

The Vale of Glamorgan Council

Healthy Living and Social Care Scrutiny Committee: 11th September 2017

Report of the Director of Social Services

Community Mental Health Services

Purpose of the Report

1. To update Scrutiny Committee on developments in community services for adults with mental health problems in the Vale of Glamorgan.

Recommendation

1. THAT the Scrutiny Committee notes the content of this report.

Reason for the Recommendation

1. To inform Scrutiny Committee of developments in community mental health services in the Vale of Glamorgan which will help us to meet increasing public, service user and policy expectations.

Background

2. At any one time, one-sixth of the working age population of Wales have symptoms of mental health problems that by virtue of their nature, severity and duration meet diagnostic criteria and which would be treated if they come to the attention of a mental health professional. The most common of these disorders are depression and anxiety or a mix of the two. There are approximately 6,000 emergency admissions to hospital per year in Wales as a result of deliberate self-harm and around 300 deaths from suicide. The overall cost of mental health problems in Wales is estimated at £7.2 billion per year.
3. People with mental health problems live with reduced opportunities for good well-being outcomes including employment and adequate housing. They are more likely than the general population to live in poverty and with multiple health conditions. The Welsh Health Survey found that, in the Vale of Glamorgan, there are 7,574 adults living with two or more mental health diagnoses.
4. The Interim Policy Implementation Guidance and Standards for Delivering Community Mental Health Services sets out a tiered model of services and places Community Mental Health Teams (CMHTs) at the heart of secondary mental health care in Wales. It states that CMHTs should:

- receive referrals (at present mainly from primary care);
 - undertake screening assessments;
 - offer a range of more specialist assessments and interventions; and
 - deliver a constructive discharge.
5. CMHTs work within the secondary mental health sector, providing care and treatment to people with unstable and severe mental health problems. People requiring care and support for mild to moderate and stable severe mental illnesses are routinely managed through primary care and third sector support organisations. The NHS also fund a Primary Mental Health Support Service (PMHSS) for people living with common mental health issues assisting individuals in developing personal action plans to address their mental health needs. PMHSS offers a range of educational and therapeutic based courses in a variety of community locations as well as accessible self-help resources and signposting to local services.

Relevant Issues and Options

6. Within the Vale of Glamorgan, Social Services staff work in partnership with the Cardiff and Vale University Health Board (UHB) in three CMHTs, working to the GP surgeries in the Central, Eastern and West areas of the Local Authority area.
7. An Integrated Manager in each CMHT is responsible for ensuring that the teams have systems and staff in place to be able to make emergency, urgent and routine assessments and provide suitable advice, care or treatment to adults with mental health problems in their area. The Integrated Managers are employed jointly by the UHB and the Vale of Glamorgan to deliver this function.
8. Prior to the introduction of integrated management of the CMHTs, the social work service was co-located with the other relevant professionals from the NHS in team buildings. However, it tended to be a rather distinct and traditional social work service which was on offer, secondary to health colleagues' interventions. We now offer a much more inclusive service to a wider range of the population and support a more person-centred initial assessment, allowing earlier social interventions leading to better outcomes and quicker discharge from services.

Referral and assessment

9. Each CMHT operates a duty function where two health or social care professionals are available to accept referrals and undertake a screening assessment during office hours. Between 1st January 2017 and the 31st July 2017 the number of referrals to Vale CMHTs was 998. Out of this number 117 were allocated with 30 referrals awaiting allocation.
10. On average, across the three teams 84% of people who were referred to the CMHTs during the period did not require allocation of care coordinator. Where a person does not require a secondary mental health service they, along with the referrer (generally the GP) are informed both verbally and in writing and signposted to appropriate services.
11. Each referral to the CMHT is prioritised according to the risk and needs of the service user. Referrers are requested to telephone the CMHT duty worker when making an emergency or urgent referral. Emergency referrals are offered a face-to-face appointment with two mental health professionals within four hours. Urgent referrals are seen within two days. Routine referrals are provided an appointment within four weeks.

