19 (PEDIC)	4.0%	24.5%	9.9%	2.3%	50.2%	9.1%



Between April 2018 and March 2019, 10 face to face interpreters were booked between staff, service

The table below shows the top ten languages of face to face interpreters booked by Southwark CAMHS community teams between April 2018 and March 2019.

Language	Number of bookings
Spanish	90
Amharic	40
Kurdish/Kurdish Sorani	34
Vietnamese	29
Dari	20
French	13
Portuguese	12
Mandarin	11
Tigrinya	10
Bengali	6

#### 4.5 Feedback from patients of the CAMHS community services

The table and chart below show the number of Southwark CAMHS community service Friends and Family Test respondents in April 2018 to March 2019 in each ethnic group and the proportion responding positively.

How likely are you to recommend Southwark CAMHS community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	18	83.3%	Under 10	100.0%	Under 10	80.0%
Black	81	92.6%	65	87.7%	37	89.2%
Mixed Race	32	93.8%	19	89.5%	23	95.7%
Other ethnic group	Under 10	75.0%	Under 10	71.4%	Under 10	50.0%
White	149	87.9%	129	90.7%	97	84.5%
<b>Overall</b>	<b>324</b>	<b>86.1%</b>	<b>242</b>	<b>89.7%</b>	<b>181</b>	<b>85.1%</b>

#### 4.6 Learning from the data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- The level of unknown ethnicity in CAMHS community services makes it difficult to come to conclusions about access for ethnic minority service users. SLaM are working on improving this.
- CAMHS have identified the need to improve access to community services for Asian and young Black people, particularly girls as an equality objective

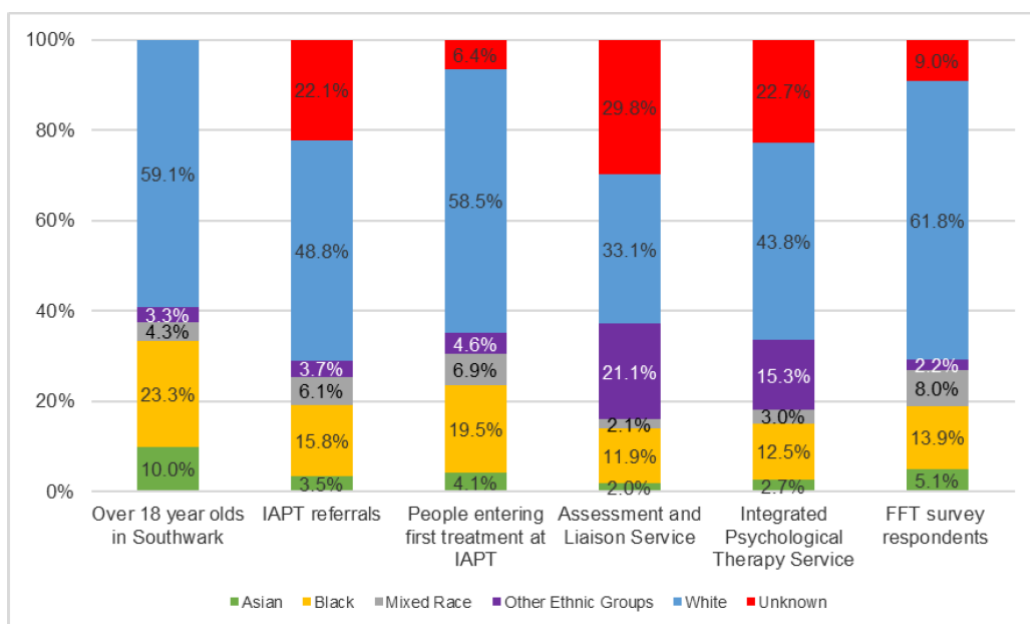
#### 4.7 Adult services providing psychological therapies

#### 4.8 South East London CCG commission Psychological therapy services provided in Southwark which includes the following:

- IAPT Service (Southwark) is provided by the Southwark Primary Care Psychological Therapy Service. They provide advice and brief treatment, including self-help therapy for people, aged over 18, with depression or anxiety. Referrals are received from GPs and from self-referrals.
- Integrated Psychological Therapy Team (Southwark) is a specialist (secondary care) psychological therapy service that provides assessment, care and treatment for people aged 18 and above who have severe and complex mental health needs.

