

Mental Health and Wellbeing Strategy

Aim: To create environments and communities that will keep people well across their lifetime, achieving and sustaining good mental health and wellbeing for all.

Delivering six overarching outcomes...

More people with mental health problems will have good physical health

More people with mental health problems will recover

More people will have a positive experience of care and support

Fewer people will experience stigma and discrimination

Fewer people will suffer avoidable harm

More people will have good mental health

...measured by

Strategic measures and targets by 2021:

- Increase by 10% (to an average of 70%) the number of people with mental illness or disability in settled accommodation (PHOF/ASCOF).
- Maintain at an average of 12% of people with mental illness in employment (NHS OF)
- Decrease the overall variation in excess mortality for adults with severe mental illness by 1%
- Increase overall satisfaction of people (who use services) with their care and support (ASCOF) by 5%
- Increase the proportion of people who use services who say that those services have made them feel safe and secure (ASCOF) by 5%
- Increase the percentage of people with positive attitudes to mental health by 5% (local measure to be developed and baselined)

We will additionally measure and seek to maintain or improve:

- the percentage of people reporting good overall wellbeing (Annual Population Survey ONS)
- the number Hospital admissions as a result of self-harm (PHOF)
- the proportion of people (who use services) who feel they have control over their daily life (ASCOF).

The quality of individual services and the satisfaction of people with those services will additionally be measured by providers and monitored by commissioners.

Key

PHOF Public Health Outcomes Framework
 ASCOF Adult Social Care Outcomes Framework
 NHS OF NHS Outcomes Framework

NHS
 Wiltshire
 Clinical Commissioning Group

NHS Wiltshire Council
 Where everybody matters

...and implemented through action in six key areas

Prevention and early intervention

Developing projects, initiatives and contracts that help people maintain a healthy level of emotional wellbeing, and reduce the impact of mental ill health at all stages of their life

Promoting emotional wellbeing and improving understanding of mental health

Raising awareness of mental health and how to improve emotional wellbeing using information and education

Personalised services based around helping people recover

Working with a variety to services to help people understand and plan their own recovery

Making effective and efficient use of resources

Seeking to continuously improve systems and processes and sharing knowledge and good practice

Improving engagement with service users, carers and families

Ensuring that customer/patient needs are at the centre of all that we do

Improving integrated working between statutory services with wider community involvement

Ensuring an approach that treats the whole person and helping to enable them to remain independent in their communities

Lead agencies and action

Prevention and early intervention

Wiltshire Council Public Health will:

- arrange for training in behaviour change techniques to be delivered to staff in GP practices through the integrated community teams
- pilot and evaluate a range of social/alternative prescribing options, starting with arts on prescription, in a variety of GP practices.
- scope the options for a full social prescribing* service to be tailored to suit the different GP 'clusters' in Wiltshire
- work with HealthWatch to ensure that the web portal 'Your Care Your Support' has good quality information on mental wellbeing with a view to developing a virtual Wellbeing College* in the longer term.

* The term 'social prescribing' is a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sectors.

* Wellbeing College: aims to provide people with the knowledge, skills and confidence to manage your health and wellbeing or that of the person they care for.

Wiltshire Council and Wiltshire CCG Joint Commissioning team will:

- continue to monitor performance of contracts and views of those who use services to ensure that they are meeting needs
- improve the analysis and understanding of comparative information about other CCG areas to help identify good practice.

Promoting emotional well-being and improving understanding of mental ill health

Wiltshire Council Public Health will:

- develop a programme of mental health awareness raising with supporting information pack to be delivered in communities and workplaces
- promote the emotional wellbeing elements of the health trainers role
- explore the options for establishment of a mindful employers network in Wiltshire
- work with colleagues to implement the mental health and wellbeing categories of the Wiltshire Council Workplace Charter action plan.

Wiltshire Council Adult Social Care will:

- work with partners to develop resources that will teach people living with mental ill health and their families, carers and employers about:
 - what their rights are
 - what they can/cannot expect from services
 - how they can avoid discrimination.

