

Lambeth Living Well Network Alliance

An update for Lambeth
Together Strategic Board
20th January 2021



Lambeth Living Well Network Alliance (Lambeth Alliance)



Welcome

- **Introduction – Overview Successes and Challenges – Sabrina Phil**
- **NHSE Community Mental Health Transformation Bid – Request for LTSB to support submission**
- **Lambeth Staying Well Prototype**
- **Culturally Appropriate Peer Support Advocacy (CAPSA)**
- **Mosaic Clubhouse**

Alliance Progress Report..

<https://lambethtogether.net/lambeth-living-well-network-alliance-progress-report-november-2020/>





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Introduction - Successes

- **Reduced acute bed usage** - from 89 beds in our first year to 78 beds in our second year – supporting people in less restrictive, more appropriate settings
- **Created a new Crisis Outreach Service** – able to travel to and support those in crisis within 4 hours for the most urgent cases
- **Opened a new ‘front door’** – our Single Point of Access simplifies access to adult mental health services in Lambeth, with people able to introduce themselves using an online form or via their GP
- **Joined up support** – we brought Community Mental Health Teams, social care and voluntary sector staff together into two joined up teams - Short Term Support and Focused Support - within three new Living Well Centres – minimising ‘hand-offs’, multiple assessments and waiting to get the right support when needed



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Introduction - Challenges

- **Covid 19** – all services remain open, use of phone and video support where this is safe and appropriate, face to face continues where required – contingency plans in place to keep staff and the people we support safe – monitoring potential demand surge
- **Finances** – historic budget pressures in mental health continue to challenge us to find more cost effective ways to meet growing demand and complexity
- **Inequalities** - in access to, experience of and outcomes from mental health support, remains a long-term challenge. We are working with Black Thrive, community groups and people we support to develop more culturally appropriate services
- **Staff vacancies and turnover** – national shortages of certain staff such as nurses and social workers are being addressed by the increased use of VCS and peers and by developing new roles to 'grow our own'



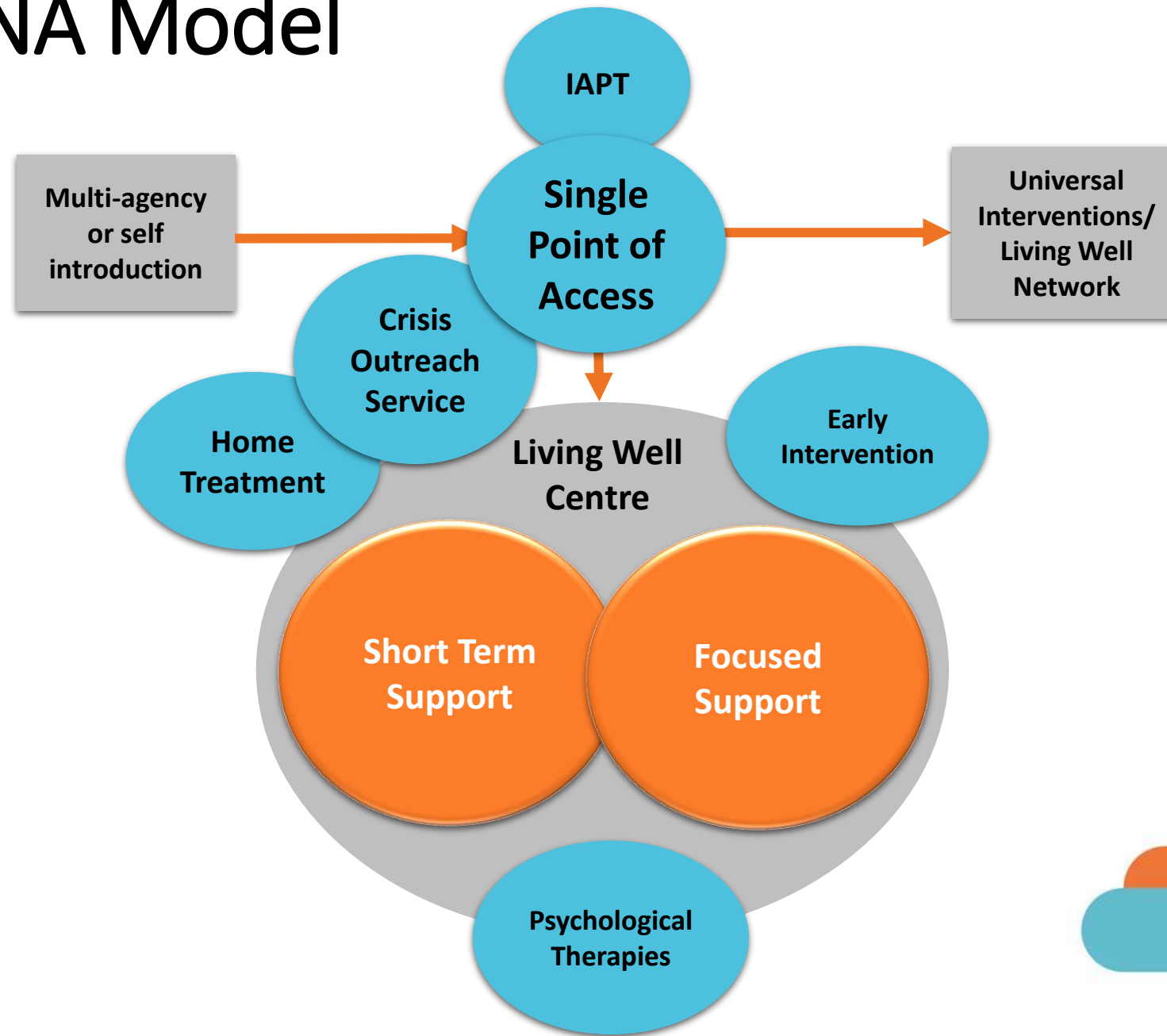
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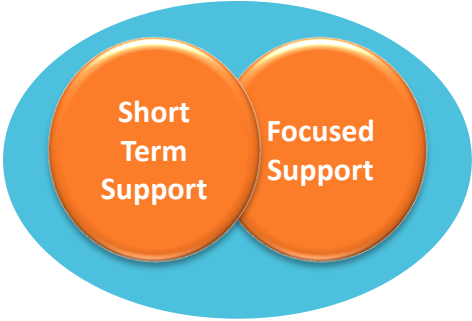
NHSE/I Community Mental Health Transformation Bid – submit 20.1.2020