The table and chart below show the ethnicity of referrals and people entering treatment at Southwark IAPT (between January 2018 and December) in comparison with the ethnicity of over 18 year olds in Southwark, the caseloads of Assessment and Liaison and Integrated Psychological Therapy services (between April 2018 and March 2019) and the ethnicity of FFT respondents in these later two services (between April 2016 and March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Over 18 year olds in Southwark (Census 2011)	10.0%	23.3%	4.3%	3.3%	59.1%	0.0%
IAPT referrals between Jan 18 and Dec 18 (NHS Digital)	3.5%	15.8%	6.1%	3.7%	48.8%	22.1%
People entering first treatment at IAPT between Jan 18 and Dec 18 (NHS Digital)	4.1%	19.5%	6.9%	4.6%	58.5%	6.4%
Southwark Assessment & Liaison (A&L) service caseload between Apr 18 and Mar 19 (ePJS)	2.0%	11.9%	2.1%	21.1%	33.1%	29.8%
Integrated Psychological Therapy (IPT) service caseload between Apr 18 and Mar 19 (ePJS)	2.7%	12.5%	3.0%	15.3%	43.8%	22.7%
FFT respondents to A&L and IPT service surveys between Apr 16 and Mar 19 (PEDIC)	5.1%	13.9%	8.0%	2.2%	61.8%	9.0%



Between April 2018 and March 2019 Southwark IAPT and the Integrated Psychological Therapy Service made 358 face to face interpreter bookings for 27 different languages to help communication between staff, service users and carers.

The table below shows the top ten languages of face to face interpreters booked by Southwark IAPT and Integrated Psychological Therapy Service between April 2018 and March 2019.

Language	Number of bookings
Arabic	67
Spanish	32
Bengali	29
Portuguese	28
Pashtu	27
Farsi (Persian)	22
Turkish	17
French	17
Lithuanian	16
Kurdish / Kurdish Sorani	13

#### 4.9 Feedback from patients of IAPT

The table and chart below show the number of Assessment and Liaison and Integrated Psychological Therapy Service Friends and Family Test respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Southwark Assessment and Liaison and Integrated Psychological Therapy services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	10	90.0%	20	90.0%	12	91.7%
Black	33	93.9%	46	91.3%	35	94.3%
Mixed Race	24	95.8%	29	93.1%	13	92.3%
Other ethnic group	Under 10	100.0%	Under 10	100.0%	Under 10	66.7%
White	177	94.4%	184	88.6%	146	85.6%
<b>Overall</b>	<b>274</b>	<b>93.1%</b>	<b>320</b>	<b>88.1%</b>	<b>227</b>	<b>88.1%</b>

#### 4.10 Learning from the data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- The proportion of referrals of Asian and Black people appears slightly low compared to the local population.
- NHS Digital data on improvement rates and recovery rates show that these fluctuate over time for different ethnicities. Therefore, it is vital the IAPT continues working to understand and improve these outcomes for ethnic minority service users.
- Respondents of different ethnicities have reported similar levels of positive experience over the last three years.

#### 4.11 **Community mental health services for adults with severe mental health**

4.12 Severe Mental Illness (SMI) refers to a range of conditions which include schizophrenia, bipolar affective disorder and depression with psychosis. This cohort has significant health needs and also experiences great socio-economic disadvantage. People with SMI in Southwark are more likely to be male, older and from a Black ethnic background. (JSNA-MH - 2017)

