

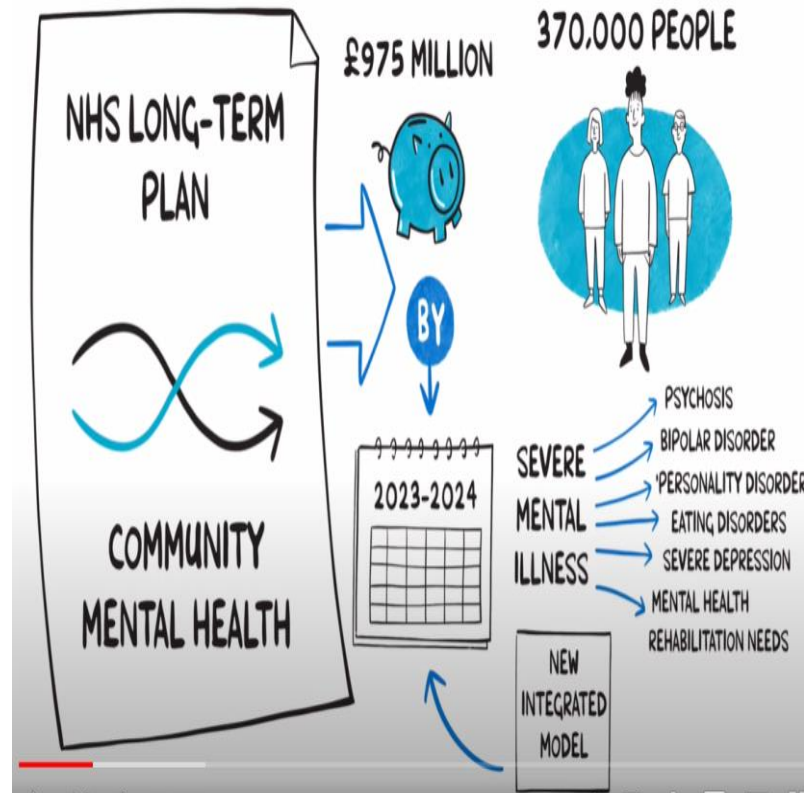
Community Mental Health Transformation Programme (CMHT)

Forest of Dean
January 2023



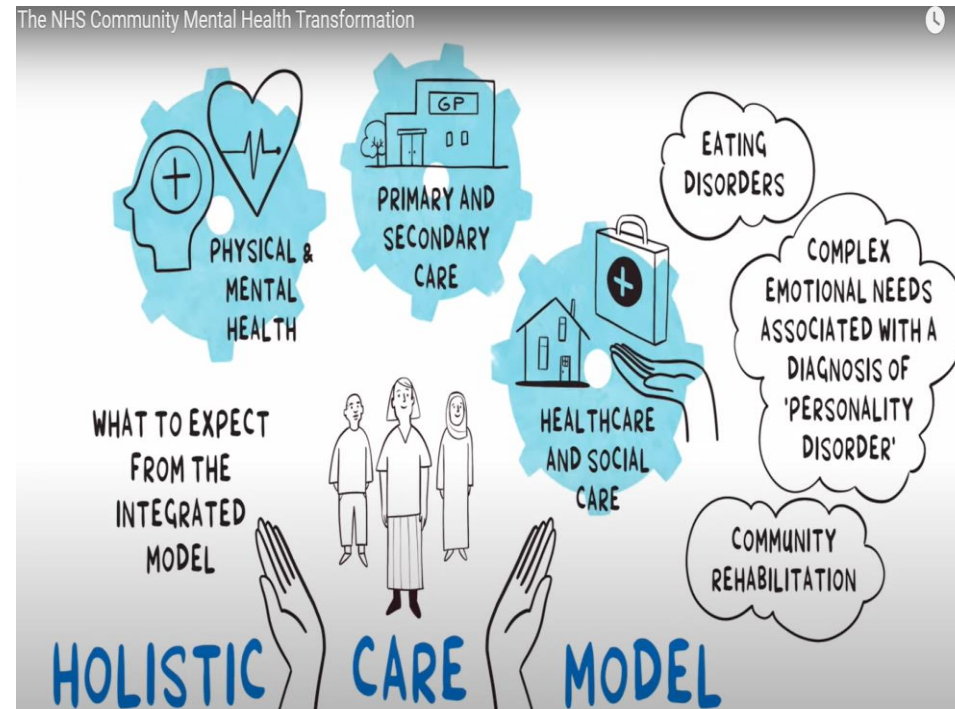
Our future: The Community Mental Health Transformation programme

