

## APPENDIX TWO Action Plan


The purpose of this strategy and associated action plan is to set out how NHS Telford and Wrekin and Telford & Wrekin Council plan to use its resources to commission services to improve the mental health of people living in Telford and Wrekin and to improve outcomes for those with poor mental health.



This strategy has been informed by the national policy for mental health: *No Health Without Mental Health: a cross-Government mental health outcomes strategy for people of all ages (DH: 2011)*. This is a cross-government strategy that focuses on the future for mental well-being and mental health care. It is built around a two-track life course approach that aims to improve outcomes for people with mental health problems and build individual

and community resilience and wellbeing in order to prevent illness. The strategy is structured around six shared, cross Government and multi-agency objectives. These are consistent with those set out in the NHS, social care and public health outcomes frameworks.




1. More people will have good mental health
2. More people with mental health problems will recover
3. More people with mental health problems will have good physical health
4. More people will have a positive experience of care and support
5. Fewer people will suffer avoidable harm
6. Fewer people will experience stigma and discrimination





Rating system  On target against milestones  Started but behind anticipated schedule  Under developed



<u>Outcomes</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Milestones and metrics</u>	<u>Primary National Objective</u>	<u>Rating</u>
<b><u>Wellbeing</u></b>					
<b>More people feeling good about themselves</b>	Work with partners to ensure a variety of information is available and in a multitude of settings to raise awareness of mental health.	Public Health	The metrics are outlined in the service level agreements / contracts with providers and are monitored through the contract review framework at a frequency determined by the contract framework.	<b>Objective 1</b>  <b>More people will have good mental health</b>	
<b><u>Information</u></b>					






<p><b>More people know about the signs and symptoms of poor mental health and where to go for help. The information should be available in a variety of formats at the right time in the right place.</b></p>	<p>Develop a project/task group to look at what mental health information already exists, what information is required, identify developments that may be underway and ensure that all stakeholders who need access to information can do so, including carers. Make sure that service users and carers are involved in this project. Agree an action plan to take this forward in a co-ordinated way in order to develop a comprehensive information system.</p>	Information Task Group	Establish task group June 2011 to begin this work	<p><b>Objective 1</b></p> <p>More people will have good mental health</p>	
	<p>Use the contract review process to look at how each organisation provides information and to highlight where improvements can be made.</p>	JCT, Providers	The metrics are outlined in the service level agreements / contracts with providers and are monitored through the contract review framework at a frequency determined by the contract framework.		





**Preventing stigma and discrimination**




<p><b>Fewer people experience discrimination and stigma as a result of poor understanding of mental health</b></p>	<p>Tackle the stigma and discrimination experienced by people with mental health difficulties by supporting national and local 'reducing stigma' campaigns such as Time to Change. Recognise the impact of this stigma on those people who are experiencing problems with their mental health. Use the Provider forum to make sure that Telford's response to national and local anti-stigma campaigns is well co-ordinated.</p>	All	'Preventing stigma and discrimination' as a theme will appear on the Provider agenda at least once per year. It is currently scheduled for October 2011.	<p><b>Objective 6</b></p> <p>Fewer people will experience stigma and discrimination</p>	
	<p>Use the Contract Review process to discuss how each organisation addresses stigma and whether improvements can be made</p>	JCT, Providers Public Health	This will be ongoing and will form part of the agenda for all contract reviews. Audit of contract review agenda to take place in October 2011		
	<p>Encourage local employers to actively engage with initiatives such as Mindful Employer scheme and offer support through training and policy development.</p> <p>Work with the Community Learning Partnership to agree future actions</p>	JCT, Providers	The metrics will be determined and reviewed as per the Community Learning partnership timetable.		




<b>Good physical and mental health</b>					
<b>More people are experiencing better physical health</b>	Develop a single point of access at First Point Telford so that people can receive information, advice and support to stay healthy and avoid preventable disease. This includes emotional health and wellbeing.	Public Health	Pilot work to commence Spring 2011. Evaluation of the pilot to take place mid 2012. Further actions to be decided on basis on evaluation/.	<b>Objective 3</b>  <b>More people with mental health problems will have good physical health</b>	
	Ensure that people's physical health care needs are identified and met as part of their care pathway and monitor this as part of the Quality Monitoring process with SSSFT. This includes good nutrition and weight loss advice	JCT, SSSFT & Public Health	This will be addressed in a number of ways including CQUINs, review of physical care pathways. Quality meetings take place monthly.		
<b>Fewer people with mental health issues who smoke</b>	Making sure that providers ensure there is appropriate advice available to people who want to give up smoking.	All providers JCT	Commissioners to monitor. This will form part of contract review processes and the monthly Quality meeting with SSSFT. Audit of contract review agendas to take place in October 2011.		
<b>Fewer people with mental health issues who misuse alcohol or use illicit drugs</b>	Make sure that services develop and maintain closer relationships with alcohol services to ensure the provision of appropriate interventions.	JCT and Service Managers	2 Dual Diagnosis workers in place by April 2011. Development of joint protocol by October 2011.  Explore the potential in establishing a joint working group between substance misuse and mental health providers by July 2011.		




