



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:

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Newsletter

Spring 2023

Hello and welcome to the latest edition of our Community Mental Health Newsletter!

We are now in the final year of the three-year transformation programme.

In the past two years we have seen significant levels of real-terms investment in community mental health services, totalling some £3.5m.

This has led to growth in key areas, such as supporting improved physical health care and treatment for people with serious mental illness, as well as embedding roles for people with lived experience of mental ill health in teams, and delivering a new range of psychological interventions in primary care.

The foundations have also been laid for a rehabilitation service for people with complex psychosis, which will see fewer people need – and more people return from – care in places far away from their homes, communities, and families.

The transformation programme has given us opportunities to renew and strengthen working relations with local authority colleagues. It has enabled us to develop new and exciting partnerships with primary care through GP and Primary Care Network (PCN) leads, as well as with an increasingly diverse range of Voluntary, Community and Social Enterprise (VCSE) organisations.

The final year of the programme will see further improving services for adults with eating disorders.

We will also continue to see the growth and development of our reconfigured, local

community mental health services, and begin to benefit from the improved interfaces they have with primary care and a range of local partners through the various fledgling PCN forums.

We will continue to grow and improve our rehabilitation offer for people with complex psychosis and further the work with people with complex emotional needs.

Key to this process has been the way we have engaged and worked with service users, carers, and community groups. It has helped shape what locally transformed community mental health services will look like, which I why we will seek to continue to grow and expand that involvement and engagement over the coming year, and beyond.

Also key to our success has been without a doubt the huge effort on the part of individuals, teams, and services, across a range of organisations.

I want to thank you for your commitment and professionalism as it has been at one of the toughest times any of us are likely to have known, due largely to the Covid-19 pandemic.

Together we will deliver the ambitions set out in the Community Mental Health Framework for Adults and Older Adults, which will enable the people of Shropshire and Telford & Wrekin to:

- Access mental health care where and when they need it
- Manage their condition or move towards individualised recovery on their own terms
- Contribute to and be participants in the communities that sustain them

Paul Bowers

Senior Responsible Officer for Community Mental Health Transformation STW



ACCESS CHANGES

Access arrangements into local child and adult mental health services are changing.

Primary Care Networks (PCNs), developed as a key part of the NHS long-term plan, bring clusters of general practice together to work at scale and offer place-based services.

In Shropshire, Telford & Wrekin, GP practices have come together to form eight PCNs, which are predominantly geographical networks covering the care group's population, and within the Integrated Care System (ICS) boundary.

These networks will also be the footprint around which integrated community-based teams will develop, and community and mental health services will be expected to configure their services around.

These new teams, including people working in new roles, such as peer support, GP-based mental health practice, and primary care psychology, will provide services to people with more complex needs, ensuring proactive and anticipatory care.

As a result, our care group, in collaboration with the commissioners, has restructured community mental health services.

There are now four regions: North Shropshire, Central Shropshire, South Shropshire, and Telford & Wrekin, with five teams across that geography, which will provide services to the eight PCNs.

Specialist teams, such as Early Intervention and Intensive Life Skills, will remain pan-STW services, as will mental health services for children and families.

Staff will be a key part of delivering the new access model.

Access team colleagues have now been supported through a formal Management of Change process, which will include the ability to request, and be allocated, roles according to preferences. All staff have been successfully slotted into mutually agreeable roles.

This means the Access Team will now comprise of the call-handler workforce, whilst the registered health and social care professionals begin new roles across a range of child and adolescent, and adult mental health services.

This model allows us to retain a single telephone access point 24/7 and will enable referral activity to be picked up, processed and managed in the respective team areas, thus removing much of the duplication in assessment time that the old model inherently held.

The benefit to service users will be the reduced need to re-tell their story multiple times, and more timely access to ongoing care where that is required.

The benefit to staff in our community mental health services includes reduced duplication of effort, and more manageable demand on services.

LANDAU UPDATE

The introduction of housing and financial wellbeing advisors from Landau is a pilot for SMI service users within Shropshire, Telford & Wrekin.

The Landau team is providing 1-2-1 support to enable clients to overcome housing or financial wellbeing.

The pilot began in February with four advisors, three financial wellbeing advisors, and one housing advisor, with another housing advisor due to join the team soon.