- NHSE 3 year programme to transform mental health service delivery to improve physical and mental health outcomes, promote recovery and deliver personalised ‘right care, right time’
- LWNA SEL pathfinder with respects to programme priorities, i.e. single front door, seamless generic community offer including VCS, better integration and partnership working with PCNs
- LTSB asked to approve Lambeth Year 1 bid proposals (£870k) developed with input and feedback from with key partners including service users and carers:
 - **VCS led community reablement**-including peer support and social prescribing to facilitate and embed recovery in community based on flexible step up/step down goal oriented offer
 - **‘Mind and Body Workers’** embedded within LWCs linking with primary care to provide holistic, integrated medication and physical and mental health support building on successful ‘shared care’ arrangements
 - **Young people’s transition leads**-improve understanding, communications and pathway for 18-25 who may be referred in from CYP partners
 - **Expanding dual diagnosis expertise** to improve clinical outcomes with co-occurring substance misuse and mental health conditions
 - **Physician and Health Care Assistants** to oversee quality physical health input across LWCs and primary care

LWNA Model



Lambeth Living Well Network Alliance: Key Features

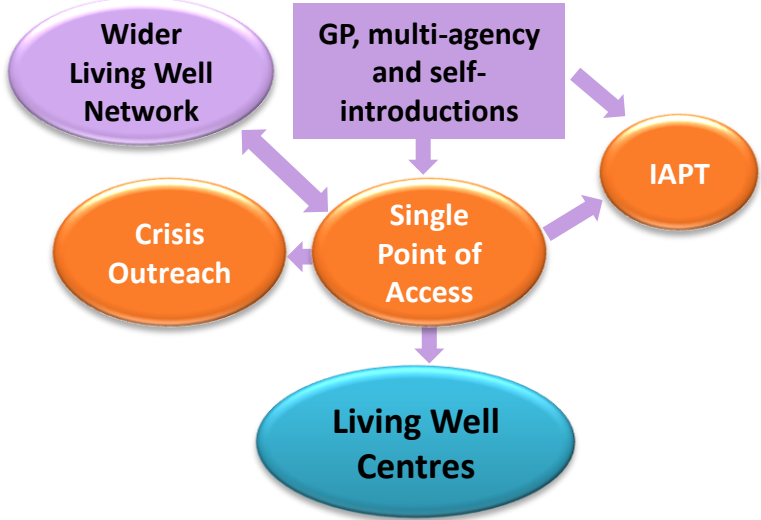
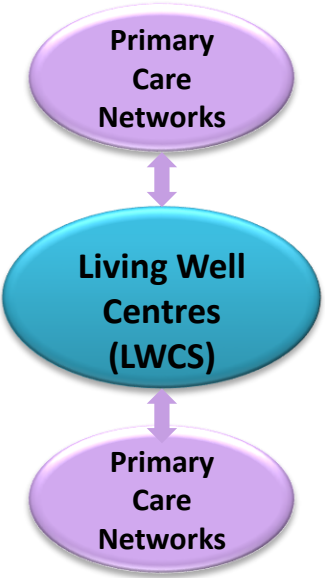


