

Local Account Factsheet 2014-15

Adults with Mental Health needs



Adult mental health in Hackney

Rates of people with severe mental health and depression in Hackney are high. The borough has one of the highest rate of mental health hospital admissions in London.

Around **1,044** people living with mental illness in Hackney received services in 2014-2015.

We work with East London NHS Foundation Trust (ELFT) to treat and care for working age adults with mental health needs, support their recovery and help them maintain their independence.

The services that we provide

The City and Hackney Adult Mental Health Referrals and Assessment Service now offer a one-stop single point of referral which screens urgent and non-urgent referrals of adults aged 18-65 to mental health services. This single point of entry simplifies the referral process to mental health services which is something service users have requested. It also enables rapid feedback on all referrals taken from GPs as well as other sources.

Inpatient Services for Hackney residents are provided from the City and Hackney Centre for Mental Health. The majority of care however, is provided by a range of community teams who carry out assessments and work with individuals to achieve their goals.

Our community mental health teams have been re-structured and re-defined with a new focus on recovery skills and workers expertise. There are also plans for the future that will include integrating the role of employment work and reablement within the recovery teams.

A decorative graphic at the bottom right of the page consisting of three parallel, curved lines in shades of green, sweeping from the bottom left towards the right edge.

The **Assertive Outreach Service (AOS)** is a community based service specifically designed for people with severe long term mental health problems

Community Mental Health Teams are multidisciplinary teams that cover:

- Counselling
- Community psychiatric nursing
- Mental health education
- Occupational therapy
- Psychology
- Advice to service users, carers, professionals and general public on mental health issues

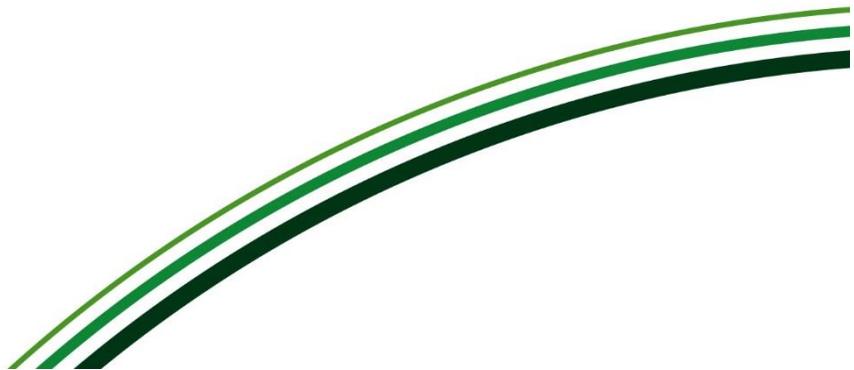
The **Rehabilitation Service** consists of care coordinators (social workers, community mental health nurses, occupational therapists), psychosocial intervention worker, psychologist, psychiatrists and support workers, and is community based offering a range of treatments including a combination of medication, psychological therapies, the promotion of social networks, vocational, occupational and employment activities.

Hackney also has a **Crisis Team** which is a hospital-based crisis intervention service. The team consists of care coordinators (social workers, community mental health nurses and occupational therapists), psychosocial intervention worker, psychologist, psychiatrists and support workers includes referral on to specialist agencies for either treatment, therapy, advice or support. In some cases clients may be admitted when this is assessed as necessary.

Clinical needs

Last year we provided:

- Inpatient care to **904** people (01/04/14- 31/03/15) including mother & baby 46 in-patients
- Outpatient care to **9,385** people (01/04/14- 31/03/15)



