

MENTAL HEALTH SERVICE DEVELOPMENTS

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Purpose of Briefing:

To provide an update on mental health service developments in response to changing needs in light of the Covid-19 pandemic. The Health and Wellbeing Board is asked to note the range of support available to people experiencing mental health issues as well as the ongoing service developments.

Background

As reported by the NHS Confederation (2020), there has been an increase in people accessing mental health support due to the wider impact of the pandemic i.e. self-isolation, financial insecurity, bereavement and increase in substance abuse and domestic violence. A substantial proportion of these people were not previously known to Mental Health services.

The impact of the pandemic has disproportionately affected vulnerable communities and increased inequalities for children and young people. During the pandemic we have seen a significant increase in referrals for mental health social work support, and there has been a dramatic surge in mental health and wellbeing concerns especially for children with other conditions and vulnerabilities. There has been a spike in eating disorders and an increase in the numbers of children and people who have needed intensive mental health care.

We have however seen the system work well together and have been successful in securing additional NHS funding that should have a real impact on the service offer over the coming months and years.

Services for children and young people

There is currently a range of services and support available for children, young people and families in Milton Keynes. The services meet national requirements and needs that have been identified locally.

Kooth is an online service that provides access to mental wellbeing support and counselling for children and young people aged 10-20. It is jointly funded by the Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group (BLMK CCG) and Milton Keynes Council. The most common presenting issues are anxiety, stress, self-harms and suicidal thoughts.

Kooth was originally commissioned until December 2020, but this has been extended until 31st March 2022 in response to Covid-19 and growing demand. Additional hours were commissioned to meet anticipated increased demand as a result of the pandemic. An evaluation of impact is underway.

Every school in Milton Keynes has a **named school nurse** who can offer confidential advice on anything to do with physical and mental health to students. The service is provided by the Central and North West London Foundation Trust (CNWL).

CNWL also provide **ChatHealth**; a confidential help and advice service available by text message to children and young people aged 11-19. This nursing led service provides advice and support on a range of issues such as bullying, emotional health and wellbeing and sexual health.

Child and Adolescent Mental Health Services (CAMHS) are also provided by CNWL, commissioned by BLMK CCG. During the pandemic CAMHS offered most appointments virtually, although face to face appointments have taken place. The services include:

- Core community CAMHS provision including specialist assessment and treatment for children and young people experiencing mental health difficulties. This could involve different types of therapy, medication and group work.
- Liaison and intensive support (LIST) for children presenting in crisis.
- CAMHS eating disorder services

Specialised inpatient CAMHS services are commissioned on a regionwide basis by NHS England. There are currently no inpatient CAMHS services in Milton Keynes and those requiring these service access them in units outside of the local area. However, this is set to change in the near future.

CNWL also manage the **Mental Health Support Teams for Schools (MHST)**. The MHST provides early intervention and supporting development of a whole school approach to mental health and wellbeing. Throughout the pandemic the MHST opened their services to self-referrals and staff have maintained contact with vulnerable young people virtually.

The **Specialist and Intervention Team (SAIT)** is an in-house service which sits within Children's Social Care (Milton Keynes Council). The team is comprised of social workers, primary mental health workers and parenting plus practitioners who are based at the Family Support Centre. Following a request from the child/ren's social worker the team conduct specialist assessments with families and offer a range of targeted interventions to support families where this is deemed appropriate. A range of specialist assessments and interventions are used by the team including:

- Parenting Plus which was developed to promote a more positive parent/child relationship
- Primary Mental Health Workers who can offer support to assist parents to develop coping strategies and relapses prevention plans in relation to their mental health
- Play therapy which helps children 'play out' what they might find difficult to put into words.

The **Voluntary and Community Sector (VCS)** make a significant contribution to addressing mental health and wellbeing issues for young people in Milton Keynes. A key service is the council funded YIS Young People's Mental Health (formerly known as MK YIS) who provide a range of community based mental health and wellbeing services. YIS collaborate across a

range of services and are working closely with CAMHS to ensure the experiences of young people can shape future services.

Additional initiatives have been commissioned to enhance the mental health and emotional wellbeing offer including:

- Creating a VCS children and young people's mental health network commissioned from Community Action MK for a two year period.
- Stepping Stones project, commissioned from Service Six and Volunteering Matters. This project will provide recovery and strength based approach and support as well as longer term mentoring for children and young people that have in hospital with mental health problems.
- A collaboration between the Sexual Assault and Referral Service and Safe! MK to deliver specialist support for children and young people aged 5-18 who have experienced sexual assault or abuse, or who have been impacted by domestic violence.

