

# Lambeth Living Well Network Alliance

Collaborative Breakfast

# Aim of presentation

- A very brief overview of the Alliance
- Update about the Living Well Centre developments and acute care pathway
- Discussion about next steps

*Our Vision- We will 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*

## 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**

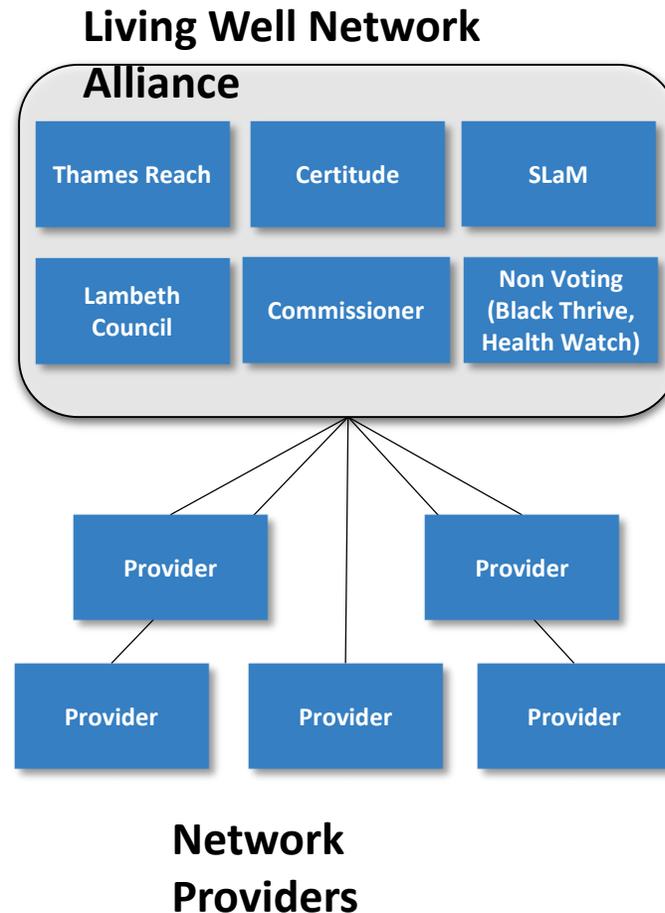
# What is the Lambeth Living Well Network Alliance?

## Context

Total adult mental health investment of **c£68m**

**7 years** plus option to extend to 10 years

Commence 1<sup>st</sup> July 2018



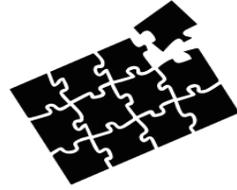
Lambeth Living Well Collaborative

- One contract
- Aligned objectives and shared risks
- One performance framework
- Success based on performance overall
- Shared co-ordination and accountability
- Expectation of trust

