# Working collectively to review the mental health system

COMMUNITY TRANSFORMATION NHS ENGLAND: TEES VALLEY

MENTAL HEALTH

Reminder of core aims of Community Transformation

- To deliver a new mental health community-based offer which allows for collaborative pathways across the system it operates within.

- Create a **core mental health service** which is aligned with **primary care networks and voluntary sector organisations**

- Ensure services are **accessible** to the community it serves and **inclusive of population need.**

- Allow the individual seeking advice and support the right care, at the right time in the right place and in doing so **ensure timely access to care**
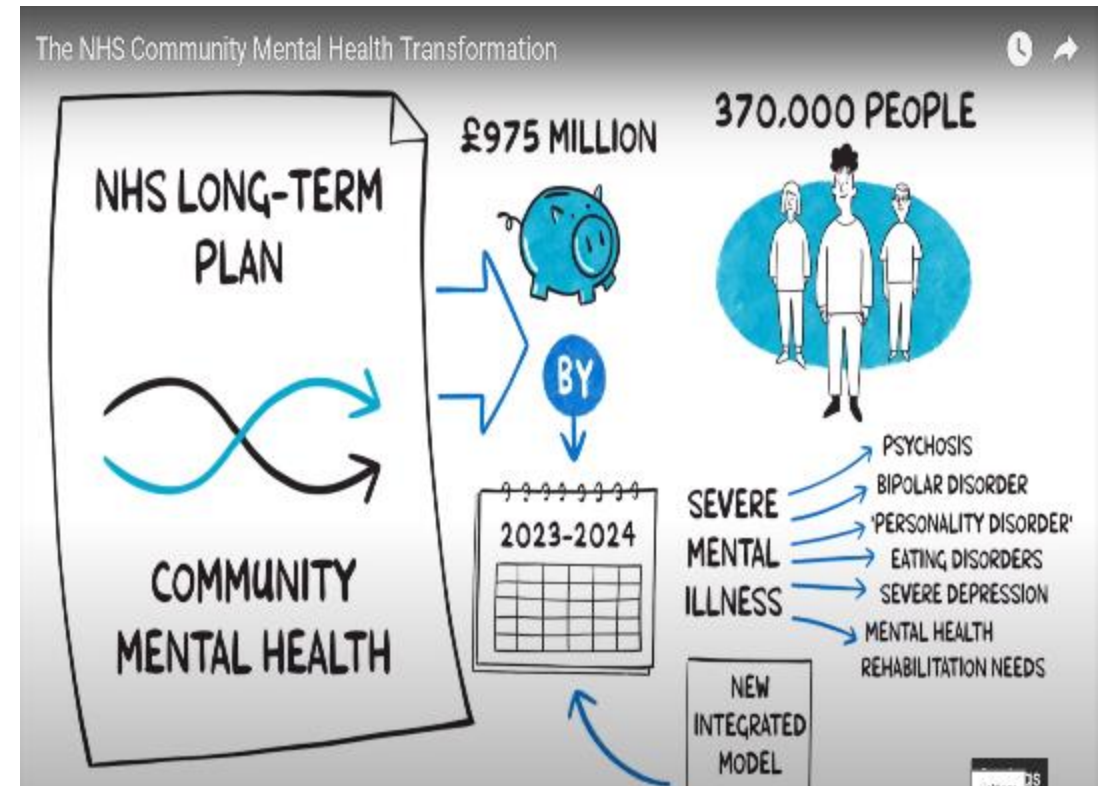
What's been happening so far

