

People with mental health needs

Mr T's story

Forty year old Mr T had spent a lot of time in hospital and prison due to experiencing episodes of paranoid schizophrenia. Extreme paranoia left Mr T **socially isolated** as he often resorted to **inappropriate** or even criminal **behaviour** in stressful situations. Following a spell in hospital he was **referred to Lee House**, a council-run **rehabilitation and employment service** for people with enduring mental health needs. There, Mr T **worked** on the **horticulture** team, **studied** for a City and Guilds qualification and completed a **computer course**. He soon began **running the community plant** sale two mornings a week and **trained others** in Lee House to use the till and **manage money**. He wanted to work with other mental health service users and was **successfully interviewed** for the post of voluntary **support worker**.



Mr T has now started a **full time NVQ course** in health and social care and hopes to **continue studying** to become a counsellor. He told us: 'The time I've spent at Lee House is the longest I've spent out of hospital in 20 years.'

Mental health in Hackney

Rates of severe mental health and depression in Hackney are high. The borough also has the highest rate of mental health hospital admissions in London. Around 3,363 people in Hackney are estimated to be living with severe mental illness such as schizophrenia, bipolar disorder and/or other psychoses.

We work jointly with the [East London NHS Foundation Trust](#) to give treatment and care to adults of working age with mental health needs to help them recover and maintain their independence. Together we provide services in the community and in hospital. [Locality mental health teams](#) provide support in the community including counselling, community psychiatric nursing, mental health education,

occupational therapy, psychology and advice to carers. We have a specialist team providing early intervention services for young people, services for hard to reach, high risk people with enduring mental illness and a rehabilitation and recovery service.

Our work is split into two main areas: working with people's clinical needs and working with their social care needs.



“
I like services
that improve
my chances of
getting a job
”

Clinical needs

Last year we provided:

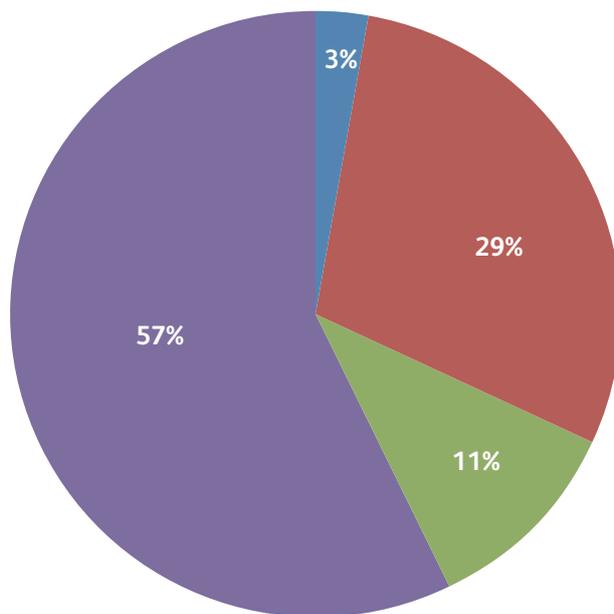
- Inpatient care to 1,000 people
- Outpatient care to 3,600 people
- Coordinated health and social care services to 1,235 people to deliver agreed recovery goals. There were:
 - ✓ 92% in settled accommodation (1,141 of 1,235 people).
 - ✓ 6.6% stayed in work through specialist employment support (81 of 1,235 people)
- Improved access to advocacy services to help people to find someone to speak on their behalf through the launch of [Advocacy for All](#)

Social care needs

We carried out Community Care Assessments for 552 people to determine their level of social care need and of these 179 people received funded social care. Details of all those receiving funded social care are shown in the chart below.

What we spent in 2012-13

We spent a total of £5.6 million last year on 501 people with mental health needs. Part of the money was spent supporting 157 carers to give them a break from caring.



Key

- **£0.2m (3%)** home care for 43 people, most receive around 14 hours of care per week
- **£1.6m (29%)** supported housing schemes, tenancies for 46 adults where personal care support is also provided
- **£0.6m (11%)** day care, 262 people
- **£3.2m (57%)** residential homes, 147 people (includes respite)

Some people received more than one service

Some services were bought by people controlling their own care using self directed support

This chart does not include 802 people who received professional support from our social workers, mainly for advocacy. These costs are paid out of staff costs as shown in the [Overview fact sheet](#).

Plans

Below we have summarised what we did in 2012-13 and what we plan to do in 2013-14.

