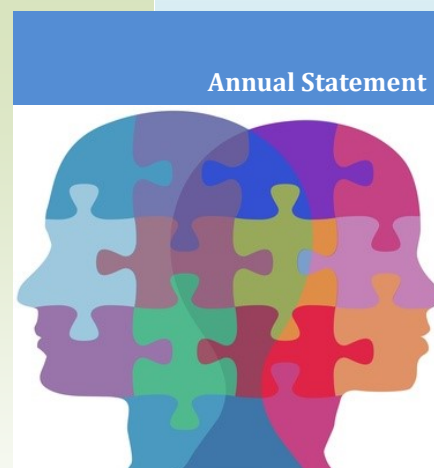


Together for Mental Health Annual Statement Hywel Dda Local Mental Health Partnership Board 2017-2018



Introduction

Together for Mental Health is the Welsh Government's 10 year strategy to improve mental health and well-being in Wales. Published in October 2012, following significant engagement and formal consultation with key partner agencies, stakeholders, services users and carers, it is a cross-Government strategy and covers all ages. It encompasses a range of actions, from those designed to improve the mental well-being of all residents in Wales, to those required to support people with a severe and enduring mental illness.

Actions identified in the second Delivery Plan, covering the 2016-2019 period, require a cross-cutting approach, and are implemented jointly by partners, including Welsh Government, health boards, local authorities, the third and independent sectors, education, public health Wales, police, fire, ambulance and others. The Delivery Plan is overseen by the National Partnership Board, and there is a Local Partnership Board in each area.

This public-facing report represents the annual statement that is produced in November each year by local partnership boards, for the October 2017-October 2018 period. The report has been co-produced with service user and carer representatives, and is a summary of progress to date against the actions. The document also provides an overview of future priorities.

The 2016-2019 Delivery Plan can be found at:

<http://gov.wales/topics/health/nhswales/plans/mental-health>

Contents

Context

Local Partnership Board 2

Key Achievements

Children and Young People 3

Adults 4

Older People 5

Future Focus

Priority areas 2018-2019 6

Transformation Fund 8

Psychological Therapies 9

Challenges 10

LPB Activities and Focus 2017-2018

The Local Mental Health Partnership Board in Hywel Dda has been busy over the last year with a focus over the Transforming Mental Health programme, the Mental Health Innovation bids as well as a number of activities within local Mental Health services.

Rural provision of Mental Health services. One of the focus areas for the LPB has been in relation to mental health support for people in rural areas. A working group to pilot some work in Pontyberem has been set up, working with the Community Council. Keith Evans one of the Service User representatives is leading on this work and reporting back to the Partnership Board on this.

IAWN - The IAWN website has been promoted through the LPB. The Local Primary Mental Health Team launched this easily accessible website in March, 2018. The website (www.iawn.wales.nhs.uk) provides information and easily accessible online resources on mental health issues to enable people to self-help and know where to access further support should they need it. The website has been developed in partnership with West Wales Action for Mental Health, service users, carers and staff. The site has had over 6200 views over the last 9 months and will be continually developed by a multi stakeholder working group based on feedback.

Substance Misuse Pathway – The LPB requested an update and presentation from colleagues on the development of the substance misuse pathway. Clear progress had been made towards training and the LPB have commented and asked for updates on the further progression of the pathway.

Porth Gofal Plant - Planning meetings were held during the early part of this year to consider this project. This was a multi-Agency forum including CAMHs and the police, and the aim was to set up regular multi agency meetings to review new referrals into Children's services and ensure that a coordinated approach to needs and assessment is achieved. The LPB continues to work closely with this project in reviewing outcomes

Service Users and Carer Involvement

The Partnership Board has strong service user and carer involvement, with 6 service users and carer representatives from across West Wales. Service Users and Carers have attended every Partnership Board meeting and workshop during the last 12 months. The Vice Chairs of the Partnership Board are Service Users, Penny Gripper and Keith Evans, and both have chaired meetings over the year.