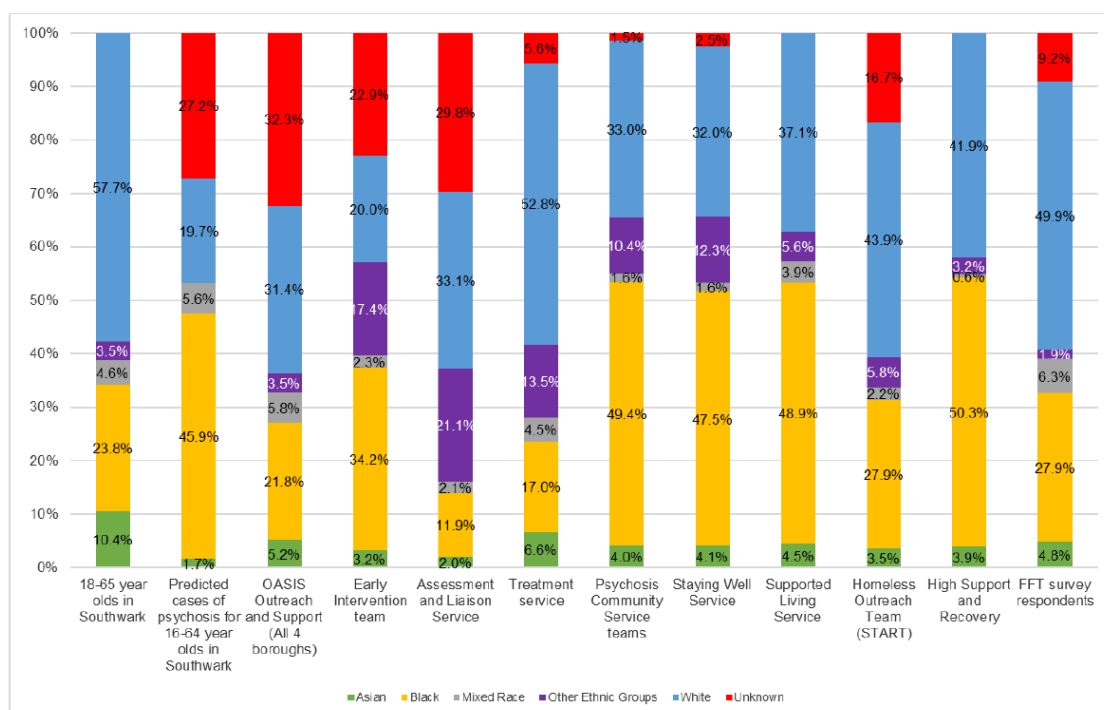
4.13 Nationally Black or Black British ethnic groups had the highest proportion of people who had spent time in hospital in the year, with levels more than twice the average for the White ethnic group (JSNA,2017)

4.14 South East London CCG commission through SLaM a range of community mental health services for adults with severe mental health problems in Southwark. These include the following:

- Assessment and Liaison service receive referrals from the Southwark Hub, GPs and other health and social care workers. They are for people age 18-65 and they refer people to appropriate mental health service.
- The Treatment service offers safe and effective treatment in the community to people experiencing severe depression, anxiety and/or personality disorders. People are referred to this team by Assessment and Liaison service.
- OASIS is a health service for supporting young people aged 14-35 who are experiencing psychological distress. Referrals come from a range of sources and the team accepts self-referrals.
- Early Intervention Service (Southwark) supports people, aged 14-65, who are suspected to be at risk or who are having a first episode of psychosis before they reach 'crisis point'. Referrals come from a range of sources including GPs and schools.
- Psychosis Promoting Recovery Community Services in Southwark Central, Southwark North East, Southwark North West, and Southwark South provide care for adults, aged 18-65, who have a psychotic illness. There is also a Staying Well service, a Supported Living service, a Homeless Outreach service (START).
- The High Support and Recovery Team provide intensive community-based rehabilitation, care and support for adults with severe and long-term mental illness who live in Southwark.

4.15 The table and chart below show the ethnicity of service users in Southwark community mental health services (between April 2018 and March 2019) in comparison with the ethnicity of 18-65 year olds in Southwark the percentage of predicted cases of psychosis for 16-64 and the ethnicity of Friends and Family Test survey respondents to those services (between April 2016 and March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Southwark (Census 2011)	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Predicted cases of psychosis for 16-64 year olds in Southwark	1.7%	45.9%	5.6%	0.0%	19.7%	27.2%
OASIS Outreach and Support caseload between Apr 18 and Mar 19 (ePJS) (All 4 boroughs)	5.2%	21.8%	5.8%	3.5%	31.4%	32.3%
Early Intervention team caseload between Apr 18 and Mar 19 (ePJS)	3.2%	34.2%	2.3%	17.4%	20.0%	22.9%
Assessment and Liaison Service caseload between Apr 18 and Mar 19 (ePJS)	2.0%	11.9%	2.1%	21.1%	33.1%	29.8%
Treatment team caseload between Apr 18 and Mar 19 (ePJS)	6.6%	17.0%	4.5%	13.5%	52.8%	5.6%
Psychosis Community Service caseload between Apr 18 and Mar 19 (ePJS)	4.0%	49.4%	1.6%	10.4%	33.0%	1.5%
Staying Well Service caseload between Apr 18 and Mar 19 (ePJS)	4.1%	47.5%	1.6%	12.3%	32.0%	2.5%
Supported Living Service caseload between Apr 18 and Mar 19 (ePJS)	4.5%	48.9%	3.9%	5.6%	37.1%	0.0%
Homeless Outreach service (START) caseload between Apr 18 and Mar 19 (ePJS)	3.5%	27.9%	2.2%	5.8%	43.9%	16.7%
High Support and Recovery service caseload between Apr 18 and Mar 19 (ePJS)	3.9%	50.3%	0.6%	3.2%	41.9%	0.0%
FFT survey respondents to adult community services surveys between Apr 16 and Mar 19 (PEDIC)	4.8%	27.9%	6.3%	1.9%	49.9%	9.2%



Between April 2018 and March 2019 Southwark adult community mental health services made 543 face to face interpreter bookings for 32 different languages to help communication between staff, service users and carers.



