

Meeting of:	SUBJECT OVERVIEW SCRUTINY COMMITTEE 2
Date of Meeting:	18 SEPTEMBER 2023
Report Title:	ADULT COMMUNITY MENTAL HEALTH SERVICES
Report Owner / Corporate Director:	CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING
Responsible Officer:	MARK WILKINSON GROUP MANAGER, LEARNING DISABILITY, MENTAL HEALTH & SUBSTANCE MISUSE
Policy Framework and Procedure Rules:	There is no effect upon the policy framework or procedure rules
Executive Summary:	This report provides an overview of the strategic direction in adult community mental health services. It also describes the range of mental health services in the County Borough and explains how some of these services focus on early intervention and prevention and others on more intensive longer-term support. The report also emphasizes the importance of the partnership working with colleagues from the health service and independent sector.

1. Purpose of Report

The purpose of this report is to describe the strategic and operational context in which Adult Community Mental Health Services are delivered in the County Borough and for the Committee to provide comments on the future direction of services.

2. Background

- 2.1 The Welsh Government strategy 'Together for Mental Health' was launched in October 2012 and included a delivery plan. This was a ten-year strategy with a strong emphasis on prevention and early intervention, in addition to setting out a framework for the provision of specialist mental health services for those who need them.
- 2.2 In 2019 the Welsh Government published a 'Review of the Together for Mental Health Delivery Plan 2019-2022 in response to Covid 19' in which a number of updated objectives were set out.
- 2.3 The 'Together for Mental health' strategy will be replaced with a new national strategy which the Welsh Government will be announcing later this year. This new strategy will build on a strategy called 'Adult Community Mental Health Services in Wales. Our Vision for The Future.' which has been produced by the NHS Wales Health

Collaborative. This strategy builds on previous work and emphasises the key values and principles of:

- Compassion, dignity, and respect.
- Person centred care.
- Prevention and wellbeing.
- Access and Equality.
- Coproduction.
- Choice and respect.
- Quality and consistency.
- Outcomes focussed.
- Leadership and innovation.

The strategy sets out a number of actions to move services forward and achieve standards set against each principle.

- 2.4 Adult Community Mental Health Services are delivered through a number of teams including two Community Mental Health Teams, the Social Care and Recovery Team, the Approved Mental Health Professional service and the Assisted Recovery In the community service. Services are also provided in the voluntary sector including advocacy and participation projects. The current situation with these teams and services is set out in section 3 of the report.
- 2.5 The Council's Adult Social Care department which is part of the Social Services and Wellbeing Directorate works in close partnership with the Mental Health Delivery unit of the Cwm Taf Morgannwg University Health Board (CTMUHB) and the oversight of service delivery and development is managed through a Joint Operational Group. This a key partnership in the delivery of mental health services many of which are provided by both health and social care staff.
- 2.6 Other key partners include voluntary and independent sector organisations as well as people who use services and carers.
- 2.7 In order to provide a framework for the operation and development of these services a 'Bridgend County Borough Council Interim strategy for Adult Community Mental Health Services' has been produced and is presented with this report at **Appendix 1**. This strategy will be updated in line with the new national strategy, when it is published, and help shape Bridgend's contribution to the production of a regional mental health strategy which will be developed with partners as part of the work of the Regional Partnership Board.

3. Current situation / proposal

- 3.1 The current structure and situation for each of the teams that provide adult community mental health Services is described below.
- 3.2 These services are delivered at primary and secondary care levels. Primary care is usually provided by General Practitioners and early intervention and prevention services. Secondary services are more specialist and people are referred to them from Primary care for more intensive and ongoing therapy and support.