Services for Adults

Under the Care Act 2014 local authorities have a duty to establish a process of assessing an adult's needs for care and support and deciding whether a person is eligible for publicly funded care and support. Milton Keynes Council's **Mental Health and Autism Team** use strength-based assessments and support planning to maximise people's independence and wellbeing and support s117 aftercare planning as legally required under the Mental Health Act 1983 (amended 2007). The team support people to maintain their mental health and well-being through assessment, care and support planning, risk management and review in various settings including their own home, supported living, residential settings and inpatient facilities. The key focus is to develop people's skill base, maximise their independence, safeguard their well-being, promote access to education and/or employment and support people into suitable housing.

Although the service primarily supports adults, a key part of the team's work is to identify and support young people preparing for adulthood who are in transition from children services. The service is delivered in close collaboration with the secondary mental health services provided by CNWL who provide the clinical support that some of our service users require.

During the pandemic, resources were prioritised ensuring that service users at the highest risk of harm had access to daily or weekly welfare checks. Support was continued at pre-lockdown levels for the highest risk service users. The Mental Health and Autism team are undertaking face-to-face visits and completing practical tasks with all service users allocated a social worker, social work assistant and support worker to continue to support their well-being.

In response to the government initiative '**Everyone In**' over 100 adults that were sleeping rough in Milton Keynes were accommodated in temporary accommodation. Through this initiative people were identified who needed support but who were not linked in with local services. They were supported to access appropriate provision through mental health (CNWL) and substance misuse services (ARC). This created the opportunity for joint work between MKC, CNWL, Housing and the ARC to work jointly with these individuals and put support and treatment in to prevent the person in returning to rough sleeping. The team are still actively

working with many of these adults who before the pandemic would have been unlikely to engage with the social work team.

BLMK CCG commission CNWL to provide a wide range of **mental health services** across Milton Keynes. These services cover both inpatient and community-based provision, to support those in need of mental health support. They are commissioned to offer a range of services including:

- Talking therapies (IAPT).
- Primary Care Plus.
- The Hub Community team (Diagnosis and Condition Pathway and Assertive Outreach Team, Psychosocial pathway, Specialist Therapies Team).
- Early Intervention in Psychosis
- Perinatal Mental Health
- Crisis Support Services (Mental Health Hospital Liaison Team, Street Triage, Crisis and Home Treatment Team)

During the pandemic there was a shift to virtual/telephone appointments across services where it is clinically safe and appropriate to do so, in line with national guidance social distancing. However, face-to-face appointments were maintained where it is clinically appropriate supported with the use of PPE. Services have used digital technology to transform their service delivery models, such as the move to the delivery of online web-based BLMK-wide webinars, by the 3 IAPT services in MK, Bedfordshire and Luton working together.

The **Assertive Outreach Team** increased their hours of operation to better support patients in the community, easing pressure on inpatient services. Services have had to adapt to new operational policies and ways of working to help to tackle covid and prevent and respond to outbreaks for both patients and staff, such as the use PPE, adaptations to the physical environment, the use of isolation and testing of patients on admission to wards.

Through the use of non-recurrent NHS funding, CNWL set up the **Keeping Well** service to better support staff from across the NHS, local authorities and VCSE in BLMK.

Working with the CCG, CNWL invested in a number of **local VCSE providers** to better support residents in MK having mental health difficulties and in response to demands for services generally amongst the population – for adults this included commissioning counselling via Relate and West Bletchley Counselling Service, support for survivors of sexual assault and abuse via Aylesbury Vale and Milton Keynes Sexual Assault and Abuse Support Service, and a range of arts-based therapy courses via Arts for Health, including a course offered to younger people. Additional investments were made to increase provision locally for CYP and families too, including to YIS, Service Six and Acacia.

Outside of CNWL the CCG also commissions further mental health services from a number of other providers, including MIND BLMK who provide crisis cafes across the area, as an alternate offer for patients in crisis to NHS services. MIND also established a crisis phonenumber during the covid to meet demands.

CNWL has supported the **covid vaccine roll out**, working with partners across the health and care system. Specifically, for patients with a serious mental illness, additional support has

been provided to enable them to make informed choices around the vaccine and to increase uptake, working with the mass vaccination centre. This included telephone calls to understand if they wish to have the vaccine, creation of a quiet area at the mass vaccinations centres and support workers attending with the patients. CNWL also arrange for vaccination to be provided for inpatients.

CNWL and the Primary Care Networks are also working together to develop and provide workers to focus on mental health support in GP practices.

An **Approved Mental Health Professional (AMHP)** is a statutory role as set out in the amendment to the Mental Health Act 2007. Eligible professionals (social workers, mental health nurses, occupational therapists and clinical psychologists) undertake the role of an AMHP on behalf of the Local Authority Social Services Department who are legally responsible for the AMHP service. The AMHP service provide a timely response to requests for Mental Health Act Assessments, this can be assessments in the community or hospital ward-based assessments. There is a national shortage of AMHPs. The AMHP programme is run through university at a Master level and the length of time required to achieve the qualification can vary but the professionals will be in full time education for at least six months.