- Part of the NHS Long Term Plan
- To improve experience and outcomes for people with Serious Mental Illness (SMI)
- Connect and Integrate the range of services that people use
- Joined up partnership working with increased access for people with SMI



Our future: The Community Mental Health Transformation programme

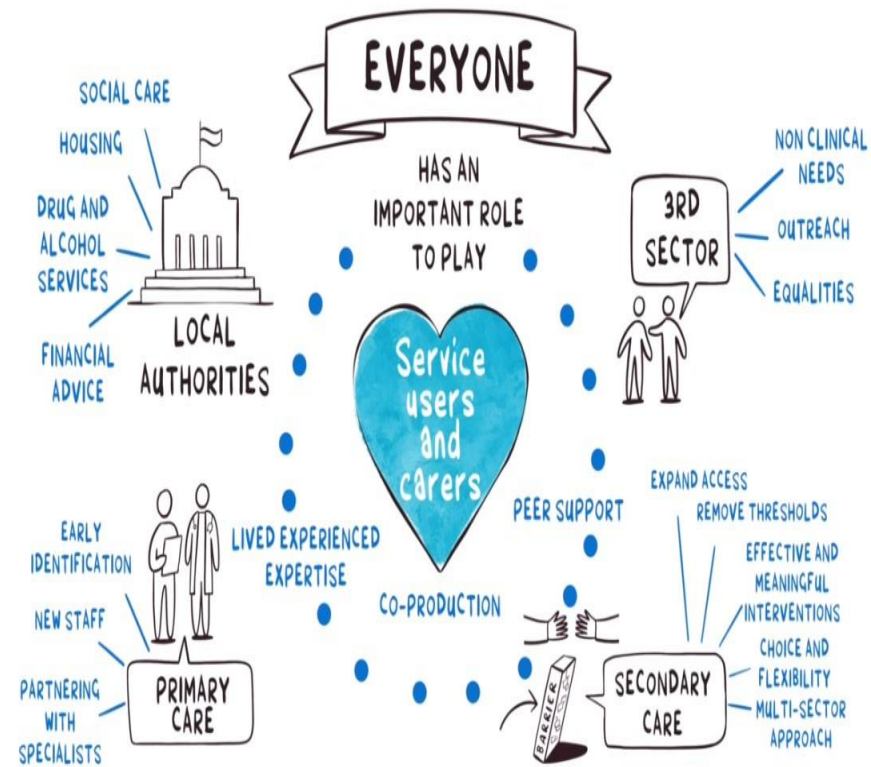
- Better experience for service users accessing Primary, Secondary and VCSE care
- Specialist mental health workers in GP surgeries
- Develop and increase services for:
 - Employment
 - Complex Emotional Needs
 - Physical Health
 - Eating Disorders
 - Rehabilitation
 - Housing



Our future: The Community Mental Health Transformation programme

How do we make that happen?

- “Locality Community Partnership” (working title)
- Proposal and structure by GHC
- Processes, operational procedures, Experience feedback and continual development by all parties.



CMHT Workstreams

Live Transformation Projects (in scope)					Service Model Development				Programme Enablers	
Physical Health Checks SMI IN PROGRESS	Eating Disorders IN PROGRESS	Housing & Employment In Development (IPS already planned expansion)	Complex Emotional Needs IN PROGRESS- Requires expansion	ARRS IN PROGRESS	Locality based Community Mental Health Teams Planned for Forest of Dean	Access and Assessment (Inc wait times) Using DIALOG+	Rehabilitation	People Pathways-linked to assessment	Comms & Engagement Engagement and briefings provided for Forest of Dean Stakeholder Event January 31 st Speech House	Finance & BI Planned for 23-24 Requires SDF and MIS alignment for Business as Usual funding
Experience Based Co-design and co-production										
Personalisation										
Health Inequalities										

Assessment and Outcomes

Implementing DIALOG as an Assessment AND Outcome Scale (Patient Rated Outcome Scale)

Workshop and report from Experts by Experience (Inclusion Gloucestershire)- Agreed useful, but not in Crisis or S136 situations

Implementation for FoD teams
Asked VCSE partner to trial (Guidepost)

Needs EbE feedback after implementation

DIALOG Scale

1	2	3	4	5	6	7
totally dissatisfied	very dissatisfied	fairly dissatisfied	in the middle	fairly satisfied	very satisfied	totally satisfied

1. How satisfied are you with your mental health?
2. How satisfied are you with your physical health?
3. How satisfied are you with your job situation?
4. How satisfied are you with your accommodation?
5. How satisfied are you with your leisure activities?
6. How satisfied are you with your relationship with your partner/family?
7. How satisfied are you with your friendships?
8. How satisfied are you with your personal safety?
9. How satisfied are you with your medication?
10. How satisfied are you with the practical help you receive?
11. How satisfied are you with your meetings with mental health professionals?

