

Report to Health and Wellbeing Board

Mental Health Update September 2020

Report of Steve Trenchard, Executive Director of Transformation (Interim), Shropshire, Telford & Wrekin Clinical Commissioning Group.

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- Majority of services have continued to function throughout lockdown. Where services were stopped or altered these have now been reinstated.
- The system worked well together during lockdown to ensure vulnerable people stayed as safe as possible
- As we come out of lockdown referrals for mental health services are increasing
- Learning from covid pandemic will be taken into consideration as we move forward

2. RECOMMENDATIONS

To note the actions taken to maintain mental health support during the pandemic and to prepare for an increase in demand.

3. IMPACT OF ACTION

To support the mental health and wellbeing needs of the residents of Telford & Wrekin.

4. **SUMMARY IMPACT ASSESSMENT**

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> Improving the health and wellbeing across Telford and Wrekin.
	Will the proposals impact on specific groups of people?	
	Yes	<i>Those with, or at risk of, experiencing poor mental health</i>
TARGET COMPLETION/DELIVERY DATE	<i>Ongoing programme of work.</i>	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	
LEGAL ISSUES	Yes/No	
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes/No	
IMPACT ON SPECIFIC WARDS	No	<i>Borough-wide impact</i>

PART B) – ADDITIONAL INFORMATION

The remainder of the report will contain any additional information needed to inform decision-making and is likely to include the following headings:

5. INFORMATION

5.1 Governance response:

- Tactical and strategic groups were established to ensure services impacts were monitored and services were responsive to changing demands as a result of COVID. Social care services remained constant with some NHS provision needing to close temporarily to allow demand elsewhere in the MH system to be met and to ensure adequate staffing cover at all times.
- Recovery plans ensured services were either reinstated, or adapted. Mental health sits within the Councils Health and Welfare recovery plan.
- The Mental Health, Learning Disabilities and Children’s programme board is now being re-established as we move out of the covid response. This is led by the system SRO for mental health Cathy Riley supported by partners including the CCG. A renewed governance structure is in development across the STP. Within this structure there are three working groups that feed into the board- Adult mental health, leaning disabilities and autism and children’s mental health.
- A lead GP has now been appointed to support this agenda.

5.2 Prevention and early interventions:

- Keeping in touch calls – enabled those who were shielding and who identified as lonely or concerned about their emotional support to be identified and offered support. This is leading to ongoing community work.
- A system wide multiagency team supported those living with dementia and their carers during lockdown to ensure they were kept safe
- Mental health and bereavement pages were developed on the Council’s COVID website pages on the website. The pages have been accessed over 2,000 times.
- Telford & Wrekin Council commissioned additional capacity from the local voluntary and community sector to support the mental health and bereavement needs of those impacted by COVID (children and adults). This includes virtual support groups, listening support, and telephone support. Regular contact has been made with the voluntary sector in terms of support and how they could vary their offer in order to maintain services. Commissioners have also supported the voluntary sector to bid for national funds to support local needs.
- Suicide Prevention Action Group received confirmation of external funding to support the implementation of a post-vention support worker to cover Telford & Wrekin and Shropshire. There will also be a virtual suicide prevention awareness training package (launch expected September/October), with the aim of face to face training being resumed in January 2021.
- Work is underway to explore potential for a single point of access for all mental health services.

5.3 Community services and partnerships:

- MPFT established a 24/7 MH helpline for urgent access to mental health services.

- Strong partnership working regarding SEND enabled a focus on the most vulnerable children and families. Where partners were able to share intelligence this was of significant value to supporting families and improving outcomes.
- Challenges remain regarding information sharing in order to facilitate coordinated planning for children's MH, but this is being discussed by partners with alternative solutions explored.
- The Council was compliant with all MH Act duties throughout & social work services continued across children's services and adult social care.
- Clear communications were provided to all mental health care homes and supported living providers (for example relating to PPE, latest guidance from central Government, visiting access etc.)
- Housing / Homelessness – closer working between mental health and substance misuse services with housing colleagues is enabling services to develop a model of support for rough sleepers (including submitting bids for national funds) and to identify potential sources of support within the system now.
- Various development work streams were paused due to COVID but are now being restored, this includes rehab.
- Emotional health and wellbeing service has bought in additional capacity post lockdown to increase capacity for those requiring psychological therapies
- Work has continued on the development of a system wide dynamic framework for care providers of those mental health and learning disabilities needs
- Budgets have now been released to provide the Autism diagnosis service for children
- Schools panels for children with behaviours of concern have continued to function during lockdown
- Work has continued on the development of an Autism for children pathway and a positive behavioural support service

5.4 Crisis services

- Branches night service ceased operations as a result of lockdown restrictions. Detailed work is now taking place to revise the service to ensure maximum impact, for example this includes the workers offering telephone outreach to enable continuity of services where day time workers may be concerned about someone.
- Calm Cafés had to close, but engagement work continued with the regular attendees over the telephone. The cafés are opening with targeted access as of 19th August 2020.
- Referrals into mental health services have increased since lockdown finished. There has not only been an increase in referrals but also an increase in the acuity of those being seen in services. Mental Health Act Assessments have increased since the end of lockdown
- Work has been undertaken to review the MHA Assessment pathway and this has now been adopted across the system.

5.5 Future work

Prior to Covid-19 the Shropshire, Telford and Wrekin system had a pan-Mental Health, Learning Disabilities and Autism plan in place with agreed priorities being worked into implementation delivery plans. The four priorities remain largely unchanged and which are:

- Enhancing the all age crisis offer

- Developing community services for people with serious and complex mental health conditions
- Developing strategies for people with Learning Disability and for people with Autism
- Supporting trauma informed approaches

During lockdown the system worked well together to support the vulnerable individuals across the system. There has been a significant amount of learning in these unprecedented times. This learning will be taken forward in our planning for the next few years. All system wide groups have feedback the positive impact of using virtual communication e.g. MS Teams. This has meant that multiagency meetings have been set up quickly and have reduced the need for travel. All professionals have found the extra communication has increased their knowledge of others roles and increased positive communication. Virtual consultations have also provided useful although it is acknowledged that this is not suitable for everyone. The learning from covid pandemic will be embedded into new ways of working where they have been positive. The fast pace of change and inter-agency working has proved invaluable in moving agendas forward.

6. **IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

*(Where you have answered ‘yes’ to any part of the impact assessment in Section 4, you can add additional information here if necessary. You should ensure that there is sufficient information for members to fully understand the impacts and risks of proposals before making decisions. **Information on financial and legal impacts must be completed by an officer from Finance or Legal).***

7. **PREVIOUS MINUTES**

8. **BACKGROUND PAPERS**

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