Each member of the Landau team has vast experiences of working with a variety of client groups, offering housing and financial wellbeing advice.

THE DELIVERY LANDAU TEAM:



Rachel Statham
Financial Wellbeing Advisor
Telford & Wrekin and South Shropshire

Rachel has over eight years' experience of working as a Money Advice caseworker for a social landlord as well as providing employability support. She has provided advice and guidance to a diverse range of people with multiple complex needs.

MPFT Base | Fuller House, Ludlow & Bridgenorth



Rebecca Green
Financial Wellbeing Advisor
Telford & Wrekin Central

Rebecca has seven years' experience working as a Mortgage & Protection Advisor and Personal Banking Manager in retail banking and financial services. She is a qualified financial advisor, with experience in delivering debt prevention, bankruptcy, budget management, consumer rights and income/benefit optimisation. She has recently worked with vulnerable adults on Landau's BBO project.

MPFT Base | Fuller House



Emma Jones
Housing Advisor
Telford & Wrekin Central

Emma has experience working with vulnerable young people and adults alike, facing housing and employment barriers. She specialises in supporting the homeless, refugees, mental health and Veteran individuals.

MPFT Base | Fuller House



Roseline Sharp
Financial Wellbeing Advisor
Shrewsbury East & West & North

Roseline has been an Employment Advisor for the last 18 months working closely within the Community and Charity sector in Shropshire. She specialised in assisting Ukrainian refugees and worked closely within the hubs throughout. She is passionate about Equality, Diversity and Inclusivity and is currently undertaking a Research Master's Degree with the University of Birmingham in Gender and Sexuality.

MPFT Base | Severnfields Health Village, Oswestry

Nicki Ulloa
Contract Lead for Landau

Nicki has over 20 years' experience working with vulnerable clients in a variety of roles and settings. Nicki manages the team on a day-to-day bases and will be working alongside MPFT's Maryan Davis and Hannah Green to review the needs of the service including unmet need. This will inform capacity, demand and changes in delivery, enabling Landau to adapt the service specification moving forward.

THE SERVICE WILL PROVIDE:

- Inclusive early intervention packages in order to support and enable customers to access and sustain tenancies, whilst encouraging and facilitating independence.
- A range of financial wellbeing support, including debt management, budgeting and applications for benefits.
- Practical advice, information and support on a wide range of issues including housing rights, welfare benefits, personal finance and life skills.

The team work with an active caseload to enable intensive support, working as part of a multi-disciplinary team they will liaise on behalf of the client with third party provides to secure community-based packages of support that will deliver sustainable outcomes for the client.

Landau is experienced in co-designing and delivering contracts in collaboration with the NHS. In this contract staff will be aligned to the Community Mental Health Service area teams and will work alongside their NHS colleagues to ensure full integration and collaboration. Commissioners have requested that all client work is completed within MPFT buildings.

Advisor	MPFT	Location	Area Leads / Contact	Days
Rachel Statham - Financial Wellbeing Advisor	Telford & Wrekin	Fuller House	Nikisha Ellis	Monday, Tuesdays & Thursdays
	South Shropshire	Ludlow - 25 Corve Street Bridgenorth - Northgate Health Centre	Terri Greenhalgh	
Rebecca Green - Financial Wellbeing Advisor	Telford & Wrekin	Fuller House	Nikisha Ellis	Monday - Friday
Emma Jones – Housing Advisor	Telford & Wrekin	Fuller House	Nikisha Ellis	Monday - Friday
Rosaline Sharp- Financial Wellbeing Advisor	Shrewsbury East & West	Severnfields Health Village	Hannah Corfield / Brogan Browett	Monday, Tuesdays & Fridays
	Oswestry	Salop Road	Nikki Marrs	Wednesday & Thursday
	Market Drayton	The Cottage Hospital	Nikki Marrs	Wednesday & Thursday (At present MD clients are meeting RS at Oswestry at the suggestion of clinical lead)

PRIMARY CARE PSYCHOLOGY GROUPS

Each Primary Care Network (PCN) area across Shropshire, Telford & Wrekin has a small psychology team running a group programme.

There are two types of groups – ‘Understanding and Learning’ group (psychoeducation), and ‘Assessment and Formulation’ group for more complex need.

