

PERTH AND KINROSS COUNCIL

Housing and Health Committee

12 March 2014

Update on Joint Mental Health and Wellbeing Strategy 2012-2015

Executive Director (Housing and Community Care)

PURPOSE OF REPORT

The purpose of this report is to provide an update on the progress of the Joint Mental Health and Wellbeing Strategy 2012-2015 and to highlight the significant culture change which has taken place in relation to mental health in both Council and NHS which will further strengthen partnership and promote the concept of wellbeing.

1. BACKGROUND

- 1.1 The Draft Joint Mental Health and Wellbeing Strategy 2012-2015 (report 12/475) was approved by Housing and Health committee on 31 October 2012. The strategy introduced the concept of mental wellbeing, as opposed to 'severe and enduring' mental health, thereby mirroring a wider social and cultural shift in attitudes to mental health and wellbeing.
- 1.2 The Strategy included a commitment to support those with poor mental wellbeing in our communities and emphasised a shift towards supporting individuals in their recovery from mental ill health. This approach supports individuals in their life journey and recognises the importance of social connections, nature and spirituality in improving mental health.
- 1.3 Committee Members requested that the Strategy be brought back to committee with a fully budgeted action plan. This was approved by Housing and Health Committee on 14 August 2013 (report 13/375).
- 1.4 In the sixteen months since the Strategy has been in place, there have been significant improvements in interagency working. Previous plans have tended to focus around specialist teams and professionals and their input, in particular psychiatry, mental health nursing and Mental Health Officers. The focus of the new Strategy is on the many other supports that exist in the independent and private sectors and this radical shift in focus is demonstrated in partnership projects such as the Citizen Leadership project, the Wellbeing Festival and other activities detailed below. Implementation has been characterised by:
 - Strong partnership working involving Council and NHS mental health related services, service users, Police Scotland, community based workers, voluntary organisations, community members and the private sector.

- The raised profile of mental health and wellbeing across the Community Planning Partnership and the population of Perth and Kinross. This has resulted in the Strategy having links to a wide range of agendas and settings, such as physical activity initiatives, and programmes within schools.

1.5 Governance arrangements

1.5.1 The Joint Mental Health and Wellbeing Strategy Group oversees three working groups and these are described below. These themed groups reflect the complex and multi-layered aspects of mental health and wellbeing.

- Community and Place group: The recognition of the importance of a person's community in relation to their mental health and wellbeing has been central to this strategy. The fact that there is now a link between those working within mental health services at a strategic level and local communities is an achievement in itself.
- Service Development and Provision group: This group is driving forward change within services, taking an innovative partnership approach to improving services. With the emphasis on community in the Strategy, there has been a corresponding shift towards supporting people to remain within their own home and local community, with admission to hospital targeted at those that need it most.
- Specialist Approach group: This area of work recognises that people do not experience poor mental health or wellbeing in isolation, and that there is crossover with other aspects of their life, such as substance misuse, self harm and/or emotional distress.

2. PROGRESS IN DELIVERING THE TWELVE PLEDGES

2.1 The Strategy has twelve pledges that form the basis of the actions and these are summarised below.

Pledge 1: Communities will become mentally healthy places, where individuals feel empowered, responsible for, and in control of their own lives experiencing a true sense of belonging, purpose and connectedness within their neighbourhood.

Example of progress:

The SAINTS (Saints Academy Inclusion Through Sport) Project, set up in 2012 in partnership with St Johnstone's football club. SAINTS has given people with mental health problems an opportunity for recovery, including those moving on from Murray Royal Hospital. There are, on average, 122 sports and activity sessions per year, with 14 individuals attending each session. The project is being considered for a COSLA Excellence Award.

Impact:

- Six participants with mental health problems are now working towards recognised football Coaching Certificates, to become peer supporters for others with mental health problems. One such man was in the Medium Secure Unit at Murray Royal Hospital when he started participating and had to be accompanied to all sessions by a mental health nurse. He has now returned to the community, the project having supported him in his recovery from mental ill health.
- The Scottish Football Association has been so impressed by this project that mental health is now included for the first time as a specific category within their Strategic Framework for disability football and a Mental Health Football League has been created.
- The number of people from Perth and Kinross that took part in the Special Olympics in 2012 doubled, with eleven additional people participating, due to the work of this project.

