



Integrated Care System

Shropshire, Telford and Wrekin

Shropshire, Telford and Wrekin Community Mental Health Transformation

Everyone working together

Making services easier to access and use

Improving overall wellbeing

In this edition:

- Mental health care planning
- Improving the experience of care and support pilot
- Partnership with employment and training charity Landau

Newsletter

Summer 2023

Welcome to our Community Mental Health Transformation Newsletter! We're already a quarter of the way into the final year's work and transformation is gathering pace in a number of areas:

Recruitment is progressing well and is in line with our plan, with all year 1 and 2 posts and all but a couple of the year 3 posts recruited.

We are continuing to develop our **partnership working** with local authority and voluntary, community and social enterprise (VCSE) colleagues:

- With regards to local authorities we are seeing some effective joining up of lifestyle and physical health offers – meaning better health and life outcomes for people with severe mental illness (SMI).
- We have set up a Dynamic Procurement System (DPS), which VCSE organisations can register on to in order to access grant funding. The first stage to appoint a grant management company is underway and due to be in place by September; this will then enable quarterly grant rounds.

The focus of year 3 (2023/24) transformation is **Adult Eating Disorder (AED)** provision. Recruitment is progressing well and the service has drafted a new pathway which will enable timely access to support, assessment and treatment and enhance collaborative working with primary care and health services. MPFT teams are working with VCSE partner BEAT to ensure that AED links in with the core model for transformation.

Looking ahead, one of the big changes for MPFT will be the mandated move away from

the Care Programme Approach (CPA), ensuring we adopt a more flexible, responsive, and personalised multi-disciplinary approach to care and expand the role of the named professional to include care planning, delivering treatment and support, and monitoring and reviewing progress against agreed outcomes. Alongside this substantial piece of work we will also need to familiarise our staff with the mandated Patient Reported Outcome Measures (PROMS) and the new waiting time standard, both of which are designed to support more structured and timely interventions for people with SMI.

Finally, a word about our developing Rehabilitation service for people with complex psychosis. New processes are in place to reduce the number of service users in out of area (OOA) locked rehab facilities. From the 35 that were OOA in August 2022, 10 have been repatriated and only 4 have gone OOA since then. Of the 9 requests made to move service users OOA, all have been declined due to the gatekeeping now in place – instead, effective provision has been found in area and those service users have been able to remain close to home whilst still achieving their rehab goals.

As I've said before, everything achieved to date has involved huge effort and I want to thank staff again for that effort as we continue our journey to enable people in our communities experiencing and living with SMI 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
Shropshire, Telford Wrekin



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 severe mental illness (SMI).

CMH Transformation brings 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.

HAVE QUESTIONS?

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

MENTAL HEALTH CARE PLANNING

Thank you to everyone who has been involved with the care planning workshops. So far we have hosted five events – one in December 2022, while the others have been held throughout this year.

The events have been for people with lived experience and carers, with the aim of co-designing the 'About Me' and 'Care and Support Plan' elements of the care plan.

They have also helped with the development of the 'Patient Knows Best' app. This app gives service users and carers digital access to their own care plans, as well as other formats, depending on their preferences.

Following each of the workshops, we have been carrying out 1:1 service user sessions, which have provided us with valuable feedback.

'IMPROVING THE EXPERIENCE OF CARE AND SUPPORT' PILOT

We hosted the second workshop for our STW 'Improving the Experience of Care' group in June. This face-to-face/on-line hybrid workshop for service users and carers explored the purpose of the group and to refine the questions that are to be incorporated under each of the three domains set by the National Quality Board/NHSE:

- 'Co-Production as a Default for Improvement'
- 'Using Insight and Feedback', and
- 'Improving Experience of Care at the Core of Priority Programmes'.

The next stage will include development of the aims, objectives and intended outcomes as requested by the attendees.

We will also be exploring feedback from service users and carers about their experiences of making complaints or raising concerns. The group will continue to meet on a monthly basis.

LANDAU UPDATE

Our partnership with Landau, an employment and training charity, continues to go from strength to strength.

As you may be aware, we launched this unique pilot in February to support people using NHS mental health services to overcome housing or financial difficulties.

The pilot sees specialist housing and financial wellbeing advisors integrated into NHS teams to work closely with people who have severe mental illness.