The table below shows the top ten languages of face to face interpreters booked by Southwark adult community mental health services between April 2018 and March 2019.

Language	Number of bookings
Spanish	101
Somali	76
Bengali	43
Pashtu	38
Vietnamese	35
Romanian	30
French	25
Polish	20
Arabic	20
Cantonese	20

#### 4.16 Feedback from patients of adult community mental health service

The table and chart below show the number of Southwark adult community mental health service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Southwark adult mental health community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	71	78.9%	66	88.9%	88	100.0%
Black	227	85.5%	319	92.0%	234	89.6%
Mixed Race	53	90.9%	93	94.4%	57	96.3%
Other ethnic group	11	100.0%	20	100.0%	15	88.9%
White	409	91.3%	557	87.8%	355	87.6%
<b>Overall</b>	<b>859</b>	<b>89.2%</b>	<b>1199</b>	<b>89.4%</b>	<b>821</b>	<b>89.0%</b>

#### 4.17 Learning from the data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- Services to consider what they can do to improve recording ethnicity data to produce the data needed to analyse and understand potential access issues.
- These services need to be able to actively monitor experience and outcomes for ethnic minority service users. Encouraging more survey responses from more ethnic minority service users and carers will provide better data to consider experience of services for different ethnic groups.

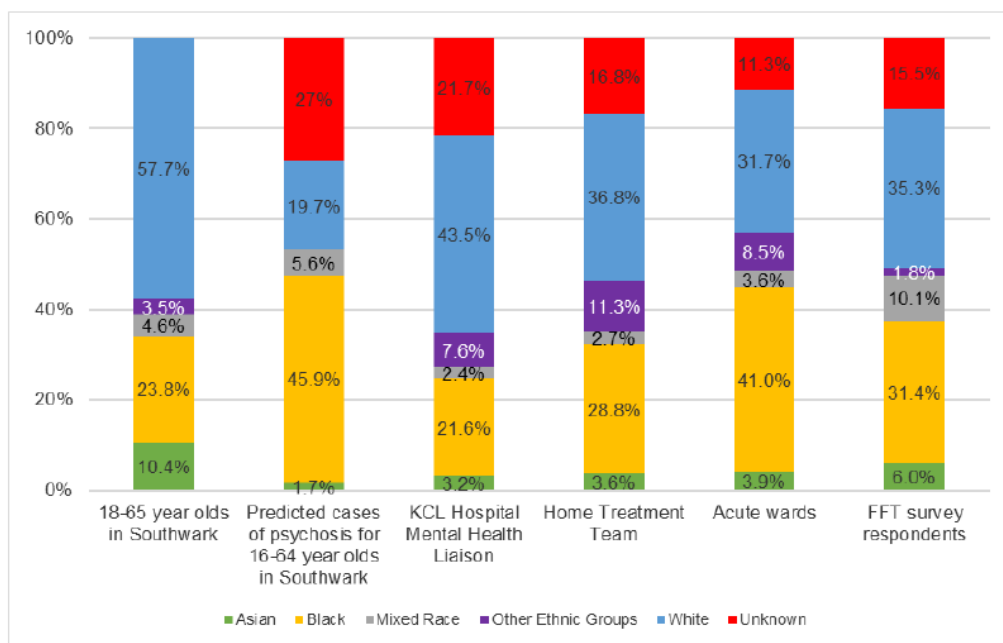
#### 4.18 Crisis and acute mental health services for adults with severe mental health

South East London CCG commission through SLaM a range of crisis and acute mental health services for adults with severe mental health problems in Southwark. These include the following:

- The Mental Health Liaison Service (Kings College Hospital) assesses people to determine if they need mental health care and treatment and refers them to the appropriate clinical services.
- Home Treatment Team (Southwark) provides a community-based service to support people, aged 18-65, at home, rather than in hospital. Referrals come from other Trust services such as assessment and liaison teams, crisis services, promoting recovery teams and wards.
- Acute mental health inpatient wards support people in Southwark, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include Aubrey Lewis 2 (Ruskin Ward), Aubrey Lewis 3 (AL3 Ward), Eileen Skellern Ward Female (PICU) and the Jim Birley Unit.