Penny is also one of the local leads for the Suicide Prevention work on the Talk To Me 2 Strategy and is the Chair of the local group on this. The group has developed a job description and identified a need for a Co-ordinator for this work. A business case has been submitted to the Statutory organisations and Welsh Assembly Government regarding this.

The Service User and Carer reps have spent considerable time and work gathering information on what can best support individuals to be involved in the planning, monitoring, reviewing and delivery of mental health services. Two papers have been developed on this and presented to the Board. A need for a paid position for a Service User and Carer involvement lead within the Hywel Dda UHB Service Improvement has been identified. It has been agreed by the Partnership Board as an essential development that will support involvement and the challenge for this post currently is agreeing the financial resources for it. A working group will be set up to support Service User and Carer Involvement developments and Stronger in Partnership 2.

It has been agreed by the Board after being identified by service user and carer reps that the reports to the Board by members need to align themselves to the Delivery of the Together for Mental Health and how each member/topic area is progressing on this. This has been piloted in the last few meetings and is working well.

“A workshop has been held by the LMHPB on team building, joint working, and developing the annual report. The Board have also agreed to hold several workshops over the year as this supports co-production well.” –

West Wales Action for Mental Health (WWAMH)

Signs of Safety Practice Framework

Safeguarding children and adults at risk and promoting individual and community resilience represent key strategic priorities for statutory services in Hywel Dda. Children and Adult Social Care Services across Ceredigion, Pembrokeshire and Carmarthenshire County Councils have decided to adopt Signs of Safety and Well-being as a Practice Framework in order to help carry out that work in an integrated and practice evidenced way. There is commitment to working with children, individuals and families across all partner agencies and across all sectors so as to make a positive difference to people's lives. By adopting this Practice Framework, greater consistency and transparency can be achieved in what individuals and families can expect from services across the continuum of need. With its emphasis on building individual, family and community strengths and robust assessment to identify clear goals, Signs of Safety will support in the delivery of the right help at the right time to people across the region.

Multi agency Protocol for Safeguarding Children affected by Parents who are experiencing Mental Ill Health

This was ratified in Hywel Dda by the Regional Executive Safeguarding Board in July 2017.

The overarching aim of this Protocol is to ensure that children, including unborn children of parent(s) experiencing mental ill health receive appropriate support, safeguarding and protection. All agencies have a collective responsibility to safeguard and protect children. This requires effective communication and coordination of multi - agency services to children and their families at both strategic and operational levels.

This may include Adults and Children Social Services, Health, Education, Police, Probation and the Voluntary Sector. This Protocol provides a framework for joint working to ensure that children living with adults who are experiencing mental ill health are adequately safeguarded and supported within the Mid and West Wales Region.

Perinatal Mental Health Service

The Perinatal Mental Health Service developed and is now operational across Hywel Dda. The service has also developed a bespoke care plan for all service users accepted into perinatal service, as well as detailed information on the service model, an information leaflet and a pathway document for staff and stakeholders.

Close working relationships established with Midwifery colleagues in physical health, in order to better plan and undertake joint assessments and interventions, which has advantages for both staff and service users. In order to capture these, and other impacts, the service has introduced POEM – Patient rated Outcome and Evaluation Measure. Further, an audit and full service review has been completed using CCQI guidelines.

Early Intervention in Psychosis Support Worker

The Early Intervention in Psychosis Employment Support Worker project was launched in January 2018. The Health Board delivers the project in partnership with Mind Pembrokeshire, Aberystwyth and Carmarthen working throughout the three counties of Hywel Dda. The project has exceeded the target set for it this year by assisting 28 young people, of these nearly 60% have returned into voluntary work, vocational work, full time employment or further training. The project is going from strength to strength and is an innovative approach in delivering tangible employment outcomes for young people.