The project is now fully staffed after welcoming an additional housing advisor, Shola Hughes, which means we now have advisors covering all localities within Shropshire, Telford & Wrekin and integrated within the Community Mental Health Teams.

Maryan Davies, Community Mental Health Transformation Lead, said: "The demand has been overwhelming and has surpassed our expectations. All the advisors have been operating at maximum capacity.

"To help us review and monitor the service, we've created a survey for service users that can be accessed both digitally and in paper form.

"We've also generated an MPFT survey specifically for staff due to all of the positive comments we've received via email or word of mouth from the Community Mental Health Teams.

"And I'm happy to say that the Landau team have felt really welcomed and part of the MPFT team and they've been attending joint training sessions and team meetings."



Landau

changing lives creating futures

ENGAGEMENT OPPORTUNITIES

Observation and engagement on adult mental health inpatient wards from a lived experience perspective

The purpose of this project is to improve the process and experience of MPFT's service users while receiving observations and engagement on adult mental health inpatient wards. If you have experience of receiving inpatient care at The Redwoods in Shrewsbury or St George's Hospital in Stafford and particularly if you have experience of observations, we would like to invite you to join the following sessions: **Tuesday 8 August – 2pm-3.30pm in Shrewsbury; Thursday 10 August – 2pm-3.30pm in Stafford.**

If you are interested in attending, please contact Fiona Moore, MPFT Continuous Improvement Co-Production Lead, at fiona.moore@mpft.nhs.uk, stating whether you would prefer to attend in-person (either at Stafford or Shrewsbury) or online via Microsoft Teams?

Review of MPFT's approach to continuous improvement

A workshop is being held for people with lived experience and carers on **Wednesday 16 August from 1pm-2.30pm** to review the work that has taken place over the last three years to evolve and adapt continuous improvement at MPFT to meet the Trust's improvement support requirements, and to identify areas where this work can be strengthened.

If this is something you are interested in attending, please contact Fiona Moore, MPFT Continuous Improvement Co-Production Lead, at fiona.moore@mpft.nhs.uk stating whether you would prefer to attend this session online via Microsoft Teams or in person at Trust Headquarters, in St George's Hospital, Stafford.

Quality Improvement Network

The next meeting of the Quality Improvement Network is being held on **Thursday 19 October from 10.30am-12noon** – this will be an online meeting via Zoom. The theme for this meeting will be 'Co-Production and Working in Partnership with People with Lived Experience'. If you would like to join the Quality Improvement Network, here's the link to a form that will take about 2 minutes to complete – this will ensure that you're included in all of the invites and information regarding future networks - <https://forms.office.com/e/jNkLPjKbwa>. We are also looking for someone with lived experience to co-produce this session with us. If you are interested in getting involved, please contact Fiona Moore, MPFT Continuous Improvement Co-Production Lead, at fiona.moore@mpft.nhs.uk.

Evaluation of Community Mental Health Transformation

We are looking for someone with lived experience, either direct experience as a service user or as a carer/relative, to join the Community Mental Health Transformation Evaluation Group with MPFT's Research and Innovation Team. The purpose of the lived experience role within this group is to provide lived experience perspective; inform our approach through a lived experience lens; with an option to be involved in data analysis and reviewing documentation in the future.

Meeting frequency will vary. They will be held virtually on Microsoft Teams every 3-4-weeks at the outset, but may move to every six weeks once the group is established. If you are interested in getting involved, please contact Fiona Moore, MPFT Continuous Improvement Co-Production Lead, at fiona.moore@mpft.nhs.uk.



FOCUS ON REHAB

COMMUNITY MENTAL HEALTH REHABILITATION TEAM UPDATE

Since the last update, there continues to be a strong focus on bringing care closer to home for our patients and service users who are from out of county.

We are also seeing ongoing improvements in patient experiences with the health and social care they receive.

From a workforce perspective, we are currently looking to recruit for various roles within the Rehab team - [explore our healthcare career opportunities](#).

Rehabilitation pathway co-design workshop

We held the latest lived experience workshop on 13 July in Shrewsbury - thanks to everyone who attended. It follows the first event held in April where we shared a national picture of rehabilitation services and the co-produced strategic objectives and overall aims of the service.



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