- 3.3 The **Social Care and Recovery Team** is an early intervention and prevention team made up of social workers and support workers. The team provides short term interventions to help people avoid developing a serious mental health difficulty which may require support from secondary services. The team's work is person centred and designed to help people with mental health difficulties take a meaningful role in their community. There is an open referral process to the team and referrals are received from across partner agencies. Referral rates have remained constant during 2022/23, with 179 assessments being completed. A new streamlined process for processing police referrals has been put in place which has reduced the number of inappropriate referrals being made to the team. The majority of referrals are related to people suffering from anxiety, depression, some with suicidal ideation and others related to accommodation problems. The increasing complexity of referrals highlights the diversity of challenges many members of the public are facing as a result of the pandemic and the impact of loneliness and isolation. Because a significant number of people have both mental health and substance misuse problem's, the team has developed effective joint working relationships with the Community Drug and Alcohol Team and the Housing Solutions Team, which has brought a multi-agency approach to working with complex cases.
- 3.4 The **Approved Mental Health Professional Service** coordinates and carries out Assessments under the Mental Health Act 1983. The hub consists of three social workers (two of which are senior practitioners) all of whom are approved mental health professionals. An approved mental health professional is required to coordinate assessments in accordance with the Mental Health Act 1983 and to make applications for the compulsory admission to a detention hospital because of people who are mentally unwell and a risk to themselves or others. This action should only be taken when all options for support in the community have been tried. Partnership working with the police and health colleagues is key to this process with all involved being legally accountable for their actions in detaining members of the public. During the year 2022/3 the AMHP hub carried out 144 assessments under the Mental Health Act which was a small increase on the previous year.
- 3.5 The **Community Mental Health Teams** (two teams, north and south) are multi-disciplinary teams made up of social workers, nurses, occupational therapists psychiatrists and psychologists. The teams are a secondary mental health service and work with people who need help and support because they have a serious and enduring mental illness or who are at risk of hospital admission or on a rehabilitation pathway. There has been no significant change in referral numbers to these teams during 2022/23 (about three hundred referrals per quarter) but there has been a notable increase in the number of young people on the autistic spectrum being referred. Many people who would have been referred to these teams in the past are now being supported and diverted away from secondary services by the social care and recovery and Assisted Recovery in the Community teams since their introduction as early intervention and prevention services. The Community Mental health Teams deliver their services in a person centred, strength-based way aimed at helping people recover from serious mental health problems and supporting people to live in the community avoiding readmission to hospital or detention under the Mental Health Act 1983. During 2022/23 the social workers in these teams carried out 315 assessments of people requiring secondary care.

In December 2022 there was a joint inspection of the North Community Mental health

team by the Care Inspectorate Wales and Healthcare Inspectorate Wales. The inspection consisted of a file and documentation review, discussions with managers, and staff, people who use services and carers. The inspection considered the quality, safety and leadership of the service. The outcome of the joint review was very positive for the team and reported that:

- Service users felt listened to and had good access to a care coordinator.
- Staff felt empowered to try new ideas and initiatives.
- Assessments, care plans and reviews were coproduced with the person.
- There was good physical health monitoring.
- Clear processes in place for the escalation of risk.
- Staff were positive about the support they receive and there are good opportunities for learning and development.

Some areas for improvement were identified and a plan is in place to respond to this and take the actions forward.

3.6 The **Assisting Recovery in the Community Service (ARC)** is an integrated Mental Health daytime opportunities' service which is delivered jointly by the Council and CTMUHB under a Section 33 Agreement. This agreement which was renewed in April 2021 and provides for joint governance and financial arrangements. This is a preventative service that provides information, advice and support, short term interventions, occupational therapy, activity planning, social support and employment advice and support. The service consists of support workers, specialist employment workers, occupation therapists and counsellors. There is an open referral system with most referrals coming from G.Ps. The majority of referrals are because of, anxiety, depression and stress caused by bereavement, family issues, trauma, or work-related difficulties. There were almost one thousand referrals during 2022/23 and people have received a range of different types of support from the staff team. There is also a number of support groups run by the service as well as partnership working with small voluntary sector groups.

As well as this, almost one thousand people contacted the service directly for advice and guidance. The response the service provided information and signposting as well as short term practical assistance. Comments from people who have used the service include:

“This I feel is an absolutely invaluable service, ... I believed I was alone, and all was lost. ... the sessions have been really beneficial for me and shown me that there are services that care about the welfare of people. The fact that it was immediately available is amazing.”

. “The course has helped me in so many different ways with my well-being ..., I believe this is better than any medication or therapy. I’ve now become a big believer in being a part of a physical groups and getting outdoors as the benefits are spectacular”.

Other initiatives include counselling opportunities for families of children with challenging behavior's, improving access to trauma therapy support and training in mental health awareness for community organisations.

3.7 There is also the **Home Treatment Team** which is based in the Princess of Wales Hospital. This team is made up of both health and social care staff and provides:

- Triage for referrals into mental health services including advising on the most appropriate response to urgent situations, which works in partnership with the 111 press 2 initiative.
- An assessment service including access to inpatient services and liaison with substance misuse services.
- A home treatment service which supports people at home as an alternative to hospital admission.
- The team also provide support and advice to the accident and emergency department and medical wards.

The team carries out an average of 151 assessments a month which may result in hospital admission, home treatment or referral on to another service for example any of these services referred to above or the Wellbeing Retreat described below.

