



Borough of Telford and Wrekin

Health & Wellbeing Board

Thursday, 29th September 2022

Telford & Wrekin Mental Health Update

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| Cabinet Member: | Cllr Kelly Middleton - Cabinet Member: Leisure, Public Health and Well-Being, Equalities and Partnerships |
| Lead Director: | Liz Noakes - Director: Health & Wellbeing, Sarah Dillon: Director: Adult Social Care |
| Service Area: | Adult Social Care |
| Report Author: | Steph Wain – Commissioning Specialist: Mental Health |
| Officer Contact Details: | Tel: 01952 388883 Email: Steph.Wain@telford.gov.uk |
| Wards Affected: | All Wards |
| Key Decision: | Non Key Decision |
| Forward Plan: | Not Applicable |
| Report considered by: | Not Applicable |

1.0 Recommendations for decision/noting:

1.1 The Health & Wellbeing Board is asked to note the updates provided on all programmes of work

2.0 Purpose of Report

2.1 This report provides an update of the work being undertaken across Telford and Wrekin Council to improve and support the emotional wellbeing and mental health of local residents.

The following report is therefore divided into three sections:-

- Adult Mental Health
- Suicide Prevention
- Year of Wellbeing

3.0 Background

Mental Health Update

3.1 The following report is divided in to three sections and provides a summary of key programmes of work or service developments:

- Adult Mental Health – Update by Lead Officers, Steph Wain & Lyn Hall, Adult Social Care Mental Health Team
- Suicide Prevention – Update by Lead Officer, Lyn Stepanian, Public Health
- Year of Wellbeing – Update by Lead Officer, Rachael Thredgold, Public Health

3.2 **Part One: Adult Mental Health**

The Covid-19 pandemic has placed considerable pressures on the countries emotional health and mental health. This is well documented nationally, and locally this has been felt by all services. The voluntary sector report an increase in complexity of needs and the adult social care mental health team (along with the NHS) are reporting an increase in the complexity of people presenting for support for the first time. Despite the challenges, a number of positive developments have taken place in the last 12-18 months:

3.2.1 Mental Health Alliance – virtual multi agency meetings with the voluntary sector who support those in mental health crisis were created. The Alliance provides twice weekly space for agencies to seek advice and information from statutory services, enables improved sharing of information, facilitates joint assessments and work with individuals, and provides the opportunity to build on existing trusted relationships in order to encourage people to seek support. Since it began in May 2021 the Alliance has discussed and agreed joint strategies to support over 150 people – often people with complex needs, at risk of admission, some presenting a risk of harm to themselves or others, and most of whom find it really hard to engage with support.

3.2.2 The Alliance has also enabled us to forge better links with the Rough Sleepers Task Force which is supported by a dedicated MH nurse (funding secured via a bid to the then CCG).

Alliance partners include: Telford & Wrekin Council (Chair), Midlands Partnership Foundation Trust (MPFT), Stars, Telford Mind, Branches, TACT, A Better Tomorrow, Stay.

3.2.3 Dual Diagnosis Calm Café – building on the success of the existing calm café's delivered between Telford Mind and the Adult social care mental health team, we applied for funding from the NHS to deliver a Calm Café focused on the needs of people who are in mental health crisis and who use substances. The café opened in January 2022 brings together the existing Calm Café providers plus Branches / TACT and A Better Tomorrow. This combined partnership adds considerable value and expands each agencies offer of support with a combination of the café and

Mental Health Update

outreach support. Since opening there have been 388 visits to the DD Calm Café, which includes 88 people who were new to services. Appendix 1 outlines an example of the work and impact of the Calm Cafes and this coordinated approach to support residents. There are now Calm Café's operating over 6 days a week, and the model has been developed to provide specific Café's for Veterans and for a 12 month period for Care Leavers whose mental health was impacted by Covid.

