

Care Services Improvement Partnership **CSIP**

National Older People's Mental Health Programme



**North East, Yorkshire & Humber Region
&
North West Region**

**Everybody's Business
Managed Learning Network Bulletin**

April 2007

Developing services to meet the
Mental Health Needs of Older People

Welcome to the 2nd News Bulletin for the North East, Yorkshire and Humber & North West Managed Learning Network for Everybody's Business.

This edition highlights the planned outcomes of 3 of the 10 key theme work groups. There are local updates on current work from Manchester and Bradford.

MLN members are able to access and share information utilising secure web pages within the CSIP Knowledge Community Website www.kc.csip.org.uk

There is information freely available for all to view on the web pages for the CSIP Older Peoples Mental Health National Programme, including reports, presentations and further information on the MLN. Just click on the link below

www.olderpeoplesmentalhealth.csip.org.uk



CMHT/ Intermediate Care Key Theme Group

1. To develop an adequate multidisciplinary and Integrated Health and Social Care Team.
2. For service users and their carers to get appropriate and timely information and signposting to services early in their illness.
3. To have the ability to share information with partners as part of the Single Assessment Process (SAP).
4. To have a care planning system and documentation that dovetails specialist mental health assessment with SAP.
5. To provide a full range of mental health treatment based on need and not age.

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Manchester takes on 'Everybody's Business'

Since joining the network we have established a local partnership network which includes contributions from Voluntary Sector I(Mary Duncan), Care Trust(Alison Marriot, Janet Costello, Tereasa Grogan, Jill Tiernan), PCT (Sarah Doran), and Joint Commissioners(Tracey Langely). We are seeking to improve our representation from Local Authority, Consultants and Acute Trust. We have established a terms of reference and identified several change cycles under nine themes and meet every six weeks to discuss development, share challenges and raise awareness of the many challenges which face mental health services. The change cycles are at both operational and strategic level. These include.

Liaison Psychiatry: Assumption: Older People with mental health needs in acute hospitals are not consistently assessed and that staff are not adequately trained.

Change Cycles:

- Promotion of link workers with acute settings
- Commissioning report regarding specialist mental health service for Older People with mental health needs.

Culturally Sensitive Services: Assumption: Those carers in North Manchester caring for older adults with dementia access carer support which is culturally appropriate and supportive.

Change Cycle:

- To ensure carer of people with dementia receive the knowledge, awareness and support they require to give the best possible care, information and advice.

Service User and Carer Engagement: Assumption: Increased contribution from users and carers in the commissioning and delivery of quality services across the health and social care partnership.

Change Cycle:

- To promote 'Speak Easy' sessions within Assessment and Treatment Units facilitated by older people.
- Development of user, carer and staff champions.
- Ensuring users and carers are involved in care planning arrangements.
- Promotion of service user and carer involvement in the development of primary care mental health services.

Intermediate Care: Assumption: All older people access Intermediate Care and receive equality of flexible care planning approaches

Change Cycle:

- Improve pathways from inpatient and community mental health services.

Commissioning: Assumption: Older People with mental health needs will access Crisis Resolution and Home Treatment services.

- Preparing evidence and challenge to ensure older adults access services on need not on age.

Workforce: Assumption: Promotion of non-discriminatory practice while raising awareness of the needs of older people.

Change Cycle:

- Through using 'Lets Respect' resource materials, raise awareness of Local Authority staff within day care services of the needs of older people with mental health needs.

Commissioning Theme

Overall objective:

To develop an understanding of what a good commissioning strategy for services to support older adults with mental health needs looks like and of how local health and social care communities might go about developing such strategies.

Specific objectives:

1. **Content** - identify the content of a good Commissioning Strategy
 - Expand on Commissioning Strategy section in Everybody's Business commissioning checklist.
 - Clarify the extent to which work on the themes needs to be incorporated.
2. **Process** – identify what works in the process of commissioning
 - How to achieve 'buy-in' from stakeholders.
 - Recognition of the changing relationship between commissioners and providers.
 - Getting agreement on dis-investment/re-investment and re-designing services.
 - Process as iterative and flexible e.g. forecasting need may take longer to develop than shorter/medium term service changes.
3. **Policy context** – understanding the implications of national policy
 - Practice Based Commissioning
 - Payment By Results
 - DH Commissioning Framework (Non-acute due December 2006)

4. **Situational** – situating commissioning in the context of local strategic approaches to and commissioning of older people's and mental health services

- Clarity on how commissioning services to support older adults with mental health needs fits with wider older people's local strategic approaches and commissioning (specifically ensuring that people with mild/moderate mental health needs are able to access an appropriate range of non-specialist services and that the physical health needs of people who have accessed specialist services are addressed).
- Clarity on how commissioning services to support older adults with mental health needs fits with wider 'adult' mental health local strategic approaches and commissioning (specifically how opening up access for people 65 and over to services such as psychology, crisis and out-of-hours is handled)