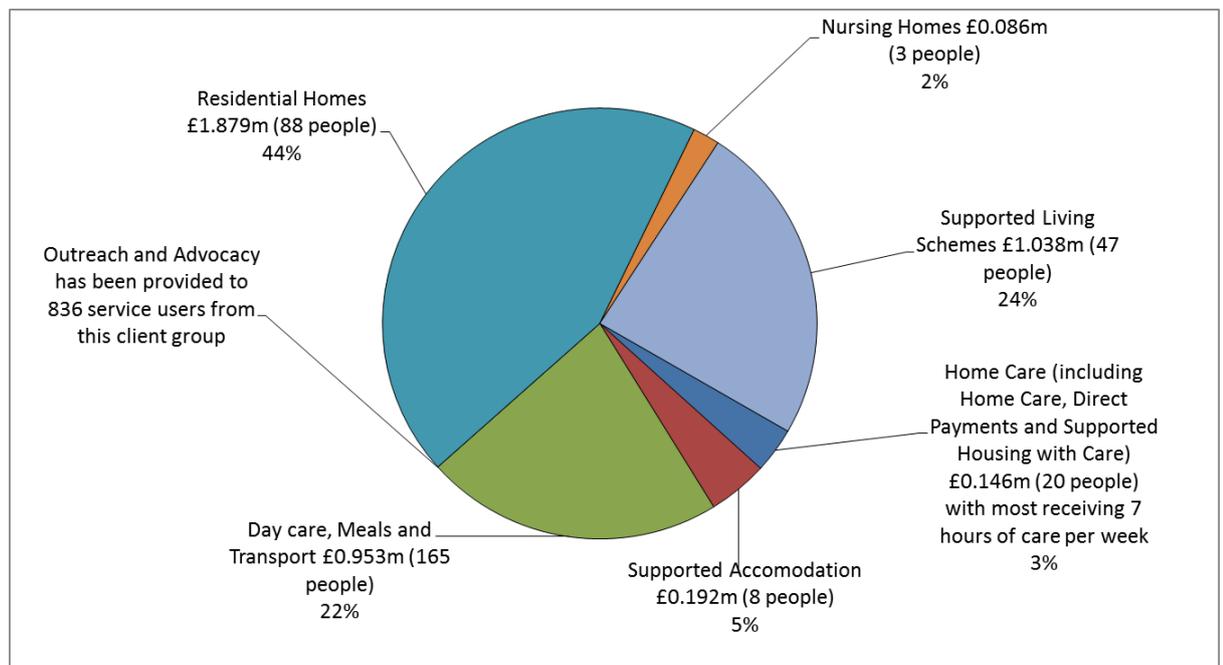
- Coordinated health and social care to **1,264** people where recovery goals were agreed and delivered

Of these:

- **93.4%** of people seen by us are in settled accommodation
- **7.1%** stayed in work through specialist employment support

What we spent in 2014 - 15

We spent a total of **£5.927** million last year on 1,443 people with mental health needs. Part of the money was spent supporting 157 carers to give them a break from caring.



Some people received more than one service and some brought services and controlled their own care using self-directed support.



Our achievements in 2014 – 15 and our plans for 2015 – 16

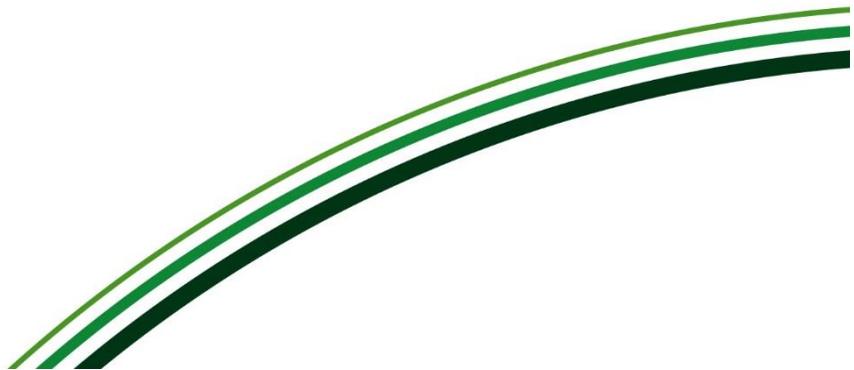
Below we have summarised what we achieved for people with mental health needs in 2014-15 and what we plan to do in 2015-16 and beyond

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ Help more people with mental health needs to control their care by using self-directed support 	<ul style="list-style-type: none"> ✓ Increased number of with people with mental health needs using self-directed support ✓ All care plans considered the appropriateness of using a personal budget. This was assessed and included or excluded on a case by case basis. ✓ All cases were presented to a panel to consider the option of self-directed support 	<ul style="list-style-type: none"> ✓ Continue to find ways to overcome barriers preventing people with mental health needs using self-directed support ✓ Continue to promote self-directed support and monitor the trends over the year