12. Acknowledging that people live within complex social systems that can have an impact on their mental health, the assessments take into account the person's mental health and their social circumstances and aim to provide advice in relation to medical treatment and psychosocial interventions to assist in providing a sustainable recovery.

Mental Health Act Assessments

13. Some people may need to be detained in hospital for a period of assessment and treatment on a compulsory basis, in the interests of the person and/or the public. Where this is the case the assessment process and application is led by an Approved Mental Health Professional (AMHP).
14. The Vale of Glamorgan operates a rota of AMHPs to provide functions required under the Mental Health Act 1983. This includes ensuring that the Local Authority has sufficient numbers of AMHPs available at all times to undertake Mental Health Act Assessments of people requiring emergency care. Currently the Vale of Glamorgan employ nine qualified AMHPs (four part-time and five full-time) who undertake the role as part of their broader responsibilities.
15. During the first six months of 2017 the Vale of Glamorgan AMHP service undertook 65 Mental Health Act assessments and made 53 applications for compulsory detention in hospital. This activity resulted in 55 admissions to hospital as two individuals were admitted without the need for compulsory detention.

Interventions

16. Through working with allied health professionals, other Local Authority departments and third sector organisations, the Vale of Glamorgan CMHTs support people to live independently through recovery-focused care and treatment. The majority of people using mental health services will be offered care and treatment by a consultant psychiatrist and a social worker or Community Psychiatric Nurse. The role of the social worker in the team is to:
 - support people to regain their role within their family, community;
 - assist them to make constructive changes to their lives and behaviours that promote mental wellbeing and reduce the potential for further deterioration.
17. This can be achieved through direct psychosocial interventions such as mindfulness, Cognitive Behavioural Therapy and family support alongside robust risk assessments.
18. The Vale of Glamorgan Community Support Workers (CSWs) work alongside the CMHT Care Co-ordinators in supporting individuals recovery to regain the confidence, motivation and physical health to re-engage in society. Over the last six months the recovery focussed way of working has meant that the service has increased their capacity to work with greater numbers of individuals, ending their involvement once a person has been supported back into their communities. The services the CSWs include:
 - Establishing new volunteer / training partnerships with Pave The Way - a two year programme supporting people with lived experience of mental ill health.
 - Establishing a hospital to home support service. This is supporting people at their most vulnerable when leaving hospital after an extended period. This will hopefully lead to less people needing to go back into hospital in the short term.

- Establishing a new partnership with Gwalia and Barry Town United to run a community World mental health day on the 10th October 2017 at Jenner Park.
 - A Street Football project - 2 players were shortlisted to train with street football Wales's team with 1 player representing Wales in Germany in July 2017.
 - A new social group has commenced to support people to regain confidence, socialise and develop friendships.
 - St. Michaels Gardens Move on project -7 people have successfully moved on to their own accommodation in the last 12 months. The enhanced partnership working with Gwalia has supported the success in this area and new initiatives such as sessions for the tenants including healthy eating, budgeting and allotment work are being introduced.
19. A small proportion of adults with mental health problems will require additional support to maintain their independence and wellbeing. The Vale of Glamorgan currently supports 11 adults with mental health problems in residential care homes and 38 through the provision of domiciliary care in their own homes. We do not currently support anyone in a Nursing Home as we have developed very robust mechanisms for highlighting people's need for Continuing Health Care. It is noteworthy that the majority of people receiving commissioned care through the CMHTs are older people who have had a life-long, serious mental illness often with other complex physical conditions.
 20. However, we are very clear that residential care for adults with mental health problems should not be seen as the end of the road. Instead, we work with residents and providers to encourage move on from care homes into more independent living. One example of this is where the team supported a long standing care home resident into the Golau Caredig Extra Care facility. Despite his initial anxiety about this move, Extra Care has provided the person-centred support that has enabled a much improved quality of life.
 21. The Vale of Glamorgan CMHT also acts as Social Supervisor for 9 adults with severe mental health problems who are restricted under Part III of the Mental Health Act 1983 (which is concerned with people involved in criminal proceedings or under sentence). The Vale of Glamorgan retain responsibility for a number of other individuals who are supervised by other specialist forensic teams such as the Caswell Clinic, based in Bridgend.
 22. A recent Audit of the CMHT forensic provision conducted by the Bridgend and Vale Internal Audit Shared Service (report presented June 2017) positively concluded that: 'the effectiveness of the internal control environment is considered to be sound and therefore substantial assurance can be placed upon the management of risks'. Within the audit report the embedded integrated working with Cardiff and Vale UHB, clear monitoring and review regimes and the honorary agreements in place providing Local Authority staff access to PARIS (Cardiff and Vale UHB's IT system), were acknowledged as particular areas of strength and good practice.