The group have also developed and distributed a good practice questionnaire, which is available to view on the web pages for the Managed Learning Network

www.olderpeoplesmentalhealth.csip.org.uk

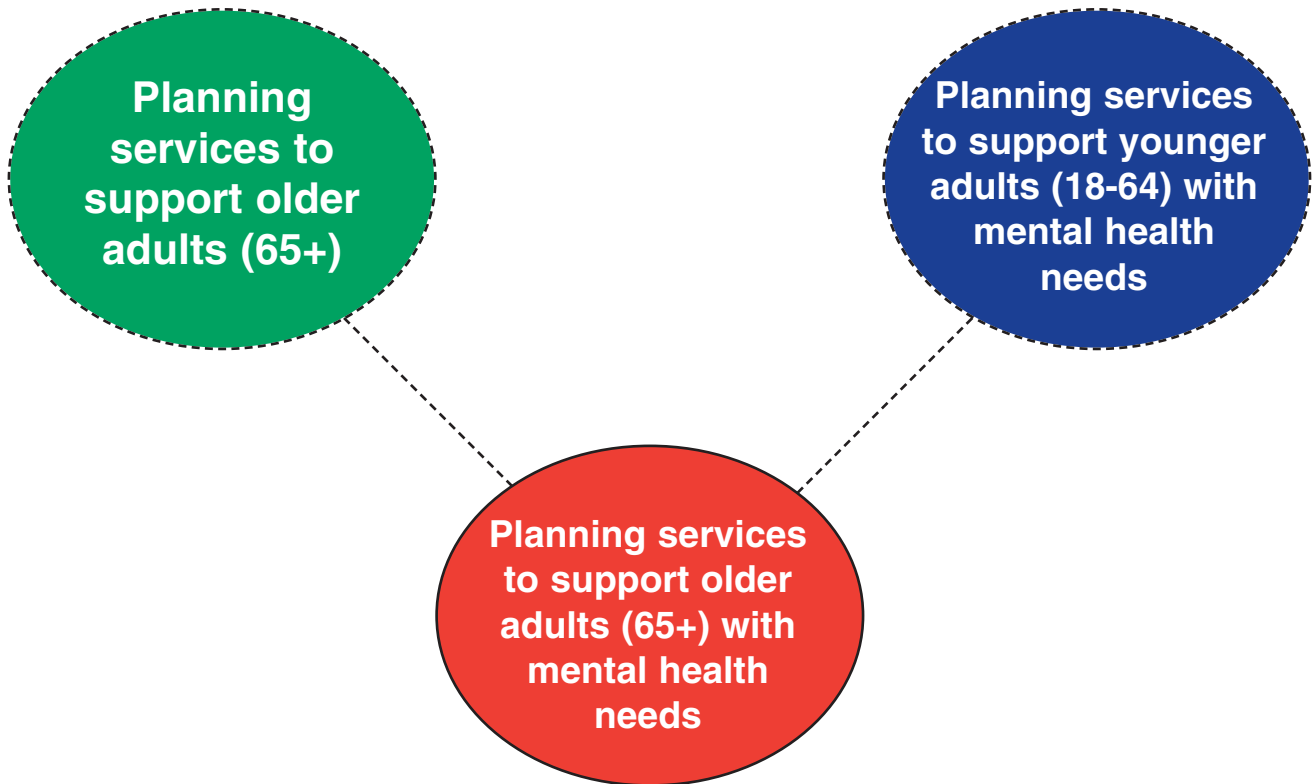
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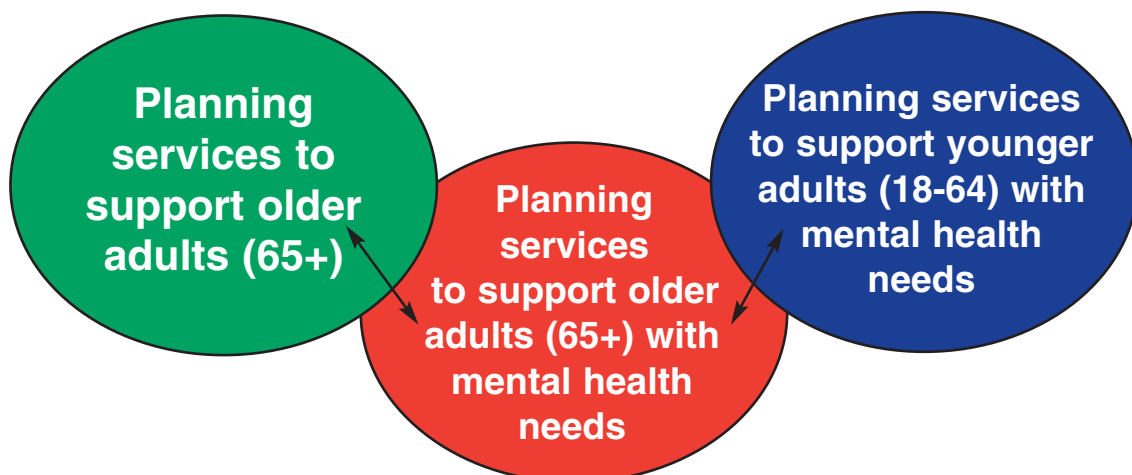
Commissioning Theme – Situation now:

Some links but overall quite separate mechanisms and processes



Where we want to get to:

Robust links, with clearly understood overlaps and underpinned by connected mechanisms and processes.



