

FUTURES WORKSHOP

**A series of workshops and events to explore
the key drivers and enablers that should drive
continued innovation in Lambeth**

1

DIGITAL THINKING

LIVING WELL WITH TECHNOLOGY

30th November, 4pm to 7:00pm,
Bolney Meadow
Community Centre (31 Bolney St,
Vauxhall, London, SW8 1EZ)

2

21ST CENTURY DEMAND MANAGEMENT

FROM BEDS AND CASELOADS TO
ACTIVE NETWORKS OF SUPPORT

7th December, 2.30pm to 5.30pm
Coin Street Neighbourhood Centre
108 Stamford Street, South Bank
London SE1 9NH

3

COLLABORATIVE LEADERSHIP

LEADING WITH COMMUNITIES
AND NETWORKS

15th December, 2.30pm to 5.30pm
The Foundry
17 Oval Way, London, SE11 5RR

HELP SHAPE OUR ASPIRATIONS

We have organised three Future Workshop events to:

- ✓ **Inspire creative thought and energy about possibilities for change** in the way mental health is supported in Lambeth over the next 5-10 years.
- ✓ Help us describe **what ‘good’ mental health services and support** looks like in 5-10 years time.
- ✓ Help **develop proposals prior to formal procurement**. Please see ‘Our Plans for the Future’, which describes our ambition in more detail.

21ST CENTURY DEMAND MANAGEMENT

FROM BEDS AND CASELOADS TO ACTIVE NETWORKS OF SUPPORT

EVENT AGENDA

- | | | |
|-------|---|---|
| 14.30 |  | MARKETPLACE |
| 14.45 |  | ASPIRATIONS FOR MENTAL HEALTH
IN LAMBETH |
| 15.00 |  | SPEAKER |
| 15.20 |  | COLLABORATIVE WORK 1 |
| 15.40 |  | MARKETPLACE |
| 16.05 |  | SPEAKER |
| 16.25 |  | COLLABORATIVE WORK 2 |
| 17.05 |  | FEEDBACK AND SHARING |
| 17.30 |  | CLOSE |

WHAT ARE YOUR KEY CHALLENGES AND OPPORTUNITIES?



CHALLENGE

I THINK A KEY CHALLENGE IS...

 FUTURES
WORKSHOP

NAME

CONTACT

+

-

OPPORTUNITY

I THINK A KEY OPPORTUNITY IS...

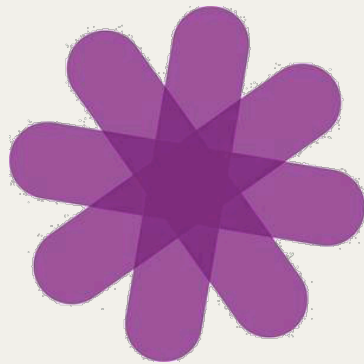
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WORKSHOP

