



## LEICESTERSHIRE LEICESTER AND RUTLAND HEALTH OVERVIEW AND SCRUTINY COMMITTEE: 24 JANUARY 2020

### REPORT OF LEICESTERSHIRE PARTNERSHIP NHS TRUST

#### TRANSFORMING MENTAL HEALTH SERVICES

##### Purpose of report

1. The purpose of this report is to provide a high level update on the adult and older people focused mental health transformation programme within Leicestershire Partnership NHS Trust (LPT). This includes changes that are planned within 2020.

##### Policy Framework and Previous Decisions

2. The Step up to Great Mental Health Transformation Programme (formally known as the All Age Transformation Programme) is part of the Mental Health workstream of the Sustainability and Transformation Plan (Better Care Together) for Leicester, Leicestershire and Rutland. The focus of the programme is to significantly improve services for adult and older people with mental health related illness who require secondary care. It is aligned to various national strategies including:
  - a. [NHS Long Term plan](#)
  - b. [The Five Year Forward View for Mental Health](#) (that informs the NHS Long Term Plan)
  - c. [The community mental health framework for adults and older people](#)

##### Background

3. The evidence from a variety of data sources (internal data analysis, [CQC](#), mental health patient survey, complaints, incidents, NHS staff survey etc) suggests that the adult mental health secondary care services and wider system is significantly challenged, including:
  - a. Old inpatient environments that are not designed for modern standards of mental health services (such as single room accommodation);
  - b. Workforce – it is difficult to recruit traditional mental health practitioner roles (e.g. nursing, medical staff). Therefore requiring agency and other temporary staffing solutions.
  - c. 'Flow' – there are various areas where there are people waiting a long time for interventions (e.g. psychological therapy). There has also been times across the last few years that pressure in the system has led to individuals being placed in beds out of the region.
4. Over the last two years an All Age Transformation Programme has been working with hundreds of service users, carers, staff and stakeholders to co-design what future mental health services need to change to (see following link for background information <https://www.leicspart.nhs.uk/get-involved/all-age-transformation-of->

mental-health-and-learning-disabilities-services/). This has now led to a design being developed for changes to adult and older people mental health services (see diagram in [Appendix A](#)).

5. Concurrently there has been focused work to make improvements within the current model of services. These include:
  - a. Upgrades to the adult inpatient wards, to improve the aesthetics of the wards, remove barriers to observation and other safety measures;
  - b. Training and introducing new roles into the workforce such as Peer Support Workers, nursing associates and Advanced Nurse Practitioners;
  - c. Rapid and significant improvement to the number of people placed into out of area beds.
  
6. The focus of the next 3 years is putting into place the many designs and improvements that have been co-designed with service users, carers, staff and stakeholders. In **2020** this will see the following:
  - a. **Easier access** for urgent needs – Service users and carers will be able to directly access crisis support through a single phone number in our new Central Access Point;
  - b. **Quicker urgent assessment** and support of need – there will be more mental health expertise in the emergency department (Leicester Royal Infirmary) and physical health wards providing quicker mental health assessment and support. There will also be a move to four hour response for urgent mental health assessment in the community for adults and older people.
  - c. **Earlier Discharge** from mental health hospital – There will be an increased number of individuals who have facilitated earlier discharge into community.
  - d. **Reduced waits** for psychological interventions – we will be putting in place changes that have been formed from an independent review of the psychological interventions to modernise our services and reduce waits.
  - e. **Reduced waits and improved flow** within our community services – we will be putting in place the first phase of our new treatment and recovery team model, to improve what we are providing to service users and reduce waits for support in community teams.
  
7. Early in 2020, we will be working with the local Healthwatch organisations, and partners, to connect with the public and stakeholders around the co-designed future model of services and the changes being undertaken. Targeted engagement will be undertaken for each element of change undertaken.

### **Resource Implications**

8. The changes within 2020 are being supported by specific national investment (targeted improvements in crisis response and liaison services in emergency department/acute hospitals) and otherwise through reallocation of existing resources in services.

### **Conclusions**

9. The committee is asked to note the changes being undertaken.

**Background papers**

NHS Long Term Plan <https://www.longtermplan.nhs.uk/online-version/overview-and-summary/>

The five year forward view for mental health <https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf>

The Community Mental Health Framework for adults and older adults <https://www.england.nhs.uk/wp-content/uploads/2019/09/community-mental-health-framework-for-adults-and-older-adults.pdf>

**Circulation under the Local Issues Alert Procedure**

All areas impacted

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**List of Appendices**

Appendix A: Diagram representing the future state of adult and older people mental health services

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