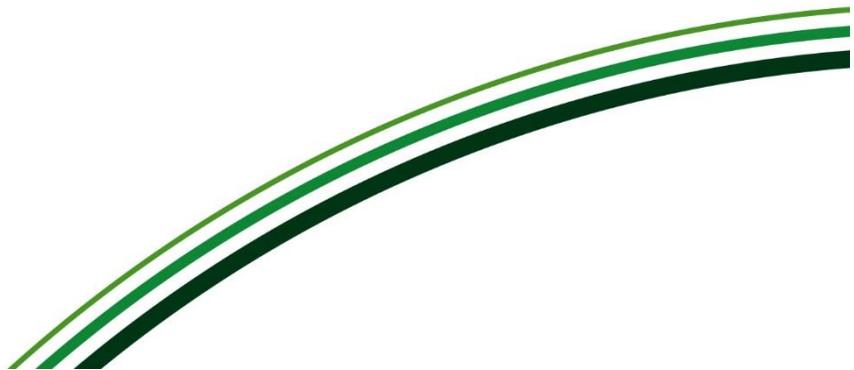
We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ Test out a plan to help people with mental health needs to achieve a speedier recovery ➤ We will recruit an occupational therapist to work with 30 people to test how best to reduce the risk of hospital admission 	<ul style="list-style-type: none"> ✓ The Community Mental Health Team focus has been redefined during 14/15. The teams have been restructured with a new focus on recovery skills and workers expertise. ✓ Referrals and discharges are monitored under KPI (key performance information) data ✓ Primary Care level services were realigned to work more in partnership with GPs 	<ul style="list-style-type: none"> ✓ We plan to integrate the role of employment work, and reablement with recovery teams

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ Commission new integrated services that promote positive mental health, prevent crisis and relapse and tackle factors that lead to poor mental health 	<ul style="list-style-type: none"> ✓ An Integrated Mental Health Network has been established where all local partners are providing a consortium model. The voluntary organisation, 	<ul style="list-style-type: none"> ✓ We will continue to establish this consortium and work closely with local statutory provision ✓ We will ensure we reach and maintain a 90%



	<p>MIND are leading on this.</p> <ul style="list-style-type: none"> ✓ In 2014/15 we re-organised our single point of entry system and introduced a 28 day target for patients to be seen by a mental health professional ✓ Recovery based services have been introduced ✓ Recovery focus ensures that cases are now monitored for outcomes including access to education, training and employment 	<p>target on first appointments</p> <ul style="list-style-type: none"> ✓ We will aim to reach targets around the set time to discharge from services within a two year period
--	--	--

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ Improve employment and training support services 	<ul style="list-style-type: none"> ✓ Worked with key organisations which proved successful ✓ Established good working partnerships with key third party organisations 	<ul style="list-style-type: none"> ✓ Continue to engage with partner agencies on joint recovery focused working projects



--	--	--

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ 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"> ✓ This activity has been reduced consistently over last two years ✓ All requests and referrals for residential care were closely managed. All alternative options were considered whilst encouraging recovery and inclusion and choice at all time. 	<ul style="list-style-type: none"> ✓ All requests and referrals for residential care will continue to be closely managed ✓ Continue to improve the target rate for reviews and evidence a reduction in the need for ongoing residential care

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ Help carers of people with Mental Health needs to have a break and support for them in their caring role 	<ul style="list-style-type: none"> ✓ Carers of people with Mental Health needs now can access the Carers Centre for support ✓ Carers assessor posts were introduced to support carers 	<ul style="list-style-type: none"> ✓ Work closely with the Carers Centre to ensure that appropriate referrals are being made ✓ Support carers who provide care for people with complex mental health needs that



	<ul style="list-style-type: none">✓ Carers who provide care for people with complex mental health needs were offered carers assessments by mental health professionals within the Recovery Team and other specialist services✓ City and Hackney Adult Mental Health Referrals and Assessment Service was introduced as a point of contact for GPs	are identified through the Care Programme Approach delivered within mental health services
--	--	--



What you told us about our services in 2014 – 15 and our plans for 2015 – 16

Below we have summarised the opinions from service user consultations and outlined what we achieved for people with mental health needs in 2014 -15 and what we plan to do in 2015 -16 and beyond