NAME

CONTACT

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The
COLLABORATIVE

The vision for Adult Mental Health in Lambeth

Denis O'Rourke

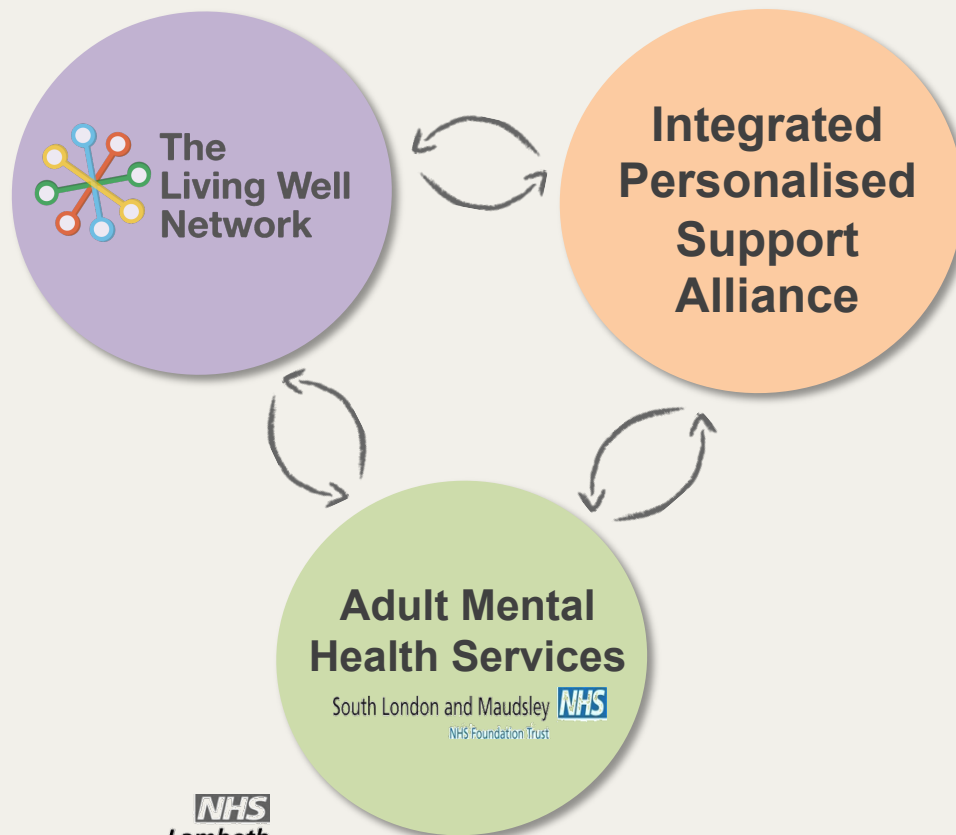
Assistant Director Integrated
Commissioning for Adult Mental
Health NHS Lambeth CCG

We have developed a **vision** for our mental health system

“We will “work to” provide the context within which every citizen whatever their abilities or disabilities, can flourish, contribute to society and lead the life they want to lead.”



We are **transforming** how the adult mental health system works around **Big 3 outcomes**



1. To recover & stay well



2. To make their own choices

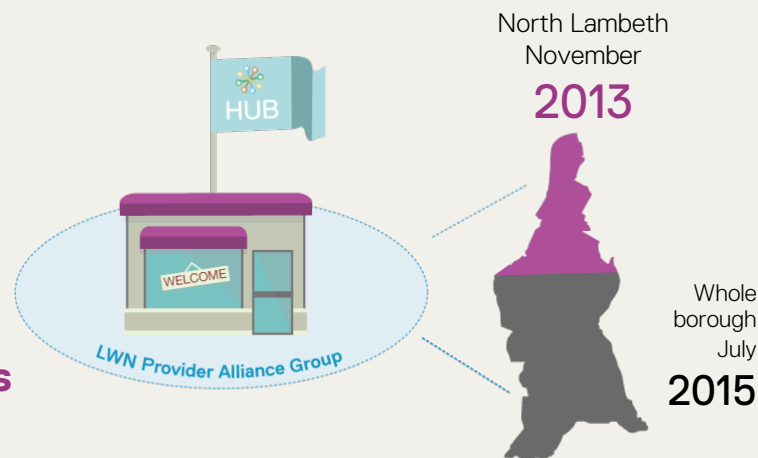


3. And to participate on an equal footing in daily life

We are already making big impacts



- ✓ **43% reduction in referrals to secondary care**
- ✓ **Average of 400 people supported a month**
- ✓ **Reduced waiting times for support**
- ✓ **Supporting savings and efficiencies**
- ✓ **Above average take up from BME communities**
- ✓ **Joint working with Housing Department & JobCentrePlus**