Partnership Working

23. The partnership arrangements for mental health services with Cardiff and Vale UHB require continued oversight and involvement. The condition and suitability of the Amy Evans continues to be of concern, however, following the involvement of health and safety advisors some repair work has been completed. New windows have been fitted with the upstairs floors being redecorated and meeting rooms soundproofed.

However, repairs to the roof are still pending and another incident form has been submitted following a persistent leak from the upstairs toilet.

24. It is agreed between partners that an alternative base should be sourced and meetings have taken place between the Local Authority and Cardiff and Vale UHB to discuss options available. Feasibility studies are currently being undertaken into Barry Hospital and Ty Jenner. This work, although expedited by the poor state of Amy Evans, is also part of a wider Community Service Review looking at a more sustainable model of CMHT provision further outlined below.
25. In response to increasing referral demands, a community review of the service began in 2015. It was intended to:
 - explore potential alternative models of delivering screening and assessment activity;
 - review the use of the existing buildings; and offer a range of more specialist assessments and interventions;
 - ensure a resilient and responsive service is in place; and
 - deliver a constructive discharge.
26. A programme implementation steering group has been set up to monitor the progress of four work streams, reporting back to the Operational Board. The work streams cover the CMHT duty system, review of referral process / assessment models, developing treatment pathways and workforce and organisational change.

Resource Implications (Financial and Employment)

27. By working together to promote mental wellbeing and supporting people to maximise their independence we have been able to minimise the use of commissioned Community Care spending.
28. We have achieved this through:
 - Close scrutiny and review of community care provision;
 - Working closely with Vale of Glamorgan Housing Department in the development and maintenance of innovative solutions to provide an alternative to residential care; and
 - Working with the UHB to ensure people with eligible needs are supported to access continuing healthcare funding.

Sustainability and Climate Change Implications

29. More effective and responsive services do provide opportunities to reduce waste and duplication.

Legal Implications (to Include Human Rights Implications)

30. There are no specific legal implications as a result of this report.

Crime and Disorder Implications

31. There are no crime and disorder implications as a direct result of this report.

Equal Opportunities Implications (to include Welsh Language issues)

32. The Cardiff and Vale Community Mental Health Service provides the same high level outcomes for people of all ages, aims to reduce stigma and promote equality of life chances for all.

Corporate/Service Objectives

33. This service is consistent with the Council's Corporate Plan, Well-being Outcome 4: An Active and Healthy Vale. Mental Health Services support the delivery of the following Corporate Objectives:

- Encouraging and Promoting Healthy Lifestyles
- Safeguarding those who are vulnerable and promoting independent living.

Policy Framework and Budget

34. This is a matter for Executive decision.

Consultation (including Ward Member Consultation)

35. There are no matters in this report which relate to an individual ward.

Relevant Scrutiny Committee

36. Healthy Living and Social Care.

Background Papers

None

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Officers Consulted

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Responsible Officer

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