Wiltshire CCG will:

- work to promote the Parity of Esteem programme which aims to ensure that mental health is valued equally with physical health.
 - Includes the development of a new service to provide early access to treatment and support for people with psychosis.

Personalised Services based around helping people to recover

Wiltshire Council and Wiltshire CCG Joint Commissioning team will:

- undertake a contract review and re-tender for revised services to deliver vocational and social inclusion provision and advocacy services
- hold service user focus groups to inform any contract revision or new service
- map services currently being delivered by known providers
- undertake contract reviews for all services on a rolling basis as they come up for renewal to include developing outcome based service specifications
- explore the implementation of integrated Personal Health Budgets in mental health
 - including roll out of staff training.

Wiltshire CCG will:

- establish a steering group to investigate options to improve systems for managing people with personality disorders in the community
- undertake a review of discharge pathways and procedures for people moving from specialist beds into long term residential and nursing care
- undertake a service review to develop improvements in liaison between primary care and Mental Health Provider (AWP).

Wiltshire Council Public Health will:

- continue to utilise self-harm registers at the three NHS hospitals in the area in order to better understand self-harm incidents and explore provision of appropriate support.

Making effective and efficient use of resources

Wiltshire CCG will:

- work with other agencies towards a multi-agency approach to all training by mapping current availability for agencies and providers and conducting a needs assessment for mental health training
- review mental health provision in the out of hours period and develop an approach to fill any gaps (linking in with work being undertaken by the Crisis Care Concordat)
- evaluate the street triage pilot currently in operation in the Police control room
- continue to develop and promote 'mutual expectations' documentation between providers and services to assist with preventing avoidable harm.

Wiltshire Council and Wiltshire CCG Joint Commissioning team will:

- produce an annual Joint Commissioning Intentions Statement to include commissioning of services which include prevention and early intervention options
- develop a Mental Health Market Position Statement to provide strategic overview and identify future direction of mental health services
- ensure appropriate and timely commissioning of services as contracts expire
- ensure that there is a fit for purpose protocol and process in place to enable continued healthcare placements and aftercare packages following hospital discharge.

Wiltshire Public Health will:

- assist with promotion of existing 'Safe Places' across the county to ensure people who are living with a mental health condition are aware of these.

Improving engagement with service users, carers and families

Wiltshire Council Public Health will:

- set up a partnership board for mental health and wellbeing, ensuring that service users, carers and families are an integral part of the work of this board
- promote existing Mental Health First Aid training and ensure it is appropriately targeted at priority groups
- implement and promote regionally funded ASIST suicide reduction training ensuring it is appropriately targeted.

Wiltshire Council and Wiltshire CCG Joint Commissioning team will:

- invite a group of service users to be involved at an early stage whenever new policy or services are being developed
- develop a closer relationship with existing service user involvement groups.

Wiltshire CCG will:

- evaluate the ease of access and spread across the county of our services
- undertake analysis of gaps or duplications in service for specific areas of need and explore options for further development where gaps exist.

Improving integrated working between statutory services with wider community and voluntary sector involvement

Wiltshire CCG will:

- work with AWP and Wiltshire Council towards alignment of mental health social work teams with secondary care providers
- work with integrated community teams to ensure that community based models are achieving positive outcomes for people with mental ill health and their families
- continue the process of 'system wide' reviews of service provision including ensuring there are clear and comprehensive care pathways which also cover prevention and early intervention.

Wiltshire Council and Wiltshire CCG Joint Commissioning team will:

- work with AWP and other providers to facilitate appropriate data sharing across all organisations
- scope the adoption of a consistent assessment format for all agencies, working towards a 'Single View of the Customer' approach and enabling people to say things once
- ensure that mechanisms are in place to identify and disseminate to all agencies emerging policy and legislative developments.

Wiltshire Council Public Health will:

- share information regularly on what works well both nationally and locally.