



Integrated Care System

Shropshire, Telford and Wrekin

Shropshire, Telford & Wrekin Community Mental Health Transformation

Everyone working together

Making services easier to access and use

Improving overall wellbeing

In this edition:

- What is Community Mental Health Transformation?
- Primary Care Networks and their role
- Focus on Rehabilitation

Newsletter

November 2022

Dear Colleague,

Welcome to the second edition of the Community Mental Health (CMH) Transformation newsletter. There has been some time since the first issue in spring time and since Shropshire, Telford and Wrekin Integrated Care Board and MPFT has undertaken a project reset to ensure we are able to deliver the project outcomes and ambitions of the transformation.

This newsletter demonstrates some of the transformation taking place and outlines the ways in which we are keeping the project on track; such as using a roadmap released by NHS England to align our project plan to the workstreams and key milestones focusing on three fundamental changes.

Strengthen governance

The project reset has enabled us to review and amend the project governance structure so decisions can be made quickly, enabling the project to move at pace. We now have increased project support and our clinical team resources are aligned to specific roadmap milestones.

Population health data supporting decision making

Data packs have been developed working with system partners by using the health equity assessment tool produced by Public Health England. The data has enabled us to configure existing teams and ensure the right composition of staffing to meet the needs of the

local population. We used the data to identify wider determinants of health at a local level and we are commissioning Voluntary Community and Social Enterprise (VCSE) organisations to address these wider determinants to address health inequalities.

Partnership and engagement

We have begun to focus on partnership and engagement starting with service users and carers to make sure there is involvement across all levels of the transformation. A recent successful VCSE engagement event looked at the development of plans for use of funding for VCSE organisations; the exploration of grant funding for smaller and local VCSEs to support local communities and to understand existing provision and any gaps.

We have a clear focus on engagement with Primary Care as well as both local authorities. The project reset is driving forward our ability to deliver the transformation as a system. As such we have gained positive responses from partners.

We have successfully recruited 33 additional staff focusing on our psychology workforce, embedding mental health practitioners Primary Care Networks and the recruitment of a professional lead for lived experience.

This is all great progress and we are excited for you to read more about our journey to transform community mental health in Shropshire, Telford and Wrekin.

Paul Bowers
SRO for Community Mental Health

Frances Sutherland
*Head of Transformation and System
Commissioning. Mental health, learning
disabilities, autism and children's*



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WORKING
TOGETHER**



**MAKING
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**IMPROVE
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WHAT IS COMMUNITY MENTAL HEALTH TRANSFORMATION?

Community Mental Health (CMH) Transformation has allocated annual investment to enable a fully transformative model across primary and secondary care for people with Serious Mental Illness (SMI).

CMH Transformation will actively bring together local NHS organisations, local authorities, voluntary and community organisations and people with lived experience to transform adult community mental health care and support services to be delivered locally. The programme will improve access and waiting times for service users whilst ensuring care is flexible, timely and easy to access.

There are three dedicated focus groups:

- **Rehabilitation**
- **Eating Disorders**
- **Complex mental health difficulties (Personality Disorders)**

The model will also focus on the improvement of physical health for people with SMI. There is a robust programme governance structure in place to enable cross sector collaboration. The programme supports development of existing workforce through exploring innovative workforce configurations, expanding Multi-Disciplinary Team (MDT) approaches across clinical and non-clinical roles and the introduction of new roles including lived experience individuals.

To date 33 new roles have been recruited to as part of the transformation programme and these staff are now settling into their new positions.

HAVE QUESTIONS?

To find out more and to get involved email
CMHTransformationSTW@mpft.nhs.uk



PRIMARY CARE NETWORKS

How CMH Transformation links to Primary Care Networks?

Primary Care Networks (PCNs) are local groups of GP practices serving communities of 30-50,000 people that are working together and with local partners to more effectively integrate community mental health services and share resources to increase capacity and access.

