AGENDA ITEM 5

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| CWOP/20/10 |

**Policy & Scrutiny Committee** Community Wellbeing and Older People

**Date** 10 June 2010

**Report of the Mental Health Trusts**

Report by: South Essex Partnership NHS Foundation Trust

Telephone:

Email:

Philip Howe, Director of Partnerships, Essex Partnership NHS Foundation Trust will be in attendance to introduce the item.



**Essex County Council**

**and**

**SEPT**

**Update to Community Wellbeing and Older People’s Policy and Scrutiny Committee, Essex County Council on Annual Partnership Report for 2008/2009**

**June 2010**

**Our Vision:**

**‘Providing services that are in tune with you’**

***“Proding services that are in tune with you”***

**Our Values:**

|  |  |  |
| --- | --- | --- |
| ***People who use the service*** | **VALUES** | ***Colleagues***  ***(including partners)*** |
| ***In tune with me*** | ***In tune with me*** |
| We believe you can live a fulfilling life | **OPTIMISTIC** | Everything we do - every intervention - is focused on helping you feel better |
| We respect you as an individual, and expect you to respect us too | **RESPECTFUL** | We value each other's contributions |
| We listen to your point of view, and think about things in the context of your life | **EMPATHISING** | We consider each other’s perspective |
| We will give you choices | **INVOLVING** | We work together as teams, within our organisation and with partners |
| We help you to take control of your life | **EMPOWERING** | We all have permission to innovate |
| We’ll help you to play an active part too | **ACCOUNTABLE** | We want to be judged by our results |

Our vision of ‘**providing services that are in tune with you**’ and our organisational values were developed and designed to describe the Trust’s intention of and commitment to responding to the strategic, as well as operational and day to day challenges that we face. Being **‘in tune with**’ national and local policy developments and requirements; the complex and competitive environment in which we operate; commissioning intentions and public expectation and applying our organisational values in the process, means that we will achieve our ambition to be the **‘provider of choice of world class specialist health care services’.**

**TRUST WIDE PERFORMANCE OVERVIEW 2009/10**

Four strategic priorities were identified in our Annual Plan 2009/10. These comprised a wide range of challenging actions that committed the Trust to continuing to strive to deliver high quality services; develop new services that meet commissioner and the public’s expectation; ensuring our organisation is ‘fit for purpose’ to take on the challenges of the future and to take action to secure long term sustainability.

Once again, the Trust is able to report that excellent progress was made with taking forward all of the strategic priorities identified. Whilst it is important that the Trust focuses on the action that is required in 2010/11 and beyond in this strategic plan, past performance is also an important indicator of the organisation’s ability to tackle the challenges that will be faced in the future. The Trust is particularly proud of the following achievements that were made in 2009/10 that will contribute to our future success:

**Priority 1 Delivering quality services**

This priority reflected our commitment to respond to the focus on quality that is expected nationally and locally. We are delighted to report that all targets set by the Care Quality Commission (CQC) and Monitor, relevant to providers of mental health and learning disability services, were met as at 31 March 2010. The results of the CQC Periodic Review for 09/10 will not be published until October 2010, but the Trust is confident that it will receive an ‘excellent’ rating for quality of services. The Trust has been registered by the CQC to provide health services from 1 April 2010 as a result of being able to demonstrate compliance with the new registration standards that come into force at that time. The results of the first annual National Mental Health In-Patient Survey published in June 2009 confirmed that whilst there is room for improvement, SEPT in-patients expressed the highest levels of satisfaction with services in the East of England. The Trust is able to confirm full compliance with all of the ‘Delivering Same Sex Accommodation’ environmental requirements as at 31 March 2010. Stretching goals were agreed with local commissioners as part of the CQUIN (Commissioning for Quality and Innovation) framework and with all local stakeholders as part of our first Quality Account. Many of the ‘stretch’ targets related to further and continued improvements in access to services for local people and we are delighted to report that these have all been met, including achievement of a maximum 18 week wait for treatment (for all referrals received from GPs) one year in advance of the national implementation date for mental health services.