3.2.4 Wrap Around Support Service (known as WASS) – Developed using NHS Winter Pressures funding in 2021/22 this service provides vital mental health outreach and support to those who are homeless or in temporary accommodation. This cohort are some of the most vulnerable residents, often have very complex needs including multiple layers of trauma and are often reluctant to seek support.

3.2.5 In March 2022 we commissioned African Caribbean Community Initiative (ACCI) to work with us for 12 months. The project has 2 key aims: to encourage the black community to talk about mental health and access support earlier where they need it and to advise local services about changes they might need to make in order to become more accessible to the black community. ACCI have formed many local connections and had a very successful event earlier in the year which was well attended by the local community. Following the event a number reached out to seek support and some individuals signed up as volunteers working with ACCI. A further, bigger event, is planned to coincide with the week of World MH Day in October. Further information around their activity can be seen in Appendix 2.

Appendix 2

- The mental health social work team and Approved Mental Health Professional (AMHP – in hours service) continue to see high referrals and demand for their service. In the four week period from 25th July they saw 134 referrals which resulted in the following activity in addition to their usual caseload work:
 - o in 23 Mental Health Act assessments
 - o 8 Care Act assessments
 - o 20 Reviews and 1 carers assessment / review
 - o The team ensures a weekly presence at the Independent Living Centre for planned assessments or drop ins.
 - o The team is proactively working with SATH and MPFT to improve the crisis pathway and reduced the need for Section 136's and demands on ambulances

The relatively small team connects with partners from SATH, MPFT, the police and voluntary sector to support individuals and contribute to strategic developments.

Mental Health Update

- In March 2021 commissioners across adults and children's services in the council, and in partnership with Shropshire Council, launched a Flexible Contracting Arrangement to enable us to better commission specialist support for those with mental health needs, learning disability or autism. Some 27 providers are now pre-approved to do this work. Covid has impacted the responsiveness of agencies and availability of staff to undertake work of this nature when requested though. We continue to work with the market to see where we can support and help overcome issues, and are planning an event for October 2022.
- Transformation of MH – The Service Delivery Manager, Team Leader and Commissioner are working with colleagues in MPFT to understand what transformation of services will mean in Telford, and how local developments such as the Alliance can play a part. Current plans includes the creation of a mental health hub which would bring primary care and secondary care closer together, along with the wider community offer. Work is also ongoing with colleagues in the NHS to strengthen the crisis pathway including reviewing alternatives for children and young people.
- We have increased funding to our Independent Mental Health Advocacy (IMHA) service to reflect the increase in demand they are seeing at Redwoods Hospital.
- Following the publication of the Specialist and Supported Accommodation Strategy, 3 supported living schemes are in development for mental health. Two of the schemes will form part of the rehab pathway and will reduce the need for out of county placements. The final one will offer accommodation for those with more enduring needs. A specification for the first scheme is in development and will be tendered using the FCA framework referenced above. The commissioner and team leader are working with the developer to ensure the building brief meets the needs of the client group.
- We have recently established a Telford & Wrekin Mental Health Place Based Partnership (for adults) with the aim of developing a local strategy / action plan. The Partnership will help provide local assurance and accountability, inform of local needs and pressures and enable place based developments to be explored. The Partnership Board and its work will report to TWIPP and the Mental Health, Learning Disability and Autism Board under the ICB governance and includes key partners from the voluntary sector and people who use services. The meetings are chaired by Cllr Middleton.

The commissioner and wider management team in the Council continue to support the improvement of children's mental health services and as such are actively involved in strategic discussions within the ICB and provider of the local CAMHS service referred to as BeeU.

Current work includes:

- Chairing the sub group which focuses on MH needs of children in care

Mental Health Update

- The development of a s117 protocol for children to ensure statutory duties are met for children who are entitled to Aftercare under the Mental Health Act
- Specific services were commissioned during covid to support the most vulnerable children and families at that time (this included support for young carers, looked after children a foster carers)
- Supporting colleagues across the region to submit an Expression of Interest for support for children and families following adoption.
- Ongoing evaluation of the New Beginnings Pilot which provides psychological assessments and therapeutic interventions to parents where their unborn child is assessed to be at risk.
- Working with the NHS England regional team to support local improvements and share best practice.

