

# in good health

The Norfolk and Waveney Health and Care Partnership

## Briefing: Norfolk and Waveney Adult Mental Health Strategy

July 2019



In March, Norfolk and Waveney's Sustainability and Transformation Partnership (STP) published its Adult Mental Health Strategy. You can read it via the new STP website: <https://www.norfolkandwaveneypartnership.org.uk/publication/key-documents/23-norfolk-and-waveney-adult-mental-health-strategy/file.html>

As Chair of the STP Mental Health Forum, I wish to outline how the strategy has begun to turn into action, and some of the early ideas around the changes people can expect in the future as the hard work of delivering the commitments outlined in the Strategy commences.

It is our intention to provide these updates on a quarterly basis. In the future they will also include news on the transformation of Mental Health Services for Children and Young People, which is also taking place across Norfolk and Waveney. However, please feel welcome to contact [snccg.communications@nhs.net](mailto:snccg.communications@nhs.net) at any time, for more information on progress and latest plans, and to get involved.

*Dr Tony Palframan, Chair, Norfolk and Waveney STP Mental Health Forum*

### How is this work being taken forward?

Since the Adult Mental Health Strategy was published in March 2019, a large number of people - representing a wide range of individuals and organisations, with extensive direct and indirect experience of mental health, mental health services, health and social care, and voluntary and community activity - across Norfolk and Waveney, have come together, through a series of meetings, working groups and other forums, to begin developing a set of plans, which address the key commitments outlined in the Strategy.

As a reminder, the six commitments at the core of the Adult Mental Health Strategy are as follows:

1. To increase our focus on prevention and wellbeing
2. To make the routes into and through mental health services more clear and easy to understand for everyone
3. To support the management of mental health issues in primary care settings (such as within your GP practice)
4. To provide appropriate support for those people who are in crisis

5. To ensure effective in-patient care for those that need it most (that being beds in hospitals are other care facilities)
6. To ensure the whole system is focused on working in an integrated way to care for patients

Each commitment has its own working group, which is responsible for a different aspect of the wider change the Strategy is committed to deliver. As part of the development of the Adult Mental Health Strategy, we also convened a Co-production Advisory and Assurance Group, which is responsible for ensuring the ideas and plans developed to deliver the change outlined in the Strategy across Norfolk and Waveney are fully and effectively co-produced, by people who can bring their direct experience of mental health, or mental health services and support to the work.

The Co-production Advisory and Assurance Group is formed of representatives of people and carers with a lived experience of accessing mental health services locally, clinicians and mental health practitioners, the voluntary and community sector, carer support organisations, and health and social care commissioners. The Group's role is to influence, design and coproduce the ways that each workstream will engage with the people and stakeholders it needs to reach, as well as share decision-making towards the overall direction of the Adult Mental Health Strategy.

The sixth commitment (to ensure the whole system is focused on working in an integrated way to care for patients) is served by the STP Mental Health Forum, which is responsible for ensuring the overall program of work is delivered in a joined-up way, for patients.

This group also supports health and social leadership with responsibility for allocating funding, to work effectively and make informed, integrated decisions, and be assured that plans are coherent with national and regional priorities.

The initial focus, ambition and progress of the working groups which lead on delivering the five remaining commitments are outlined below.

### **Prevention and wellbeing:**

The Prevention and Wellbeing working group is ensuring that as a community, we are doing everything we can to ensure Norfolk and Waveney is a healthy place to live. It is also about ensuring that whoever we are, whatever our background, our age, or our role in the world, we have the best possible opportunity for wellbeing and resilient mental health.

In spring 2019, the Norfolk Joint Health & Wellbeing Board committed to sign up to the Public Health England initiative Prevention Concordat for Better Mental Health. This means that the Health & Wellbeing Board and STP partners are committed to working together to prevent mental health conditions and promote good mental health through local and national action.

To meet the scale and ambition of this commitment, the working group is taking time to ensure their plans and focuses are right. This includes close collaboration with the wide range of organisations and agencies that work across Public Health and prevention, and full

analysis of data that will help to inform priorities, and the groups of people most likely to benefit from targeted support.