Three Living Well Centres

- Replaced CMHTs in 2019
- Aligned with PCNs
- Integrated Short Term and Focused Support Teams comprised of clinical, social care, VCS staff and Peers

Single Point of Access and Crisis Outreach

- Opened in 2019
- Self-introduction via online form
- Urgent introductions fast-tracked
- New Crisis Outreach Service can travel to client within 4 hours for most urgent cases
- Close links with housing, benefits, VCS and wider network
- Planning to introduce Care Navigators

Staying Well Offer

- Brings GPs, Social Prescriber Links etc together regularly with LWC Clinical, Social Care and VCS staff to manage people’s mental and physical health in the most appropriate setting
- Improving communication, knowledge and confidence across the system
- Currently being piloted with two PCNS - plan to roll out across Lambeth in 2021.

More information at:
<https://lambethtogether.net/living-well-network-alliance/>



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Staying Well Prototype

- Aims to improve outcomes for people with severe and ongoing mental health conditions by testing model of MDT working between PCNs and LWNA
- Test pilots for 3 months to in North PCN and Brixton and Clapham PCN
- Multi-professional meetings: GPs, PCN Link Workers and pharmacist; consultant psychiatrists; Living Well Centre staff; voluntary sector leads; social care;
- Patient issues raised encompassed complex and interdependent mental and physical health and social circumstances
- Interim evaluation in progress to generate insight and learning to inform service developments for 2021-22
- The prototype has been extended to the end of March 2021



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Staying Well Prototype - initial learning benefits

- Improved communication flows between General Practice and mental health
- Supported better multi-disciplinary shared understanding of patient assets and needs
- Valued by GPs for high quality learning and improving knowledge and confidence to support patients
- Opportunity to address both medication issues identify options for supporting prescribing in primary care i.e. Senior Primary Care Mental Health Pharmacist
- Identification of gaps in support and service improvements and aid integration of social prescribing and social care
- Testbed for PCN/neighbourhood development plans: prototypes have informed the Lambeth CMHT Transformation strategy



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Culturally Appropriate Peer Support Advocacy (CAPSA)

- The aim is to design a service which provides support to members of the Black community who have mental health needs through peer support.
- The peer support service will be focused on striving for recovery, acknowledging the inherent challenges of racism for Black communities within traditional mental health services.

Design Process

- Pre-discovery – define the goals and indicators success
- Discover – generate insights of the unmet needs, gaps and opportunities
- Define – make sense of the data
- Develop – identify appropriate training content for peer support and advocacy
- Deliver – launch a CAPSA offer




- **Community Engagement (2 sessions)**
 - Explore what culturally appropriate means
 - Identify what Black communities want from mental health services
 - Understand what is currently known and unknown

LAMBETH COMMUNITY QUOTES

"Taking into account a person's background and taking into account their personal, not corporate perspective and looking at their experiences to date as a person of colour - although everyone's experiences are not the same."

Understanding the different 'shades' of blackness

CAPSA
It's a Lambeth Thing




LAMBETH COMMUNITY QUOTES

"I want my social issues and circumstances to be acknowledged in relation to how it contributes to the difficulties I am experiencing"

Having a foundation for culturally appropriate work

CAPSA
It's a Lambeth Thing




LAMBETH COMMUNITY QUOTES

"More Black psychologists within the establishments. The majority are white, so they have a white perspective of mental health. If there were more Black psychologists working in partnership there would probably be a better understanding of culture within MH"

Representation

CAPSA
It's a Lambeth Thing



LAMBETH COMMUNITY QUOTES

"To be treated fairly and equally, not on the basis of my colour and I want to get the access to services that everybody else does"

Having a foundation for culturally appropriate work

CAPSA
It's a Lambeth Thing





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- Service User Working Group (SUWG)
 - Community researchers with lived experience
 - Co-design activities and development
- Peer support and Advocacy recruitment
- CAPSA training
- Patient and Carers Race Equality Framework (PCREF)
- Culturally Appropriate Inpatient Care Model





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Mosaic Clubhouse

https://www.youtube.com/watch?mc_cid=39da04b0e3&mc_eid=b5739dd4cf&v=2WU1F9RCK0o&feature=youtu.be

Questions?