4.19 The table and chart below show the ethnicity profile of Southwark crisis and acute mental health service caseloads (between April 2018 and March 2019) compared to the ethnicity profile of 18-65 year olds in Southwark, the percentage of predicted cases of psychosis for 16-64 and the ethnicity of Family and Friends Test respondents to these services (between April 2016 and March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Southwark (Census 2011)	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Predicted cases of psychosis for 16-64 year olds in Southwark (Psymaptic)	1.7%	45.9%	5.6%	0.0%	19.7%	1.7%
Kings College Hospital Mental Health Liaison caseload between Apr 18 and Mar 19 (ePJS)	3.2%	21.6%	2.4%	7.6%	43.5%	3.2%
Home Treatment Team caseload between Apr 18 and Mar 19 (ePJS)	3.6%	28.8%	2.7%	11.3%	36.8%	3.6%
Acute wards caseload between Apr 18 and Mar 19 (ePJS)	3.9%	41.0%	3.6%	8.5%	31.7%	3.9%
FFT survey respondents to crisis and acute mental health service surveys between Apr 16 and Mar 19 (PEDIC)	6.0%	31.4%	10.1%	1.8%	35.3%	15.5%



Between April 2018 and March 2019 Southwark crisis and acute mental health services made 435 face to face interpreter bookings for 31 different languages to help communication between staff, service users and carers.

The table below shows the top ten languages of face to face interpreters booked by Southwark crisis and acute mental health services between April 2018 and March 2019.

Language	Number of bookings
Spanish	96
Portuguese	47
Somali	44
Turkish	41
Vietnamese	33
Bengali	23
French	20
BSL (British Sign Language)	15
Amharic	13
Italian	12

#### 4.20 Feedback from patients about Adult crisis and acute mental health service

The table and chart below show the number of Southwark adult crisis and acute mental health service. FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Southwark crisis or acute mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	33	66.7%	49	71.4%	37	81.1%
Black	151	75.5%	235	66.4%	235	72.3%
Mixed Race	71	64.8%	48	56.3%	80	65.0%
Other ethnic group	10	80.0%	15	46.7%	10	70.0%
White	207	71.0%	257	67.7%	235	73.6%
<b>Overall</b>	<b>587</b>	<b>72.1%</b>	<b>723</b>	<b>65.7%</b>	<b>669</b>	<b>71.2%</b>

#### 4.21 Learning from the data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- Level of unknown ethnicity data is high in these services caseloads
- Staff in services that have a high proportion of ethnic minority service users such as the acute wards are encouraged to use this report to consider how their service is providing the best possible care to ethnic minority service users. Ideas to improve this could include continuing to develop the cultural competency of staff and teams or identifying quality improvement activity aimed at delivering positive changes for ethnic minority service users.
- An excellent example of work to promote equality and diversity was undertaken in Jim Birley Unit. Service users on the ward expressed a wish to learn more about each other's backgrounds and ways of communicating. So, staff organised a full day of

workshops and games exploring equality and diversity that received very positive feedback from the service users and staff involved.

#### 4.22 Community dementia and mental health services for older adults

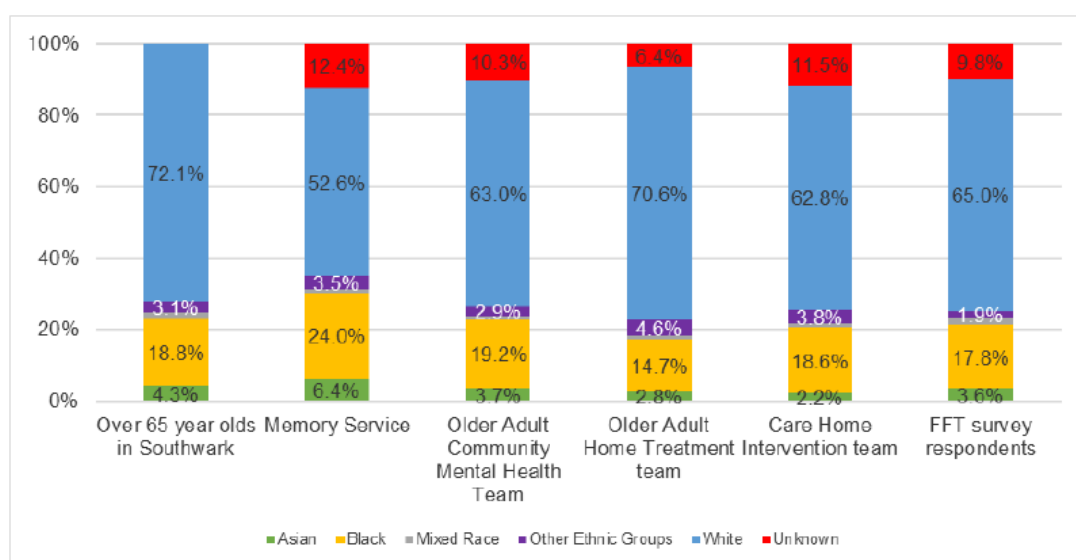
South East London CCG commission through SLaM a range of older adult mental health services in Southwark. These include the following:

