



Mental Health Services

Team Plan 2015/16

Team Manager: **Andrew Cole**
Service Plan: Social Services
Date signed off: 11/06/2015
Signed off by: **Lance Carver**

Contents

| | |
|---|---|
| Team Overview..... | 3 |
| Our Contribution to Service Plan priorities 2014/15 | 5 |
| Our Team Plan 2015/16..... | 6 |

Team Overview – Vale of Glamorgan Community Mental Health Teams.

The Vale of Glamorgan Community Mental Health Teams (CMHTs) are jointly operated by Cardiff & Vale University Health Board (UHB) and the Vale of Glamorgan Council. They offer a specialist multi-disciplinary service for individuals suffering with mental ill health. CMHTs form part of an integrated 'network of care' that is delivered in conjunction with inpatient, crisis and specialist mental health services, the Primary Care Mental Health Support Services as well as a range of 3rd sector support providers and community and housing support services through Vale of Glamorgan Housing.

The Vale of Glamorgan Support Work Service works alongside the CMHTs to provide person centred, targeted recovery focussed support for adults known to secondary mental health care to increase independence and social inclusion.

The development of the Primary Mental Health Support Services and wider system changes within Adult Services has had an impact of the operation of CMHTs. In particular, the introduction of Primary Care Mental Health Liaison Workers through the Mental Health Measure and 'New Ways of Working' should lead to CMHTs being primarily involved with service users most requiring the assistance of the secondary services.

The Team's broad functions are:

- **Ensuring all health and social care needs and risk are assessed and that service users are managed within the Care and Treatment Planning process and an appropriate Care and Treatment plan and risk management plan agreed. The plan will include the views of the service user and relevant carers and a copy will be provided for them.**
- **Providing services that are accessible to all sections of the local population in compliance with equality and diversity principles and relevant legislation.**
- **Working with service users within a model of care that aids recovery and enables them to return to their full potential in day to day life and, when appropriate, discharge from the secondary services.**
- **Working collaboratively with and referring appropriately to other Cardiff & Vale services such as Crisis Resolution & Home Treatment Teams (CRHTT), Inpatient services, Assertive Outreach services, Drug and Alcohol services, Forensic Services, Accident and Emergency (A&E) Liaison Services, Community Support teams, Older Peoples Mental Health Services, Primary Care Gateway Services, Community Learning Disability Teams (CLDTs), Specialist Learning Disability Services and Child and Adolescent Mental Health Services and any new services that are developed.**
- **Enabling service users to have access to local advocacy services.**

- **Assessing the needs of carers and ensuring appropriate support is given within available resources.**
- **Actively involving service users and carers in planning and delivering mental health services.**
- **Promoting the needs of people with mental health problems and reducing the stigma associated with mental health care.**
- **Working in collaboration with other statutory and voluntary agencies and ensuring the needs of the service user are taken into account.**

Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- We have worked in partnership with the Cardiff and Vale UHB in the development of a joint care planning and funding panel for all mental health services users subject Section 117 of the Mental Health Act 1983 to ensure robust planning and appropriate funding arrangements are in place to ensure the best outcomes for adults with serious mental illness.
- We received a positive report from the CSSIW site visit to mental health services in autumn of 2014, who acknowledged the CMHTs person centeredness, depth of understanding of the person's needs and situation and clarity of care and treatment planning. CSSIW also particularly noted the role of the Mental Health Carers Support Officer and the Support Work team in delivering high quality outcomes for service users and carers experiencing challenging times.
- By acknowledging the importance of suitable housing and housing related support in the care and treatment of an individual with a severe mental health issue, the teams have worked in partnership with Vale Housing to improve communication and joint working in general and around specific projects such as the Floating Support and the St Michael's Gardens supported housing projects.
- The majority of the focus of the Vale mental health services is to provide skilled interventions alongside people living with severe mental illness to improve their wellbeing and independence. However, we acknowledge that some people require longer term support due to range of mental health, physical health or social complexities that necessitate the commissioning of external social care such as domiciliary or residential care. The Assessment Care Management element of the CMHTs explore all alternatives before using a commissioned care package, meaning that the Vale of Glamorgan mental health services uses substantially less externally commissioned care than neighbouring local authorities. The formulation of a more robust reviewing arrangement for existing care packages remains a priority for 2015/16.
- We have worked closely with the Cardiff and Vale UHB mental health Move on Team to support timely, safe discharges from mental health hospitals in the last year. We are aware however, that while the number of people experiencing a delayed transfer of care (DToc) are low, the challenge of finding suitable support options for people with complex mental health needs can lead to lengthy delays. This remains a priority for 2015/16.