The partnership approach outlined in this report is essential in order for us to manage this demand, support residents and the staff working within services.

Part Two: Suicide Prevention

A range of support services have been developed / are in development:

- **Project Hope – “We Hear You”**.

On 10th September World Suicide Prevention Day, the local Suicide Prevention Action Group were organising an event at Southwater Square from 11am to 3pm to raise awareness of local and national support services. This event was cancelled given the death of the Queen but will be rearranged. Someone sleeping rough is 9 times more likely to die by suicide than the general public, and figures from the ONS in 2018 show suicide is the second most common cause of death amongst those that are homeless.

The visual representation of these truly startling facts will be sleeping bags spelling out the word 'HOPE' as well as a Tree of Hope for people to leave their messages of hope. The event will also feature street art, face painting, circus skills, physical and creative activities, and music.

- **Suicide Postvention Service**

Funding has enabled the creation of the 2 suicide bereavement offer posts. Both Telford Mind and Shropshire Mental Health support services, had a budget of 20k each which provided total weekly cover across both areas of 45 hours.

Further anticipated funding will provide will provide an extra 5k to each provider which will provide an extra 5 and a half hours per worker, increasing the total area cover to 56 hours per week.

An action plan is being developed, based on lessons learnt from the project so far, to ensure the extra funding is utilised and delivered as one project with two providers as intended. A reporting template is also being developed in partnership with the CCG.

Mental Health Update

- **Data**

The real time surveillance platform was implemented in December 2021 with limited partners, expansion of these partners is planned, this will provide us with up to date data.

- **Homelessness buddy system**

This new project will include support for mental health, substance misuse, and access to primary care. We work closely with our partners across both the domestic abuse , substance misuse arenas, and the criminal justice system, also the mental health provisions. Telford has representation from all the above on the action group.

- **Assist and Engage project in A&E**

This service will be launching soon following successful appointment of staff. Having secured NHS funds, we have been able to commission Telford Mind to provide 2 key functions:

- Provide emotional support and connection to local services for those who present at A&E but who don't need the hospitals services.
- Provide an emotional support / sitting service for those who are subject to a Mental Health Act Assessment but who may be experiencing a delay (either in terms of accessing a bed, ambulance or Doctor). The service will, where assessed as safe to do so, offer practical and emotional support to the person and their family /carers during this time.

The project has been developed in partnership with Adult Social Care MH commissioners and team lead, public health colleagues, SATH and MPFT using money we secured from NHS Winter Funds 2021/22.

Part Three: Year of Wellbeing – Summary update

The Covid-19 pandemic has taken its toll on people's wellbeing. In response, Telford and Wrekin Council with the support of partners launched a year of wellbeing campaign encouraging residents and organisations to take positive action and make a pledge to improve their wellbeing and that of employees or volunteers.

Anyone signing up and making a pledge to the campaign received direct emails with tips and information on improving wellbeing. It has been a regular feature on our Healthy Telford platforms i.e. newsletter and website. For those without access to emails, a leaflet summarising the Five Ways to Wellbeing (on which the campaign was based) was provided.

The campaign focused on the whole population (16+) and particularly on reducing inequalities with targeted activity and messaging for priority groups, negatively impacted by COVID 19. Promotion, attendance at community events and meetings have ensured the campaign has reached those it has been intended.