- The Southwark and Lambeth Integrated Memory Service (SLIMS) offers comprehensive assessment, treatment and support options to anyone over the age of 18 with mild to moderate memory problems likely to indicate dementia. Referrals are received from GPs.
- The Older Adults Mental Health Community Team provides community-based assessment, treatment and care for people aged over 65 who have mental health problems and younger people with a diagnosis of dementia.
- Home Treatment for Older Adults care for people aged 65 and over with severe mental illness who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from GPs, social services or other secondary care services.

- Care Home Intervention Service support people aged 65 and over, whose behaviour has become challenging in the context of a dementia or mental illness and they are currently living in a day care, residential or nursing home setting.

4.23 The table and chart below show the ethnicity profile of Southwark older adult service caseloads (between April 2018 and March 2019) compared to the ethnicity profile of over 65 year olds in Southwark and the ethnicity of Friend and Family Test respondents to these services (between April 2016 and March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Over 65 year olds in Southwark (Census 2011)	4.3%	18.8%	1.7%	3.1%	72.1%	0.0%
Memory Service caseload between Apr 18 and Mar 19 (ePJS)	6.4%	24.0%	1.0%	3.5%	52.6%	12.4%
Older Adult Community Mental Health Team caseload between Apr 18 and Mar 19 (ePJS)	3.7%	19.2%	0.9%	2.9%	63.0%	10.3%
Older Adult Home Treatment team caseload between Apr 18 and Mar 19 (ePJS)	2.8%	14.7%	0.9%	4.6%	70.6%	6.4%
Care Home Intervention team caseload between Apr 18 and Mar 19 (ePJS)	2.2%	18.6%	1.1%	3.8%	62.8%	11.5%
FFT survey respondents to older adult service surveys between Apr 16 and Mar 19 (PEDIC)	3.6%	17.8%	2.0%	1.9%	65.0%	9.8%



The table below shows the top ten languages of face to face interpreters booked by Lambeth and Southwark dementia and older adult services between April 2018 and March 2019.

Language	Number of bookings
Portuguese	57
Turkish	40
Somali	27
Cantonese	26
Vietnamese	22
Spanish	21
Bengali	19
Italian	15
Arabic	14
Tigrinya	11

Between April 2018 and March 2019 Lambeth and Southwark dementia and older adult services made 345 face to face interpreter bookings for 36 different languages to help communication between staff, service users and carers.

#### 4.24 Feedback from patients about dementia and older adult mental health

It is not possible to distinguish feedback for Lambeth service users of Southwark and Lambeth Integrated Memory Service. Therefore, the data below is information for both boroughs.

The table and chart below show the number of older adult services FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Southwark and Lambeth community dementia or older adult mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	11	81.8%	13	100.0%	Below 10	100.0%
Black	63	92.1%	50	94.0%	40	92.5%
Mixed Race	Below 10	100.0%	10	100.0%	Below 10	100.0%
Other ethnic group	Below 10	100.0%	Below 10	100.0%	Below 10	100.0%
White	173	90.8%	197	93.9%	188	94.1%
<b>Overall</b>	<b>306</b>	<b>90.5%</b>	<b>290</b>	<b>94.1%</b>	<b>263</b>	<b>94.7%</b>

#### 4.25 Learning from the data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- The caseloads of dementia and older adult mental health services appear broadly reflective of the ethnicity of older people in Southwark.
- Southwark and Lambeth Integrated Memory Service (SLIMS) have identified the need to encourage earlier access to memory services for older Black African and Caribbean service users as an equality objective.
- SLIMS are working with a steering group of partners to deliver work in communities, schools and with GPs to challenge stigma, raise awareness of dementia and how to access support about this. SLIMS made time to undertake cultural competency training as a team to support the delivery of this objective. This work was commended by the CQC during the Trust's recent inspection.
- The overall ambition of these services is to improve awareness and access to dementia services for people of black, Asian and minority ethnic groups and Access to memory services. Ethnicity data collected from 15 memory services found that people are accessing services; however, research suggests that BAME groups access services in crisis. Sharing service initiatives and resources on Alzheimer's Society website.

