

**OVERVIEW AND SCRUTINY COMMITTEE
(Adult Social Care and Health)**



**MENTAL HEALTH ISSUES
WORKING GROUP**

**FINAL REPORT
SEPTEMBER 2021**

Overview
& Scrutiny



Overview & Scrutiny

**'Valuing
Improvement'**

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LEAD MEMBER'S INTRODUCTION

I am pleased to introduce this Overview and Scrutiny Report into Mental Health Issues.

The Working Group was set up to look at services provided to residents of Sefton against the backdrop of the Covid-19 pandemic. We have all endured lockdowns and restrictions to our day-to-day living during the last few months, but for people with existing and new mental health issues, who require services and interventions, this has been a particularly challenging time.

The Working Group has sought the views of providers, service users and Adult Social Care managers in Sefton in establishing the main issues concerning the local provision of services and interventions for people with mental health issues. We also considered possible preventative measures to avoid the exacerbation of issues.

I would like to thank everyone who took part in interviews and submitted information that helped inform the Working Group. I am grateful to the Working Group Members for their commitment and efforts in looking at this issue. Finally, I would like to thank our support officers for their assistance and professional support provided to the Working Group and for producing this final report.



Councillor Christine Howard
Acting Lead Member of the Mental Health Issues Working Group

Former Member of Overview and Scrutiny Committee
(Adult Social Care and Health)



BACKGROUND TO REVIEW

1. At the meeting of the Overview and Scrutiny Committee (Adult Social Care and Health) held on 1 September 2020, Members considered that a working group could be established to consider mental health services and the prevention of issues.
2. The Committee:

“RESOLVED: That

(1) a working group be established to consider mental health services and the prevention of issues, consisting of Councillors Howard and Roscoe, and Mr. Roger Hutchings, Healthwatch;”

MEMBERSHIP OF WORKING GROUP

Councillors Howard and Roscoe, and Mr. Roger Hutchings, advisory member from Healthwatch Sefton were appointed to the Working Group by the Overview and Scrutiny Committee (Adult Social Care and Health) at its meeting held on 1 September 2020,

LEAD MEMBER

Councillor Roscoe was appointed as the Lead Member for the Working Group.

Towards the end of the life of the Working Group, the Lead Member, Councillor Roscoe, was appointed to the Cabinet and was unable to complete the review, as Cabinet Members must not sit on Overview and Scrutiny Committees or Working Groups. It is anticipated that Councillor Howard will present the final report to the Cabinet and to the Council. As Councillor Howard is no longer a Member of the Overview and Scrutiny Committee (Adult Social Care and Health), it is anticipated that Mr. Roger Hutchings will present the final report to the Committee.

TERMS OF REFERENCE AND OBJECTIVES

The Terms of Reference and Objectives for the review were as follows:

- (1) data on the number of people waiting to access services.
- (2) a review of previous strategies – what has worked well and what could be improved.
- (3) how to recommend greater integration.



- (4) information on the need for services and the spending profile for services in Sefton.

METHODS OF ENQUIRY

1. Consideration of documents.
2. The interviewing of service users / providers.

SUMMARY OF MEETINGS OF THE WORKING GROUP HELD

Details of Working Group meetings are as follows:

Meeting Date	Activity
10 October 2020	Discussion on the wide remit of mental health and on which documents to consider.
17 November 2020	Consideration of various documents and scoping of the review.
8 December 2020	Consideration of various documents and possible witnesses to interview.
19 January 2021	Mental Health Service User Interviews.
22 January 2021	Meeting with Mersey Care representative to discuss Integrated Care Teams. Meeting with Mental Health Social Work Team Managers.
2 February 2021	Meeting to discuss findings of discussions held with service users, Mersey Care and Mental Health Social Work Team Managers.
25 February 2021	Further documents and other information received.
18 March 2021	Discussion with Consultant Clinical Psychologist, Mersey Care NHS Foundation Trust. Discussion with Strategic Support Officer, Adult Social Care, re: developments in the use of ICT for service users.



	Consideration of Mental Health Spend Comparison Information re: Landscape Database.
8 April 2021	Further consideration of Mental Health Spend Comparison Information re: Landscape Database. Consideration of waiting times for Asperger's assessment. Consideration of the outcomes of Mersey Care's interviews with 2 of the service users interviewed by the Working Group.
17 May 2021	Discussion with Mersey Care representative re: crisis intervention from a clinical perspective Consideration of documents relating to the Mental Health Act White Paper Consultation. Consideration of Mental Health Service Activity Comparison and clarification of waiting times for services.
7 June 2021	Further consideration of Mental Health Service Activity Comparison and clarification of waiting times for services. Consideration of Conclusions and Identification of Possible Recommendations

BACKGROUND DOCUMENTS

Working Group Members considered a range of documents during the course of their review, including the following:

Meeting Date	Documents Considered
17 November 2020	<ol style="list-style-type: none"> 1. Health and Wellbeing Strategy 2020-2025 2. JSNA Highlight Report 3. Sefton Mental Health Provision 4. Sefton2gether – Shaping Sefton II
8 December 2020	<ol style="list-style-type: none"> 1. Sefton Mental Health Provision – Waiting List 2. Adult Social Care Mental Health Service User Overview