Our Team Plan 2015/16

| Service Outcome 1: | | People in the Vale of Glamorgan are able to request support and receive help in a timely manner. | | | | | | |
|---------------------------|---|--|-------------------------------------|--|-------------------|--------------------|---|-----------------|
| Objective 1: | | To ensure that people have access to comprehensive information about Social Services and other forms of help and support, and are appropriately signposted to help and supported by proportionate assessments, care and support plans, and services which meet their individual assessed needs. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ Outcomes we'll achieve from this action are: | High, Medium or Low priority | Officer responsible for achieving this action | Start date | Finish date | How will the work be resourced? | Progress |
| SS/A058 | Develop proposals for separating assessment and treatment specialities in relation to mental health. | Improved waiting times by working alongside specialist Recovery Teams offering evidence-based interventions to those with the most serious mental health illnesses. | Medium | Andrew Cole-OM Mental Health | April 2015 | March 2016 | Operational Manager Mental Health in Partnership with Cardiff and Vale University Health Board. | |
| | Work with Cardiff and Vale UHB, Cardiff Council and service users and carers in the development of a revised structural arrangement of the Vale of Glamorgan Community Mental Health Teams, through the multi-agency Community Services Review. | Improved efficiency of the CMHTs that will enable a better use of staff and building resource leading to an improved service for existing and potential service users. | H | Community Services Review | April 2014 | March 2017 | Existing Resources | |

| | | | | | | | | |
|--|--|--|---|---|-------------------|-------------------|----------------------------|--|
| | Continue to improve multi-disciplinary transition support for young people moving from CAMHS services into adult Community Mental Health Services. | Young people moving into adulthood have better life chances and more effective support through the development of an agreed pathway into adult mental health through the Vale of Glamorgan Social Work Lead. | H | Vale of Glamorgan Social Work Lead | <i>April 2015</i> | <i>March 2016</i> | Existing Resources | |
| | Work with partners to highlight the needs of carers and their important contribution in supporting adults with serious mental health problems. | Mental Health Services to take an active role in the preparation for the SSWA14 responsibilities and duties toward carers. | H | Operational Manager (Mental Health) & MH Carers Support Officer | April 2015 | March 2016 | Through Existing Resources | |
| | Work with the Cardiff and Vale UHB to ensure the adult mental health service meets the requirements of the Welsh Language Act. | Welsh speaking service users of mental health services in the Vale of Glamorgan can receive their service through welsh and the offer of welsh services is proactively offered. | H | Operational Manager | April 2015 | March 2016 | Through Existing Resources | |
| | Work with the Cardiff and Vale UHB to ensure the adult mental health service are accessible to all people and are actively promoted to groups that find traditional mental | Vale of Glamorgan mental health services are accessible to all. | H | Operational Manager | April 2015 | March 2016 | Through Existing Resources | |

| | | | | | | | | |
|--|--|--|---|-------------------------------------|------------|------------|--------------------|--|
| | health services difficult to access. | | | | | | | |
| | Work with Sefyll and other organisations to develop and deliver information about services for people in need via the Family Information Service, the Council's Contact Centre and GP surgeries. | Ensure that people accessing primary and secondary mental health care are informed of their rights to care and support and are appropriately signposted to relevant support networks. Leaflets and website to be updated and also produced in Welsh. | H | Operational Manager (Mental Health) | April 2015 | March 2016 | Existing Resources | |

