

Report to:	Overview and Scrutiny Committee (Adult Social Care and Health)	Date of Meeting:	6 September 2022
Subject:	Overview & Scrutiny Mental Health Review		
Report of:	Executive Director of Adult Social Care and Health	Wards Affected:	(All Wards);
Portfolio:	Adult Social Care		
Is this a Key Decision:	No	Included in Forward Plan:	No
Exempt / Confidential Report:	No		

Summary:

The report presents the progress on implementation of the findings and recommendation of the Overview and Scrutiny Committee Mental Health Review.

The findings and recommendations from Overview & Scrutiny are being taken forward as part of the Sefton Mental Health Programme Task & Finish Group which consists of key representatives from Sefton Council, Sefton Clinical Commissioning Groups, Mersey Care NHS Foundation, Sefton CVS and the wider Voluntary, Community and Faith Sector.

Recommendation(s):

- (1) That the report be noted.

Reasons for the Recommendation(s):

This remains a key issue for the people of Sefton and it is believed the implementation of the findings and recommendations will have a positive impact on the current situation.

Options Considered and Rejected: (including any Risk Implications)

Not applicable

What will it cost and how will it be financed?

(A) Revenue Costs

The contents of this report do not represent any additional revenue costs

(B) Capital Costs

The contents of this report do not represent any additional capital costs.

Implications of the Proposals:

Resource Implications (Financial, IT, Staffing and Assets): None
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Legal Implications: None	
Equality Implications: There are no equality implications.	
Climate Emergency Implications: The recommendations within this report will	
Have a positive impact	No
Have a neutral impact	Yes
Have a negative impact	No
The Author has undertaken the Climate Emergency training for report authors	Yes
The contents of this report have a neutral impact on the climate emergency.	

Contribution to the Council's Core Purpose:

Protect the most vulnerable: The report details improvements being made to support the most vulnerable
Facilitate confident and resilient communities: The report details improvements that will help contribute to confident and resilient communities
Commission, broker and provide core services: The report details improvements to commissioning care
Place – leadership and influencer: The reports transformation improvements to the area of Mental Health.
Drivers of change and reform: The reports transformation improvements to the area of Mental Health.
Facilitate sustainable economic prosperity: Not applicable
Greater income for social investment: Not applicable
Cleaner Greener Not applicable

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Executive Director of Corporate Resources and Customer Services (FD. 6928) and the Chief Legal and Democratic Officer (LD. 5128) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Not applicable although the review itself did involve consultation and engagement with key stakeholders.

Implementation Date for the Decision

Immediately following the Committee meeting.

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Appendices:

There are no appendices to this report

Background Papers:

There are no background papers available for inspection.

1. Introduction

- 1.1 The O&S Mental Health review was set up to look at services provided to the residents of Sefton against the backdrop of the Covid-19 pandemic. The review commenced on the 20th October 2020 and concluded in June 2021, with a final report being published at the end of July 21.

The report highlights the work that has been completed to date with regards to the recommendations made and we will continue to progress this work via the Sefton Mental Health Task & Finish Group, which is made up of key partner agencies.

- 1.2 The findings and recommendations from Overview & Scrutiny are being taken forward as part of the Sefton Mental Health Programme Task & Finish Group which consists of key representatives from Sefton Council, Sefton Clinical Commissioning Groups, Mersey Care NHS Foundation, Sefton CVS and the wider Voluntary, Community and Faith Sector.

2. Progress updates

The following section of the report sets out each recommendation and provides an update on the implementation to date.

- 2.1 **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.**

A performance Dashboard is currently under development as part of the Sefton Partnership which also includes Mental Health, and work is ongoing to determine metrics that reflect local priorities. Once finalised this will be presented to Overview and Scrutiny on a regular basis as per the recommendation.