What you wanted...	Examples of what we did and what we plan to do
More control and choice over services	<ul style="list-style-type: none"> • Increased the number of people with mental health needs using self directed support from 65 in 2011-12 to 89 in 2012-13 • In 2013-14 we will encourage more people with mental health needs to use self directed support and aim to have at least 20 more people controlling their care this way
Services that help people become more independent	<ul style="list-style-type: none"> • Opened Salvesen House, purpose built accommodation for people with mental health needs which supported 18 people to move out of residential or hospital care • We wanted to reduce the number of people with mental health needs in long term residential care to enable them to be more independent and have more control over their lives. However, due to the nature of people's needs, the number rose slightly to 101 in 2012-13 from 94 in 2011-12 • During 2013-14, we will continue to focus on reducing the number of people placed in residential care by supporting more people to remain in their own homes
	<ul style="list-style-type: none"> • During 2013-14, we will carry out a pilot scheme to help people with mental health needs achieve a speedier recovery. We will recruit an occupational therapist who will work with 30 people to test how best to reduce the risk of hospital admissions • Work with Healthwatch and service users to develop a new way to measure their quality of life
	<ul style="list-style-type: none"> • Invest in new preventative services for those people who have moderate levels of need, but are not eligible for social care support. Services or support that will delay or reduce the need for more intensive help will include: <ul style="list-style-type: none"> ◦ Managing finances and housing ◦ Health and wellbeing ◦ Taking medication and treatment ◦ Volunteering and befriending
Support recovery in the community	<ul style="list-style-type: none"> • Funded 19 mental health voluntary organisations to provide a range of support including coaching, job support, living independently and arts, leisure, sporting and cultural activities
	<ul style="list-style-type: none"> • In 2013-14 we will commission new integrated services that promote positive mental health, prevent crisis and relapse and tackle factors that can lead to poor mental health
Carers to have a break and get support in their caring role	<ul style="list-style-type: none"> • We will select organisations to co-ordinate and manage a new network of carers services including: <ul style="list-style-type: none"> ◦ Advice ◦ Arranging direct payments ◦ Carers assessments ◦ Carers cards <p>Read more about carers service online</p>

Contact details and how to get a printed copy

 If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit www.hackneyicare.org.uk

What you told us in March and April 2013

We received lots of useful comments and feedback about our services when we consulted people with mental health needs on what should go into the local account between March and April 2013. Below we have summarised what you said you wanted, what we are doing and other plans to improve services.

What you said you wanted...	Examples of what we are already doing	Examples of what we plan to do in 2013-14 and beyond
Access to work and courses that improve people's chances of getting work	<ul style="list-style-type: none"> We spent £3 million in 2012-13 funding 19 local mental health voluntary organisations that helped 5,000 people with mental health needs in different ways including support to find a job, volunteer, train, study or become a peer mentor In 2012-13, 81 people stayed in work through specialist employment support, 12 volunteered and 168 were either studying or on a training course 	<ul style="list-style-type: none"> We will advertise for new ways to deliver these services through an integrated Mental Health Network. New services will support recovery and give people more say on how best to tackle factors that lead to poor mental health including unemployment and social isolation
Arts and crafts projects that help people express their feelings and aid recovery	<ul style="list-style-type: none"> We spent £3 million in 2012-13 funding 19 local mental health voluntary organisations that helped 5,000 people with mental health needs in different ways, including help to take part in creative arts, leisure and cultural activities 	<ul style="list-style-type: none"> In 2013-14 we will advertise for new ways to deliver these services through an integrated Mental Health Network to promote positive mental health and prevent crisis and relapse
More information on direct payments, employment and training services	<ul style="list-style-type: none"> We launched Hackney iCare in March 2013 which includes useful information and links about direct payments We drew up plans for ways to deliver new services to include employment and training support Continued to support people to find work through Lee House and Hackney Community College (see below) 	<ul style="list-style-type: none"> We will publicise Hackney iCare widely and ensure the content is useful for people with mental health needs All people eligible for our social care services will be offered the chance to 'buy' their services with direct payments The integrated Mental Health Network will improve employment and training support services

Supporting people to find work

All people with mental health needs receiving co-ordinated health and social care services get an employment assessment to identify their strengths and gaps in job skills. Three job specialists work with people with mental health needs to help them find a job. Employment support is available to people attending [Lee House](#) rehabilitation centre or people based in the community or in hospital. Help includes weekly job clubs, support with CV writing, college courses and opportunities to meet prospective employers.

There are opportunities to access work placements through [Hackney Community College](#) and patient participation groups. We also train and support people who want to become more work-ready by becoming a peer support worker. Peer workers support other people with mental health needs for 12 weeks after hospital discharge. This is very successful scheme and the return to work rate is high.