NHS Shropshire, Telford and Wrekin ICS has 51 member GP practices, which fall into seven PCNs and our Community Mental Health Teams are aligned as follows:

- North Shropshire Community Mental Health Service – North Shropshire PCN
- Central Shropshire Community Mental Health Service – Shrewsbury PCN
- South Shropshire Community Mental Health Service – SE Shropshire PCN and SW Shropshire PCN
- Telford & Wrekin Community Mental Health Service – Newport & Central PCN, South East Telford PCN, Telford PCN, Wrekin PCN

Service Manager/Ops Leads for each team:

North Shropshire Mental Health Service

North Shropshire Team
Ops Lead – Nikki Marrs-Mitchell
Quality Lead – Alison Franklin

Central Shropshire Mental Health Service

Shrewsbury East MH Team
Ops Lead – Brogan Browett
Quality Lead – Emma Jobling

Shrewsbury West & Rural MH Team
Ops Lead – Hannah Corfield
Quality Lead – Anna Clutton

South Shropshire Mental Health Service

South Shropshire Team
Ops Lead – Terri Greenhalgh
Quality Lead – Kat Evans

Telford & Wrekin Mental Health Service

Telford & Wrekin Mental Health Team
Ops Lead – Jo Andrews
Quality Leads – Liz Dukes, Lisa Wilson

HOW WILL IT WORK FOR OUR COMMUNITIES?



KEEPING YOUR NETWORK ENGAGED

It is important that your family or network are closely involved in your care and engaged throughout the process, providing and receiving support themselves.

CONCERNS ABOUT MENTAL HEALTH

It is important to get the right advice from the right services at the right time. The transformation aims to enable you to only need to tell your story once.



WORKING TOGETHER

Local services working with you to ensure you have access to the right care from the start no matter the need.



COMMUNITY BASED HEALTH AND SOCIAL CARE

Locally based practical help and advice to develop your plan of care.



MULTI-AGENCIES WORKING TOGETHER

Professionals from a range of organisations and agencies working together, supporting you to move forward.



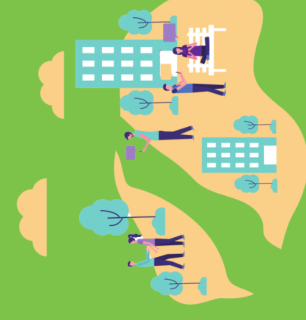
SPECIALIST PATHWAYS

The opportunity to join a specialist pathway if required to support your recovery journey.



OVERALL WELLBEING

To live as healthy and fulfilling a life as possible within your community.



FOUR WEEKS

From first speaking to someone, to having an integrated service provide a care plan and intervention, supported throughout by a trusted assessor.

INTEGRATION OF NEW ROLES

We plan for patients to have a fully integrated care plan that they have direct access to and that can be contributed to and shared between any partner organisation such as the local authority, Shropshire Recovery Partnership, Mind, Enable or whoever it might be. There is ongoing work overseen at ICS level taking place currently but there is still a way to go.

More immediately we're working towards having multi-disciplinary team (MDT) meetings in place in each of the service area. These will include staff from the PCNs and other partner organisations. These meetings will ensure there is a forum in place for everyone to get together and collectively formulate and agree an individual's need and agree a shared care plan.

We also have a number of new roles coming into place including the PCN aligned psychology workforce, mental health practitioners, SMI physical health check nurses based within primary care and peer support workers. They each have their own area of focus, but the aim of having all of these new roles is to broaden the range and specialism of support available to people where traditionally it's been difficult for people with more complex needs to access the right kind of specialist support.

CLOSER INTEGRATION WITH PARTNERS

Landau has been commissioned to employ specialist practitioners to support service users with finance and housing and these roles will be governed by Landau but embedded within the service area teams. This comes from data that's been put together both by MPFT and Moorehouse who were commissioned to identify gaps in care provision for people with SMI within Shropshire Telford & Wrekin.



Landau
changing lives creating futures

The CMH Rehabilitation team has been set up as part of the CMH Transformation, and is part of the wider National Agenda. The Royal College of Psychiatry 'Getting It Right First Time' document acknowledges that "a good rehabilitation service should be timely and close to home, taking a whole-system and holistic approach to support the needs and aspirations of an individual to help them live as independently as possible."

