

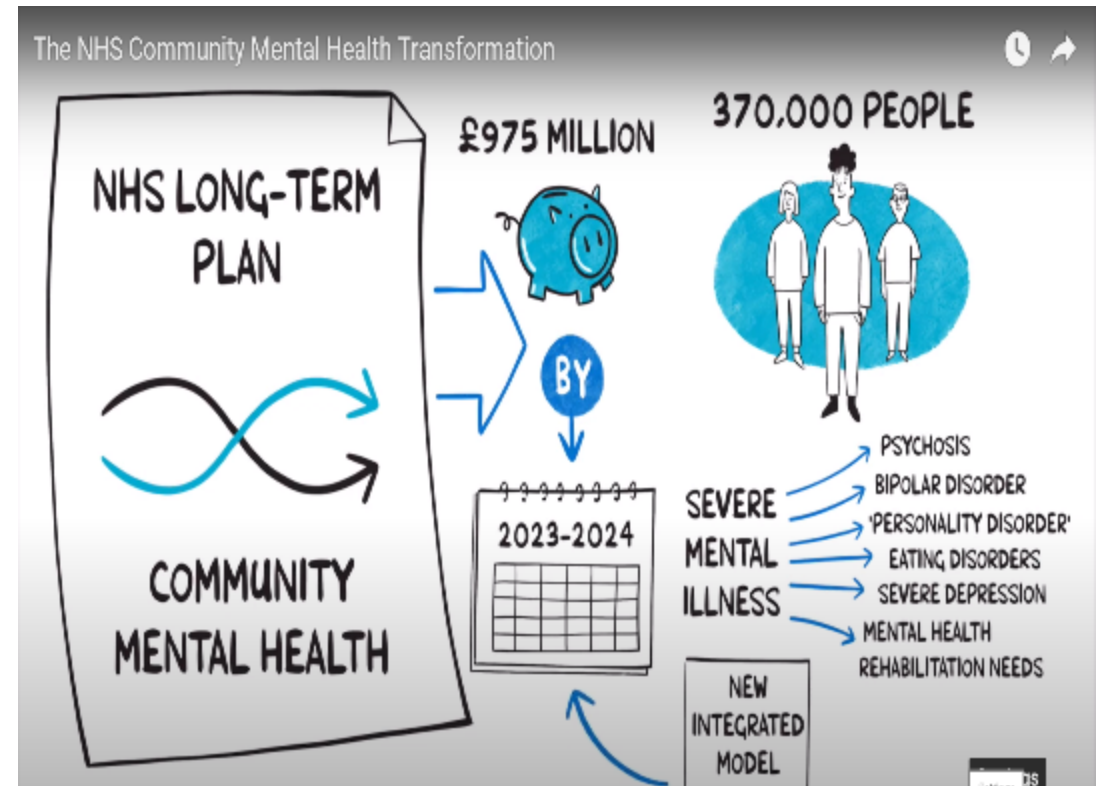
Working collectively to review the mental health system

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TRANSFORMATION NHS
ENGLAND: TEES VALLEY



Reminder of core aims of Community Transformation

- To deliver a new mental health community-based offer which allows for collaborative pathways across the system it operates within.
- Create a **core mental health service** which is aligned with **primary care networks and voluntary sector organisations**
- Ensure services are **accessible** to the community it serves and **inclusive of population need**.
- Allow the individual seeking advice and support the right care, at the right time in the right place and in doing so **ensure timely access to care**



What's been happening so far

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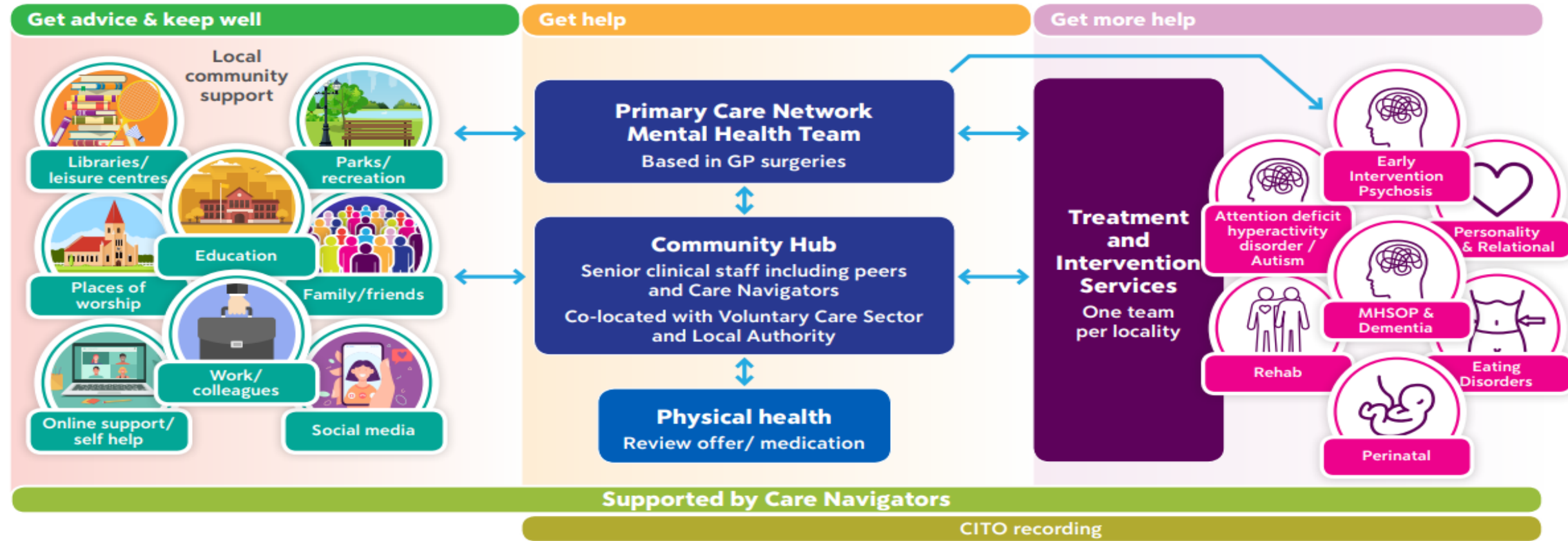