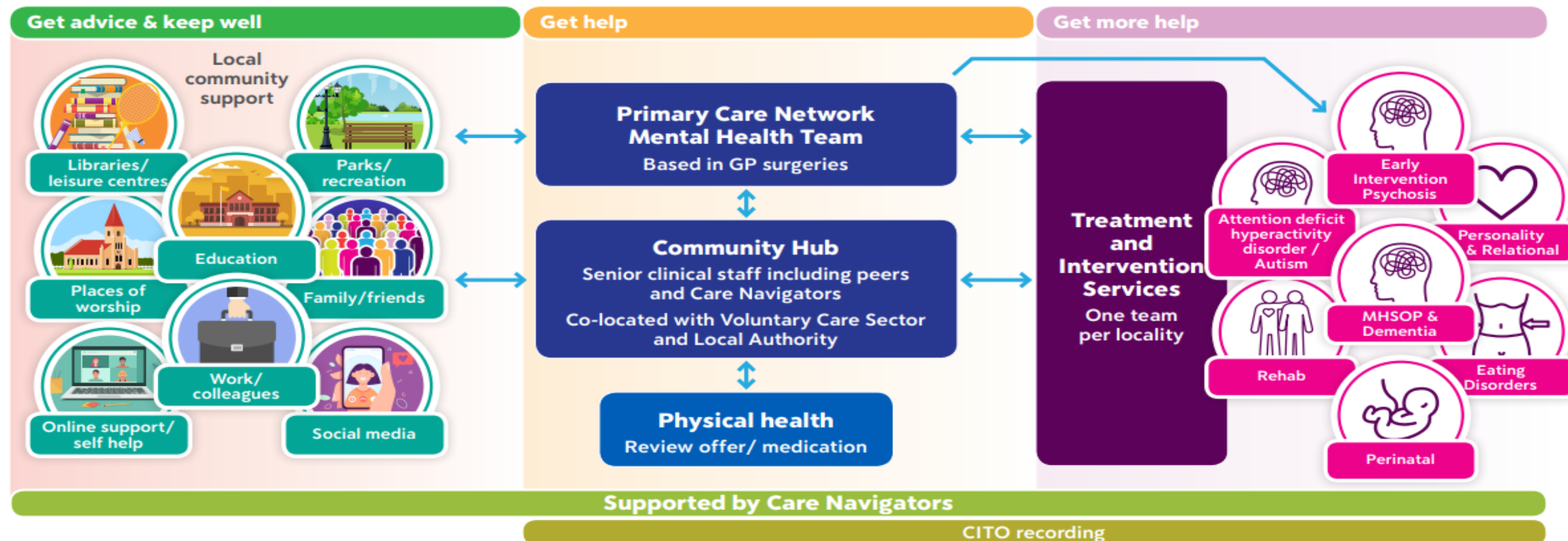## COMMUNITY TRANSFORMATION NHS ENGLAND: TEES VALLEY

Community Transformation
Our vision:

- Integrated services delivering collaborative pathways which meet the needs of the local population
- Empowering individuals to choose and manage their own personalised recovery, as experts in their own mental health (informed by social, cultural and ethnic needs)

Get advice & keep well

Local community support

- Libraries/ leisure centres
- Parks/ recreation
- Education
- Places of worship
- Family/friends
- Work/ colleagues
- Online support/ self help
- Social media

Get help

Primary Care Network Mental Health Team
Based in GP surgeries

Community Hub
Senior clinical staff including peers and Care Navigators
Co-located with Voluntary Care Sector and Local Authority

Physical health
Review offer/ medication

Get more help

Treatment and Intervention Services
One team per locality

- Early Intervention Psychosis
- Attention deficit hyperactivity disorder / Autism
- Personality & Relational
- MHSOP & Dementia
- Rehab
- Eating Disorders
- Perinatal

Supported by Care Navigators

CITO recording

Principles:
- We accept each other's assessments • We do not refuse a referral
- There is no wrong door to Get Help • Patients are not "discharged" by services

NHS

Working as a system place based approaches

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MENTAL HEALTH

Darlington in more detail

- Working group set up January 2022

- Information Governance agreed

- Virtual Hubs being established

- 700 club leading:

    - Wellbeing Hub Project Manager role

    - Transformation Placed based funding

- Physical locations being looked into for co-location of partners

- Next steps- delivery plan for Darlington owned by all partners

Internally: what is the remit of each TEWV reconfigured team?