Pledge 2: All people in P and K will understand that their mental wellbeing and their chance of developing mental illness are affected by their life circumstances, the choices they make and actions they take in life and that our mental wellbeing is susceptible to changes at different times in our lives

Example of progress:

The Wellbeing Festival in October 2013 provided an opportunity to showcase what is available in the community to support an individual's mental health and wellbeing. There were 92 different activities and events with over 900 mental health self-help leaflets picked up by members of the public. Links with the private sector were developed with Scottish and Southern Energy (SSE) and Aviva supporting the event. The Festival enabled connections to be built with the independent sector, including self-employed alternative therapists.

Impact:

- With input from Council members, managers and staff across the Council, the NHS, Police Scotland, Scottish and Southern Energy, Aviva and the independent sector, the Wellbeing Festival represented a powerful statement of support for people with mental health issues.
- The Wellbeing Festival is another step towards the 'Healthy Working Lives' accreditation for the Council, which supports employers and employees to develop health promotion and safety themes in the workplace and a healthier and more motivated workforce. Our new link with SSE, a 'Healthy Working Lives' award winner, is supporting the Council in its own journey towards this award.

- There has been further ongoing work with SSE in relation to a recent Festive Season Drink Driving Awareness campaign. The Council's Drug and Alcohol team, held an awareness raising session with SSE staff, on the impact of alcohol on health and how to use it safely.

Pledge 3: All people in Perth and Kinross will know where to find reliable information and resources to enhance, protect and improve their mental wellbeing and that information is accessible to them whenever they require it.

Example of progress:

For the first time there is a directory of mental health services across Perth and Kinross available on the Council's website for the public to access. This is part of a dedicated Mental Health and Wellbeing page on the external Council website. Materials in other languages have also been made available, following suicides within the local Polish community. In addition, 'Place It', an on-line community mental wellbeing information network, has been set up by PLUS, a mental health service user representative group. 'Place It' continues to attract new members. Information about wellbeing events is shared on line and is accessible by the public.

Impact:

- The Council's 'wellbeing' internet page has had 246 individual visits over December 2013 and January 2014.
- The 'Place It' website now has 49 members and is growing, linking people with mental health problems, who are able to share information.

Pledge 4: We will put recovery at the heart of our Strategy.

Example of progress:

The Perth Community Mental Health Team (CMHT) conducted an audit in 2013 to evaluate how well they were supporting people accessing their team to recover from mental ill health. The team was audited against a set of ten recovery indicators and twenty service users and carers rated the team against these. In addition, service leaflets, documents, assessments and care plans were also reviewed. Overall, the team scored 72%, indicating that although the team has still some way to go towards being fully focused on recovery, it is making good progress.

Impact:

- The audit enabled a comprehensive assessment of the service to take place by service users, carers and staff, to give a balanced judgement on the recovery ethos of the service. Very positive feedback was received in relation to basic needs are identified and addressed, scoring 80%, with comments from service users such as "I definitely think my needs are being met. The service helped me get this house and get settled in, help provided for benefits and money worries".

- The audit identified where improvements were needed to become more recovery-focused and this is helping the team identify key actions to improve this. In relation to the service 'promoting service involvement', 60% of staff responded positively with feedback highlighting such as "I do not think it is yet the norm for service users to always be consulted in key areas of decision making".
- The team see people referred from the GP within 6 weeks, exceeding the National Treatment Time Guarantee of 12 weeks. All CMHTs within Perth and Kinross meet this standard.

Pledge 5: We will seek to personalise the support offered to you.

Example of progress:

Awareness of Self Directed Support and its potential for beneficial impact for people with mental health problems was raised at a conference on this in Perth and Kinross in November 2012. Across Scotland, uptake of Self Directed Support for people with mental health problems has traditionally been very low and prior to the Mental Health and Wellbeing Strategy, there was no take up in Perth and Kinross. This has been partly due to the challenge faced by people with fluctuating mental health when they try to manage their own budget. There have also been historical barriers due to professionals not having enough awareness of how Self Directed Support can benefit people with mental health problems. For the first time, however, there are now three people with mental health problems using Self Directed Support.

