

# interface

Linking mental health & well-being in Surrey

## Issue 12

Interface is the official news brief for Surrey's Local Implementation Team (LIT). The LIT, together with four Stakeholder groups representing local views and issues across the county, is a review and decision-making body for mental health services in Surrey. Interface is published to share information amongst a wider network and headline important developments in mental health services in Surrey. The LIT, with a membership of patients/service users, carers, providers and commissioners aims to bring the very best mental health treatment and care to the people of Surrey. Find out more at [www.surreylit.org.uk](http://www.surreylit.org.uk)



### In This Issue:

Fading Memories; older people's mental health reviewed

Coalition White Paper - Health; what does it mean for mental health services?

Models of accommodation offer a range of options



## Fading Memories

NHS Surrey and Surrey County Council are proposing a new model of care aimed at improving services for older people with dementia and mental health conditions. The model would pave the way for better assessment, diagnosis and treatment through to long term care and support where needed. A review of older people's mental health services by Keith Wilson and the views of older people and their carers were the starting point of the strategy for the new model.

The following areas were highlighted in the review and feedback as priorities:

- Access to information: variable across the county – need more consistent information around mental health promotion and reducing risk
- Primary care: skills and knowledge variable about mental health for older people
- Community services: simply not enough available
- Short-term break services for carers: patchy or non-existent in some areas of county
- Dementia advisers and outreach workers: invaluable resource, also befriending but provision limited
- Assessment and treatment: diagnostic memory service not consistent across Surrey
- Integrated services: lack of integrated working between health and social care staff despite national models showing how effective it can be

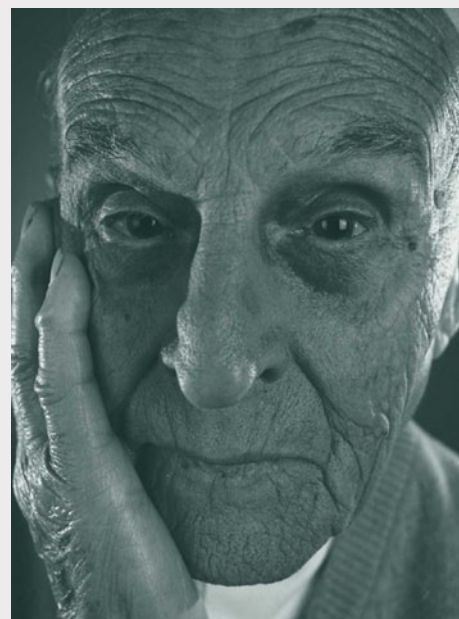
- Home-based care: no specialist mental health service or stand-alone support within the generic care services
- Intermediate care teams: common assumption that older people with mental health conditions cannot benefit from learning / re-learning daily living skills
- Crisis intervention: not currently available for people over 65
- Acute general hospitals: inconsistent and currently no agreed standards of how acute units should meet the needs of older people with dementia or other mental health conditions

Overall the current service model puts a focus on inpatient and residential beds rather than on treatment and care at home.

### What older people said

Listening to older people and their carers gave commissioners a greater understanding into what people wanted from mental health services. What was highlighted echoed what many patients and carers in all age groups feel is important in mental health services. Included are:

- staying in own home and living healthily for as long as possible,
- having information about coordinated and accessible services
- getting an accurate diagnosis without having to repeat the story to a range of different professionals



- a need to know where support comes from and what entitlements there are
- carers want to know they can talk to the right person/people about their situation and gain the support they need, including what options there are for respite breaks
- fully understanding how a specific condition can be managed
- equity of services across Surrey and out of hours emergency support
- and key to an individual's continued care is that if someone does have to be looked after in a residential setting, the staff there should have a comprehensive understanding of mental illness, as well as physical impairments.

*Continued on page 4*

## Membership of the Surrey LIT

Diane Woods.....	Associate Director MH/LD, NHS Surrey	} joint chairs
Donal Hegarty.....	Policy & Commissioning Manager, SCC	
Janine Sanderson.....	MH Commissioning Manager, SPCT	
Megan Aspel.....	Project Director, Let's Link charity/ Editor of interface (LIT news brief)	
Joanne Alner.....	Public Health representative	
Dr N T Attard.....	Consultant Psychiatrist (LD) SaBPFT	
Anthony Byrne.....	Surrey Heath & NE Hants Stakeholder Group	
Stuart Craig.....	North West Surrey Stakeholder Group chair	
Andy Edeleanu.....	Specialist Therapy Director, SaBPFT	
Fiona Edwards.....	Chief Executive SaBPFT	
Dr Malcolm Hawthorne.....	Consultant Psychiatrist MH / Medical Director SaBPFT	

Tracey Hayes.....	Member North West Surrey Stakeholder group
Anne Heath.....	Surrey Community Health Service (PCMH)
Don Illman.....	East/Mid Surrey Stakeholder Group chair
Diane Luck.....	Carer representative, RETHINK
Dominic Parkinson.....	Richmond Fellowship Trust
Dr Jill Rasmussen.....	GP & PEC lead for MH/LD
David Rye.....	Voluntary Sector representative, MIND
Clive Stone.....	Guildford & Waverley Stakeholder Group, chair

**If the named member can not attend it is requested, where possible that a representative attends.**

# Headlines from the Surrey LIT meeting in July 2010

## White Paper on health; what does it mean for mental health?

At the time of the meeting, the exact implications locally are not known. What is known is that Primary Care Trusts and Strategic Health Authorities will, in due course, not function in the same way or at all. GP Consortia are being formed to take on general health commissioning, with a central Commissioning Board having responsibility for specialist services, including some areas of mental health.