3.8 As mentioned above, the Joint Operational Group oversees service developments in Community Mental Health Services. The group is made up of senior managers from the Council's Adult Social Care department and the Mental Health Delivery Unit of CTMUHB. The group meets on a monthly basis and oversees service developments: The Senior managers who attend this group have identified that the groups remit should also include reports on the activities of other groups linked to mental health services. Officers from the Council attend a range of groups and it has been agreed that feedback to the Joint Operational group would assist the sharing of information and related service developments. Examples of these other groups include, risk assessment design, crisis care concordant, town center management group, the self-neglect partnership panel, psychology led clinical risk group (which scrutinizes work related to the use of the Mental Health Act, Armed Forces Covenant forum, homelessness cell meeting, accommodation step down group, domestic abuse group and service user and carer forums.

3.9 As mentioned above the Council and health colleagues have been working in partnership with a voluntary sector group to help support people who are experiencing a crisis in their mental health. This work has been done with Mental Health Matters Bridgend who are a charity which aims to support people with mental health difficulties by 'promoting the mental and emotional health of the public through the provision of information, advocacy, training and support.' The partnership has worked together since October 2020 and created the **Wellbeing Retreat** which opened in December 2020. The retreat has four aims which are to:

- Support the improvement of access to mental health services for individuals residing in the Bridgend County Borough.
- Support the improvement of the service user and carer experience, involvement, and engagement.
- Support the improvement of the environment, physical, mental, and social wellbeing outcomes for all individuals accessing the retreat.
- Signpost to other organisations, provide information, face to face support, telephone support and referral to services in the wider community.

The service is open on Wednesdays, Fridays, Saturdays and Sundays between 5 and 11 p.m. Since the service opened there have been over 1000 referrals for people who have a range of difficulties including anxiety, depression, suicidal ideation, alcohol and substance misuse and self-harm. The partnership continues to work in the form of a management board which meets monthly to oversee the projects activities. Some of the group's members are working with colleagues from across the CTMUHB region to develop similar services in other local authority areas. There are some comments below from people who have used the service in Bridgend:

"it's a lovely environment and I am really glad I came."

"this has given me the motivation to get back into doing something creative, using creativity as an outlet."

"I really appreciate your help and everything you have done for me."

"all of my options have been explained thoroughly. Great help."

"its great to know that there are avenues of support out there that I can access straight away."

"I'm going away feeling like there are now things I can finally engage with that could help."

"I am really looking forward to joining in the wellbeing group this week."

- 3.10 The council and its partners will also engage with the Bridgend Mental health Pathway who will help to coproduce a regional strategy with other key partners as part of the work of the Regional Partnership Board.
- 3.11 One of the most important principles on which Community Mental Health Services are based is the involvement of people who have or are using services and carers in decisions about their own support arrangements and in commenting on and contributing to service developments. On an individual level people are involved in formulating the outcomes set out in support plans and service response plans and in the review of these plans. In relation to service developments support for involvement comes from:
- The Service User Network group.
 - The Carers Forum which meets regularly and is attended by a range of professional staff from across the service.
 - Mental health Forum which meets quarterly and is made up of people who use services, carers, and representatives from the voluntary sector.
- 3.12 At a regional level there is the 'Together for Mental Health' group which has representatives from statutory services, the voluntary sector, people who have used services and carers. This group will evolve into a regional group to oversee the implementation of the Adult Community Mental Health Services in Wales. Our Vision for The Future.'

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report.

Long Term. The plans for and operation of community mental health services is designed to be robust and sustainable with longterm goals and objectives and service developments which enable the services to adapt and change according to changes in demand for services.

Prevention. As described above many of the community services have a strong emphasis on prevention and providing people with information, advice, and support at an early point so as to help people avoid the need for secondary care services.

Integration. Community mental health services are founded on an ethos of partnership and integrated working between health, social care, voluntary sector and service user and carer organisations. All developments are made in partnership and on a multi-agency basis.

Collaboration. All the services described in this report are provided on a collaborative basis with the Assisted Recovery in the Community delivered through a legally agreed collaboration, one of the few in Wales.

Involvement. One of the basic principles of the operation of community mental health services is the involvement of people who are using services and carers in the design and delivery of the services they receive at individual, service, and strategic levels.

6. Climate Change Implications

- 6.1 There are no climate change implications.

7. Safeguarding and Corporate Parent Implications

- 7.1 All the services referred to in this report operate in accordance with the 'Social Services and Well-being (Wales) Act. Working Together to Safeguard People. Code of Safeguarding Practice.' 2022.

7.2 There are no corporate parent implications.

8. Financial Implications

8.1 The services described in this report are delivered from existing budgets.

9. Recommendation

9.1 It is recommended that the Committee note the contents of this report and comments on the future direction of adult community mental health services across the County Borough of Bridgend.

Background documents

None