Impact:

- One service user reports she has been "delighted" so far with the impact of Self Directed Support on her life. It has enabled her to access a class at Perth College, which previously she had been scared about attending.
- Another service user was enabled to attend a Wellbeing course run by the Scottish Association for Mental Health, which provided her with the opportunity to learn new skills and to manage her own mental health.
- The other service user has used the Self Directed Support budget to recruit a Personal Assistant to access the community and return to the network of friends and social connections she had previously enjoyed.

Pledge 6: We will work together across Perth and Kinross to make mental health services effective and appropriate for you.

Example of progress:

The Complex Case Integration Group was set up to provide more effective support for adults who often have mental health issues combined with a range of other needs. This multi-agency forum includes Police Scotland, Housing, Community Justice, Drug and Alcohol Team, Children's Services, Community Capacity Builders, Health Practitioners and a range of voluntary organisations. Between September 2012 and September 2013, thirty three people were discussed and the impact analysed.

Impact:

- Improved mental health and physical wellbeing was noted in thirteen people and reducing the number of re-referrals of adults with significant mental health problems in two cases.
- For twenty one people, progress towards key outcomes including reduction in re-offending, sustaining a tenancy and stabilising financial wellbeing.

Pledge 7: We will make it simpler and easier to get help.

Example of progress:

During 2012/13 two Peer Mentor courses were run jointly by UHI Perth College and Perth Association for Mental Health (PAMH). Each course was fifteen weeks long, including a placement. Training concentrated on basic skills, such as active listening, building trusting relationship, boundaries, and confidentiality. Following participant feedback, a more robust qualification in Peer Mentoring is being developed and PAMH is becoming a Scottish Qualifications Authority Accredited Centre to deliver a Professional Development Award at SCQF Level 7 in the Peer Mentor in Mental Health Award.

Impact:

- Participants reported satisfaction in fulfilling their peer mentoring duties and an increase in their own self-esteem as a result. One of the Peer Mentor Trainees reported it allowed her to recognise skills in herself that she thought were lost.
- One of the most reported outcomes was the observed increase of confidence and independence in mentees.
- Peer Mentors can deliver additional support to people using the agency, thus increasing its support capacity

Pledge 8: We will share information and data between agencies where appropriate to make it easier for you to access services when you need them.

Example of progress:

Independent Advocacy has an increased presence at Murray Royal Hospital (MRH) with the opening of the new facilities at MRH, newly recruited staff benefit from awareness-raising sessions with them. Independent Advocacy also received funding for a Link Worker for the Rohallion Medium Secure Unit and have also built links with other agencies that support people with mental health problems. These factors have enabled more people with mental health issues to receive support from Independent Advocacy across a range of issues, including housing, benefits and financial advice, and child protection.

Impact:

- Between April 2012-April 2013, 405 people with mental health issues received support from Independent Advocacy and from April 2013 – January 2014, 412 people with mental health issues received support. It is expected that this figure will rise by the end of this financial year.

Pledge 9: We will provide tailored, effective services to improve the mental health of children, and young people.

Example of progress:

Scottish Mental Health First Aid Training, which gives people with strategies to manage their own or others mental health, has been successfully rolled out across Perth and Kinross with six courses involving 64 participants run during 2013. Four instructors from Perth and Kinross, have been trained to deliver Scottish Mental Health First Aid for Young People, part of the first team of instructors in Scotland. A further six courses are planned for 2014, including courses in the locality areas of Crieff and Aberfeldy.

Impact:

- Mental health awareness is increasing across Perth and Kinross, as staff across the Council, the independent sector, Perth College and Housing Associations are trained.
- Feedback from the courses highlighted a significant demand within community based workers to improve their skills in order to better support young people with mental health issues.

Pledge 10: Our knowledgeable staff will put your needs first.

Example of progress:

PLUS, a local member-led organisation for people with mental health problems has delivered anti-stigma training to third-year medical students, with people with mental health problems delivering the training. The aims of the training are

to enhance the students understanding of people with mental illness, to challenge stigma and to instil a more person centred approach. During the training the students are given the opportunity to listen to the 'patient's story' and see things from the individuals point of view. To date, 160 medical students have been trained.