COMMUNITY TRANSFORMATION NHS ENGLAND: TEES VALLEY

MENTAL HEALTH

Primary Care Network Mental Health Team

MDT input across both as a shared resource

Remit of each team

Community Hub
- Triage and assessment
  - Medication reviews
    - Interventions:
  - Graded Exposure
  - Anxiety Management
    - Hearing Voices
    - Life line work
  - Stress Vulnerability
    - Sleep Hygiene
      - CBT
      - Clinics
- Physical wellbeing checks
- Signposting and navigating
- Interface with PCN workforce
- ASD/ ADHD assessment
  - Peer support

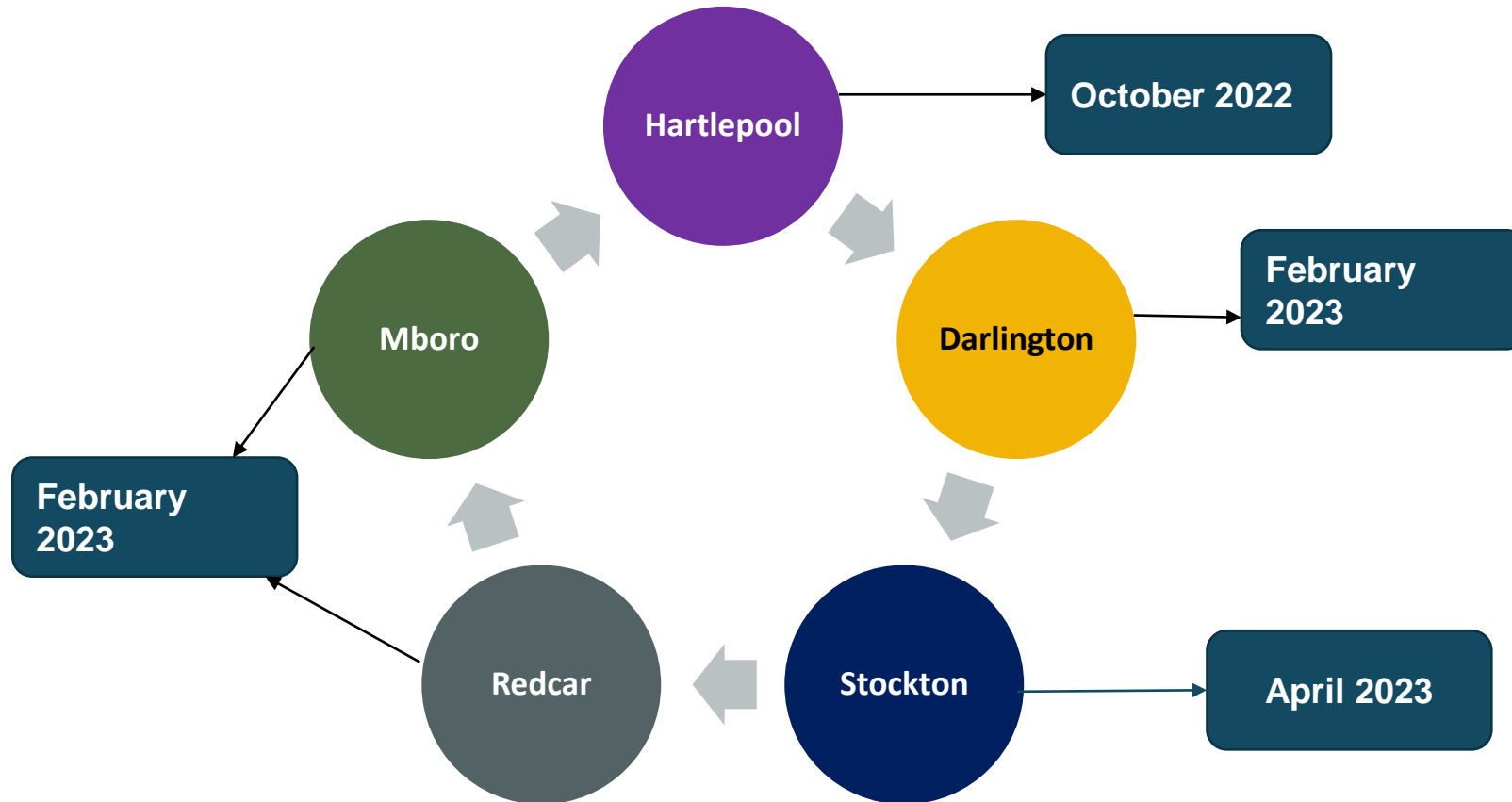**Treatment and Intervention Services**

- Complex presentation and prescribing
  - Risk Management
  - ASD/ADHD complex needs
  - Governed therapies
- Intense/high frequency /complex referrals
  - Physical wellbeing checks
  - Interface with PCN workforce
    - Peer support

Access, Affective and Psychosis teams will be reconfigured into the hub and treatment teams

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Go live expected dates (*internal reconfiguration*)

-Phased approach to allow for learning and growth of the model

-Staff organisational change requires set process and time to consultation

Hartlepool → October 2022

Darlington → February 2023

Stockton → April 2023

Mboro ← February 2023

Expected outcomes / outputs through the model

- No wrong door – no rejections: *Community Navigator post pivotal to this.*

- Patient flow simplified: Easier navigation for patients and staff

- Holistic offer – patients will receive a package of care from TEWV and system partners

- Staff recruitment/ retention and wellbeing

- Earlier access to support/ guidance and interventions

MENTAL HEALTH

Recognition of work to date

April 2022 South Tees Healthwatch awards

The STAR Awards of Recognition 2022

News – 13 April 2022

Celebrating those who have gone above and beyond in health and social care!

TEWV scoop a special award for leading the way

Our Tees Valley community mental health transformation team have picked up the Leading the Way for Change Award at the Healthwatch South Tees STAR Awards.

"Our lived experience board members have been integral and have not only guided us, but given the vision true meaning. They have been instrumental in ensuring the programme has progressed to the point it is at today."