| Service Outcome 2: | | The Vale of Glamorgan Council protects vulnerable people and promotes their independence and social inclusion. | | | | | | |
|---------------------------|---|---|-------------------------------------|--|-------------------|--------------------|--|-----------------|
| Objective 2: | | Through the Council working in co-ordination with other organisations, to ensure that people are helped to achieve their best possible outcome and that people at particular risk have their wellbeing promoted and are safeguarded from abuse and exploitation. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ Outcomes we'll achieve from this action are: | High, Medium or Low priority | Officer responsible for achieving this action | Start date | Finish date | How will the work be resourced? | Progress |
| SS/A062 HSCW5 (IO2) | Implement recommendations of the Task and Finish group for Telecare Services. | Increased take up of service and more effective use of resources. | Medium | Lance Carver-HOS | April 2015 | March 2016 | Head of Service and Project Lead Officer time. | |
| | Increase the take up of | More people enabled to remain | M | Integrated | April | March | Through | |

| | | | | | | | | |
|----------------------------------|--|---|---------------|---------------------------------------|-------------------|-------------------|--|--|
| | assistive technologies such as Telecare that enable people with mental health problems and their carers to manage the impact and risks associated with chronic ill health. | within their own homes safely and with a better quality of life, alongside more effective use of resources. This is a long term action and is due for completion in 2015/2016 | | Managers | 2015 | 2016 | existing resources | |
| SS/A021 (CP/HSCW 7) (IO2) | Continue to work with the Third Sector and business organisations to deliver a preventative, community approach to supporting older people to live as independently as possible including people with dementia-related illness. | Services are more focused on prevention and early intervention, providing service users with timely support and reducing the need for more intensive support | Medium | Carys Lord | April 2015 | March 2016 | Commissioning and Operational leads to review existing arrangements. | |
| | Work with the Third Sector and business organisations to deliver a preventative, community approach to supporting adults with mental health problems to live as independently as possible, including people with dementia related illness. | Services are more focused on prevention and early intervention, providing service users with timely support and reducing the need for more intensive support. | Medium | Operational Manager | April 2015 | March 2016 | Through existing resources | |
| | | | | | | | | |
| | Increase use of alternative and recovery focussed interventions to minimise long term use of externally funded social care. | People are enabled to remain independent within a network of support rather than creating a reliance on social care. | H | Operational Manager, Social Work Lead | April 2015 | March 2016 | This will also achieve a saving of £50k from the Mental Health Community Care budget (Social Services) | |

| | | | | | | | | |
|--|--|---|---|---------------------------------|------------|------------|--------------------------------|--|
| | | | | | | | Budget Programme) | |
| | Through integrated Community Health Teams, improve the way in which services promote the quality of life and independence of service users and carers. | Service users and carers experience joined up health and social care services. This is a long term action and is due for completion in 2015/2016. | H | Operational Manager | April 2015 | March 2016 | Sefyll and existing resources. | |
| | Work with the Cardiff and Vale University Health Board Occupational Therapy Service to provide an increased range of community based recovery based groupwork for adults with specific mental health difficulties | A wider range of integrated health and social service will be available locally for our most vulnerable members of the community. | H | Integrated Managers | April 2015 | March 2016 | Through Existing Resources | |
| | Continue to prevent abuse by professionals working in social care settings and in the community by ensuring the voice of the vulnerable adult is heard and staff witnessing abuse feel empowered to report their concerns. | The POVA process ensures comprehensive sharing of information, of which the views of vulnerable adults and those witnessing abuse are central. | H | Designated Lead Managers (POVA) | April 2015 | March 2016 | Within current resources | |
| | Consolidate the Integrated Management arrangements of the Community Mental Health Teams to ensure a consistently high quality experience of community mental health services and commissioned care. | Improved service user experience of community mental health services from referral, assessment, service interventions and recovery. | H | Integrated Managers | April 2015 | March 2016 | Through Existing Resources | |