Integrated children Autistic Spectrum Disorder (ASD) Service

An Integrated children ASD service has now been established across Hywel Dda. Previously, there were significant challenges with the waiting list for the service. A recovery plan in place to address this with the commissioning of an organization called the Discovery Centre by S-CAMHS and it is anticipated that historic referrals will be cleared by April 2019.

Choice and Partnership Approach (CAPA)

CAPA is a way of working for Specialist Child and Adolescent Mental Health Services (S-CAMHS) to help them run more smoothly and provide a more efficient service for service users. The aim of CAPA is to help young people complete a program of work and move towards recovery and leaving mental health services as soon as they are ready to do so.

We introduced CAPA to our Service in 2013. CAPA is a service transformation model that combines collaborative and participatory practice with service users to enhance effectiveness, leadership, skills modelling and capacity management. CAPA brings together the active involvement of clients, demand and capacity planning and a new approach to clinical skills and job planning.

Transforming Mental Health

Hywel Dda University Health Board and key partners approved the consultation process and implementation plan for the innovative and co-produced Transforming Mental Health Programme (TMH) in January 2018. This was to reconfigure adult mental health services to develop:

- A 24/7 Community Mental Health Centre (CMHC) in each county. Providing a 'drop in' facility, offering a minimum of four 'crisis' or 'recovery' beds, the availability of a local assessment suite for the use of Section 136 of the Mental Health Act and the potential to offer a social enterprise that adds value to the local community. These also include new roles for the third sector, embracing the values and experiences of those with a lived experience of mental health problems.
- A Central Assessment Unit and Central Treatment Unit in Carmarthenshire that provide a greater presence of senior clinicians alongside increased input from the third sector to assist people with their recovery. The Central Assessment Unit will also provide a designated Section 136 assessment facility to help meet the needs of the Crisis Care Concordat and the Policing and Crime Act.
- A Single Point of Contact to improve access for everyone
- Improved transport provision

A Mental Health Implementation Group (MHIG) has been formed to oversee the progress for implementing the new model in Hywel Dda. The MHIG's membership comprises of representatives from a number of different organisations, including; Hywel Dda University Health Board, the 3 local authorities in Hywel Dda, Voluntary Organisations, Police, the Community Health Council and service users and carers. The MHIG has also established 4 multi-partner which are developing ideas for implementing the new model, working up solutions to the challenges and to progressing any opportunities. These are:

- Transport – To develop a transport system to support the new model
- Estates, IT and infrastructure – To make recommendations on the buildings needed and the design of buildings within the new model
- Workforce and Culture Change – To develop a plan to skill up Health Board and Local Authority staff and voluntary agencies and peer mentor staff to work within the new model
- Pathways and community - – to look at how people will access the service and how we can use local resources to make access to Mental Health services accessible within the new model



The TMH programme has been formally recognised for its approach to engagement and consultation with service users, carers and key stakeholders. The programme was awarded finalists in the Patient Experience Network National Awards (PENNA) and winners of the national Royal College of Psychiatry Awards for Team of the Year: Outstanding Commitment to Sustainable Service Development. Carer, Health Board and Local Authority representatives were at the ceremony to receive the award.

"We know one of the solutions to service change is to ensure we have carers, people with lived experience, voluntary and community organisations and front line staff helping us to create the improved access and support. Many people in West Wales have been on this life experience of recovery and self management for many years and we need to learn from this, about what worked and what didn't and ensure this is at the heart of any service new or old." – West Wales Action for Mental Health (WWAMH)

Dementia Training/Awareness

Intergenerational Dementia Friends training as well as training delivered through the innovative Virtual Experience Dementia bus has been undertaken in Pembrokeshire. The Dementia Bus acts as a classroom and educational facility around raising awareness of dementia and it has visited a number of teams/sites across the County inclusive of the Leisure Centre, Library, the Youth Assembly, 50+ forum, Trading Standards team, Chief Executive, Leader of the Council, 6 members, Community Learning staff, transport services, the visual impairment team and youth service staff.