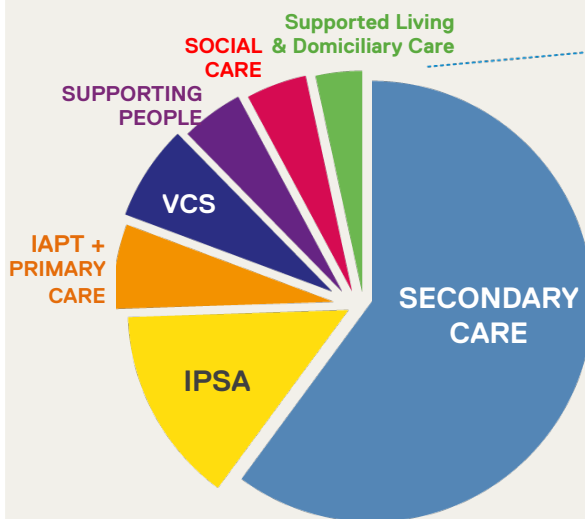


Integrated Personalised Support Alliance (IPSA)

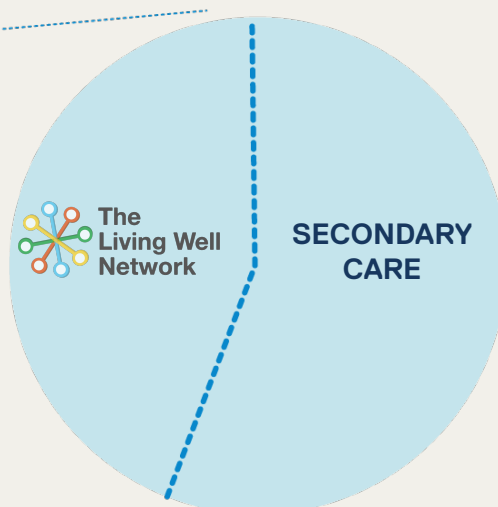
- ✓ **First year of an Alliance Agreement** - chaired by VCS.
- ✓ **65 people supported** to move onto more independent provision
- ✓ **Steady reduction in spend** - to **deliver 23% savings** by end of year 2
- ✓ **60% reduction** in people entering residential care & **58% reduction** in use of in-patient beds

A Whole System Alliance Proposition

NOW



2017>



Total Investment
~£66m

Proposed functions of Living Well Network

- ✓ Deliver **early, preventative, holistic support**
- ✓ Accelerate us towards our **big 3 outcomes**
- ✓ Co-ordinate care and **drive integration**
- ✓ **Manage demand** and access
- ✓ Drive workforce and **culture change**
- ✓ Review services and **allocate resources**

A Whole System Alliance

Alliance structure

- ✓ **All providers** encouraged to apply
- ✓ **7/8 core strategic** alliance members (including primary care, social care, VCS, secondary care & commissioner)
- ✓ Other providers will be **associate members**/ sub-contractors
- ✓ Community, people who use services & family & carer voice
- ✓ Total adult mental health investment of c£66m