| Service Outcome 3: | | Social Services in the Vale of Glamorgan review, plan, design and develop quality services that deliver best value for money to improve outcomes for individuals. | | | | | | |
|---------------------------|--|--|-------------------------------------|--|-------------------|--------------------|--|-----------------|
| Objective 3: | | To have in place clear planning and programme management processes, which are identified in commissioning strategies and annual commissioning plans, and help to ensure an appropriate range of services that deliver equity of access, joined up services and best value from a variety of providers with defined, proportionate budgets directed to meeting service priorities. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ Outcomes we'll achieve from this action are: | High, Medium or Low priority | Officer responsible for achieving this action | Start date | Finish date | How will the work be resourced? | Progress |
| SS/A067 | Contribute to the development of the Together for Mental Health Delivery Plan and promote services and interventions in all Council services that promote mental health wellbeing and reduce stigma. | Provide clear statement of Mental Health promotion to enable all Council departments to be clear about their obligations. | High | Andrew Cole-OM Mental Health | April 2015 | March 2016 | OM Mental Health officer time. | |
| | Support staff to develop knowledge, skills and values in line with national priorities as set out in the Together for Mental Health Strategy, through an integrated training programme the encourages learning from people who | Staff will have improved insight, knowledge, empathy and skills in working with people with mental health problems in a manner the promotes recovery and participation. | M | OM for Mental Health and Training Manager | April 2015 | March 2016 | Within existing resources | |

| | | | | | | | | |
|----------------|--|---|-------------|-----------------------------|-------------------|-------------------|-----------------------------|---|
| | have experienced mental health problems. | | | | | | | |
| SS/A070 | Implement key improvement areas as identified by relevant regulatory reports. | We can demonstrate progress and improved outcomes in future regulatory reviews. | High | All heads of service | April 2015 | March 2016 | HOS time as required | |
| | Through the Annual Council Reporting Framework (ACRF), respond to service users expressed concerns below: 'That the Council has been forced to reduce budgets. They fear that much valued services will be cut and that improvements made will be lost.' | The Council has recognised that Adult Mental Health services are facing significant growth challenges and have provided an increased base budget to ensure that services can continue to improve. | High | Andrew Cole | April 2015 | March 2016 | Time as required | Adult Mental Health budget savings strategy targets are being met by working with partners and service users to develop innovative recovery focussed responses to eligible need. This is continuously monitored to ensure best value. |
| | Encourage more people with experience of services to contribute to strategic service planning and recognise the | 1.The Council has worked with the UHB and the City of Cardiff council to develop a protocol for awarding service user involvement in the | High | Andrew Cole | April 2015 | March 2016 | Time as required | 1.Protocol in place for June 2015. It is anticipated that this will encourage a higher quality |

| | | | | | | | | |
|--|--|---|---|-------------------------------------|------------|------------|----------------------------|--|
| | contribution that family carers can offer. | <p>planning and reviewing of adult mental health services.</p> <p>2. In line with the Carers Strategies (Wales) Measure 2010 and in preparation for the Social Services and Wellbeing Act 2014, care coordinators routinely involve carers in the formulation of individual care plans.</p> | | | | | | <p>service user involvement leading to meaningful outcomes.</p> <p>2. All identified carers are offered the opportunity to be involved in the care planning process as appropriate. This will be reviewed during 2015.</p> |
| | | | | | | | | |
| | Examine how best to secure an increased range of service providers in social care, especially those who use a social entrepreneurial approach which engages communities and groups of service users or carers in the design and delivery of services, achieves wider training and employment | The drafting and consultation of a Cardiff and Vale Mental Health Commissioning Strategy setting out the vision for mental health services into for the next five years.. | H | Operational Manager (Mental Health) | April 2015 | March 2016 | Through existing resources | |

| | | | | | | | | |
|--|--|--|------|-------------|------------|------------|----------------------------|--|
| | outcomes, and promotes better social networks (perhaps using volunteers and peer support). | | | | | | | |
| | With our two statutory partners, develop agreed governance arrangements for the Mental Health service, which clarify accountability, management, financial and HR issues and address current inequalities between the three organisations. | Clear accountability, management, financial and HR arrangements for the Mental Health Service. | High | Andrew Cole | April 2014 | March 2016 | Through existing resources | |