There is also a Regional Dementia Steering Group working on a variety of new projects such as:

- Dementia Roadmap
- Regional Dementia Workforce training
- Team around the Individual
- Co-production systems
- Behavioural Management team
- Increasing Diagnose rates
- Dementia Supportive Communities / Town
- Dementia Small Grants Scheme
- 'This is Me' version scrapbook for patients entering hospital, respite or care.

Please see below for the Dementia Bus and trainees with dementia friendly certificates:



Person Centred Care in Diagnosed and Emerging Dementia

Care for people with dementia across the care journey is fragmented and person-centred care is lacking due to lack of knowledge about the person. The standard evidence-base recommended documents have previously been used sporadically and as a result the information contained within them has not always transferred across a person's journey through services. A project on an older adult inpatient ward in Hywel Dda has collated and standardized the three most common documents to try and address this

Information collated in co-production with person, family and staff - 'everybody's business' to understand the person and the documents inform care plan on the ward and care after discharge - travels with the person. Quality of life, length of stay and staff knowledge are being used to evaluate the impact and it has recently been accepted as a Bevan Exemplar project.

Shared Care Ward Bronglais, Ceredigion

A working group has been formed to explore shared and collaborative care opportunities on the Bronglais hospital site involving acute and mental health older people's wards and liaison staff. Discussions are at a very early stage at the moment for this innovative project and there are key issues expected around the recruitment of staff and the design of the patient pathways. However, the project has support from the wider Health Board and joint working between physical and mental health services in this way is expected to improve outcomes for older people in mental health crisis.

Memory Clinic Review

The Health Board and partners have reviewed memory services across Hywel Dda to standardize a pathway of care which delivered a timely and sensitive diagnosis for service users. In order to develop this service users, the Alzheimer's society and carers were consulted with. Further, information was gathered around Welsh government targets/recommendations, NICE guidelines and evidence based practice to inform the development of the pathway.

All areas are now in the process of implementing a pathway of care in partnership with Alzheimer's society to ensure wraparound support following diagnosis psychological support where required for carers and people diagnosed with dementia.

Planned Activities

Service users involved in decisions about care - The 15 steps challenge is a quality assurance tool which invites Service Users, Carers representatives and senior staff to regularly carry out a walkabout on the in-patient units. It has had a positive feedback from staff and service users involved in the process. The process is planned to be rolled out to community team bases/outpatient

The impact of involving Carers in the patient's assessment and subsequent care is yet to be measured formally. An Assurance plan for 2018/19 will monitor compliance by staff and next steps will include;

- Audit of compliance
- Audit of Carers views
- Audit of service user views

A Stakeholder event concerning IAA in Carmarthenshire is planned for the November 2018 which is in relation to transition services.

Perinatal Support – The MH Transformation Fund is supporting development in this area to increase the capacity and quality of care for service users (Please see *Transformation Fund* section). Work is also underway to develop a Perinatal Operational Standard outlining core criteria for the service, standards and pathways for care.

T4CYP program and timely / appropriate services for all children and young people – A service development event was held with staff and stakeholders for Primary Mental Health in children and young people's services. As a result changes were agreed to the referral pathway to include school counsellors and provide training for Tier 1 staff. Additionally, a multi-partner Transition Steering Group will be established to develop a plan to improve the transition between child and adult services.

Financial Support for those with Mental Health Issues - Awareness of the need for help and support with financial planning and issues has been identified and increased in priority and profile for the Partnership Board. Training has been delivered on Universal Credit and more is planned especially for Service Users and Carers. A representative from the Department for Work and Pensions will be invited to the Partnership Board and this will help increase joint working and planning in this area. Service Users and Carers are also involved in work undertaking CTP reviews and looking at outcomes in relation to employment and finances.

Eating Disorders - Senior Clinicians from the Adult and CAMHS eating disorder services will be actively participating in the National discussions regarding the review of Eating Disorder Framework and the development of a new model across Wales; to ensure that service user needs are understood and met within the service. They will also meet with senior managers to keep them informed of the model, discuss implications for local services and actively contribute through the formal consultation period.