One of the key areas highlighted as part of the Overview and Scrutiny Review was waiting times for ASD/ADHD services within Sefton. At the time of the review the CCG's had provided Mersey Care NHS Foundation Trust with further investment that enabled the service to recruit and train additional staff that would support the reduction in waiting

times. Since that time, the CCG's now known as ICB Place were successful in obtaining additional funding as part of a joint bid (North Mersey Region) to the Transforming Care Programme which will further enhance the service. However, commissioners and Mersey Care have acknowledged the need for a strategic review of local pathways with a view to reducing variation and increasing consistency. The first part of this process will be for each area to map out their local pathways and service models and work has commenced to that effect.

2.2 Support the development of greater parity of esteem for mental health within the Council's Health and Wellbeing Strategy and other strategic documents.

This has been noted and will be reflected in the development of all future strategies. As part of the Sefton Mental Health Delivery Framework, our vision is that everyone, irrespective of where they live in Sefton, has good mental health and wellbeing, especially those communities facing the greatest adversity and barriers. This includes those living with and recovering from mental illness. As mental health is affected by a wide range of factors, our actions extend from prevention to reducing health inequalities through targeted services; and involve the widest range of partners. Our approach extends across the life-course and values the mental health and wellbeing of both current and future generations”

2.3 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.

It is a stipulation of CQC that all registered service providers engage with patients/services users/families to obtain feedback regarding the services that they provide, this is also factored into the monitoring and review of commissioned services. We also plan to undertake mystery shopping exercises as recommended with the support of Healthwatch Sefton.

In November 2019 Mersey Care appointed a new Head of Engagement & Experience role within the portfolio of the Director of Social Inclusion & Participation. An Engagement & Experience Review and Plan was approved by the Board of Directors in May 2021.

Mersey Care currently have plans to expand their Patient Advice and Liaison team in conjunction with their Switchboard function to form a new 'Customer Services Team'. Once this has been created the Trust will be able to be much more proactive in terms of seeking service user and carer feedback. This will substantially change more reactive methods of working with service users and carers feedback. This approach will include monthly case studies to learn from best practice but also any areas that need to be highlighted for improvement. It will also include regular visits to Trust services and community centres/third sector organisations to seek feedback from those who would not normally be forthcoming.

The Trust intends to develop an inclusive feedback process which includes 24/7 omni-channel options for all. The Trust's Engagement and Experience team also has plans for developing our volunteer base to be able to carry out secret shopper reviews. As this is recommendation is within MH services this would have to be done safely and sensitively. The methodology we intend to follow is that found within the NHS England 15 steps challenge.

<https://www.england.nhs.uk/get-involved/resources/15-steps-challenge/>

Earlier this year the Trust launched a new project entitled: 'Mirror Mirror' that travels around their services filming service users, carers and staff giving feedback. This then feeds in to 'You Said, We Did' boards that were launched in May 2022.

2.4 Consider methods of increasing service user involvement, particularly in their own crisis planning, in anticipation of reforms to the Mental Health Act.

Mersey Care's policy on involving service users and carers was widely acknowledged as best practice within mental health services when it was introduced in 2004. Since that time, the policy and practice has evolved beyond involvement to become a participation programme based upon a commitment to co-production at all levels of our organisation. Our approach to participation and involvement is based on the following key points:

2.5 Enabling service users and carers to participate as equal partners in all aspects of the Trust is an important way for Mersey Care to meet its legal obligation, to protect and promote the human rights of vulnerable people in its care.

- An essential component of quality service development and delivery is the lived experience service users and carers have of those services.
- Service users and carers also have a wide range of valuable knowledge, skills and experience in addition to their knowledge and experience of Trust services.
- The participation of a diverse range of service users and carers who reflect the communities served by the Trust is essential if the Trust is to be a relevant and responsive organisation.
- Participation of service users in decision making has good recovery and social inclusion outcomes for service users and carers.
- Participation of service users and carers as equal partners in decision making is a means of tackling the power imbalance that often exists between professionals and lay people and is a means of achieving cultural change.
- In order to do this effectively we have to create an environment in which experts by experience can systematically disrupt our traditional way of thinking in order to centre our service development around the consumer.