Referrals for Mental Health Act assessment have increased significantly since March 2020; this is a national trend. As at the end of August 2020, referrals were up 30% on the previous year and assessments up 41%. A referral for Mental Health Act assessment does not always result in completion of an assessment. Section 136 Mental Health Act gives the police the power to remove a person from a public place, when they appear to be suffering from a mental disorder and take them to a place of safety. The person will be deemed by the police to be in immediate need of care and control as their behaviour is of concern. There was a 58% increase in the use of S136 referrals when you compare April -Sept 2020 to April -Sept 2019.

The AMHP service report that many of the people that are being assessed under the Mental Health Act have not previously accessed mental health services. The team is seeing an increase in self-harming behaviours and people attempting to end their lives. There is a national shortage of inpatient beds which adds to the complexity of assessing and planning. A bed pressure meeting was introduced 4 times a week between CNWL and MKC to review bed capacity and discharge planning.

There has been an increase in admissions to the Campbell Centre and/or inpatient beds and many of those people have required social care support on discharge. MKC and CNWL have worked together to procure **additional specialist accommodation**, and this helped to manage for of the pressure on inpatient beds. Longer term more step-down type accommodation with be commissioned to support people in their recovery and to progress to independent living. Beyond just inpatient admissions, CNWL have noted high demand across many of their services, including Hospital Liaison Team, Crisis Resolution Home Treatment, Perinatal and EIP.

Ongoing service developments

Partners across the BLMK health system have been awarded £17,379,204 of additional funding over the next three years to establish a mental health inpatient unit for children and young people in Bedfordshire, Luton and Milton Keynes as part of a national programme to ensure all systems have the minimum specialised service provision to meet the needs of their population. Having these mental health inpatient beds will transform the way our system can respond to the needs of children and young people having a mental health crisis. It will give clinicians the facility to provide a full range of care and support integrated working with children's social care teams and enable children and families to be cared for near their home, schools and community, boosting their journey to recovery. In addition, BLMK have also been awarded £700k over the next three years for eating disorders to enhance core services and day care provision.

Further local investment is going into mental health services this year to develop crisis support that will focus on need rather than diagnosis. Fundamental to the success of these services is a joint approach across the children's system between health, care and education.

CNWL, the CCG and the BLMK ICS have been very successful in bidding for and securing a range of investments to enhance all mental health services, adults and children, under the NHS Long Term Plan and associated financial commitments. In 21/22 this includes investment which will enhance the offer across all services, including amongst others, CAMHS, Perinatal Services (including the delivery of a Maternal Mental Health Services), IAPT capacity, the delivery of a new community mental health offer in conjunction with primary care networks, MKC, the VCSE and system partners. The Keeping Well Hub established during covid will be extended to continue this support offer.

Additional investment has also been received by CNWL for a range of further schemes, including increasing mental health support for Rough Sleepers working in collaboration with MKC and MK ARC addictions services, developing a Healthy Aging pathway, Key Workers for CYP, adapting the physical environment at the Campbell Centre to better meet the needs of patients with autism amongst others.

Further investment is being made by the CCG outside of CNWL also to enhance the local offer, including the expansion of the MIND Crisis Cafes, and investment in a suicide prevention programme offer across public health and the VCSE. Plans are underway across primary care and mental health services to enhance physical health checks for patients with serious mental health who historically have a significantly shorter life expectancy, in order to tackle this inequality.

The new Oxwell Survey will provide schools and local partners with an in-depth understanding of the health and wellbeing of their students. The survey will be conducted in MK for the first time in 2021, enabling activities and interventions to be targeted at a local level in collaboration with both young people and local services.

Two additional Mental Health Support Teams for schools have also been secured as part of a national rollout over the next three years, focussing on areas of greater need and where poor mental wellbeing is likely to have a larger impact on children being able to learn and achieve. The first of the new teams is due to be in place from September 2021.

Children and young people's mental health has been identified as a priority by the MK Care Alliance. This will provide an opportunity for collaboration and integrated working across the system.

MKC have begun commissioning Supported Living services that will support people with a range of different needs to live as independently as possible. Once in place, this service will support adults with a range of mental health need.

A Supported Housing Strategy has been commissioned for adult social care that helps to identify the demand for accommodation with support for all client groups, including people with mental health needs. This will inform our commissioning intentions for mental health supported accommodation to ensure that there is enough capacity to meet demand.

Work is ongoing between Adult Services, CNWL and partners to develop a new model for community support for people with mental health needs, following the Recovery College model developed in Bedfordshire and Luton and in CNWL services in London.

Milton Keynes Council continue to invest and commit to training AMHPs every year to support the increased demands in this area.

Floating support services have been commissioned for people with mental health needs who are in their own accommodation but may need some additional support to maintain their tenancy and remain independent.

Citizen's Advice are commissioned to provide specific guidance for people with mental health needs. The service is embedded in the community and is developing links with CNWL services to improve coverage.