<b>Preventing suicide</b>					
<b>Fewer people take their own lives</b>	<p>Review local Suicide Prevention Strategy and Action Plan in light of recent audit and pending refresh of the national Suicide Prevention strategy.</p> <p>Implement refreshed action plan.</p> <p>Develop an effective suicide prevention partnership including the wider community e.g. Samaritans.</p>		<p>Established working group to look at strategy and review against national refresh to be established. Once national refresh has been published, review and implementation will commence. Monitoring of action plan to be carried out by Mental Health Commissioning Partnership to be identified by working group once in operations. Terms of Reference of the Suicide Prevention partnership to be established and will indicate frequency of meeting.</p>	<p><b>Objective 5</b></p> <p>Fewer people will suffer avoidable harm</p>	
	<p>Increase staff awareness around suicide through training and awareness raising.</p>		<p>STORM training tender awarded by March 2011. Training to commence May 2011. Work to be overseen by Suicide Prevention Group.</p>		




<b>Making services personalised</b>					
<b>More health and social care services are designed around the person and the outcomes they identify</b>	Work with partners to ensure that individuals and organisations understand what personalisation means and are ready to respond.	JCT & appropriate local authority teams.	The metrics are outlined in the service level agreements / contracts with providers and are monitored through the contract review framework at a frequency determined by the contract framework.  Provider development as a standard agenda item in contract reviews. Contract review agenda to be audited in October 2011.	<b>Objective 4 More people will have a positive experience of care and support</b>	
	Identify how many people using mental health services receive Direct Payments and how they have been used.		Information received from the Council by September 2011.		
	Review processes by which services currently promote personalisation to ensure staff working in terms have up to date information about all aspects of the personalisation agenda.		Understanding of current position and any gaps or areas for improvement have been identified by October 2011.		
	Make sure that people understand their right to independent advocacy and that they know how to access advocacy services.	JCT, Service Manager LA & SSSFT	Increased take up in advocacy across all service provision.  Establish baseline data by November 2011.		
	Ensure mental health advocacy providers and commissioners participate in the advocacy review being carried out within the local authority.	JCT Mental Health and Physical Disabilities	Take part in the assessment exercise to inform the Advocacy strategy. Strategy completed and formally signed off.		





	Make sure that providers involve service users and carers in the planning, development and review of their services and that this is evidenced via contract reviews.	JCT, Providers	Develop this as a standard agenda item in contract reviews. Contract review agenda to be audited in October 2011.		
	Explore the use of technology in mental health care.	JCT & Assistive Technology Lead	Workshop will place which explore how technology may support mental health care (September 2011). One year pilot project to be explored with opportunity for non-recurring funding from WM SHA. To start by October 2011.		
<b>Preventing homelessness for people with poor mental health</b>					
<b>Fewer people with mental health issues living in temporary accommodation</b>	Review the Mental Health and Housing worker role in line with Telford and Wrekin Homelessness Strategy and wider housing and mental health developments (for example rehabilitation).	JCT, Service Manager	Comprehensive review undertaken of the role and opportunities for development fully explored (Autumn 2011).	<b>Objective 2 More people with mental health problems will recover</b>	
<b>Rehabilitation, housing and supported living options</b>					
<b>More people with mental health issues in accommodation that meets their needs</b>	<p>Establish a task group to map existing rehabilitation provision, the scope of services and outcomes against expenditure.</p> <p>Assess the rehabilitation needs of Telford and Wrekin (this also includes those people currently in out of area placements or in Secure Services).</p> <p>Agree a model of care taking into account the Mental Health Act, personalisation, the economic climate and QIPP targets to reduce out of area placements.</p> <p>Implement new service developments or change in provision or pathways accordingly. This may include the de-commissioning of services.</p> <p>Improve the process of admissions to PICU. This may include giving consideration to commissioning a PICU bed from the local provider.</p>	JCT & Task Group	<p>Review task group established December 2010. Review to be complete by August 2011.</p> <p>Changes to be implemented post review and once sign off have taken place.</p> <p>Achievement of QIPP targets around out of area placements.</p>	<b>Objective 2 More people with mental health problems will recover</b>	