Recognition of work to date

Rethink Mental Illness Publication September 2022

"We have gone on to this journey and forged that relationship with partners, and now we started discussing live cases together. I'm amazed how much one or two sectors have to offer how much is out there, other than medicalising every problem that comes our way and saying either: 'medications or therapy'.

Transformation Lead, NHS, North East and Yorkshire

"Providers can put their information on there and it has become very much like a local directory. You've got everything on there from archery to zumba! If you were looking for something in the community of Hartlepool, you can create an account and search 'mental health' and it will give you 175 hits."

Leader, local authority, North East and Yorkshire

"The one thing that came up very strongly in our area was that people want a one-stop shop where they could come and talk to people, you know, get advice, get involved in different things and I guess maybe that model is kind of what we're trying to implement public wide."

Manager, NHS, North East and Yorkshire

"Once we're in the community hubs, it will be easier to know what's out there, because we'll all be under the same hub."

Expert by Experience, North East and Yorkshire

People spoke of the real momentum that was achieved when organisations came together in person. Interviewees in Tees, Esk and Wear Valleys talked about using the hubs in Middlesborough, Hartlepool and Stockton as places to test out ideas and collaborations using trial and error, developing an understanding of what the community wants.

"Stockton was probably one of the biggest ones – so many people in one room at one point they were literally lining the walls, there was real interest and real momentum. And that was great because we started off by talking about the framework and talking about the principles of what we wanted to do. It is still small compared to what the transformation needs to be. But in my eyes... it's a good example of what we can do with scale."

Manager, NHS, North East and Yorkshire

Hubs are often treatment focused, but in Tees, Esk and Wear Valleys the hubs are looking at wellbeing more broadly.

Thank you for listening.
Any questions?

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