Contract Term

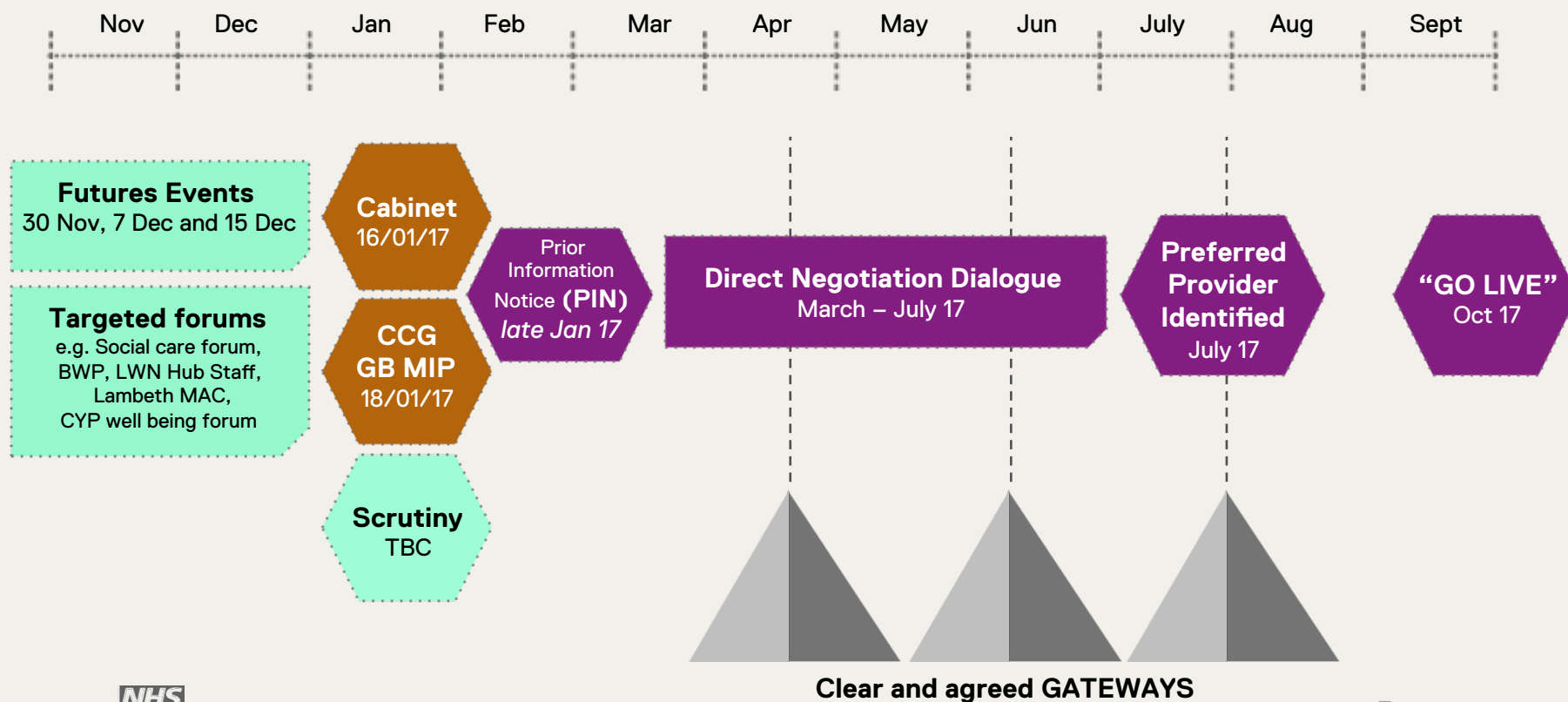
- ✓ 7 to 10 years, ideally.
- ✓ Pain and gain share c5-10%?

Procurement

- ✓ EU light touch regime since April 2016 requires market notification.
- ✓ Direct negotiation possible but open to challenge

NB – all of above subject to agreement by Lambeth Council Cabinet and NHS Lambeth CCG Governing Body

LWN Alliance Timetable (provisional)

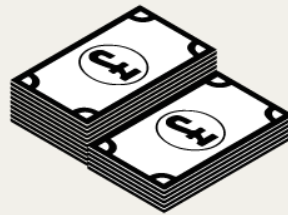


We still face **big challenges** as a system that we must continue to actively address moving forward

**Service
fragmentation
and duplication**



**High
demand for
services**



**Reducing
resources**



Inequalities



**Lack of focus
on outcomes**

**Culture
change**



We have a set of powerful enablers

DIGITAL THINKING

LIVING WELL WITH
TECHNOLOGY

21ST CENTURY DEMAND MANAGEMENT

FROM BEDS AND
CASELOADS TO ACTIVE
NETWORKS OF
SUPPORT

COLLABORATIVE LEADERSHIP

LEADING WITH
COMMUNITIES
AND NETWORKS

INTRODUCING OUR SPEAKERS




I. PAUL CORRIGAN CBE


- Non-executive director of the Care Quality Commission
- Former health advisor to Tony Blair
- Director of Strategy and Commissioning at the London Strategic Health Authority (2007-09)