THE TEAM

Gary Jones – Service Manager

I have worked with the Care Group for six years in a variety of roles however continue to have a clear passion for supporting people with complex and severe mental health needs. The opportunity to develop a system wide mental health rehabilitation service which is co-produced with service users, stakeholders and partners is incredibly exciting and we hope that we can create a service that supports individuals to achieve a meaningful and lasting recovery.

Nicola Faulkner – Operational Lead

I am an Occupational therapist who has worked in mental health since qualifying in 2016. I have a passion for supporting patients with complex severe and enduring mental illnesses, in particular patients with complex psychosis. I value delivering care that is person-centred, holistic and recovery focussed to patients within their own communities and in collaboration with the people who matter most to them.

Malcolm Foster – Peer Support Worker

Hi, I'm Malcolm. I'm a Senior peer support worker in CMH Rehab Team. I have lived experience of mental health issues and have used services. My role is about using that experience to help service users and patients embark on their own recovery journey. It's a new role in a new team and I'm excited to be opening this new chapter in my life.

Caroline Wharton – Business Support Officer

Caroline has recently been recruited to the service and is due to return from maternity leave in December 2022. Caroline will play a key role in supporting Nicola & Gary in their roles and in support of the wider service development.

WORKFORCE

To date we have been able to secure funding for the following vacancies, which we continue to look to recruit into:

- A full time Senior Occupational Therapist at Band 6
- A full time Senior Community Mental Health Nurse at Band 6
- A part time (30 hours) Clinical/Counselling Psychologist at Band 8a

As the service develops, further roles and opportunities will be available to join our expanding and developing service.

THE VISION

That everyone has belief in me, values me and works alongside me so I can live the best life I can.

Centred on my needs - not centred on my diagnosis, instilling hope, and balancing risk to maximise the best outcomes for me.

Build on my strengths - support my aspirations, interests and goals and recognise that these may change over time, identifying changes in my needs early to ensure timely interventions and seamless transitions

Proactive support - those who support me are proactive, consistent, flexible and transparent, seeking feedback and aiming to continually improve

Working together - my family, friends and those that are important to me are recognised and included, and seen as a critical part of the team around me

Local access - provided locally, not impaired by organisational boundaries and promotes collaborative working

DEVELOPMENTS TO DATE

The CMH Rehabilitation team have developed and agreed a project plan that runs over three phases, with different priorities and milestones across a two year period, ending 31 March 2024.

There are plans moving forward to link in to the wider system both within MPFT and across wider stakeholders, such as the third sector in order to ensure our service is joined up with the wider plans for care delivery across the system.

In collaboration with Nicki Evans (MH Ambassador), Fiona Moore (Co-Production Lead for Quality Improvement) and Helen Klich (Involvement Lead) we have set out plans for seeking service user and carer involvement in the co-production of the service. Nicola Faulkner will be looking to join relevant team meetings to talk further about this, and share our co-production advert with relevant colleagues.

Alongside all of the above, we have been taking time to network with other services across the country who are developing and/or delivering rehabilitation services, aiming to learn from what works well and what hasn't worked well for them, and sharing best practice.

Repatriation from Out of Area High Dependency Rehabilitation Beds (OOA HDR) and stemming the flow

One of the largest pieces of work that drives the way the service is commissioned is the repatriation of patients currently placed OOA in HDR beds, and aiming to prevent the inappropriate use of OOA HDR beds for patients.

The Elms House

The Elms House is one of our most valuable resources locally to deliver rehabilitative care and support to our patients. As such, it is a valuable resource to support the repatriation process and to stem the flow of inappropriate admissions to OOA HDR units. Therefore, Nicola Faulkner and Gary Jones have been working closely with Trident Reach to evaluate the service and ensure the service and its staff are able to meet the needs of a cohort of patients with complex and diverse needs.

We will share more information about the progress with all of these development in future editions of the staff newsletter.



UPDATE

Dates for the diary

- Lunch and Learn – Snapshot into coproduction
- Wednesday 21 January 12pm – 12.30pm – MS Teams
- Wednesday 1 February 12pm – 12.30pm – MS Teams

For more information on these events,
please email CMHTransformationSTW@mpft.nhs.uk



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