3
4
1
2
6

How
1
totally dissatisfied

Accommodation
Leisure activities
Partner / family
Friendships
Personal safety
Medication
Practical help
Meetings

1	2	3	4	5	6	7
Totally dissatisfied	Very dissatisfied	Fairly dissatisfied	In the middle	Fairly satisfied	Very satisfied	Totally satisfied

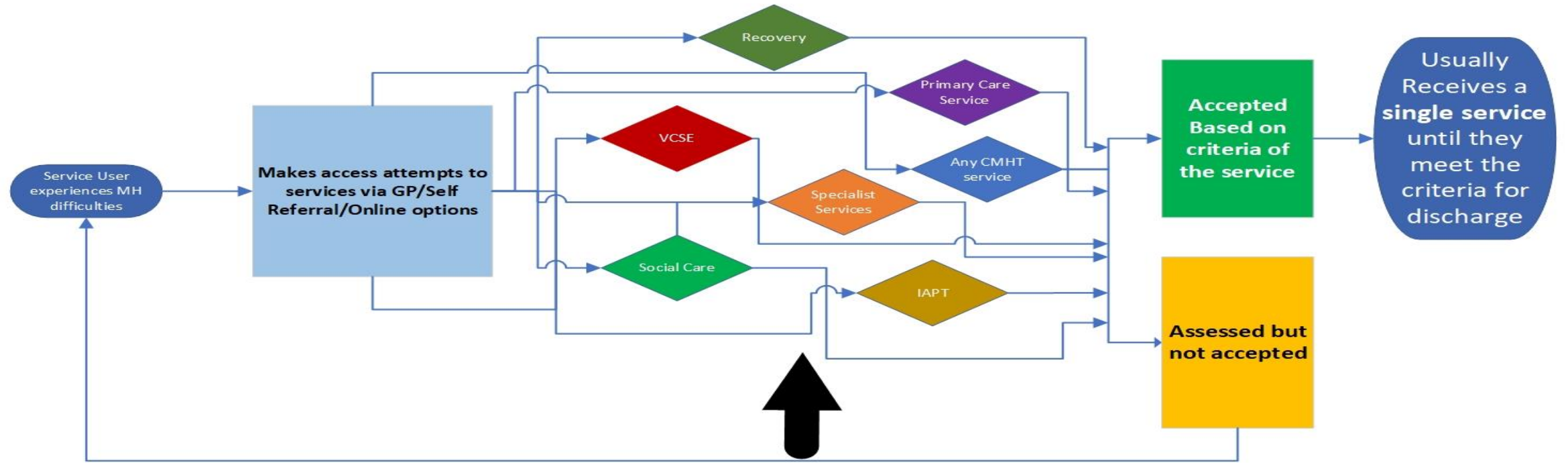
QUESTION	SCORE	Would you like help in this area? (Y/N)
1. How satisfied are you with your mental health?		
2. How satisfied are you with your physical health?		
3. How satisfied are you with your job situation?		
4. How satisfied are you with your accommodation?		
5. How satisfied are you with your leisure activities?		
6. How satisfied are you with your relationship with your partner/family?		
7. How satisfied are you with your friendships?		
8. How satisfied are you with your personal safety?		
9. How satisfied are you with your medication?		
10. How satisfied are you with the practical help you receive?		
11. How satisfied are you with your meetings with mental health professionals?		