COLLABORATIVE WORK

Explore the
story of your
persona in
groups

 The
COLLABORATIVE

**TANYA,
50**



Tanya lives in a one bedroom flat in Lambeth. She describes herself as a determined person who knows what she wants. She also is a single mother for two young boys and she is very organised. She has to work as a single teacher at all times much having noticed that single mothers find it hard to stay well. She has a very qualified and motivated team of young boys. Tanya says "I don't want to do anything that will get me into a bad state. On a bad day, I just don't want to get out of bed. Every time this happens it really hits my confidence."

In the past, Tanya was hospitalised after a series of breakdowns. The experience really scared her and she is determined not to let it happen again. She says that she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.

"I know I have the willpower and determination to stay well."

Tanya also has ongoing issues with her mental health which she feels often only what she can achieve and get things done. She also says that she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.

Tanya says that her experience of being hospitalised made her want to get involved with helping other people, so she joined a number of local patient forums and networks.

HEALTH

- Tanya says she has been diagnosed with **depression** in her 40s in situations where things can go wrong.
- Tanya says she experiences **panic attacks** regularly.
- She also says she struggles with her sleep and thinks that she has an underlying sleep disorder. She wants to see a sleep clinic and it is waiting list to see a sleep clinic.
- She believes her **physical health is really good** and exercises and is a very healthy and active person.

ASPIRATIONS

- Tanya wants to become **self-employed as a single mother and fitness and well-being coach**.
- Tanya has been trying to do this for ages but she is struggling with the money. She says that she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.
- Tanya says she **loves being on benefits** and wants to be in a **relationship again**.
- She also wants to be in a **relationship again**.
- Tanya says she is interested in music and dance, wanting to be a professional dancer, being healthy, dancing and travelling.

HOUSING

- She has lived on her own in a ground floor flat in a quiet road for 15 years now. It is a small flat and she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.
- Tanya has carefully planned and designed her home to make it as positive as possible for her mental health. The walls of the ground floor flat are painted in different colors for different rooms. She has also decorated the house with inspiring quotes in key places.
- "The old culture of the house were the culture of being well. These are now all the culture of being well."

SOCIAL NETWORK

- "I need to work on my social network. I need a support network."
- Tanya says she doesn't want to have a relationship with her being "right" now. She says that she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.
- "I have not been able to get on with my life. When there is a crisis, I will contact my family again. I don't want to be a burden to my family."
- Tanya has a few very supportive friends, but she is a bit of a control freak and she is a bit of a perfectionist. She also says that she is a bit of a control freak and she is a bit of a perfectionist.


WHAT IF...? (WE NEED SOMETHING NEW/DIFFERENT)

e.g. What if our relationship with technology were like this?



WHAT WOULD THIS MEAN? (WHAT OUTCOMES WOULD BE ACHIEVED)

e.g. What would these relationships mean for users of services, donors, families, staff, organisations, the Lambeth system?


WHAT WOULD NEED TO BE DIFFERENT? (TO MAKE IT POSSIBLE)

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INNOVATIONS MARKET PLACE

BIG WHITE WALL




Welcome to Big White Wall.
Having a tough time?
Feeling down
or stressed?
Start feeling better now.

WHAT IS IT?

- Big White Wall (BWW) is a digital support and recovery service for people (aged 16 and over) who are stressed, anxious, low or not coping.
- A community of members can support and help each other, share what's troubling them in a safe and anonymous environment, with the guidance of trained professionals, who are online 24/7.
- Users can also benefit from guided support through a range of self-managed and facilitated programmes, as well as live therapy via instant text, audio or video from a panel of approved BWW therapists.

OUTCOMES?