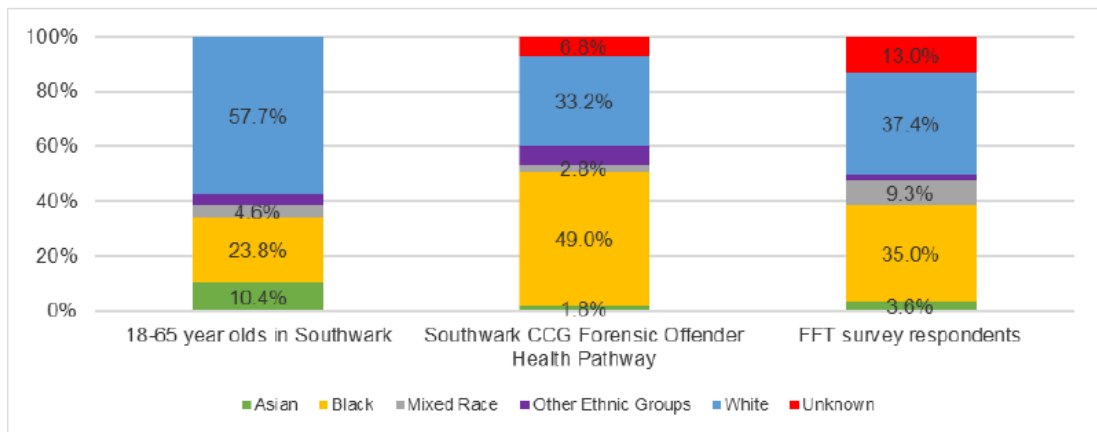
#### 4.26 Forensic offender mental health services

South East London CCG commission through SLaM a range of medium, low secure and specialist inpatient forensic services at River House. The Forensic High Support and

Recovery Team (Southwark) provides community-based assessment, treatment and care for people, aged 18-65, who have severe mental health problems and who may be a risk to themselves and others.

4.27 The table and chart below show the ethnicity profile of Southwark CCG service users in forensic offender mental health services (between April 2018 and March 2019) compared to the ethnicity profile of 18-65 year olds in Southwark and the ethnicity of Friend and Family Test respondents to these services (between April 2016 and March 2019).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Southwark	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Southwark CCG Forensic Offender Health Pathway caseload between Apr 18 and Mar 19 (ePJS)	1.8%	49.0%	2.8%	6.5%	33.2%	1.8%
Trust-wide FFT survey respondents to Forensic services surveys between Apr 16 and Mar 19 (PEDIC)	3.6%	35.0%	9.3%	1.6%	37.4%	13.0%



4.28 **Feedback from patients of the Forensic Mental Health Service**

It is not possible to identify Southwark CCG forensic service users in the anonymised Friend and Family Test surveys. The table and chart below show the number of all Forensic service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend forensic mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses in 18/19	Positive responses in 18/19
Asian	19	68.4%	34	82.4%	24	83.3%
Black	256	73.0%	232	66.8%	203	74.9%
Mixed Race	73	63.0%	57	77.2%	57	82.5%
Other ethnic group	9	55.6%	11	63.6%	13	76.9%
White	258	73.3%	299	73.6%	200	80.5%
<b>Overall</b>	<b>725</b>	<b>71.3%</b>	<b>709</b>	<b>69.1%</b>	<b>574</b>	<b>78.2%</b>

#### 4.29 Learning from the Data

According to the authors of the report (SLaM, Planning and Equality Team 2018/19 Southwark ethnicity information):

- The high proportion of Black service users means it vital that forensic services are culturally appropriate and meet the needs of Black service users. Forensic wards have prioritised promoting good physical health for service users as an equality objective.
- It is difficult to assess how representative the ethnicity profile of Forensic FFT respondents are because a high proportion of respondents did not disclose their ethnicity.
- Forensic services need to be able to actively monitor experience and outcomes for Black service users.
- Respondents of different ethnicities have reported broadly similar levels of positive experience over the last three years.