A Joint away day between CAMHS and Adult services is being organised to focus on a joint vision for the eating disorder service and to plan to eradicate the barriers/boundaries to a seamless transition for young people and their carers.

Monthly meetings will also be taken forward between CAMHS and Adult eating disorder services to ensure that all potential service users requiring transition are jointly treated to improve access and efficiency of the service.

Co-occurring Substance Misuse and Mental Health Issues - Areas of good practice and development from across Wales have been scoped out by the Substance Misuse service lead. The lead has also met with the Area Planning Board Executive Chair. The chair has offered her support and written to a number of agencies requesting their increase attendance and support in supporting the delivery of a draft action plan to meet the framework.

Neurodevelopmental conditions – Hywel Dda are planning to improve access to timely treatment and support for people with neurodevelopmental conditions. A recovery plan is in place with a clear objective to address the historic waiting list by March 2019. The current breaches are 176 and we anticipate through the following actions this will be cleared by April 2019

- Time limited contract with a private company to undertake additional assessments
- Additional staff recruited to provide extra assessments
- Clinical Psychologist recruited to provide additional sessions

The Neurodevelopmental Pathway is being reviewed/updated and changes are being made to pathway to include developments for ADHD. Plans are underway to include service users/ carers in this process. Also, the service is proactively establishing links with Local National Autistic Service user groups to inform improvements over the next year

The Health Board held an event in June with service users, carers and key stakeholders to co-develop bids for the Mental Health Transformation fund. The day was a success and we were able to take forward a number of bids for Partnership Board approval before submitting them formally to Welsh Government. As a result of this hard work Hywel Dda have been fortunate enough to secure funding to develop the following projects:

Aberystwyth 24/7 Community Mental Health Team (CMHT)

To develop a 24/7 drop in Community Mental Health Centre in Aberystwyth for service users and carers. The CMHT staff in Aberystwyth were motivated to become an early pilot site to test 24/7 working through employing additional mental health practitioners and peer support workers. This will be a fantastic opportunity to test a CMHC, a concept which is core to the implementation of the Transforming Mental Health Programme.

Pembrokeshire Primary Care Pilot

To fund a primary care pilot within a GP cluster in Pembrokeshire. This pilot will build upon a successful pilot in Cardiff & Vale UHB that has reported significant improvements in mental health care and a dramatic impact on referrals to primary and secondary mental health services. Two Community Psychiatric Nurses (CPNs) will be employed by mental health services to work within a GP cluster and undertake all initial assessment and ongoing care of individuals with mild to moderate mental health problems.

Llanelli Crisis Drop-In and Transport

Innovation & Transformation money will be used to develop a third sector based crisis drop-in centre in Llanelli town that will be open between 6pm and 2am, Thursday to Sunday. A transport service will also be co-located with this service.

Perinatal Peer Support

A peer support to assist women with lived experience to talk about their experience without fear. It can provide highly valuable time and support to the individual as they may be able to discuss things with them that they don't feel able to with a health professional. This sharing of story can prove invaluable in recovery, avoid isolation "I'm not alone", assist in the normalisation of PMH issues, and has the ability to introduce the service user to less informal support structures/services within their own community. Further, the bid will provide additional specialist Mental Health Practitioner time for Perinatal services.

Non-medical Prescribing Pharmacists

The development of Non-Medical Prescribing (NMP) pharmacists to support Early Intervention Psychosis, perinatal and ADHD services across the three counties. These services currently experience difficulty in accessing diagnosis and prescribing within these services. NMP pharmacists offer the opportunity to develop non-medical roles with a wider prescribing formulary than most other NMP professions. In addition to this they would provide a support role to each county with improved medicines monitoring.