Workforce Theme

- Map/identify current strategy/ongoing work within 'localities' across organisations, including extrapolation of any specific OPMH work
- Identify OPMH training and education needs for all staff across the OPMH Care Pathway and establish training and education re OPMH as appropriate (e.g. 'ten essential shared capabilities')
- Determine "what is the OPMH workforce" by numbers of staff, by discipline and organization, by specialist staff/roles and by skills and competencies (e.g. knowledge and skills framework)
- From the identified workforce, articulate related issues, including clinical and corporate governance, improving working lives, cultural and gender mix, recruitment and retention and attrition.
- Use the findings from work around the objectives to develop a 'SMART' action plan which may be owned by all stakeholders as the basis for joint strategy in each 'locality'.

Ultimately, it is intended that these objectives – and the resultant findings - will form the basis for development of workforce issues across organisations and stakeholders in a joined up way toward, at least, the broad objectives of the 'Everybody's Business' service development guide.

A copy of Paul Mander's Power Point presentation on the MLN and the workforce theme is available to view on the MLN pages.

www.olderpeoplesmentalhealth.csip.org.uk

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“All of us are struggling with the same issues -integration of CMHTs, removing age discrimination, preparing for Foundation Trust status etc.

It is so beneficial to share thinking and work, learning from each other, with the CSIP guidance about national thinking and direction. The linkages between us all, and the link between local organisations and the Centre can only be a very cost effective and efficient use of leadership /management time.”

“I was delighted when the Everybody's Business Guide was published last year. It is really helpful to have a national driver and this provides a useful lever for raising the profile of the work. But my service modernisation role to deliver EB was still feeling like quite a lonely and challenging mission.

Becoming a member of the MLN has been fantastic opportunity for me. I can learn from the work and ideas of others which saves re-inventing the wheel or making the same mistakes. But more than that, the support of like minded colleagues always fires up my determination and energy to succeed. As I said to my Director of Mental Health, attending an EB MLN meeting is like swimming in a shoal of fish all going in the same direction and feeling like for once the current is behind you! (- as opposed to swimming against the tide on ones own!)”

“I feel that the Managed Learning Network has given me the opportunity to network on a professional basis with people who have the same passion for working with older people with mental health problems, and are committed to promote service improvements for this client group.”

“For us locally in Doncaster and Rotherham being part of the MLN has given us a base to adopt and adapt where necessary the principles of Everybody's Business. Its about spreading the word and sustainability....as passionate early adopters we intend to do that and the MLN not only gives us the support to do that but skills to do it as well through shared learning.”



Bradford & Airedale

Over the next two years, Bradford's ground-breaking **Older People's Health in Mind Programme** will use POPP's funding to deliver innovative new services to help older people with mental health needs and their carers to improve their quality of life, to stay independent and healthy.

Health in Mind is a multi agency programme, and is supported by organisations from all areas of health and social care and the independent sector, including:

- Bradford Social Services
- Bradford & Airedale teaching Primary Care Trust
- Bradford District Care Trust
- Bradford Alzheimer's Society
- The University of Bradford
- Voluntary and Community organizations across Bradford and Airedale
- Bradford Teaching Hospital Foundation Trust
- Airedale NHS Trust

The Programme Contains 5 Exciting Projects that will create a range of new services.

The Community Involvement Project

- Is creating 12 well-being cafés where older people and carers can obtain mental health advice & support in relaxed settings
- Is helping voluntary and community organisations to develop new services, aimed at helping older people with mental health needs to stay active in their communities
- Is creating an older people's community website, helping people to keep in touch 'online'

The Managed Care Network Project

- Is creating 4 Community Mental Health Teams, to provide a wider range of specialist mental health support in local communities
- Is developing clear 'care pathways' to mental health advice and support, building on evidence of best practice and an understanding of local needs
- Will ensure that the effectiveness of care pathways and community mental health teams is

regularly evaluated, with findings published in a public annual report

- Will continually involve older people and their carers in evaluating and improving care pathways

The Leading and Teaching In Mental Health Project

- Will develop a university accredited training course, through which students can enhance their mental health awareness, and learn techniques for increasing the awareness of others
- Will support 35 practitioners (e.g. nurses, social workers, therapists) to complete this course, who will then cascade their mental health awareness to other practitioners — to ensure older people's mental health becomes Everybody's Business

The Community Enablement Project

- Will create 3 new specialist mental health home care teams, providing short term intensive support to help older people with mental health needs and their carers through particularly difficult times
- The teams will work very closely with the new Community Mental Health Teams
- These teams will help people to stay at home where they might otherwise need to be admitted to hospital or residential care
- The teams will also work closely with the community health teams and other home care services to ensure that the best combination of support is made available as and when needed.

The Telecare Project

- Telecare is all about devices that help to monitor safety at home, and ensure there is a timely and sensitive response if that person puts themselves at risk.
- The Telecare Project aims to provide telecare support for 600 people with mental health needs

More info can be found at our website –
www.bradfordhealthinmind.nhs.uk

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