How this will affect mental health services is unsure, but a recent article by care services minister, Paul Burstow, suggests that even within a difficult financial context (and much re-organisation of commissioning and provision it should be added), 'we can move forward in mental health'. \* The article echoes the White Paper in that process targets will be replaced by patient outcomes and highlights the 'no health without mental health' mantra.

The Coalition government White Paper on health 'Equity & Excellence: Liberating the NHS' can be viewed at [www.dh.gov.uk](http://www.dh.gov.uk) in Publications.

## Models of accommodation offer a range of options

Since Supporting People was introduced in 1998, a range of care and support services within accommodation for people with mental health problems have been developed. Apart from a big shift from over-dependency on residential care to supported living, changing models offer options including respite, crisis accommodation as an alternative to hospital admission, a re-definition of rehabilitation units and step down from medium/low secure units.

Commissioners Surrey County Council and NHS Surrey are working closely together to address unmet need and meet local challenges. A spectrum of care options will tackle issues such as greater support for people to live independently including people from low/medium secure units, establishing complementary services and better coordination between agencies, training for housing staff, and helping people in longer stay environments to set achievable goals. The importance of care plans which addressed accommodation needs was stressed.

## Stakeholder group reports

**Guildford and Waverley:** the Stakeholder group has now been disbanded and the Guildford Mental Health Consortium have agreed to feed into the Surrey LIT on a trial basis due to many people attending both groups. The new Consortium will report to the next LIT meeting.

**Surrey Heath & North East Surrey:** everyone at the main LIT thanked the retiring chairman, Anthony Byrne. A report would be ready for the next meeting.

**Mid & East Surrey:** concerns were raised about a document on the Kent Counselling Association (KCA) provision of IAPT due to commence in August. It was clarified at the meeting that there was service user involvement. It was agreed that an update on the IAPT service would be presented at the next LIT meeting.

**North West Surrey:** a good discussion was had at the last meeting but no issues were raised for the main LIT.

\* *Community Care magazine, 02/09/10*

# The New Model of Care

Bringing together all the strands from the older people's mental health review carried out by Mike Wilson, a strategy for older people's mental health is being developed. The proposed model has five tiers but within that, what service and older person or their carer receives is based on need and choice. Less emphasis on hospitals and residential care and more on assessment, treatment and care in people's own homes is envisaged. Working together across sectors to offer more 'tailored' support will be a main drive. For those with complex needs, such as people suffering dementia, the strategy will address ways to improve their quality of care. The strategy states it aims to meet the people's needs with the right services, in the right place at the right time.

There is still time to have your say about the Fading Memories draft strategy.

Go to: [www.fadingmemories.surreyhealth.nhs.uk](http://www.fadingmemories.surreyhealth.nhs.uk)

## InfoLink...

### Quality Review of the Mental Health Out of Hours Crisis Helpline

From now until 14th January 2011, there is a consultation open to everyone who has used the Surrey mental health out of hours crisis line. A questionnaire is available to download or complete online at [www.letslinkmentalhealth.com](http://www.letslinkmentalhealth.com)

### Equity and Excellence: Liberating the NHS

View the whole Coalition Government White Paper on health at [www.dh.gov.uk](http://www.dh.gov.uk) Publications and follow links to have your say on the proposed outcome measures in 'Transparency in outcomes - a framework for the NHS'. Consultation closes on 11th October 2010.

## glossary

CQUIN	.....Commissioning for quality and innovation
CQC	.....Care Quality Commission
CRHT	.....Crisis Resolution and Home Treatment
DH	.....Department of Health
DP	.....Direct Payments
HoNOS	.....Health of the Nation Outcome Scales
IMHA	.....Independent Mental Health Advocates
IAPT	.....Improved Access to Psychological Therapies
LIT	.....Local Implementation Team
LAA	.....Local Area Agreement
LD	.....Learning disabilities
LEC	.....Local Executive Committee
LSP	.....Local Strategic Partnership
MH	.....Mental health
MHA	.....Mental Health Act
NHS Surrey	.....Surrey Primary Care commissioning trust
NICE	.....National Institute for Clinical Excellence
NSF	.....National Service Framework
PBC	.....Practice Based Commissioning
PbR	.....Payment by Results
PIG	.....Policy Implementation Guidelines
PEC	.....Professional Executive Committee
PROMs	.....Patient reported outcome measures
P/CMHT	.....Primary / Community Mental Health Team
PB	.....Programme Budgeting
PbC	.....Practice based commissioning
QUIPP	.....Quality Innovation Productivity Prevention
QOF	.....Quality Outcomes Framework
SDS	.....Self Directed Support
SHA	.....Strategic Health Authority
SHO	.....Senior House Officer
SaBPFT	.....Surrey & Borders Partnership NHS Foundation Trust
SCC	.....Surrey County Council
WCC	.....World Class Commissioning



[www.surreylit.org.uk](http://www.surreylit.org.uk)

Interface is produced for Surrey PCT and Surrey County Council by Let's Link, independent registered charity (no. 1075215)  
Contact Megan Aspel at: [megan.aspel@sky.com](mailto:megan.aspel@sky.com) or phone 07824 364 703



Design by Aspects / 07917 222 998 / [tom@aspectsgd.com](mailto:tom@aspectsgd.com) / [www.aspectsgd.com](http://www.aspectsgd.com)