

Cllr Vic Pritchard, Cabinet Member for Adult Social Care & Health Key Issues Briefing Note

Health & Wellbeing Select Committee Sept 2018

1. Update on the Community Mental Health Services Review

In the summer of 2017, the Council and CCG started to review the way in which mental health services need to be delivered for the population of B&NES.

The review is being carried out in four key stages:

- **Phase 1: Analyse and Plan** (May 2017 – Aug 2017)
- **Phase 2: Design and Specify** (August 2017 – January 2018)
- **Phase 3: Develop final service model** (February 2018 – February 2019)

This is the phase we are currently in. We have six working groups who are looking at everything people are telling us and developing detailed options for how community mental health services could be delivered in the future.

- **Phase 4: Implementation and Delivery** (March 2019 – April 2019 onwards)

What have people told us so far?

Public engagement: Phase 2

Here is a summary of the topics and some key points received:

How can community mental health services work better together?

- People using mental health services currently have a disjointed experience and we need to make sure there are no gaps and overlaps between services.

How can we improve coordination across mental, physical, social and wellbeing services in the community?

- People would like care coordination to be available in the community before people 'enter the system' e.g. Community Connectors in Frome.

How can we improve wellbeing support for young people aged 16-25?

- There is a lack of information on what support and services are available for young people. We need an online directory (that is kept up to date).
- There needs to be more continued support for young people who transition from child to adult services and 'shared transition standards' developed for all services working with 16-25 year olds.

How can we support people who are experiencing acute mental health crisis and prevent people's needs from escalating to this point?

- Pre-crisis and staying well are one and the same thing. We need an integrated approach to ensure that services engage with people early.
- Social prescriptions – which would be provided by GPs – should be offered as part of a staying well service.

How can we support people who use mental health services to access meaningful occupation, including education, employment and training?

- We need to do some targeted work with employers, providing training and toolkits, to help them support people who are in work.

Next steps

Further engagement will now take place with key groups and once complete, the draft service models will be created and formally consulted on with the public. It is expected that a final service model will be developed and put in place from April 2019.

Homecare Review

Homecare services are currently provided in Bath & North East Somerset by a range of local providers, who deliver in the region of 140,000 hours of homecare per annum.

We are currently undertaking a review of homecare services, working closely with Virgin Care in readiness for a new homecare pathway and contracts from July 2019.

Between June and September 2018 the project team have been undertaking a period of research, evidence gathering, engagement and co-design with key stakeholders.

Engagement to Date

We have undertaken a comprehensive series of engagement activities and key findings are as follows:

People who use or support those who use services

- value consistency of care workers
- want to be more involved in planning care, and want services that are personalised
- support the use of assistive technology alongside traditional homecare approaches
- emphasise the importance of social interaction for those using care services

Providers and commissioners

Providers and commissioners have developed a range of ideas that they think would help to improve homecare in the future. Key ideas include:

- Developing the workforce and promoting care as a career
- Flexible contracting options
- Ability to be responsive to crises or short-term need
- An emphasis on helping people to live at home rather than 'homecare'

Possible Future Models

We have produced a draft possible future service design for Bath & North East Somerset which has been well-received by both providers and commissioners. We will also be working to develop these ideas with a group of carers, via the Carers' Centre.

Next Steps

Once we have finished this period of co-design of a possible future model, we intend to make it available to the public for comment and suggestions, taking on board their feedback before finalising the service model which, subject to approval, is planned to go live in autumn 2019.

Reablement Service Review

Reablement services in B&NES are commissioned through the Better Care Fund., and include three key pathways:

- Home First (from hospital)

- Admission Avoidance (to hospital)
- Planned Reablement

They are provided by Virgin Care, as our prime provider, with additional Reablement Worker capacity commissioned from 3 Strategic Partners: Care Watch, Care South and Somerset Care.

Commissioners are currently leading a project to review and redesign the existing Reablement Service, gathering together evidence on existing strengths and opportunities for development both in-year and longer term. We are working closely with Virgin Care, as our prime provider, to design a new service to come into effect from autumn 2019.

Progress to date

Gathering evidence

A baseline audit has been undertaken to establish how the service currently works and the kinds of activities being undertaken.

Best practice

Commissioners have been reviewing national best practice including NICE guidelines, National Audit of Intermediate Care data and innovative approaches in other areas of the country.

Engaging with staff

The project team have visited reablement teams and gone on visits with them, in order to learn more about the service and how it is currently working and can be improved in future.

Planned engagement and next steps

We are holding a service design workshop in October to draw together providers, commissioners and key local stakeholders, and develop an outline model for future services

We will seek to undertake targeted engagement with people who have used the service, in order to hear their views.

When we have developed a draft service model we will undertake consultation with the public in order to seek their feedback before finalising our thinking.

The new service is due to go live in autumn 2019.