#### 5.0 BAME Accessing Mental Health support from the Voluntary sector

##### 5.1 Southwark Wellbeing Hub

The Wellbeing Hub is a jointly commissioned Southwark Council and the CCG, aiming to provide information, advice and improved access to services for anyone in Southwark experiencing problems with their mental wellbeing. To be eligible to use support services people must either live in Southwark or be registered with a Southwark GP. The service began operating in April 2015 and is run by an organisation called Together UK, a well-established national organisation providing a range of mental health support services

The single point of access was established to make better use of Adult Social Care mental health resources so a focus could be maintained on adults with higher level mental health needs. The Hub now acts as the front door to ASC mental health services, completing an initial screening exercise to identify people whose needs appear to meet Care Act criteria. This means that those who are not eligible for social care services receive the information, advice or guidance that they need as soon as possible and those that need specialist services have a shorter lead-in time to being assessed.



Wellbeing Hub –Qualitative Report Quarter 2,3 and 4 Year 5

Number of service users by ethnicity	White		80	59	93
	Black		46	57	91
	Asian		16	14	11
	Mixed		19	7	21
	Other		6	29	12

## 5.2 Learning from Data

The Wellbeing Hub is being accessed by an increasing number of Black residents who are finding the signposting, employment advice, group work and peer support helpful.

## 6.0 Big White Wall

Southwark CCG commissioned Big White Wall in July 2014 to provide the Support Network to residents through budget allocated under NHS England's Regional Innovation Fund. Big White Wall (BWW) was recommissioned once again in May 2019 providing a further 200 SN licences to residents across a one-year contract period.

### 6.1 Learning from the Data (Quarter Four: February 2020 – April 2020)

- BWW has supported 1,505 Southwark residents to date. 88 residents have registered to use the service in Q4. Many Southwark users registering this quarter (23.3%) stated that they were referred via an NHS website. Almost a quarter of those new members registering in this quarter were male.
- 38.6% of Southwark members describe themselves as 'White British'. However, the percentage of members identifying as BAME are considerably higher than the BWW average, at 27.2%, suggesting Southwark members are generally more diverse than BWW's usual healthcare demographic.
- Southwark members engaged well with the Course resources, with a total of 38 courses being completed. The most popular courses were 'Managing Depression and Low Mood', 'Balance Your Thinking' and 'Stop Procrastinating'.

## 7.0 Summary

There are several challenges presented by the data in this review.

- In some services, the level of unknown ethnicity makes it difficult to make meaningful comparisons about access. The ethnicity may be unknown because it has not been recorded or because a service user stated they did not want this recorded.
- Some services do not accept self-referrals. A more appropriate comparator for access to these services is the ethnicity profile of the services that they receive referrals from
- It has in part given some understanding of the Black, Asian and Minority Ethnic (BAME) patient's access to mental health services across all age groups in Southwark.

- However there remains a need for services to consider what they can do to improve recording ethnicity data to produce the data needed to analyse and understand potential access issues.
- The data does not reflect the possible increase in need for and access due to the impact of COVID-19 on the BAME communities.
- The data focuses predominately on SLaM Services- main commissioned mental health provider in Southwark
- This should include access data from voluntary sector commissioned services.
- These services need to be able to actively monitor experience and outcomes for ethnic minority service users.
- Encouraging more survey responses from more ethnic minority service users and carers will provide better data to consider experience of services for different ethnic groups.
- It is not possible to identify Southwark CCG forensic service users in the anonymised Friend and Family Test surveys.
- The Level of unknown ethnicity data is high in crisis and mental health acute services caseloads.

## 8.0 Recommendations

- Improve access, experiences and outcomes of NHS, local government and integrated care systems commissioned services by BAME communities including: regular equity audits; use of health impact assessments; integration of equality into quality systems; good representation of black and minority ethnic communities among staff at all levels; sustained workforce development and employment practices; trust-building dialogue with service users. (Beyond the data: Understanding the impact of COVID-19 on BAME groups,2020)
- Mandate comprehensive and quality ethnicity data collection and recording as part of routine NHS and social care data collection systems, including the mandatory collection of ethnicity data at death certification, and ensure that data are readily available to local health and care partners to inform actions to mitigate the impact of COVID-19 on BAME communities. (Beyond the data: Understanding the impact of COVID-19 on BAME groups,2020)
- Accelerate efforts to target culturally competent health promotion and disease prevention programmes for non-communicable diseases promoting healthy weight, physical activity, smoking cessation, mental wellbeing and effective management of chronic conditions including diabetes, hypertension and asthma. (Beyond the data: Understanding the impact of COVID-19 on BAME groups,2020)