**Priority 2 Service development**

We made a commitment to ensure that we continue to improve existing services and develop new services to respond to local need. During the past year the Trust completed the building of and transferred existing services into a new forensic mental health unit (Brockfield House) and community mental health resource centre in Brentwood. We also established a new local memory assessment service in line with the National Dementia Strategy and an Improved Access To Psychological Therapies service. Support for carers of people with mental ill health was enhanced through provision of a local ‘Caring with Confidence’ programme and as a result of securing additional funding from the Department of Health.

**Priority 3 Fit for purpose**

Ensuring that our organisational infrastructure, our workforce and our Board is prepared for and able to respond to any future challenges was identified as essential. In these challenging financial times, excellent financial stewardship will be critical. At the end of March 2010, the Trust has achieved all of its financial duties. We have continued to invest in new technology and LEAN service improvement techniques to enhance efficiency and have continued to strengthen the governance structures in place to support quality decision making going forward. The Board, Executive Team and Top Team have participated in regular organisational, team and individual development programmes and a new competency framework and appraisal system has been introduced.

**Priority 4 Ensuring a sustainable future**

The Annual Plan 2009/10 acknowledged that action was required to ensure that the Trust is sustainable in the longer term and the Board embarked on an ambitious programme of action to position the Trust favourably. In particular, the Trust successfully pursued the acquisition of Bedfordshire and Luton Mental Health and Social Care Partnership NHS Trust (BLPT) through a thorough competitive process overseen by NHS East of England and subsequently assessed by Monitor. On 31 March 2010, BLPT was dissolved by the Secretary of State for Health and SEPT acquired the assets, liabilities, and contracts for provision of services (approx. £70 million) for three years with effect from 1 April 2010.

The acquisition of BLPT means that we become one organisation under one Board of Directors and a single management structure. At this time I would like to take the opportunity to thank all the SEPT staff who have been working with colleagues in Bedfordshire and Luton ensuring this transition is as seamless as possible for staff, service users and carers.

**INTRODUCTION**

Our latest annual report on the Section 75 Partnership Agreement between SEPT and Essex County Council was considered by Committee in November 2009. As agreed at this meeting further detail is now provided in response to the four issues listed below:

1. - The progress with the self directed support pilots and the evidence collected at this stage.
2. - How many of their service users come from a looked after background.
3. - Progress with increasing the number of Carer's Assessments undertaken.
4. - Data on the number of advocacy referrals.
5. **PROGRESS OF THE SELF DIRECTED SUPPORT PILOT**

The pilot is operating across the three main geographical regions of South Essex; Rochford/Castle Point, Basildon and Brentwood. There are 11 practitioners involved in the project disseminated through four Community Mental Health Teams. Most staff completed two days of training in January 2010 for the project. For those unable to attend individual support from the Standards and Service Improvement Team or the Project Lead has been offered and this will be available on an ongoing basis for the duration of the pilot. Some practitioners have accessed ECC training events for SDS which they have found invaluable and have recommended to the other participants. The Project Lead retired from his post in mid April, and a new practitioner was identified with the enthusiasm and commitment to carry the project forward.

The project practitioners are now well established and report regularly to the SDS Steering Group and Project Lead. The project team first met in March 2010 and has, since this date, been meeting monthly.

All practitioners involved with the project have been provided with an NHS secure e-mail account to ensure the confidentiality of client information is maintained to the highest standards. There have been some teething problems with the establishment of this system but it appears they will be resolved in the near future.

To-date two clients have progressed through the process of Quality Assurance and Confirmation and hence an indicative budget has been awarded. Both of these clients are currently in the process of support planning. Brief outlines of the cases are as follows:

*A 54 year old lady with a long history of anxiety and depression which is further complicated by a traumatic childhood and physical health problems. She also experiences paranoia, low self esteem and lacks confidence. The identified needs reflect a request for 11 hours of personal assistance to enable her to meet her activities of daily living, personal hygiene and to participate in social activities. The indicative budget is £5,215.00*

*A 64 year old lady who suffers from paranoia and delusions who is currently detained under Section 3 of the MHA 1983. She has neglected herself severely and she is extremely socially isolated. The personal budget will be to provide her with a personal assistant to enable her to meet her daily living needs, assist her with personal hygiene and social activities that provide a sense of fulfilment and monitor concordance with medication. The indicative budget is £5,610.00*

