

Healthwatch Mental Health Update, September 6th 2014

Chair's update (courtesy of Ivan Moore):

a) SERVICE LINE REVIEW

There are to be some structural changes to the service line approach to a more borough based approach:

- Angela McGee will be CNWL K&C Borough Director in charge of all CNWL services (service lines) in K&C including inpatients.
- Some service lines will amalgamate such as Offender Care & Addictions.
- Kim Cox will be CNWL Borough Director for CNWL services in Westminster.
- Charlie MacNally is the new Divisional Director of Operations and will oversee CNWL services in K&C, Westminster, Brent and Harrow.

Healthwatch will arrange for an update on these organisational changes for our next meeting in November. These are structural changes and will not affect service users individual engagement with their mental health teams.

b) PERSONALISATION

We understand the Adult Social Care will produce a paper on mental health including personalisation and the implementation of personal budgets. It is thought the self-assessment questionnaire (SAQ) is not very helpful in generating a mental health personal budget as the questionnaire is generic and not mental health specific.

A pilot of personal health budgets as distinct from ASC personal budgets (direct payments) is due to be piloted shortly with K&C Mind and CNWL working to facilitate this. 15 people will be selected to pilot this scheme with the focus being on those on community treatment orders and those recently discharged from secondary care to primary care. Healthwatch will K&C Mind to update on this at our next meeting in November.

The tri-borough personalisation (service user) project group are currently drafting the specification for the pre-payment card. Healthwatch will update at our next meeting in November.

c) CARE PATHWAYS

CNWL and WLMHT are developing a number of care pathways such as 'Urgent Assessment Pathway,' and the 'Psychosis Care Pathway.' They are asking for input from a range of stakeholders to develop these pathways. The aim is to make sure that services are evidence based, responsive to user need, and delivered efficiently and cost-effectively. Healthwatch will find out how consultation and input from stakeholders is to proceed and then publicise via our email updates.

d) BOROUGH WIDE MENTAL HEALTH EVENT

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You are invited to the borough wide mental health event on:

Date: 2nd October 2014

Venue: Essex Unitarian Church 112 Palace Gardens Terrace Notting Hill, Kensington W8 4RT

Time: 9.45 to 4.00pm

Speaker: Dr Rachael Perkins will be giving a keynote speech on ' the recovery approach.'

There will also be workshops, service updates and a hot buffet lunch.

Full details will be sent out to those on the mailing list shortly. Please note this is a K&C service user specific event, professionals by invite only. A similar event is due to be arranged in Westminster soon and details will be circulated when available.

e) THE USE OF RESTRICTIVE PRACTICES (restraint)

Mind published a report last year on the use of restraint and rapid tranquilisation in mental health trusts, acute, learning disabilities, older adults, dementia services etc. Currently there is a national consultation on guidance in respect of the minimisation of and alternatives to restrictive practices in health and adult social care.

Some trusts may overuse restraint and other forms of physical intervention such as enforced medication. Andy Mattin as CNWL Director of Nursing has met with senior managers from national Mind to discuss their review and has agreed to work collaboratively with them.

Andy is also in contact with the Department of Health on this issue and will continue to feed into the national debate and further development practice. Healthwatch are involved with the debate and the national consultation.

f) FINANCE

West London Clinical Commissioning Group (WLCCG) covering K&C and Queens Park and Paddington spends 18.02% of it's overall health budget on mental health across secondary and primary care. CLCCG (Westminster) spends 17.31% on mental health the 2 highest spends in England. In contrast, Surrey CCG spends 6.55% and West Hampshire CCG spends 7.06%.

WLCCG spend on mental health is about £52 million across secondary and primary care. Our local community need to work closely with our CCG to decide what should be commissioned with our money to meet the mental health needs of our local population. The commissioning intentions for all three trusts will be presented at upcoming Healthwatch Local Committee meetings.

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Healthwatch update on projects:

With very many thanks for all your support, please see our project work updates below. Contact Healthwatch on healthwatchcwl@hestia.org for further information.

1) Mental Health Work Programme

The Healthwatch CWL work programme including our focus on mental health has now been approved by board. The work programme will be published on our www.healthwatchcwl.co.uk website next week.

Agreed outputs in the work programme include:

2) Mental Health & Young People (HW Westminster)

- HW Westminster is leading on collecting the views of young people on where they go to seek emotional support
- A young people's mental health event is planned for late October
- Our dignity champions will visit CAHMS wards in September.

3) School Nursing (HW H&F)

We spoke to a total of 91 young people and sought to find out from participants whether they would prefer to access school nurses for support around mental health and wellbeing compared to other sources of support. Young people were able to choose as many sources of support from 8 options as well as add additional sources, the results were:

- Call or text a helpline - 65%
- Speak to a teacher - 35%
- See your school nurse - 51%
- See a school counsellor - 39%
- Speak to a worker at a local youth group - 62%
- See a specialist mental health service outside school - 20%
- See a specialist mental health service inside school - 16%
- Go to your GP - 50%

As you can see in the figures the most popular choices were to call or text a helpline or to speak to a worker at a local youth group, however a small majority did select school nurses.

The full report can be found on our website: <http://healthwatchcwl.co.uk/wp-content/uploads/2014/03/school-nursing-report-FINAL.pdf>

4) Spot check at WLMHT Charing Cross in-patient unit

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Following on from our full dignity champion visit in March¹ we are planning a follow up spot check visit late this year, this will primarily look on how our recommendations are being addressed and how the trust's action plan^{2,3} is being implemented.

5) Central & North West London (CNWL) NHS Trust Care Plan Report (HW K&C)

In July, we received an official response to our Care Plan Survey Report. Please see our website for the full report and response.

In summary in their response to our recommendations they said that:

- They are now meeting and exceeding all trust targets in line with care planning, involvement and reviews
- Guidelines are in place to support involvement in care plans and annual reviews
- Easy read options are available where needed
- 'My Careplan' template (coproduced) is due to be rolled out to K&C and Westminster
- The trust recognises the need to involve carers and strategies are in place.

¹ <http://healthwatchcwl.co.uk/wp-content/uploads/2013/09/HF-MH-Unit-WLMHT0314.pdf>

² <http://healthwatchcwl.co.uk/wp-content/uploads/2014/03/WLMHT-response.pdf>

³ <http://healthwatchcwl.co.uk/wp-content/uploads/2014/03/WLMHT-action-plan.pdf>