## What have people told us and what are the challenges we still face?



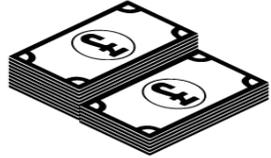
**High demand for services**



**Service fragmentation and duplication, e.g. repetition of assessment**

**Multiple entry points which are confusing**

**Services not integrated- especially crisis support**



**Reducing resources**



**Inequalities**



**Lack of focus on outcomes**



**Culture change**

**Large number of people on acute wards known to SLaM**

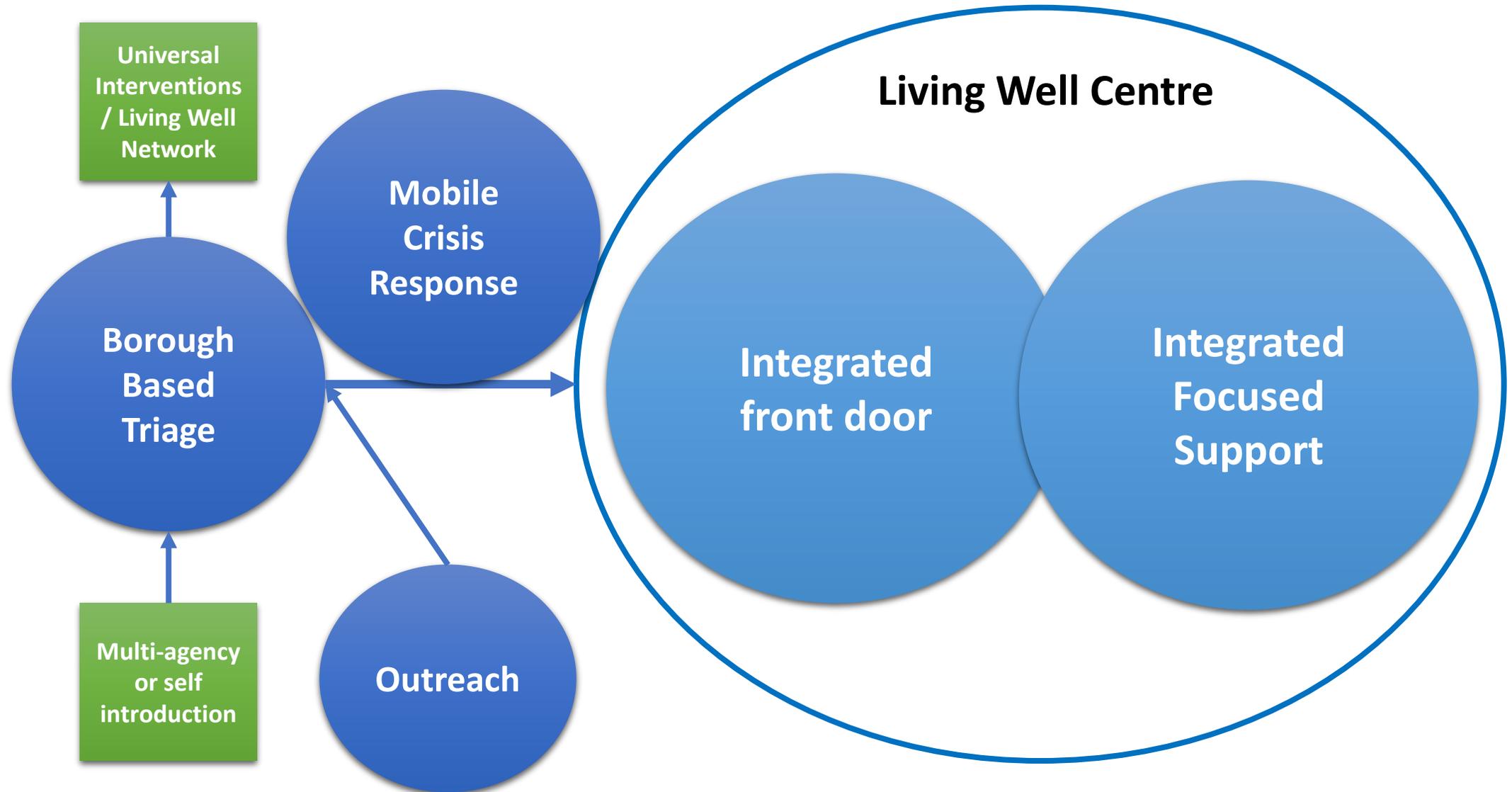
# Business Case – Refresher

**The Living Well Centres (LWCs)** will aim to be the organisational basis of most community based mental health services in Lambeth ensuring that people have a straightforward system to access the correct mental health intervention and associated support in a timely manner.

The centres would include the following aspects:

- **“An Integrated Front Door”** – An easily accessible entry point where people can access multidisciplinary and multi-organisational assessment and support. (we will review the current 12-week limit)
- **A Focused Support Community Service** - Providing person centred care with a wide range of personalised options including evidence based interventions, social support, housing advice and support a stable environment. A key aim would be to reduce the need for inpatient admissions through an enhanced service.
- **A Rapid Crisis Response Service** – Living well centres will provide timely crisis interventions in the least restrictive way.
- **A Staying Well Service** – for people whose needs do not require on-going formalised care co-ordination, but still require on going support.