There have also been two refusals by clients who do not wish to take part in the project. The opportunity to take part will again be offered at their next CPA Review. There are a further three clients that have been quality assured and are awaiting their indicative budgets. These are:

*A 37 year old lady who suffers from a schizo-affective disorder and who has experienced several inpatient admissions. She is severely socially isolated and heavily dependent upon her mother for all day to day needs and social activities. A personal budget will assist her with accessing activities which are age appropriate and will lead to peer group contact. Additionally, the budget will assist her with furthering the art work which provides her with self confidence and self esteem which has been destroyed by her illness.*

*A 63 year old lady with anxiety and depression with associated feelings of hopelessness and worthlessness. She is heavily reliant upon her partner and main carer to assist her with her daily living needs. A personal budget will assist her to independently meet her daily living needs and assist her in accessing more activities within the community which will have the dual benefit of reducing the stress upon her carers.*

*A 41 year old male with a long standing history of paranoid schizophrenia, at times requiring intensive inpatient treatment. A personal budget will assist him with facilitating his goal and perception of becoming a worthwhile member of the community by gaining employment. Thereby enhancing his self confidence and feelings of self worth.*

As the above indicates the range of clients invited to take part in the project is diverse and typically participation has been met with enthusiasm. All of the packages of care considered by the project are promoting the Recovery Model of Mental Health and are socially inclusive. They are moving away from the traditional methods of support and the belief that one service fits all. The project is enabling practitioners and service users to be more creative and imaginative in their delivery of services and is enabling service users to achieve their aspirations.

Following the Steering Group meeting in May, practitioners were able to identify at least a further 15 clients who will progress to the confirmation stage of the process in the near future. Some of these clients will be offered the opportunity to participate in the pilot as they move out from residential care.

The project will be evaluated by Anglia Ruskin University Making Involvement Matter in Essex (MIME). MIME is a new service set up to involve service users and carers in commissioning mental health services.

1. **NUMBER OF SERVICE USERS FROM A LOOKED AFTER BACKGROUND**

**ROGRESS OF THE SELF DIRECTED SUPPORT PILOT PROGRESS OF THE SELF**

The number of service users from a ‘Looked After’ background known to Adult Mental Health Services is three within the Essex County Council area. It should be noted that this statistic only reflects those adults who previously had contact with our own Child and Adolescent Mental Health Services and does not include anyone who may have been ‘Looked After’ outside the South Essex area.

1. **INCREASING CARERS ASSESSMENTS**

SEPT is committed to improving services to carers, and over the past three years has evidenced a year on year improvement on performance.

This commitment is clearly demonstrated in the Trust’s reported performance on the National Indicator 135 on carers receiving services, advice and information, following an assessment of need. The Trust has maintained a performance level of between 25 – 26 % throughout 2009/2010, which exceeds the agreed target of 22 %.

**NI135 - Carers receiving a specific carers service or advice/information following assessment or review as a % of clients receiving community based social services during the year:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2008-09 | 2009-10 | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| 23.2 % |  | 25.4% | 26% | 25.6 % | 25.1 % |

(Target: 22 %)

Although there is no longer a formal national target for Carers assessments, SEPT continues to implement strategies to improve Carers assessments, as agreed with Essex County Council. As illustrated below, there has been a steady year on year improvement on performance.

**LI D42: Number of assessments and reviews of informal carers (of clients aged 18+) as a % of all assessments and reviews (including carers)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2007-08 | 2008-09 | 2009-10 | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| 9.4% | 13.2% |  | 12.7% | 12.8% | 12.6% | 13.6% |

(Target: 15 %)

Carla Fourie, Consultant Social Work Practitioner and Carers Strategy Lead has continued to champion carers issues within SEPT and to implement a comprehensive action plan aimed at improving carers assessments and support.

Two Carer Link Workers funded through the Essex Carers Grant, have contributed to improving the Trust’s performance. They have made good progress on providing carers assessments and support, and increasing carer awareness within teams.