- 46% of BWW members reported sharing an issue or feelings on BWW for the first time. 70% of members from local health contracts reported that using Big White Wall improved their wellbeing in at least one way.
- NHS trusts can commission and refer members to BWW.
- BWW delivers to the health sector, the armed forces, employers and universities in the UK as well as in the US, Canada, Australia and New Zealand. It now has more than 35,000 users.



21ST CENTURY DEMAND MANAGEMENT

To help guide you through the activities, we would like you to consider the following themes during the workshop:

1. How can challenges with mental health be...
- 2.
- 3.
- 4.

NETWORK MISSION

MARKET PLACE MISSION

	What is different, surprising or unexpected?	Is there a challenge that the innovation can help overcome?	Is there any specific and promising practice?
CASE STUDY 1			
CASE STUDY 2			
CASE STUDY 3			

Innovative Practices

Capture insights and ideas

9:59

INTRODUCING OUR SPEAKERS




2. VITALITY HEALTH


- Vitality Health Insurance uses incentives to encourage people to lead healthier lifestyles in order to reduce demand for health services.
- **Shaun Subel** is the Director of Strategy at VitalityHealth, the UK subsidiary of global insurer, Discovery
- **GP Dr Dawn Richards** is Vitality's Head of Clinical Services

COLLABORATIVE WORK

Continue to explore and refine a set of “What ifs” for our personas

 The
COLLABORATIVE

TANYA, 50



Tanya lives in a one bedroom flat in Lambeth. She describes herself as a determined person who knows what she wants. She used to stage manager for music events and theatre and she is very organised. She decided to return as a stage teacher and theatre coach, having realised that stage has really helped her to deal with life. She became a qualified stage instructor 2 years ago. "Thank you" when I want to do something, focus and get it done.

"I have good days and bad days. Sometimes I get up and want to spend the day with other people and get lots of things done. On a bad day, I just don't want to get out of bed. Every time this happens it really hits my confidence."

In the past, Tanya was hospitalised after a series of breakdowns. The experience really scared her and she is determined not to return to hospital. She says that she spent a lot of time with a support worker from Lambeth College of Health and Social Care who helped her to get back on her feet. She also started going to courses at the Recovery College.

"I know I have the willpower and determination to stay well."

Tanya still has ongoing struggles with her mental health which she feels often holds her back and she can't get things done. She still needs support from time to time when things are particularly difficult. "Sometimes I feel a bit on the edge of things but I work hard to stay well."

Tanya says that her experience of being hospitalised made her want to get involved with helping other people, so she joined a number of local patient forums and networks.

HEALTH

- Tanya says she has been diagnosed with **agoraphobia** as her fear of being in situations where things can go wrong.
- Tanya has the experience **panic attacks** regularly.
- She also says she struggles with her sleep and that she has an unrelieved sleep disorder. She wants some help with this and is willing to see a sleep clinic.
- She believes her **physical health is really good** at the moment and is very careful about eating healthily.

ASPIRATIONS

- Tanya wants to become **self-employed as a stage teacher and fitness and well-being coach**.
- "I have been trying to do this for ages. I am now working with someone already so it is going to show me the way. As good as its building to confidence."
- Tanya also says she "likes" **being on benefits** and wants to be happy with work.
- She also wants to be in a **relationship again**.
- Tanya says she is interested in music and fitness, walking in the park, playing tennis, eating healthy, drinking and smoking.

HOUSING

- She has lived on her own in a ground floor flat in a quiet road, for 15 years now. It is a nice neighbourhood and she says she is close with some of the neighbours.
- Tanya has carefully **planned and designed** her home to make it as positive as possible for her mental health. The walls of the garden are covered in different colours for different calm spaces, she also has a room around the house with inspiring quotes in her garden.
- "The old culture of the house was the culture of being unwell. These are now all the culture of being well."