	<ol style="list-style-type: none"> 3. Mental Health Spend 18-64 From Year End 2019/2020 4. Service Based Policy Document – Integrated Care Team – Multi-Disciplinary Team Meeting Southport & Formby and South Sefton 5. Integrated Care Team Update (South Sefton)
25 February 2021	<ol style="list-style-type: none"> 1. Supporting adults with Learning Disabilities (LD) and Autism (ASD) Coping with COVID-19 Isolation 2. Liverpool and Sefton Annual Health Check Compliance Improvement Task and Finish Group – Terms of Reference 3. Why Complex Lives Multi-Disciplinary Team 4. Corona Virus Keeping safe and well, Mersey Care NHS Foundation Trust 5. Community Treatment Order (CTO) 6. Integrated approach to supporting health and Wellbeing for people with a learning disability, Liverpool and Sefton Provider Alliance 7. Integrated Care Team Multi-Disciplinary meeting for people living with complex lives 8. Purpose of Tribunals, Mental Health Act 1983, Chapter 12
18 March 2021	<ol style="list-style-type: none"> 1. Mental Health Spend Comparison Data
8 April 2021	<ol style="list-style-type: none"> 1. Waiting Times for Asperger’s Assessment 2. Outcomes of Mersey Care’s interviews with 2 of the service users interviewed by the Working Group.
17 May 2021	<ol style="list-style-type: none"> 1. Mental Health Act White Paper Consultation Questions 2. Supplement to the Consultation on the MHA.



KEY WITNESSES

Working Group Members met with a number of key witnesses, including the following:

Meeting Date	Witness(es)
19 January 2021	Mental Health Service Users – Interviews regarding experiences
22 January 2021	Deputy Director of Integration, Mersey Care NHS Foundation Trust – Discussion on Integrated Care Teams
22 January 2021	Meeting with Mental Health Social Work Team Managers.
22 January 2021	Mental Health Social Work Team Managers – Discussions regarding experiences during the pandemic
18 March 2021	Discussion with Consultant Clinical Psychologist, Mersey Care NHS Foundation Trust, regarding the development of the Low Secure Unit (LSU) at the Maghull Health Park site.
17 May 2021	Clinical Service Manager, Mersey Care NHS Foundation Trust - discussion on crisis intervention from a clinical perspective.

IMPACT OF COVID-19 ON THE WORKING GROUP REVIEW

Ordinarily, Working Group Members would have undertaken site visits to relevant premises/locations during the course of the review, but this was not possible due to the on-going pandemic throughout the duration of the Working Group.

KEY FINDINGS AND CONCLUSIONS

1. The Working Group considered that accurate data should be developed to evidence Key Performance Indicators, to include waiting times for services and customer satisfaction. It would be useful if such data could be presented in the form of a dashboard to the Overview and Scrutiny Committee (Adult Social Care and Health), in order for the Committee to monitor performance on a regular basis.



2. The Working Group considered that parity of esteem for mental health, to put it on the same level as physical health, should be encouraged and developed, wherever possible. The Council's Health and Wellbeing Strategy and other strategic documents should reflect this approach.
3. Feedback from service users proved to be very valuable during the course of the Working Group review. Members felt that methods of increasing feedback from service users should be considered. This could include case studies and a "secret shopper" approach, in order to encourage an approach of continuous improvement for service user experience.
4. Having received service user feedback during the course of the Working Group review, Members considered that methods of increasing service user involvement, particularly in their own crisis planning, was required in anticipation of reforms to the Mental Health Act.
5. The Working Group heard from service users who had become "experts by experience" during the course of the review, and who had benefitted from the use of Mersey Care facilities such as the Life Rooms and also the Crisis Cafes. Members considered that methods of encouraging service users to become "experts by experience" should be considered.
6. Working Group Members heard from service users who had faced a range of issues and considered that the development of Integrated Care Systems should be supported for a more holistic approach to issues that can impact on mental health, such as housing, addiction, complex lives issues, etc.
7. During the course of the pandemic, increased technological approaches had to be adopted and these had brought certain benefits. The Working Group considered that these approaches, such as the use of video technology, should be supported and developed within the Council's Technology Enabled Care Services Strategy.
8. During the course of the review, the Working Group heard that certain alternative services had been provided as a result of the pandemic and that service user take-up of some of these services had been good. Members considered that in the light of this, some of the services traditionally provided should be reviewed, to determine whether they are still appropriate.
9. The Working Group heard about the work of the Sefton Mental Health Review Task and Finish Group, set up between the Council, Clinical Commissioning Groups, Mersey Care NHS Foundation Trust and the voluntary sector, during the course of its review. Members considered that a report on the work and outcome of the Task and Finish Group should be submitted to the to the Overview and Scrutiny Committee (Adult Social Care and Health), in due course.
10. Concerns were held that entry points for service users could be improved. The Working Group considered that digital entry points for service users to access



the Council's mental health services should be reviewed. This would ensure that access is as straightforward as possible via the Council's website and that links to other organisations are readily available.