SEPT has recently launched an e-learning programme for staff on carers’ rights, carers assessment and support. This on-line training programme complements team based training sessions delivered through the Trust’s Carers Development Team. SEPT’s Carers Development Team offers a single point of contact and provides information to Trust staff supporting carers, statutory partners and voluntary organisations and has developed excellent links with a range of carer support services. The team also provides information and advice to carers and often deals with very complex queries.

SEPT is a pilot site for the Caring with Confidence Programme, a Department of Health funded service for carers. This is an educational and support programme aimed at carers aged 18-years-old and over. It provides carers with information and advice on a range of subjects and provides opportunities to share experiences, access emotional support as well as a break away from their caring role. Carers who have attended the Caring with Confidence Programme have also been referred for carers assessments, as well as sign-posted to other support such as carer support groups, health checks, counseling, etc.

In south Essex 262 carers have so far accessed 690 sessions on the Caring with Confidence Programme. Some quotes from carers who have attended Caring with Confidence:

*“The Caring with Confidence programme made you think deeply about your role and how you deal with it. You can feel guilty about the thoughts you have and talking to others you know you’re not alone.” Val*

*“You can really relax and listen, knowing your cared-for are being well looked after” Fred*

*“It’s wonderful. The people I’ve met are wonderful – I’ve learnt such a lot. It makes you stop and think instead of hitting the ceiling” Margaret*

SEPT, in partnership with NHS South West Essex, is a Department of Health Carers Strategy Demonstrator site. The investments have enabled the development of a network of Carers Champions in all SEPT community teams, and in-patient services, as well as within GP surgeries, Basildon and Thurrock Hospital and in pharmacies. It is envisaged that Carers Champions will improve information and advice to carers and ensure that all staff are able to sign-post carers to the appropriate support. A carers’ web-site ([www.southwestessexcarers.co.uk](http://www.southwestessexcarers.co.uk) ) and an on-line Carers support forum have also been developed to improve carers support. Carers are also able to complete an on-line carer’s assessment.

The following case studies are examples of some of the support provided to carers by SEPT:

*Mr & Mrs X who are in their seventies have been caring for their son who has Schizophrenia for over 20 years. They were referred to a SEPT Carer Link Worker for an assessment of their needs. Jointly they offer substantial emotional support to their son who also requires active encouragement and prompting to engage in activities of daily living or he would self neglect and relapse.  Mr and Mrs X both suffer from physical ailments and are finding it less easy to cope and the emotional impact of caring has been a strain on both of them.  The Carer Link Worker worked with the Community Mental Health Team to provide both carers with an assessment of need. The Carers’ Assessments highlighted the need for a Carers’ Respite Break. The Carer Link Worker was able to secure funding for a short break to enable them to recharge their batteries and to feel more able o continue in their caring role.  They were also provided with ongoing emotional support via telephone contact and were also supported to attend a local Carers Café provided through the local Community Mental Health Team. The Care Coordinator also arranged for a support worker to support their son and arranged for his repeat prescriptions to be delivered. Both carers reported reduction in stress and feeling more able to continue in their caring role.*

*Mrs Y has been caring for her husband for the last 5 years and has become very isolated. Mr Y’s husband has dual substance misuse and mental health difficulties. Mrs Y has employment commitments and is the sole provider as her husband lost his employment and drivers license due to alcohol misuse.  Mrs Y has poor support networks as her sons and family withdrew their support due to her husband’s aggressive and volatile behaviour, which has required police involvement on a number of occasions.   Mrs Y mental state has suffered as a result and she is experiencing anxiety and depression requiring medication. . She also suffers from eczema when stressed.  The Carer Link Worker completed a Carers Assessment, which highlighted the need to relieve stress and to have a break from her caring role. The Carer Link Worker applied for a Direct Payment which Mrs Y has used to access 6 sessions of Complimentary Therapies.  This has provided her time for herself to relax and have a break. Mrs Y also required a great deal of emotional support which was provided on a face to face and via telephone support.*