Impact:

- One junior doctor noted, "I learnt how to be empathic and compassionate and focus on the person behind the illness, not just as a set of symptoms and this will have an effect on recovery and treatment". Another noted, "To be open-minded and not to generalise - look behind the illness and symptoms. Remember the patient not the illness and to treat the person not the illness".
- There are also benefits to the PLUS volunteers involved in delivering the training. Comments include: "I feel that giving a personal perspective of my mental illness to the medical students at Ninewells Hospital helps to dissolve stigma and reveal the person behind the illness. Educating our future doctors is paramount for the mental health and wellbeing of the next generation". Another noted that, "delivering this training to the medical students gave me a great sense of wellbeing as a service user. Before, my story was just brushed under the carpet."

Pledge 11: We will work with people with complex needs to improve their outcomes.

Example of progress:

Choose Life (Suicide Prevention) funding has increased the pool of volunteers at Perth Samaritans. This in turn has developed their ability to take on other projects and initiatives. One of these projects is the 'Listening Service' at Her Majesty's Prison, Perth. A Prison Listener will meet with other inmates and provide a service similar to what the Samaritans would do. They provide a listening ear and allow the other prisoner to talk through the issues they are facing. The service is used on average ten to fifteen times per month by inmates who are feeling deeply depressed or suicidal.

Impact:

As this is a recent development, it is difficult to quantify at the present that the impact this service has had. A Samaritan volunteer who trains 'Listeners' noted, "A problem at home that may seem trivial to most can be multiplied by a factor of ten to an individual's concept of it here in prison. A build-up of these trivial things can do inexplicable things to a person whose mind may be fraught with worries and a lack of self-worth not forgetting the remorseful guilt for his actions that has led him to be in prison in the first place".

Pledge 12: We will offer access to a range of services 24 hours a day to support people in a crisis situation.

Example of progress:

Action has been taken to better support those who have been bereaved by suicide. An information-sharing protocol has been set up between the Police and Perth and Kinross Council, so that suspected suicides are shared with the Community Care Access Team. A Key Worker contacts the family and gives them a 'Bereaved by Suicide' pack. This pack contains practical advice and information and details of sources of emotional support. A follow-up telephone call by a social worker is made to all recipients of the pack within a certain time period. Depending on the outcome of this call, the family may receive additional follow up support.

Impact:

- Since December 2012, twenty 'Bereaved by Suicide' packs have been issued.
- Two of these people have taken up additional supports after receiving the packs.
- One bereaved family member has expressed her thanks for the the pack and the subsequent support she received.

3. PROPOSALS

- 3.1 As detailed above, significant progress has been made towards meeting the pledges made in the Mental Health and Wellbeing Strategy. Plans have also been made to develop other areas of work and will be taking place later this year.
- 3.2 At the end of March we are hosting an event to explore the idea of developing a 'Recovery College' to support people with mental health problems as well as drug and alcohol problems. Recovery Colleges are an innovative concept where mental health support is provided in the form of courses and where the learners are students rather than service users or patients. At present the only Recovery Colleges are in England but the approach is being pioneered within Perth and Kinross by the Perth Association for Mental Health.
- 3.3 Citizen Leadership Training will be rolled out from May for up to 40 people with mental health or drug and alcohol problems and for carers. The training is being run by Enable Scotland and is designed to empower people to have a say in how the services they receive are shaped. This training represents a radical shift for mental health services, supporting a 'citizen activism' to help shape our services.
- 3.4 A draft template of a Hand Held Record has been put together and initial feedback has been received from a service user focus group at Plus Perth, in November 2013. Further focus groups will be held in March 2014.

- 3.5 Agreement has been reached, and joint funding from NHS and Perth and Kinross Council been made available, to implement a Tayside Multiagency Suicide Review Group. Based on the Drug Related Death Group model, this Group will analyse data and review the input from wide range of agencies involved in providing support to a person during the period prior to them completing suicide. This will provide information on trends in completed suicides/near miss events to improve effective partnership responses and interventions. Once established the Suicide Review Group will also develop intelligence on trends and patterns in self harm.