	Promote a recovery model of service that focuses on individual needs. Services must demonstrate through their actions and through outcomes for the people they work with that they are promoting the principle of recovery.	JCT, SSSFT, voluntary and, independent sector providers	All contracts and SLAs with the voluntary sector will include the promotion of recovery focused practice by October 2011. Make sure that the promotion of recovery focused practice is embedded in induction practices. Front line staff are offered support to increase their understanding of the principle of recovery.		
<b>Using mainstream services</b>					
<b>More people feeling good about themselves</b>	Support a partnership approach to encourage the use of universal mainstream services.  Ensure that opportunities to participate in the Southwater development are offered to and taken up by the mental health community.  Review the work of the community development workers (CDWs) in order to ensure that people from black and minority ethnic communities can access both mental health and mainstream services.	JCT	Provide networking opportunities to mental health providers.  Complete a review of all psychological therapies in Telford and Wrekin which will include the work of the CDWs. This will commence once all teams are relocated to Longden House.	<b>Objective 1 More people will have good mental health</b>	
<b>Employment - the positive impact of employment and training</b>					
<b>More people are in voluntary or paid work</b>	Identify and improve services that assist people with mental health difficulties (both practically and emotionally) in accessing and maintaining opportunities in employment, training, education and volunteering to ensure service users and carers can achieve their goals and aspirations in these areas.	JCT	Distribute Communities 4 Health money (non recurring funding) to successful employment bids.  Employment projects commence (May 2011).  Undertake quarterly reviews.  Monitor and evaluate outcomes from projects (April 2012).  Develop baseline for following year (2012/13).	<b>Objective 2 More people with mental health problems will recover</b>	



<p><b>Fewer people take time off sick because of stress</b></p>	<p>Support the ongoing work of the Telford @ Work group and the Employment forum.</p>	<p>JCT</p>	<p>Regular attendance at groups.</p>	<p><b>Objective 2</b> More people with mental health problems will recover</p>	
<p><b>Reducing debt</b></p>					
<p><b>More people will have improved mental health as a result of being able to manage their debt</b></p>	<p>Ensure that local debt reduction agencies are aware of the needs of people with mental health problems and their carers.</p> <p>Check that pathways are place to ensure appropriate referrals.</p> <p>Make sure that mental health services encourage service user uptake of debt counselling and financial capability education.</p>		<p>Debt reduction project in place and outcomes are monitored and evaluated. This will include referrals.</p> <p>CAB workers receive training around mental health needs.</p> <p>Evidence via audit that services identify and encourage service users to seek specialist advice.</p>	<p><b>Objective 2</b> More people with mental health problems will recover</p>	
<p><b>Children and Young People</b></p>					
<p><b>More children and young people experience better mental health</b></p>	<p>Conduct CAMHS review.</p> <p>Implement refreshed Psychological Health &amp; Emotional Wellbeing (PHEW) strategy.</p>	<p>JCT</p>	<p>Timeframes will be in accordance with the PHEW Strategy.</p> <p>The metrics are outlined in the service level agreements / contracts with providers and are monitored through the contract review framework at a frequency determined by the contract framework.</p> <p>Monitored by PHEW Strategy group.</p>	<p><b>Objective 4</b> More people will have a positive experience of care and support</p>	

<b>Transition</b>					
<b>More people experience better transition</b>	Develop integrated care pathways so that people can move through services easily as their needs change.  Ensure that adult mental health services are for all ages so that people do not have to move needlessly between services.	JCT, SSSFT & LA	Evidenced by the successful implementation of the modernisation project plan (April 2012).  Evidenced by the successful Phase 2 of Telford and Wrekin restructure.	<b>Objective 4</b>  More people will have a positive experience of care and support	
	Ensure that service specifications developed with all providers must address transition, admission, and discharge procedures. This means that people are appropriately supported until proper transfer has been identified.	JCT, SSSFT & LA	Service specification will be revised as services are reviewed.		
<b>Improved Access to Services</b>					
<b>More people receive care appropriate to their needs</b>	Work with partners to ensure that care pathways and care plans include robust crisis plans.	JCT, SSSFT and LA	Evidenced by the successful implementation of the modernisation project plan (April 2012).  Evidenced by the successful Phase 2 of Telford and Wrekin restructure.  Improved integrated governance arrangements between the LA, SSSFT and commissioners maximising the use of local resources, shared expertise, data collection, info sharing protocols and IT systems.  Implement and evaluate pilot for e-clinics.	<b>Objective 4</b>  More people will have a positive experience of care and support	