Adult ADHD Service Improvement

Hywel Dda UHB currently has a significant waiting list for assessment in adult ADHD services, as the present rate of demand is outstripping the capacity of the service. The project will employ a Clinical Nurse specialist and General Practitioner sessions to help reduce waiting lists, increase support and improve links to primary care to assist with prescribing.

CAMHS Looked After Children (LAC) Social Workers

To employ social workers within the CAMHS Looked After Care (LAC) provision as mental health practitioners. The mental health practitioners will be part of the multi-disciplinary locality SCAMHS teams, with specialist skills to reduce unnecessary assessments, support social workers, promote emotional wellbeing strategies and interventions, and fast track any children that require any mental health assessments.

Overview of audit process using NPTMC plan

The Psychological Therapies Management Group consists of clinicians, managers, and service user representation and reports to the national Psychological Therapies Management Committee. The group has a clear Psychological Therapies Strategy and Action Plan which is developed and reviewed annually. The group meets quarterly receiving reports on access to psychological therapy, quality, development of post, training and governance. The group will be monitoring its progress and delivery of psychological therapies against the Wales Psychological Therapy Plan and has identified two priority areas for particular focus: The first is improvement on Outcome recording, monitoring and evaluation of services; the second area of priority is ensuring that patients referred to services receive the right level of treatment intensity required, for their mental health difficulties, in line with appropriate guidance.

Overview of intentions (bids should be processed by September)

An audit of psychological services in Hywel Dda was completed and a number of bids to develop the services have been put into Welsh Government. The bids were approved to develop the following to improve quality, range and access to the psychological services offered:

Increasing the psychological wellbeing and knowledge of the workforce across the Mental Health and Learning Disabilities Directorate in Hywel Dda University Health Board. Monies have been secured to employ a specialist practitioner to provide this service and help educate staff to be more therapeutically minded.

Additional training will be made available to existing psychological practitioners, in order to increase the menu of high intensity support for service users. Cognitive Analytical Therapy, Mentalisation Based Therapy and Mindfulness Therapy training will all be purchased, meaning more psychological therapies in Hywel Dda will be in line with the Welsh Government recommendations around evidenced based therapies (Matrix Cymru).

Increased access to systemic family therapy will be actioned. A dedicated clinical role to provide this therapy is being explored, as well as the provision of training in this area for existing staff.

Additional psychological resource will be made available to support audit and research activities within Hywel Dda.

Increasing the number of Dialectical Behaviour Therapy trained staff in Child and Adolescent Mental Health Services.

Areas of challenge

As an overarching challenge for the group we have some critical areas of Together for Mental Health to address such as delivery of preventative services and improved crisis care. We also have some practical challenges with the running of the of the group we want to address

We must overcome are the full resourcing of involvement costs, ensuring a range of people are involved and included and reaching out to service users and carers so that they feel involved in the work and aware of the role of the Partnership Board.

There is also work to do with Department for Work and Pensions (DWP) as some people are still worried about volunteering and getting involved and how this may affect their benefits and that it will not be supported by DWP. This stops people from being involved in representative roles and attending workshops and events. WWAMH have worked with DWP on this and DWP do support volunteering, however more work is needed to support this and overcome fear and worry by service users and carers. Also, some service users and carers are facing financial difficulties due to the changes to PIP assessments and ESA and are very worried about Universal Credit. Work with DWP is a priority for the coming year.

There is concern from service users and carers regarding the mental health understanding of the police and lack of trust of the police by some service users, and work is underway on this. Focus groups will be organised in the New Year by West Wales Action for Mental Health and the Police on this to give service users and carers a chance to discuss this in a safe environment. A training film has also been developed by the police with service users, carers and WWAMH to help improve understanding. The Mental Health Triage team with the police is also developing further and looking at ways to gather service user feedback on the service.

Finally, the Board have voted on who they felt would be most appropriate to chair/co-chair the meetings and this has worked well. We are aware that nationally there is a recommendation that this approach should change and as a group we hope to put forward a rationale for the current arrangements to remain.