Key priorities for 2014

Work to progress the Strategy Action Plan to meet the twelve pledges will continue during 2014. Priority areas will be:

- 3.6 We are concerned at the high number of short term detentions within Perth and Kinross, which in 2012/2013 were the third highest in Scotland, and have risen from 117 in 11/12 to 86 in 12/13. We will work with NHS colleagues to explore this statistic and map the experience and pathway of people accessing mental health services in difficult circumstances.
- 3.7 We need to do more to improve the transition from children's to adult services for young people in Perth and Kinross. We will improve the co-ordination between Children Affected by Mental Health (CAMH) teams and our Community Mental Health Teams.
- 3.8 We have done a lot to identify the specific needs of people who need some form of crisis support. The Acute Mental Health Response Team continues to meet the National Care Standard target of referral to assessment in 4 hours, in 95% of cases. However, more needs to be done to identify the best use of resources to provide services to people who are in emotional distress.
- 3.9 We need to do more to measure our progress, although this is challenging when trying to quantify improvements in an individual's wellbeing or trying to ascertain if communities have less stigmatising attitudes to mental illness.

4. CONCLUSION AND RECOMMENDATIONS

- 4.1 The Mental Health and Wellbeing Strategy 2012-2015 is bringing about a culture shift in Perth and Kinross in relation to supporting people with mental health problems. There are now many more partners involved than before and with a shared recognition that supporting people with mental health problems is everyone's business. As the Wellbeing Festival illustrated, our partners in this endeavour are now not just mental health professionals but also include major employers, such as Scottish and Southern Energy, as well as forward thinking local charities.

- 4.2 However, there is still much to do to improve the services that people receive, particularly in relation to the number of emergency detentions and support for young people requiring adult services. With future work on Recovery, Self Directed Support and service user empowerment, we are confident we will continue to re-shape the culture within Perth and Kinross to the benefit of all.

Committee is invited to:

- 4.3 Note the progress to date, agree proposals and support the continuing implementation of the strategy.
- 4.4 Instruct a further report from the Executive Director (Housing and Community Care) in 12 months time.

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Approved

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If you or someone you know would like a copy of this document in another language or format, (on occasion only, a summary of the document will be provided in translation), this can be arranged by contacting Paul Henderson



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ANNEX

IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	Yes
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	No
Sustainability (community, economic, environmental)	Yes
Legal and Governance	No
Risk	No
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 The Strategy supports the following outcomes of the Community Plan/ Single Outcome Agreement:

- Supporting people to lead independent, health and active lives.
- Developing educated, responsible and informed citizens.

Corporate Plan

- 1.2 The strategy supports the Council's Corporate Plan's outcomes as indicated above.

2. Resource Implications

Financial

- 2.1 This report carries the following Resource Implications:

The funding of commitments requiring additional resources was previously identified in the initial Mental Health Strategy report approved by Committee on 14 August 2013 (Report 13/375).

Asset Management (land, property, IT)

- 2.2 Asset Management – the closer integration of Health and Social Care Community Mental Health Teams, will be supported by the development of a joint base within Jessie Street, Blairgowrie. A feasibility study has just been completed but a detailed cost has yet to be agreed. Estimated funding for this development has been included within the capital Programme.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The proposals in this paper have been considered under the Corporate Equalities Impact Assessment procedure with the following outcome.

Equality Impact Assessment

This strategy will promote the greater inclusion of people at risk of exclusion through their involvement in identification, planning and delivery of key services which they require. It will also support their inclusion for their involvement in interviews and panel exercises to determine the appointment of new 'service providers'.

- 3.2 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

The relevant element within the action plan attached to this report is that of sustainability. Through the extension of staff competencies and the development of Social Prescribing, we will contribute towards the longer term sustainability and increased effectiveness of Mental Health Services in Perth and Kinross.

Legal and Governance

- 3.3 There are no direct legal implications arising from this report.

4. Consultation

Internal

- 4.1 The Legal Manager and the Corporate Human Resources Manager have been consulted in the preparation of this report in relation to workforce development and resources.

External

- 4.2 The General Manager, Community Health Partnership, the Divisional Commander of Police Scotland and the Chief Executive of Perth and Kinross Association of Voluntary Service have been consulted in the preparation of this report.

5. Communication

- 5.1 As noted, action is already underway to promote improved access to information online.

2. BACKGROUND PAPERS

3. APPENDIX

There are no appendixes.