



LINK Wellbeing Forum Report



Wellbeing and Mental Health Forum

17 January 2012

Introduction

What we hope to achieve

North Tyneside LINK has set up a forum to engage with the North Tyneside's mental health commissioning board to improve the involvement opportunities for people who are interested in mental health service.

The forum was set up following discussions with North Tyneside LINK members who have experience of using mental health services. We are working closely with Jane Noble, Mental Health User Involvement Development Worker for North Tyneside and the groups she supports.

How we will do this

LINK plan to do this by:

- gathering people's experiences of mental health services and analysing these for trends;
- supporting those attending the forum to set the agenda for discussion and agreeing on priorities for the development and improvement of mental health services; and
- sharing this information with the commissioning board, the executive board and the Health and Wellbeing Board to influence service reconfiguration and the commissioning of services.

The inaugural meeting of the Wellbeing and Mental Health Forum was held on Tuesday 17 January 2012 at the Meadows, North Shields. Over 20 service users, carers and those working in the field of mental health attended.

What we heard

LINK Manager, Johanne Mears and Mental Health Service User Development Worker for North Tyneside, Jane Noble welcomed everyone and introduced the two guest speakers, Neil Ternant Chair of Mental Health in North Tyneside (MHiNTy) and Scott Woodhouse, Strategic Commissioning Manager, Learning Disabilities and Mental Health at North Tyneside Council.

Neil told the audience about the groups and charities based in North Tyneside who support people with mental health issues and their carers. He said that due to the government's spending review there may be changes for some people who use these services as voluntary organisations' funding changes and personalisation comes on-stream.

Scott gave a presentation on Mental Health Services in North Tyneside and changes being undertaken at present. A copy of the power point presentation is in Appendix 2

What we asked

Members were given the opportunity to ask Neil, Jane and Scott questions.

Neil and Jane's answers

Q: How can I access services in the community?

A: There used to be a directory of services but it has not been updated recently. Through personalisation people need to know what is out there. Scott will be covering this in his presentation.

Q: I have friends who can't access information due to their mental health condition, this leads to isolation etc – is there anyway they can be targeted?

A: Leaflets and posters are sent to GPs. Jane said if people contacted her she could signpost them. There is also social prescribing via a GP referral for a community activity – Taking Part workshops.

Q: But what about those who can't access these services, like the homeless, for example.

A: Services can be accessed through council services and council offices. There are access referral routes in North Tyneside but more information needs to get out there and rather than rely on who you bump into in the street.

Q: There's nothing like wellbeing centres or Moving Forward in North Tyneside.

A: A lot of services are community based rather than building based in North Tyneside.

Scott's answers

Q: Is what you are proposing a 'given' – is it going to happen?

A: It is a process undertaken; we had a review and consultation which lead to the creation of a service model which will lead to a procurement process and new service provision. We will also be evaluating.

The commissioning group has a work plan and although performance indicators are good we are keen to hear about people's experiences, for example those who use services looking at those services.

The commissioning board has alternate monthly meetings which are open to users, carers and providers.

Q: Do you think Adult Social Care provision meets the needs of those with mental health issues and their families? My wife needs respite from me.

A: We have discrete teams who deal with mental health which comprise community psychiatric nurses, social workers, occupational therapists – depends on the individual's need.

As part of the assessment process a carers' assessment can be undertaken.

Q: What impact will the government's plans for reducing the numbers on Disability Living Allowance have on services?

A: This should not impact on services directly as it does not affect access but it may affect payments for services after a financial assessment and may lead to an individual having to make a contribution.

Comment from the floor: People need to know that they may have to contribute at the beginning of an assessment.

Q: How much will personal budgets for people with mental health issues cost locally?

A: We do not know until after the evaluation process. It will be budget demand led and is an evolving process but the expectation is that people will be using their budgets to access different services.

Q: Where will the extra properties for people with mental health issues come from?

A: From residential care. Floating support is planned for housing. There will be priority access due to level of need but we are talking small numbers here.

Q: It can mean a very big move from residential care to individual care in terms of mental health – is this being considered?

A: Yes; the cohort of people is the cohort that has been identified as most suitable.

Q: What about people who cannot manage their finances due to fluctuating mental health but want to take on that responsibility?

A: There will be risk assessment undertaken around if it is appropriate and capabilities etc. There is always the option of a managed account when an organisation manages the account for an individual.

What we talked about

The participants broke into two groups to discuss what they had heard; their personal experiences of services; and what they would like to get from the Wellbeing and Mental Health Forums.

What do you think about what you have heard today?

Attendees felt that involving people using services was a good way of evaluating new services and future plans but felt that decisions had already been made which had not involved them previously.

Suggestions for changes or improvements needed in North Tyneside

People with mental health issues felt there was very little community provision in North Tyneside and there was a dearth of information about what services were available. Members talked about things that had worked well in the past such as a telephone helpline and directory of services.