Community Transformation

Our vision:



- Integrated services delivering collaborative pathways which meet the needs of the local population
- Empowering individuals to choose and manage their own personalised recovery, as experts in their own mental health (informed by social, cultural and ethnic needs)



Principles:

- We accept each other's assessments
- We do not refuse a referral
- There is no wrong door to Get Help
- Patients are not "discharged" by services


Working as a system place based approaches

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Stockton in more detail


- Working group set up January 2022
- Voluntary Care Sector event July 2022- now evolved into MH forum
- Lived Experience voice being developed
- Wellbeing Hub Project Manager role
- Transformation Placed based funding

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1. Care Navigators
 2. Peer Lead
 3. Team Manager Preferences
 5. Working groups @ place
 6. Virtual Hubs
 7. Lived Experience voice
 8. ASD work
 9. Agreed model
 10. PCN workforce



Stockton in more detail

- Information Governance agreed
- Virtual Hubs established
- Physical locations being looked into for co-location of partners

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Internally: what is the remit of each TEWV reconfigured team?

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Primary Care
Network Mental
Health Team

MDT input across both as
a shared resource

Remit of
each team

Community Hub

- Triage and assessment
- Medication reviews
 - Interventions:
- Graded Exposure
- Anxiety Management
 - Hearing Voices
 - Life line work
- Stress Vulnerability
 - Sleep Hygiene
 - CBT
 - Clinics
- Physical wellbeing checks
- Signposting and navigating
- Interface with PCN workforce
- ASD/ ADHD assessment
 - Peer support

Treatment and Intervention Services

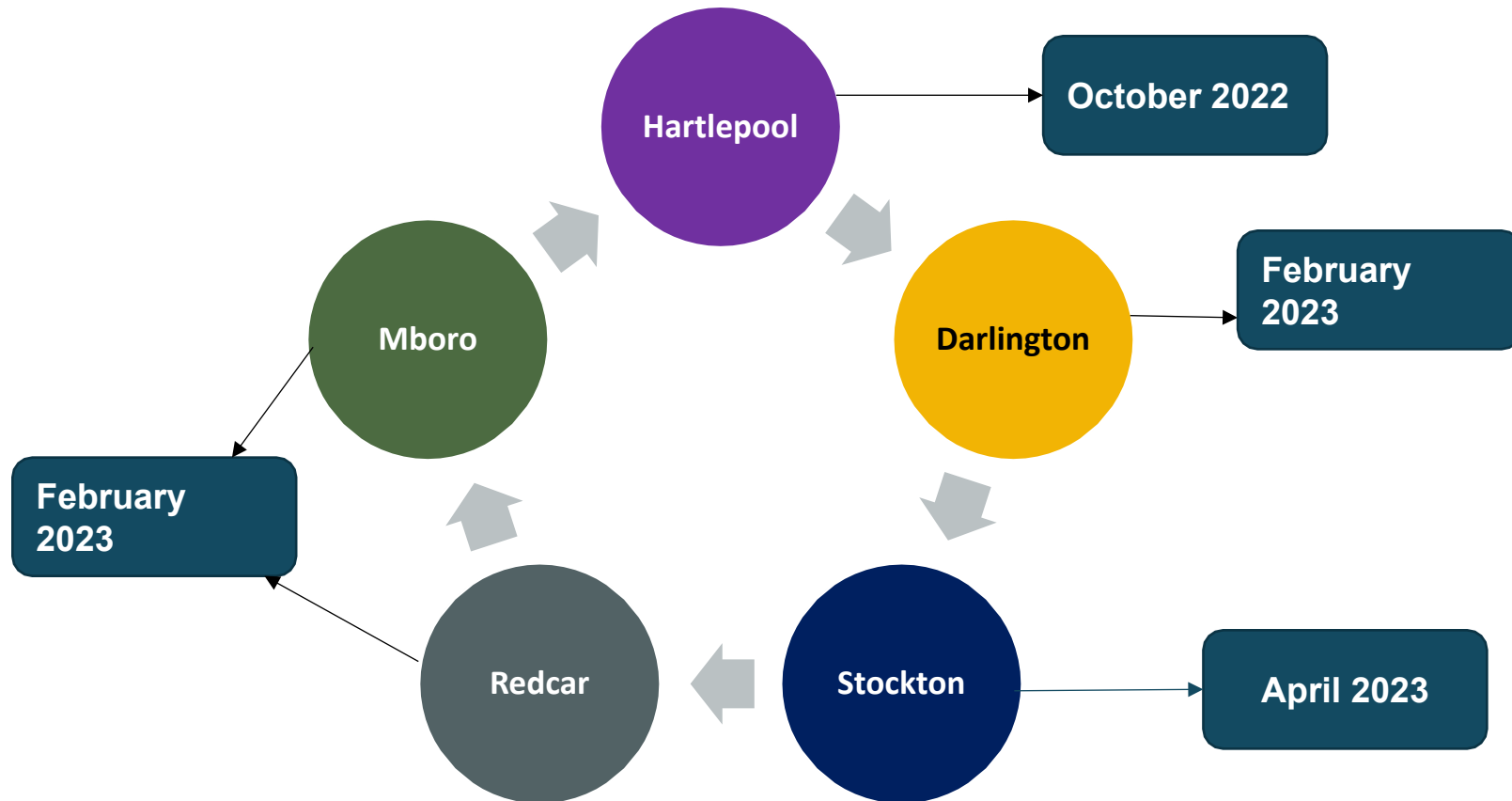
- Complex presentation and prescribing
 - Risk Management
 - ASD/ADHD complex needs
 - Governed therapies
- Intense/high frequency /complex referrals
 - Physical wellbeing checks
 - Interface with PCN workforce
 - Peer support