Early priorities from the working group include an ambition to work with employers and other agencies to develop mental wellbeing in workplaces and communities; the design and delivery of a public awareness campaigns that challenge mental health stigma and discrimination across Norfolk and Waveney; work to improve community resilience; and ongoing work to support people at risk of suicide and wider suicide prevention awareness-raising and training activity. These priorities will be refined and distilled further over the next few weeks to develop a set of firm plans to support delivery.

### **Supporting management of mental health in Primary Care settings:**

The group delivering our ambition that more people have access to effective support for their mental health in Primary Care settings and the communities in which they live is making good progress developing, and moving towards testing a new approach to delivering mental health support - in partnership with emerging 'Primary Care Networks', which are the new clusters of GPs, health and social care professionals and colleagues in the voluntary sector.

The working group's ambition is that a team of multi-disciplinary team of professionals, with wide experience and expertise, is available and accessible at a local level - in or close to GP practices that represent the NHS front door for the vast majority of our population - to ensure people that need mental health help and support, can access it quickly.

People with a mental health needs accessing support from the NHS for the first time or for a common mental health condition will experience improved support, closer to home, more quickly, and before their condition becomes more challenging to live with. As this ambition is delivered, specialist mental health services will have more time and capacity to support those with very specific or specialist mental health support needs.

Current plans are to test a number of these new approaches, on a small scale, during late 2019, with the aim of learning from these test sites and to work towards system-wide approach to delivery during 2020.

### **Appropriate support for people who are in crisis:**

A number of plans and ideas are being developing by the Crisis working group to recognise the pressing need for more effective, integrated response to people experiencing crisis related to mental health needs.

These include an ambition to grow and improve crisis services and support in the community, to develop new crisis housing provision, and to utilise technology and tools that can work with improved access to health information, to understand what drives crisis, how crisis can be predicted more effectively, and to how the NHS, social care and the wider community could respond to people in crisis more rapidly, or to avoid 'crisis' situations escalating altogether.

The working group leading the Crisis commitment work is keen to engage with more people who can help inform the long-term ambition and vision for their work and the change we need to see locally. Further events and workshops are planned to support this activity and more information will be available shortly.

### **Making the routes into and through mental health services clearer and easier to understand for everyone:**

This working group is determined to deliver three key objectives, for the whole population of Norfolk and Waveney:-

- improved access to information about mental health services and support
- improved experience navigating mental health service and support
- development of tools and resources - delivered through a variety of digital and non-digital channels - that support people in Norfolk and Waveney to access and utilise self-directed mental health support, and where this would be located

The working group is currently engaging a number of organisations with expertise that could support delivering of these objectives, including the University of East Anglia, who have significant expertise developing technology to support the student population. The working group is also engaging others with expertise around information, technology and communications.

Although the use of internet-enabled devices, including smart phones will be a significant part of delivering their ambition, the working group understand a need to extend solutions beyond digital platforms, to ensure the whole population of Norfolk and Waveney can access the improved opportunities for service information and navigation. More information on plans and priorities linked to this work will be shared with the next update.

### **Effective in-patient care for those that need it most:**

The Inpatient Care working group has a clear aim of improving the experience of people with the most acute mental health needs within Norfolk and Waveney's inpatient services.

At this time the group is particularly focused on strengthening current acute pathways, working with wider partners, (including housing, crisis resolution and home treatment services), to support a reduction in the number of people needing acute care, and to support effective and timely discharge of those who do.

### **Other News**

A key tenant of the Adult Mental Health Strategy is our commitment to addressing people's needs through an integrated and holistic approach. The STP, in conjunction with Norfolk and Suffolk Foundation Trust, Public Health Norfolk, and Primary Care partners, recently launched targeted physical health checks for people living with severe mental illness. This

innovative project aims to reduce health and life-expectancy inequalities, through a range of measures that enhance the skills and capacity of health and social care professionals across Norfolk and Waveney.

Through the project, led by Mental Health and Learning Disability Transformation Manager Diane Smith, Norfolk and Waveney STP is seeking to ensure the needs of people who experience a severe mental illness are met.

Diane's work has been recognised regionally, and by partners, as an example of best practice. Diane recently presented the project at an NHS England regional event in Cambridge, and a number of local health and social care systems including Hertfordshire, Basildon and Brentwood and Southend, have expressed an interest in sharing the model and adopting the approach.

If you would like to contribute to the work of the Adult Mental Health Strategy, please contact [snccg.communications@nhs.net](mailto:snccg.communications@nhs.net)