*Mr Y was furthermore helped to access a 6 week Looking After Me course to help her with managing her own health alongside her caring role, and has also been able to attend a weekly carers support group.  Mrs Y reported that her eczema has improved and she feels less isolated. The Carer Link Worker worked with the care coordinator and met with both Mr and Mrs Y to discuss strategies to support both. Mr Y agreed to attend an anger management course.*

*Mrs Z cares for her husband who suffers from Obsessive Compulsive Disorder (OCD), depression and panic attacks.   Mrs Z feels unable to talk to her husband about the way his mental health problems have affected her own health.  Her husband’s illness has also affected their teenage daughter who was also starting to show signs of OCD. Both Mrs Z and her daughter were offered carers assessments. As an outcome of the carers’ assessments, Mrs Z was referred for counseling and also attended Caring with Confidence. Her daughter was referred to young carers project were she has time for herself.*

1. **ADVOCACY REFERRALS**

**Formal Advocacy Referrals**

**Independent Mental Health Advocates (IMHAs)**

At the time of writing this report, the information available on 2009/10 referrals to IMHA providers identified 200 IMHA referrals across the trust.

**Independent Mental Capacity Advocates (IMCAs)**

In 2009/10 the trust conducted 255 MCA2 assessments (Mental Capacity Act Assessments for significant decisions) of which 48 required an IMCA.

**About the Trust**

SEPT (South Essex Partnership University NHS Foundation Trust) is one of the largest and highest performing NHS providers in the country of health and social care services for people with mental health problems and people with learning disabilities.

We are a responsive, innovative and dynamic Foundation Trust delivering leading edge mental health and learning disability services in a constantly changing environment. We provide these services across Bedfordshire, Essex and Luton and have a budget of approximately £200 million, employ approximately 3,500 people and serve a population of 1.5 million.

We work with a wide range of partner organisations to deliver care and support to people in their own homes and from a range of hospital and community based premises. We have developed a range of modern community based resource centres and community facilities to provide local services to local people where possible.

Unlike acute hospital services, mental health and learning disability services are mainly provided in community settings with defined geographical localities. As a result we operate from about 100 locations across Bedfordshire, Essex and Luton. SEPT provides a comprehensive range of services including:

* Mental health services for adults and older people
* Essex wide forensic services
* Low and medium secure services
* Specialist children’s services
* Inpatient adolescent mental health services
* Learning disability services
* Drug and alcohol services
* Other specialist services

Mental health and learning disability community services are delivered by teams of highly skilled and qualified health and social care staff to people in their own homes, in residential and nursing homes, and from our resource centres and clinics.

We became one of the country’s first mental health and learning disability NHS Foundation Trusts in May 2006. Our public and staff members are represented by our Board of Governors who, along with our Board of Directors, takes forward the strategic and operational aspects of the Trust.

In 2009 SEPT was awarded the top score of 'excellent' in both the categories: 'quality of services' & 'use of resources' by the Care Quality Commission (CQC) - **the only mental health trust in the country to achieve this high level of quality for three years in a row.**

The findings were announced in the CQC Annual NHS Performance Ratings: a system which scores all NHS trusts in the country on aspects of their performance, including the quality of the services they provide to patients and the public and how well they manage their finances and other resources such as their property and staff.

SEPT is the first mental health and learning disability trust in the country to achieve University Trust status. Traditionally, community-based Trusts were prevented from gaining University Trust status, as the Government’s criteria largely depended on the numbers of doctors being trained by a Trust. SEPT’s success has kick-started national reform of this old-fashioned model, by shifting the emphasis onto the academic achievements of the whole staff team.

In 2009 SEPT was voted top in three categories in the prestigious Healthcare 100 survey organised by the Health Service Journal and Nursing Times that names the top 100 healthcare providers to work for in the UK. SEPT was voted as the top mental health trust to work for, top trust for employing managers and eighth best trust to work for overall in the UK. SEPT was also the largest employer in the top 10, the only organisation that falls within the 1,000 – 3,000 employees category.

In 2010 another landmark was reached by bringing together under a single Board of Directors and Board of Governors the mental health and learning disability services for the people of Bedfordshire, Essex and Luton. This means that our service users and carers continue to receive excellent services but with a reduction in management costs.

**Philip Howe**

**Director of Social Care & Partnerships**