You said:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ We need better support to help sustain our recovery and be more socially included, especially after hospital discharge 	<ul style="list-style-type: none"> ✓ Put the plans in place so that from January 2015 the new Integrated Mental Health Network offered: <ul style="list-style-type: none"> • A range of services and activities including access to employment, education and training for up to 1000 people with serious and/or enduring mental health conditions for up to two years to promote their recovery and help them 'move on' 	<ul style="list-style-type: none"> ✓ Continue to offer the services via the Integrated Mental Health Network and develop these in response to service user feedback



	<ul style="list-style-type: none"> • Early intervention, including Talking Therapies for up to 1,500 people with mild to moderate mental health needs for up to a year 	
--	---	--

You said:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ You were concerned that a proposed single point of access for the new service would deter certain communities trying to access the service 	<ul style="list-style-type: none"> ✓ Changed the model so people can access the service through the lead provider or other organisations in the network. 	<ul style="list-style-type: none"> ✓ There will be a standard assessment and support planning process regardless how people access the service

You said:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ You want better access to peer support groups 	<ul style="list-style-type: none"> ✓ Put the plans in place so that activities on offer via the new Integrated Mental Health Network from 2015 included: <ul style="list-style-type: none"> • Support to develop social networks and community participation • 1:1 and group 	<ul style="list-style-type: none"> ✓ Continue to offer the activities on offer via the Integrated Mental Health Network from 2015 including: <ul style="list-style-type: none"> • Support to develop social networks and community participation



	<ul style="list-style-type: none"> support work • Self-help support 	<ul style="list-style-type: none"> • 1:1 and group support work • Self-help support
--	---	---

You said:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ You would like a more holistic approach to mental health and to be treated as individuals 	<ul style="list-style-type: none"> ✓ From 2015, the new Integrated Mental Health Network promoted an environment that welcomes and values people's lived experience of mental ill health and will support people to take control of the services they want 	<ul style="list-style-type: none"> ✓ Ensure that the Integrated Mental Health Network continues to promote a more holistic approach to mental health whilst valuing and supporting individuals

You said:	What we did:	What we will do:
<ul style="list-style-type: none"> ➤ We are concerned about people with long term mental health needs who may need support for more than the two years offered by the new Integrated Mental Health Network but who are not eligible for adult social care 	<ul style="list-style-type: none"> ✓ The Network has provision for some people to have a service for longer than two years to achieve their goals ✓ We looked closely and will continue to monitor the needs of this group in the first two years to see how best they can be met through future commissioning 	<ul style="list-style-type: none"> ✓ Continue to monitor the needs of this group to see how best they can be met through future commissioning



You said:	What we did:	What we will do:
<ul style="list-style-type: none">➤ Make sure communications are clear and in language and formats suitable for people with mental health needs, including those with mild to moderate learning difficulties	<ul style="list-style-type: none">✓ Liaised with City and Hackney MIND who run the Network has said they will work to ensure that communications are accessible	<ul style="list-style-type: none">✓ Continue to ensure that communications are clear, are suitable for the target audience and take into account your feedback at all times

Contact us

To contact Adult Social Care to get help or find out more about the services available:

Visit: www.hackney.gov.uk/mental-health

Write to:

Information and Assessment

Hackney Service Centre
1 Hillman Street
E8 1DY

Tel: 020 8356 6262

Email: access@hackney.gov.uk

Other useful links

Hackney iCare – A resource that provides information and advice about the existing adult



social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

www.hackneycare.org

City and Hackney Mind - Provide information and support, campaign to improve policy and attitudes, and develop local services in partnership with professionals and clients.

www.cityandhackneymind.org.uk/

Tel: 020 8525 2301

East London Foundation Trust - East London NHS Foundation Trust provides mental health and community services.

www.elft.nhs.uk/

Tel: 020 7655 4000

City & Hackney Adult Mental Health Point of Entry (CHAMHPE) –

Offers a one-stop single point of referral which screens urgent and non-urgent referrals of adults aged 18-65 to mental health services

<https://www.elft.nhs.uk/service/57/City-and-Hackney-Adult-Mental-Health-Point-of-Entry-CHAMHPE>

Tel: 020 8510 8011. Emergency Contact Number: 07870 595 732

The People's Network (Social Action for Health) - SAfH is a dynamic community development organisation, based in East London, working with marginalised communities.

www.safh.org.uk

Tel: 020 8510 1970

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, please call 020 8356 6982.

Decorative graphic element consisting of three parallel, curved lines in shades of green, sweeping from the bottom right towards the center of the page.