11. Some concerns were held regarding transition for service users from children's services to adult services. Working Group Members considered that a report on the work undertaken in relation to transitions from children's services to adult services, should be submitted to the Overview and Scrutiny Committee (Adult Social Care and Health) in due course, to include care leavers and other vulnerable user groups.
12. Some concerns were held regarding the Council's Directory of Services and Working Group Members considered that this could be improved. The Directory of Services could be reviewed in order to produce a map of services, to assist service users to navigate the system.
13. The Working Group heard about waiting times for young people aged 18-25 and for adults aged 25 and over for Autism Spectrum Disorder (ASD) conditions during the course of the review. Mersey Care NHS Foundation Trust had invested additional funding for training 2 further members of staff to provide assessments. Members considered that progress regarding the formal assessment of diagnosis for Special Educational Needs and Disabilities/Autism Spectrum Disorder conditions in young people aged 18-25 and adults, could be reported within the six-monthly monitoring report.
14. The usual six-monthly monitoring report, setting out progress made against each of the Working Group recommendations, would be required in due course. Relevant officers would be required to liaise in order to ensure that the Overview and Scrutiny Committee (Adult Social Care and Health) received the monitoring report.

ACKNOWLEDGEMENTS AND THANKS

In producing this report on mental health issues, acknowledgements and thanks are attributed to the following individuals for their time and input:-

- ***Mental health service users who agreed to be interviewed regarding their experiences;***
- ***The Deputy Director of Integration, Mersey Care NHS Foundation Trust;***
- ***Mental Health Social Work Team Managers, Adult Social Care;***
- ***The Consultant Clinical Psychologist, Mersey Care NHS Foundation Trust;***
- ***Clinical Service Manager, Mersey Care NHS Foundation Trust;***



- *Executive Director of Adult Social Care and Health;*
- *Interim Head of Service, Adult Social Care;*
- *Commissioning Officer, Adult Social Care;*
- *Service Manager, Adult Social Care; and*
- *Senior Democratic Services Officer, Corporate Services*

Thanks must also go to the Members of the Working Group who have worked hard and dedicated a great deal of time to this review, namely:-



***Councillor Diane
Roscoe
(Former Lead Member)***



***Councillor Christine
Howard
(Acting Lead Member)***



***Mr. Roger Hutchings
Advisory Member
Healthwatch Sefton***

RECOMMENDATIONS

1. That the Executive Director of Adult Social Care and Health be requested to develop an action plan that incorporates the following recommendations and that the recommendations are taken forward into commissioning plans:
 - A. Support the development of accurate data to evidence Key Performance Indicators, to include waiting times for services and customer satisfaction, to be presented to the Overview and Scrutiny Committee (Adult Social Care and Health) on a regular basis, in the form of a dashboard.
 - B. Support the development of greater parity of esteem for mental health within the Council's Health and Wellbeing Strategy and other strategic documents.
 - C. Consider methods of increasing feedback from service users, to include case studies and a "secret shopper" approach, in order to encourage an approach of continuous improvement for service user experience.
 - D. Consider methods of increasing service user involvement, particularly in their own crisis planning, in anticipation of reforms to the Mental Health Act.
 - E. Consider methods of encouraging service users to become "experts by experience", particularly through the use of Mersey Care facilities such as the Life Rooms and Crisis Cafes.
 - F. Support the development of Integrated Care Systems for a more holistic approach to issues that can impact on mental health, such as housing, addiction, complex lives issues, etc.
 - G. Support the inclusion of approaches adopted during the pandemic, such as the use of video technology, within the development of the Technology Enabled Care Services Strategy.
 - H. Undertake a review of some of the services traditionally provided, in the light of alternative services provided and service user take-up of those services, during the pandemic.
 - I. Submit a report on the work and outcome of the Sefton Mental Health Review Task and Finish Group, set up between the Council, CCG's, Mersey Care NHS Foundation Trust and the voluntary sector, to the to the Overview and Scrutiny Committee (Adult Social Care and Health), in due course.
 - J. Review digital entry points for service users to access the Council's mental health services, in order to ensure that access is as straightforward as possible via the Council's website and that links to other organisations are readily available.



- K. Submit a report on the work undertaken in relation to transitions from children's services to adult services, to the Overview and Scrutiny Committee (Adult Social Care and Health), in due course to include care leavers and other vulnerable user groups.
 - L. Review the Directory of Services available, in order to produce a map of services, to assist service users to navigate the system.
 - M. Report progress regarding the formal assessment of diagnosis for Special Educational Needs and Disabilities/Autism Spectrum Disorder conditions in young people aged 18-25 and adults, within the six-monthly monitoring report, on the outcome of additional funding and training of staff provided by Mersey Care NHS Foundation Trust and the Clinical Commissioning Groups for the reduction of waiting times for diagnosis.
2. That the Senior Democratic Services Officer be requested to liaise with relevant officers in order to ensure that the Overview and Scrutiny Committee (Adult Social Care and Health) receives a six-monthly monitoring report, setting out progress made against each of the recommendations outlined above.

Overview & Scrutiny



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