CMHT as is

CURRENT MAP OF SERVICE USER ACCESS

Phase: Access to Locality Community Partnership

SERVICE USER FLOW



NARRATIVE

When people experience difficulties there are numerous services available. Many are Self Referral

Services Users can have:
A brief assessment in Primary Care
Triage with a chosen service
Access questionnaire
Usually criteria and problem focussed

There are many services available, some with direct access. Many have an 'inclusion' and 'exclusion' criteria. Many services have 'Thresholds' for access. Many services have a focus on particular needs
EACH SERVICE CAN MAKE AN INDIVIDUAL DECISION ON ACCEPTANCE

When a service user is 'accepted' it can unintentionally exclude acceptance by another service (Mental Health and Substance Misuse are case examples)

*THIS MAP IS A GENERALISED EXAMPLE TO HIGHLIGHT AREAS FOR CHALLENGE
1000's of referrals are accepted appropriately across Gloucestershire with a positive outcome.
The challenge is where potential service users need multiple services or where it will be a better outcome id services are delivered together*

What happens now

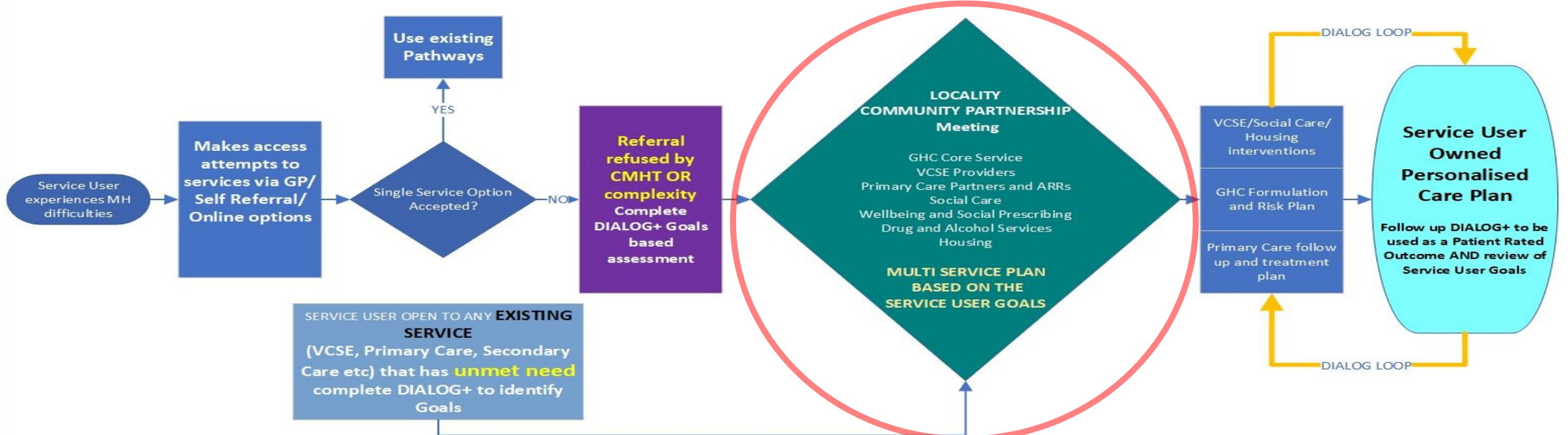


CMHT Proposed (Draft)

SERVICE USER ACCESS-Transformed Locality Community Partnership

Phase: With LCP

SERVICE USER FLOW



TASKS

Make information clearer on MENTAL HEALTH vs MENTAL ILLNESS access

PRIMARY CARE AND OTHER ACCESS POINTS-DIALOG IMPLEMENTATION

HOW DO WE INCORPORATE:
New HELPLINE Connectivity
GHC Web Page
G-Care Guidance
ARR's Integration

Define access to LCP where service users needs cannot be addressed by a existing single pathways (IAPT, Crisis, Young Gloucestershire etc)

UNMET Need=continued access to urgent care and partner agencies.
No improvement with single service
Service user feels high level of dissatisfaction on DIALOG scale/ requests help on DIALOG items

NEEDS
ToR
Membership Confirmation
Venue
IG principles

IMPLEMENTATION
Band 6/7 Lead for locality
VCSE Navigator
Evaluation Process and Codesign by EbE

Multi service plan

-Can use 'Staying Alive Options)
-Use GHIN/FERN Template for plans

NEEDS EbE design for Care Plan Format and Staying Alive Options

What happens proposed



What next

- We need to hear more about peoples experience
- We need partners to make the model work
- We need to review, improve and feedback changes as they happen
- We need to see things from a service user, carer, provider perspective
- We need to say thank you for the support we have received already
- www.ghc.nhs.uk/news/community-mental-health-transformation-in-gloucestershire/