# Form



# Living Well Network

- The Living Well Network (LWN) is a network of offers including universal services, and those provided by partner and contracted organisations, charities, community groups, local initiatives etc. that anyone can access.
- **It will support people who are in mental distress and or worried about their life circumstances having an impact on their mental health.**
- These services and groups should be accessed by those people who as a first stop are seeking:
  - ✓ Benefit advice
  - ✓ Housing advice
  - ✓ Financial or debt advice
  - ✓ Citizens advice
  - ✓ Advocacy
  - ✓ Health assessment to support benefit entitlements where people do not have serious mental illness
  - ✓ General information and advice

# Wrap Around

## Borough Triage

- This is a borough wide centralized service, staffed by clinicians, peers, social care staff and voluntary sector staff, that can direct people via screening and assessment (via introduction and self-introduction) to offers in either the network or to the mental health system's menu of options.
- This can include Living Well Centre, crisis support services of safe space, crisis response unit.

## Crisis Response Service

- 7 day service and initially open until 10pm
- New or not active people
- On the day crisis assessment
- Crisis support the Triage function of Integrated Front Door
- Skilled assessment and formulation of a plan
- Can accept people on behalf of Home Treatment Team – no further assessment
- Agree plan for further Primary or Secondary Care involvement or back to GP with plan
- Presence in safe space after hours
- Medically covered through Front Door medics and some Home Treatment Team medic contribution

# Functions

## Integrated Front Door

- Short-term re-ablement
- Primary care/shared care support: working alongside GPs – support in diagnosis, intervention, treatment, medication advice
- Short term ‘secondary care’ support- clinical responsibility held by consultant for set number of sessions for those people who present with increased risk due to complexity or illness, who require medication administration, or complex care planning.
- Support to people who require practical assistance/ advice (housing, benefits, increasing connections, employment) and cannot access this without 1:1 assistance because of their mental state or functioning
- Support to people who have a social care need:
  - ✓ Where indication of significant need or specific request for social care assessment under Care Act 2014 in regards to their mental health
  - ✓ Adult safeguarding concerns and require action to reduce risks of abuse and look into concerns (enquiry) in relation to their mental health
- Support to primary care in the form of a ‘primary care’ strategy of capacity building GPs re: depot medication, recall systems, virtual clinics, supporting people with physical health needs, development of shared care protocols
- Development of a joint strategy with LCNs to support integrated health and joined up care

## Integrated Focused Support

- Support for people with moderate to severe mental health or complex needs who require care co-ordination
- This will include people experiencing mood disorders, anxiety disorders, psychosis, personality disorders, eating disorders, and neuro-developmental and neuro-psychiatric disorders
- Blended integrated support offer will include a multi-disciplinary response including: diagnosis; psychological therapies; medication management; structured case management; supporting improvements in physical health and risk management, voluntary sector and peer support
- National Institute of Clinical Excellence (NICE) concordant treatment and care and/or social interventions and support

# Function

## Outreach

Mental health outreach is seen as 'everyone's business' and involves a clinical, social and voluntary sector integrated response from the outreach offer and the integrated front door itself. This includes dedicated resource to work with our diverse communities. It also is an important opportunity to work with partners to:

- ✓ Explore the right service, at the right time and in the right place
  - ✓ Whether more could be carried out in partner agencies to support people with mental health needs or distress so that support remains with individual agencies. This will support a more coordinated response.
  - ✓ This will be achieved via VCS outreach giving advice, training, joint working.
  - ✓ Clinical outreach will be custom and practice of the integrated front door
- This will support prevention and helps build community resilience.
  - Plan is to begin the co-production of the offer in February 2019 involving relevant network providers and community groups

# Acute Care

- Major transformation of the acute care pathway to achieve recovery focused care and treatment in a least restrictive way.
- Radical change in workforce culture and leadership
- Acute care project group been in place since May 2018 and is working on: workforce and leadership; experience; delayed care; integration, and; care process
- Currently working with We Co-Produce and the Ideas Alliance to establish a co-production road map – sharing the learning from West London co-producing the what

# Headlines

- We believe the model developed is as per the business case
- It tackles the issues and concerns of fragmented service delivery
- Simplified pathways for local areas
- An integrated offer
- Provides a platform for future development and innovation – Stay Well, Living Well universal offer, safe space
- Multiple stakeholder involvement and we continue to develop our co-production strategy
- Collaborative journey in transforming acute care beginning

Questions and agree next steps