The Year of Wellbeing campaign has been excellent and well received:

Mental Health Update

- More than 3000 residents have signed a pledge to improve wellbeing. (3201 to be precise though this may be higher depending on the number of pledge cards collected at events).
- 61% of pledges collected belong to at least one priority group targeted by the campaign. This can be broken down further:
 - 14% had a disability
 - 7% were BAME
 - 34% identified as lonely
 - 42% had an underlying health condition
 - 12% were living in the most deprived areas of the borough
- Survey respondents have said how much they have enjoyed being part of the Year of Wellbeing and the tips they have received by emails:
 - 92% are more motivated to look after their wellbeing,
 - 80% say they feel healthier or happier, or both.
 - and 96% would recommend the campaign emails to a friend.
- The top five habits people have been inspired to take up since joining the campaign, include:
 - Going for a regular walk
 - Exercising more generally
 - Starting a regular sleep pattern
 - Making more time for themselves
 - Connecting with others more often
- People were asked to rate the emails they received out of 10. The average satisfaction score was 8.7, and the average accessibility score was 9.3.

We have received hundreds of comments from people telling us how the campaign has helped them to feel happier and healthier.

An anonymous survey respondent, said:

“Such brilliant and helpful advice, I still struggle daily especially with mental health but I do have some good days now all thanks to the emails.”

73 organisations have also made the pledge to join the Year of Wellbeing. A breakdown of the types of organisations include:

31 Charity; 19 Public Sector, 1 Not for Profit Organisation; 2 Individual Sole Trader; 9 Other; 2 Faith Group; 4 Profit Making and 1 Sports Organisation

A couple of examples of why organisations signed up to the Year of Wellbeing:

Andrew Coxhill, Manager Tesco Superstore Madeley said :

“As a focal point in my community I feel we have a big responsibility to help people connect with information and services that can potentially improve their wellbeing. The campaign in Telford ties in with the Tesco core purpose of 'serving our customers, community and planet a little better every day' by promoting making better choices that can have a positive impact on our wellbeing “

“Tesco recognise that customers want help to make better choices for themselves and the planet, whether that's through healthy eating or by feeling better about the impact they have on the planet by reducing plastic consumption”.

Simon Whitehouse, Interim CEO Designate for the Shropshire, Telford and Wrekin Integrated Care Board, said:

“There are many quick and simple things we can do in our everyday lives that can help us feel healthier and happier”

“The Year of Wellbeing highlights these and encourages people to take time out for themselves, which is important for anyone to do in our modern and busy lives”

“We have also joined the Year of Wellbeing as an organisation and would encourage others to do so.”

The Major of Telford and Wrekin Cllr Raj Mehta, (Labour) Chair of the Interfaith Council, said:

"People's wellbeing is a priority for us following the pandemic - that's why the Interfaith Council has joined the Year of Wellbeing"

"I would encourage the local community to join the campaign as we have seen lots of positive feedback from people who have made their pledge - it has made a difference."

19 Community attended by the YoW Coordinator with 1500+ people attending

Next steps: The findings from the campaign will be used to inform a Community Wellbeing model/approach for Telford. In addition, a Year of Wellbeing campaign will be developed for Children and Young people, commencing in 2023.

4.0 Summary of main proposals

4.1

5.0 Alternative Options

5.1 Not Applicable.

6.0 Key Risks

6.1 There are no key risks associated with this report.

7.0 Council Priorities

7.1 Improve the health and wellbeing of our communities and address health inequalities.

8.0 Financial Implications

8.1 The strategies covered in this report are being delivered from within existing resources, and therefore there are no financial implications arising from the recommendations included in this report.

9.0 Legal and HR Implications

9.1 There are no direct legal implications arising from this report.

10.0 Ward Implications

10.1 All developments described within this report are available to residents in all wards.

11.0 Health, Social and Economic Implications

11.1 None

12.0 Equality and Diversity Implications

12.1 The proposals within the strategy will impact on people within the Borough of Telford & Wrekin who have mental health issues or at risk of developing mental health issues.

13.0 Climate Change and Environmental Implications

13.1 None

14.0 Background Papers

None

15.0 Appendices

1 Case Studies – Mental Health Update

16.0 Report Sign Off

| Signed off by | Date sent | Date signed off | Initials |
|----------------------|------------------|------------------------|-----------------|
| Legal | 15/09/2022 | 22/09/22 | RP |