The groups include worry/anxiety, emotional wellbeing, sleep, and relationships.

They are designed to meet the needs of people who have severe mental health problems but who do not need a multi-disciplinary team (MDT) approach and who do not meet criteria for IAPT.

The PCN aligned psychology programme has close links with our secondary care services and liaises with the IAPT service with the aim of meeting the client’s needs without a series of assessments taking place.

COMMUNITY MENTAL HEALTH REHABILITATION TEAM

Since our last update we have brought Phase 1 of the project to a close, and have begun progressing through phase 2.

SERVICE DEVELOPMENT

We have begun focussing on the service needs and demands, completing a detailed service needs assessment to identify the functions of the service and potential individuals who may require support from the CMH Rehabilitation Pathway.

We can now begin to develop our service model, and have drafted the ‘patient journey’ process map, setting out the point of access and discharge from the service. We have also developed our service criteria.

WORKFORCE

Sasha Gardiner – Senior Occupational Therapist

Sasha has been qualified for nearly four years. During her training she had various placements within mental health services, which sparked her interest in working in the clinical area.

Sasha is passionate about working with patients to achieve their own personalised goals and being creative in supporting them to achieve these. She also has an interest in physical health as she enjoys going to the gym and walking with her dog. Sasha is looking forward to beginning this new challenge in a new team to promote peoples recovery further with a rehab mind-set.

OPPORTUNITIES WITHIN THE TEAM

We have a full time band 6 community mental health nurse vacancy currently out to advert. This post will be working full time within Elms House, alongside Sasha.

We hope to have various other roles available within the near future.

THE ELMS HOUSE

The Elms House contract has been reviewed to include MPFT staff working on-site and as an integral part of the care delivery. Our focus is on supporting the service to become more robust in its rehabilitative care provision.

CO-PRODUCTION

We have planned our first service user / carer involvement forum for 27th April 2023, which will be ran quarterly to offer those with relevant lived experience the opportunity to share their experiences and to involve them in the decision making and development of the service. These forums are being supported by Fiona Moore from the Quality Improvement Team and Nicki Evans (Mental Health Ambassador).

NEXT STEPS

- Use the service needs assessment to draft the service model and begin to draft our workforce strategy – identifying the specific workforce needs in terms of professions, quantity required to meet demand, and the team training and competency needs.
- Draft our shared objectives and strategy, and review the service values as a system, including with commissioners, local authority, and housing.
- Recruitment of the identified workforce, once we have the funding to do so.
- Pilot the service model and patient flow process map, once we have a workforce, particularly a consultant psychiatrist.
- Continued enhancements to the service delivery at Elms House.
- Be a part of discussions surrounding development of housing and supported housing accommodation strategies alongside local authority colleagues.

DEMENTIA ACTION WEEK 2023

Dementia Action Week (15 – 23 May) has been an opportunity to raise awareness and encourage people to act on 'act on dementia'.

A number of events have taken place across the Shropshire, Telford & Wrekin, including:

- **Dementia experts at Bridgnorth Library talking to members of the public about dementia and handing out information.**
- **A Telford and Wrekin Dementia Action Alliance stall in Shrewsbury Town Square promoting Dementia Friendly Communities and signposting to support and activities for those living with dementia.**
- **Shropshire Admiral Nurses at Oswestry, Shrewsbury, Ludlow and Bridgnorth libraries.**
- **'Hit the High Street' where members of Dementia Friendly Newport with support from local organisations including Home Instead and Telford and Wrekin Local Authority, promoted Dementia Friendly.**
- **Dementia Support Information Day at Shrewsbury Town Football Club.**
- **"Singing from the heart", a short dementia-friendly church service at St Andrew's Church, Shifnal.**
- **Members of Newport Dementia Friendly group hosted a stall in Newport Town Square promoting Dementia Friendly Newport.**
- **"The Disappearance of Eliza Grey, a show which explores the issues around dementia-friendly communities at Cockshutt Millennium Hall.**

Find out more about local dementia services: Dementia – NHS Shropshire, Telford and Wrekin (shropshiretelfordandwrekin.nhs.uk).

To find out about Shropshire, Telford and Wrekin's Dementia Vision click [here](#).