SOCIAL NETWORK

- "I need to work on my social network. I need a boyfriend."
- Tanya says she doesn't want to have a relationship with her family right now. She says this is to keep things safe. Her family can't see her when she is going to work and she can't see them when they are going to work.
- "I have written them to ask me to leave me alone. When these letters are released everyone will be feeling better, everyone will move."
- Tanya has a few very supportive friends, but she has a few who are not and she doesn't see them very often but keeps in touch on Facebook.


WHAT IF...? (WE NEED SOMETHING NEW/DIFFERENT)

eg. What if our relationship with technology were like this?

WHAT WOULD THIS MEAN? (WHAT OUTCOMES WOULD BE ACHIEVED)

eg. What would these relationships mean for users of services, careers, families, staff, organisations, the Lambeth system?

WHAT WOULD NEED TO BE DIFFERENT? (TO MAKE IT POSSIBLE)



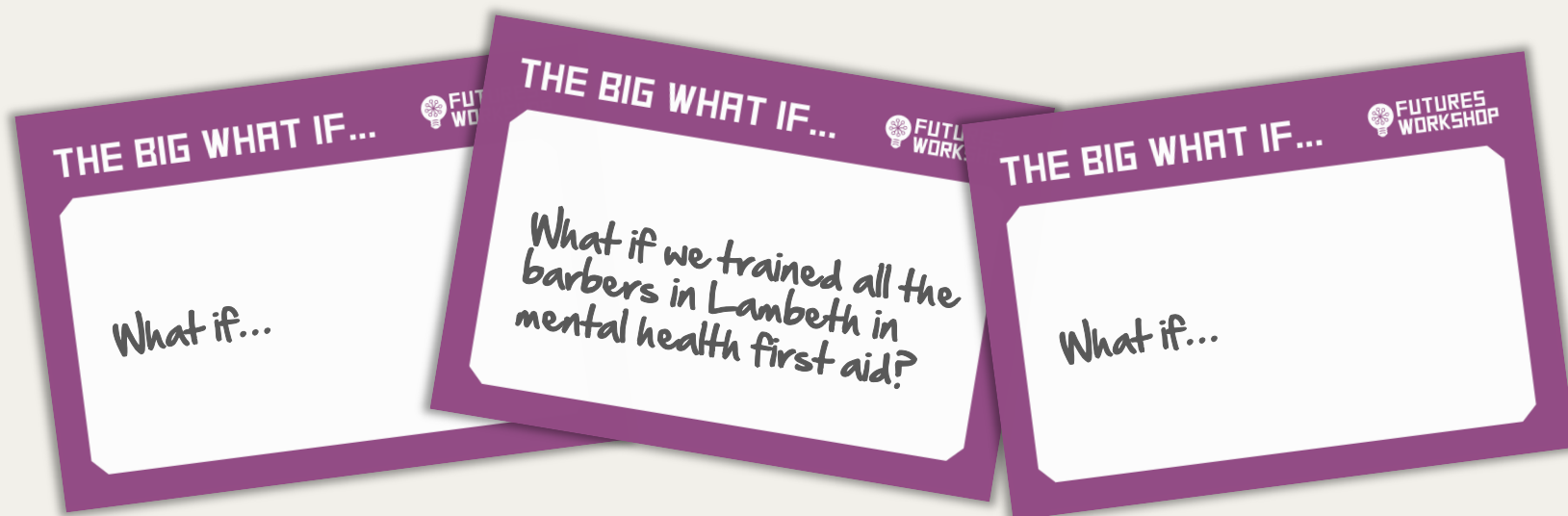
Agree one big
what if to share
with the wider
group?

THE BIG WHAT IF...



What if we trained all the
barbers in Lambeth in
mental health first aid?

30 SECONDS SHARE BACK



VOTE



**Get up and place a sticker
on your favourite what if**

THANK YOU

JOIN US FOR THE NEXT FUTURES WORKSHOP

1

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SHARE YOUR FEEDBACK ABOUT THE WORKSHOP