*Access, Affective and Psychosis teams will be
reconfigured into the hub and treatment teams*

Go live expected dates (*internal reconfiguration*)

-Phased approach to allow for learning and growth of the model

-Staff organisational change requires set process and time to consultation



Expected outcomes / outputs through the model

- No wrong door – no rejections: *Community Navigator post pivotal to this.*
- Patient flow simplified: Easier navigation for patients and staff
- Holistic offer – patients will receive a package of care from TEWV and system partners
- Staff recruitment/ retention and wellbeing
- Earlier access to support/ guidance and interventions



Recognition of work to date

April 2022 South Tees Healthwatch awards

TEWV scoop a special award for leading the way

Our Tees Valley community mental health transformation team have picked up the Leading the Way for Change Award at the Healthwatch South Tees STAR Awards.

“Our lived experience board members have been integral and have not only guided us, but given the vision true meaning. They have been instrumental in ensuring the programme has progressed to the point it is at today.”

The STAR Awards of Recognition 2022

News - 13 April 2022

Celebrating those who have gone above and beyond in health and social care!



Recognition of work to date



Rethink Mental Illness Publication September 2022

“We have gone on to this journey and forged that relationship with partners, and now we started discussing live cases together. I’m amazed how much one or two sectors have to offer how much is out there, other than medicalising every problem that comes our way and saying either: ‘medications or therapy’.”

Transformation Lead, NHS, North East and Yorkshire

“Providers can put their information on there and it has become very much like a local directory. You’ve got everything on there from archery to zumba! If you were looking for something in the community of Hartlepool, you can create an account and search ‘mental health’ and it will give you 175 hits.”

Leader, local authority, North East and Yorkshire

“The one thing that came up very strongly in our area was that people want a one-stop shop where they could come and talk to people, you know, get advice, get involved in different things and I guess maybe that model is kind of what we’re trying to implement public wide.”

Manager, NHS, North East and Yorkshire

“Once we’re in the community hubs, it will be easier to know what’s out there, because we’ll all be under the same hub.”

Expert by Experience, North East and Yorkshire

People spoke of the real momentum that was achieved when organisations came together in person. Interviewees in Tees, Esk and Wear Valleys talked about using the hubs in Middlesbrough, Hartlepool and Stockton as places to test out ideas and collaborations using trial and error, developing an understanding of what the community wants.

“Stockton was probably one of the biggest ones – so many people in one room at one point they were literally lining the walls, there was real interest and real momentum. And that was great because we started off by talking about the framework and talking about the principles of what we wanted to do. It is still small compared to what the transformation needs to be. But in my eyes... it’s a good example of what we can do with scale.”

Manager, NHS, North East and Yorkshire

Hubs are often treatment focused, but in Tees, Esk and Wear Valleys the hubs are looking at wellbeing more broadly.

Next steps

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Forward plans 6-12 months

- **Wellbeing Hub Manager:** role and remit
- **Lived Experience forum-** voice and role
- **Mobilise into the physical hub once confirmed**
- **Physical Health Care model**
- **Filming** to demonstrate qualitative outcomes