Waiting lists were too long and it was suggested that it would be good to know where you were on a waiting list but that sometimes you need instant help and that should be addressed.

Attendees discussed the Community Mental Health Teams and said their experiences were not good – people found that diagnosis was hard, access poor and felt devalued as individuals.

What would you like the Wellbeing and Mental Health Forum to achieve? Have we got it right? What should we do next?

Members felt the forum were a good idea but would like more information about what was to be discussed prior to the meetings.

The lack of information for people with mental health concerns was highlighted again and that consultations were seen often as a done deal, such as the Ward 21 consultation and that the forum should not just be a 'talking shop.'

What happens now?

The information from this event will be shared with the Mental Health Commissioning Board in February 2012.

The next meeting of the Wellbeing and Mental Health Forum will take place at the end of March 2012 and will be promoted through LINK, community venues and by service users and professionals working in the field of mental health in North Tyneside.

Evaluation

Twenty four users of mental health services, carers and professionals and LINK members attended the Wellbeing and Mental Health Forum.

The majority said that the forum had largely achieved its aims and that the table discussions were very useful. Attendees commented that the forum was 'useful', 'a good idea' and 'a good opportunity for service users to voice their concerns'. However, there was a comment that people wanted more information about current projects rather than 'talking budgets'.

The Wellbeing and Mental Health Forum is just one of a series of Health and Wellbeing Forums supported by North Tyneside LINK. For more information or if you have a comment or experience you would like to share with us regarding any of the issues raised in this report or at the forum please contact LINK on 0191 643 2623 or email link@voda.org.uk



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Appendix 1

Mental Health Services in North Tyneside

Scott Woodhouse, Strategic Commissioning and Procurement Manager – Learning Disability and Mental Health, Adult Social Care

17 January 2012



horizons widening

Current Provision

Provider	Service Type	Number of Units
ISOS	Short-term Accommodation Based Service	16
ISOS	Short-term Floating Support Service	41
Richmond Fellowship	Short-term Accommodation Based Service	6
Mental Health Matters	Short-term Accommodation Based Service	18
Richmond Fellowship	Long-term Accommodation Based Service	19
Mental Health Matters	Long-term Accommodation Based Service	14



horizons widening

Current Provision

Provider	Service Type	Number of Units
CIC (Windsor Drive)	Residential Care Home	10
Lenore	Residential Care Home	20
Falmouth and Albany	Residential Care Home	9
Lenore	Independent Supported Living	7
Mental Health Matters	Crisis and Respite	3
Key Enterprises	Day Service	
GAP and Networks	Day Service	
North Tyneside Arts Studio	Day Service	
Margaret Road (MIND)	Day Service	



North Tyneside Council

horizons
widening

Current Provision

Provider	Service Type	Number of Units
Lenore	Community Support Service	
Mental Health Matters	Day and Employment Service	25
Mental Health Matters	Telephone Helpline	
VODA	Befriending Service	12
Independent Advocacy	Advocacy Service	



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Spend

- Spend in 2011/12 estimated at £2.3m



- Direct Payments
- Nursing Care
- Accommodation Based Provision
- Day Care
- GAP/Networks



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Numbers Accessing Services

Age Group	Mental Health	Dementia	Total
18-64	322	1	323
64+	402	105	507
Total	724	106	830



North Tyneside Council

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Difficulties with Current Services

- Strategic Review
- Notion that people must fit into services and services do not fit around the person
- People in residential care could lead more independent lives
- Intensive rehabilitation provision has limited throughput



North Tyneside Council

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Difficulties with Current Services

- Inflexible service models
- Access to low/medium support services is not controlled by care management
- Impact of personalisation
- Value for Money



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New Service Provision

- Intensive Rehabilitation Service
 - 18 bed service
 - Plus 2 crisis placement beds
 - Focus on rehabilitation
 - Support available for up to 12 months
 - Gateway access



North Tyneside Council

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New Service Provision

- Housing Related Support and Recovery Service
 - Support service users in their own home
 - Total of 550 hours of support per week
 - Service user will remain in the property when they no longer need the support
 - Support available for up to 2 years



North Tyneside Council

horizons^{widening}

New Service Provision

- Activities Related Support and Recovery Service
 - Support service users in accessing activities
 - Total of 550 hours of support per week
 - Aim is to move service users into mainstream activities
 - Support available for up to 2 years



North Tyneside Council

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New Service Provision

- Employment Service
 - Two FTE Employment Coaches supporting 30 service users at any one time
 - Aim to increase the employment capability of service users
 - Specific focus on mainstream employment
 - Support for up to 1 year



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Timeline

- January 2012 – Evaluation of tenders
- February 2012 – Inform successful and unsuccessful providers
- March 2012 – Award contracts
- May 2012 – Transition period begins
- September 2012 – New services commence



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