It is important to acknowledge that the restrictions of the Pandemic have impacted this practice but a re-set for the agenda is in progress as part of the new Engagement & Experience Plan.

Mersey Care's Engagement & Experience Plan supports further increase of service user participation/involvement across all levels and functions of the Trust, e.g., recruitment and selection of staff, governance meetings, service user forums, delivery of training to staff and to other service users, families and carers.

Our plans for the newly formed Customer Services team include expanding our capacity to be able to support clinical services with implementing NHS Personalised Care, including all levels of care planning.

2.6 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.

This is encouraged across all sectors, and we have some really good examples of service users becoming peer mentors across an array of different services and this is something that all stakeholders will continue to promote and embed as part of future service delivery.

We are also in the process of identifying Experts by Experience to become members of the Sefton Mental Health Review Task & Finish Group.

2.7 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.

We are currently partaking in a System P Sefton Hackathon which is a whole system approach to addressing multiagency, multisector challenges that negatively impact population health and will deliver transformational change in service provision through collaborative working. One of the key focusses is Complex Lives which focuses upon mental health, homelessness, and substance misuse.

As part of this programme, a workshop will take place early October to share insights into the needs of people with complex lives across Cheshire & Merseyside. System P intelligence has demonstrated that the Complex Lives cohort exists across all 9 places in Cheshire & Merseyside, and their needs and experiences are very similar. The session will cover the following:

- What we know about the Complex Lives segment
- Case studies from across Cheshire & Merseyside
- Effective engagement and co-production approaches and lessons learned
- Insights from people and families
- Common themes for collective action
- Improvement opportunities
- Co-production and power in our governance structures
- Opportunities for a joined-up approach to co-production
- 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.

Following engagement with providers as part of a review of service provision they have confirmed their commitment by continuing to provide access to services via digital platforms. We are also working closely with our TECs Team to look at ways in which we can maximise the utilisation of technology within services which will increase service user independence whilst improving outcomes and an example of this has been the pilot of the Brain in Hand App. Currently further initiatives are being explored across a number of different workstreams to support early intervention approaches and we can provide a further update at future meetings with regards to how this piece of work is progressing.

2.8 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.

Adult Social Care has been undertaking a review of Day Care provision across Sefton to gain people's views. A Consultation was agreed by Cabinet as part of a day service review, the purpose was to seek the views of people in services as there had been an impact on particularly building based provision due to the pandemic and people who may wish to access day services as there had been a shift in people wishing to take up more personalised support options.

The consultation ran from Oct 2021 to Jan 2022 and was overseen by the Consultation and Engagement panel. A strong co production and co design approach was sustained throughout with VCF partners, advocacy services and Healthwatch supporting the design of the consultation.

A user reference group was also established as part of the work and to ensure that people in or who may use services were involved in the co design of the specification of services which will be commissioned in response to the consultation.

A social enterprise organisation Community Catalysts was engaged to support with an analysis of the local market, Community Catalysts work focuses on supporting providers to access community-based options and develop more personalised approaches to support which enables greater independence and can lead to real opportunities for training and employment.

2.9 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.

This piece of work is being progressed as part the Sefton Mental Health Review and we have been working in partnership with other key stakeholders to understand the information that we each hold with regards to services within the community. One of the key issues identified as part of this review has been the connectivity of services and how we can strengthen signposting ensuring that service users receive the right support at the right time and place. As part of the review Sefton in Mind recently completed an engagement exercise with the Voluntary Sector to understand the different types of services that were being delivered across Sefton and to what cohorts of individuals which will enable us to understand the current market and use this intelligence to understand where gaps exist and how we can address these gaps utilising available funding via the Community Transformation of Mental Health.

2.10 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.

This work is currently ongoing, and a report will be provided at a future meeting for consideration.

3. Conclusion

The Committee are asked to receive and note the contents report and are invited to make comment as they may wish. The committee are also asked to await further reports as detailed.