<b>Primary Care Mental Health services</b>					
<b>More people will be able to access services in primary care</b>	Review all commissioned psychological therapies.	JCT, Service Manager SSSFT	Pathways are in place which maximise our local resources in the current climate ensuring that this is an all age service. This will be completed by April 2012.	<b>Objective 2</b>  More people with mental health problems will recover	
	Pilot and evaluation the use of Recovery star tool to measure outcomes in primary care mental health services including GP Counsellors and IAPT.	Service Manager SSSFT	Findings of the pilot have been evaluated. The outcome of this will indicate how benefits may be realised.		
<b>Secondary Care Services &amp; Inpatient Care</b>					
<b>More people being treated in their home resulting in fewer admissions to hospital and a reduced length of stay.</b>	Complete the modernisation of mental health services including the provision of a new hospital and strengthened community services, hospital and enhanced community services.	JCT, SSSFT	Evidenced by the successful implementation of the modernisation project plan (April 2012).  Evidence of increased activity by community teams and more people being treated at home.  Evidence of reduced length of stay.	<b>Objective 4</b>  More people will have a positive experience of care and support	

<b>Supporting People with Dementia</b>					
<b>Improved quality of life for people with dementia</b>	Implement the Joint Commissioning Strategy for Dementia & Deep Dive for Dementia actions.	JCT - Older Adults	Refer to Dementia Strategy.	<b>Objective 4</b>  More people will have a positive experience of care and support	
<b>Supporting Carers</b>					
<b>Improved quality of life for carers</b>	Implement recommendations from the local Carers Strategy and Action Plan that relate to mental health.	JCT - Carers & Mental Health	Refer to Carers Strategy.	<b>Objective 4</b>  More people will have a positive experience of care and support	
	Ensure that carers are offered information and guidance in relation to the mental health condition of their cared for, advice and assistance with regards to what to do in the event of a crisis and their views and comments are listened to and taken into consideration.		Understanding of where gaps exists in terms of carer support, information and inclusion (December 2011).  Develop an integrated approach to ensuring that carer's needs are met (by April 2012).		
<b>People with an Autistic Spectrum Condition</b>					
<b>More people with better mental health</b>	Develop commissioning plan to address the needs of people with an Autistic Spectrum Condition (ASC). This will include a model of care that gives consideration to National Autism Strategy and statutory guidance for health and social care organisations.	JCT, LA	Refer to ASC strategy once developed by March 2012.	<b>Objective 4</b>  More people will have a positive experience of care and support	

<b>Working in Partnership</b>					
<b>More people with good mental health</b>	Robust contact monitoring will make sure that commissioned services continue to meet need.	JCT	Evidence provided by regular reviews and audits at frequencies determined by the contract.	<b>Objective 1 More people will have good mental health</b>	
	Telford & Wrekin Mental Health Commissioning Strategy and action plan will be monitored by the Mental Health Commissioning Partnership with regular reports to the Health & Wellbeing Partnership.	JCT	Review will take place at quarterly Mental Health Commissioning Partnership meeting.  Service user and carer forums will review progress at regular interviews.		
	Make sure that providers engage in service user involvement in the development of their services and include the wider health and social care agenda.	JCT, Providers	Evidenced through regular review and reporting.  The metrics are outlined in the service level agreements / contracts with providers and are monitored through the contract review framework at a frequency determined by the contract framework.		
	Maintain and develop the Telford wide Mental Health Provider Forum to ensure that there is a clear role for providers in development and commissioning processes and are able to share good practice.	JCT, Providers	Regular meetings of the provider forum through 2011.		

<p><b>Improved mental health for people at risk of offending or who are in contact with the criminal justice system</b></p>	<p>Work with partner agencies locally and regionally to improve support available for offenders with mental health needs.</p> <p>Development and local implementation of Mental Health Act Section 136.</p>	<p>JCT, LA and SSSFT</p>	<p>Attendance at WM Mental Health Criminal Justice Board.</p> <p>An agreed local policy that ensures appropriate admissions to Place of Safety and the completion of physical and mental assessments by appropriate person.</p>	<p><b>Objective 1</b> <b>More people will have good mental health</b></p>	
<p><b>Improved mental health for veterans</b></p>	<p>Work with partner agencies locally and regionally to improve support available for veterans with mental health needs.</p>	<p>JCT, SSSFT</p>	<p>Evidence of the IAPT service extending its caseload to include veterans.</p>	<p><b>Objective 1</b> <b>More people will have good mental health</b></p>	
<p><b><u>Safeguarding</u></b></p>					
<p><b>Fewer people will suffer unavoidable harm</b></p>	<p>Make sure that all providers have robust safeguarding processes in place and that they are able to provide evidence to support that these can be used.</p>	<p>JCT, LA</p>	<p>Safeguarding processes including POVA, Child protection and CRB will be evidenced by providers via the contract review process.</p>	<p><b>Objective 5</b> <b>Fewer people will suffer avoidable harm</b></p>	