



A collective voice for the
health and care third sector



Mental Health

Information and Strategy Session

6 March 2019 | 10:00 – 12:00

**The Old Fire Station, Gipton
Approach, Gipton**

AGENDA

10:00 - 10:10 Welcome and introductions

10:10 – 10:30 Members' news and updates

10:30 – 10:45 Healthwatch Leeds – Experiences of Mental Health Crisis Services

Hannah Davies and Sharanjit Boughan, Healthwatch Leeds

10:45 – 11:30 A Mental Health Strategy for the City

Kashif Ahmed, Leeds CCG

11:30 – 11:50 What's happening in Health and Care?

11:50 – 12:00 Summary, next steps and close

Experiences of Mental Health Crisis Services

**Hannah Davies and Sharanjit
Boughan**



Update on Leeds Mental Health Strategy Development

Forum Central Mental Health Information &
Strategy Event

6th March 2019



Process and timeline

Close down
MH
Frame
work
at MH
Partn
ership
Board
Oct
18

Desktop
review of
all linked
strategies
and 18/19
engageme
nt
Dec 18 /
Jan 19
Principles

Approval at
MH
Partnership
Board
H & WB
Board
Children's
Board
Leeds ICE
WY & H ICS



Propose
d
Outline
of new
MH
Strategy
@MH
Partners
hip
Board
Dec 18

Draft
development &
engagement
process - Leeds
Big Chat, this
year's
engagement
outcomes
Spring 19

Launch
With 3
year
develo
pment
plan



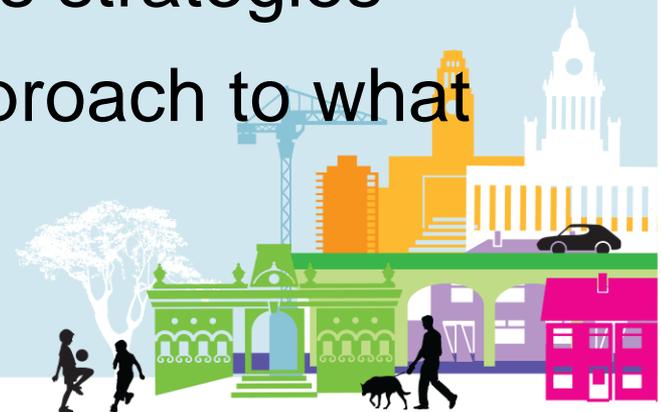
What we have done so far

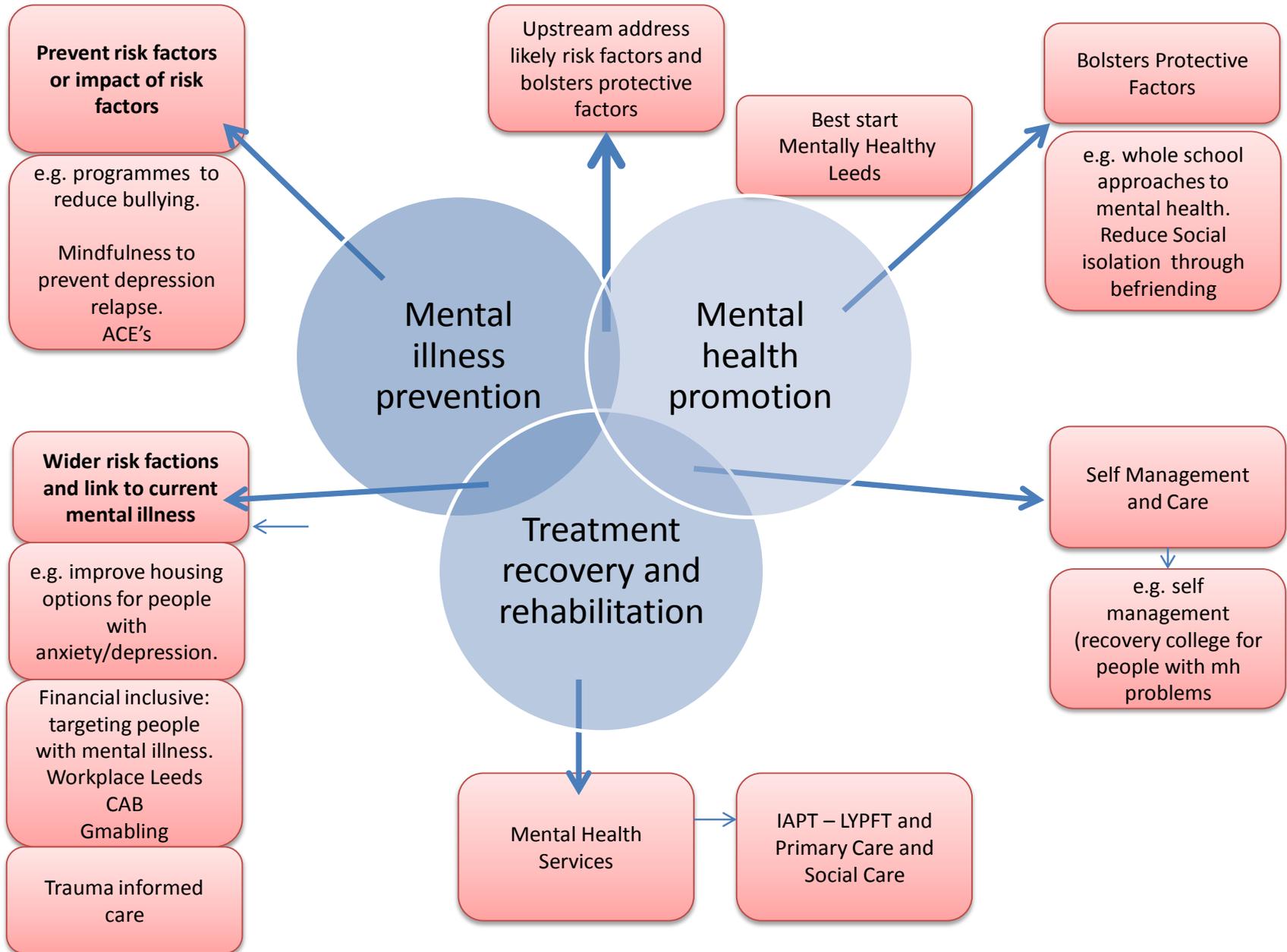
- Established Task & Finish group with broad representation
- Desktop review of local/national strategies and plans
- Desktop review of engagement across Leeds in last few years
- Draft communications plan including engagement and consultation opportunities, and agreed governance to move this work forward



Principles

- Recognise the broad determinants of mental health and illness
- Bio-psycho-social model
- Draw on the findings of the Leeds Mental Health Needs Assessment
- Draw on the findings and recommendations of other related national and Leeds strategies
- Take an evidenced – based approach to what works





Draft Strategy Headings

0. Vision : Strapline & scope of the strategy
1. Foreword by H&WB Chair
2. Introduction
 - a) Why are we having a strategy
 - b) Purpose
 - c) How was this strategy made (i.e. in partnership across the city, considering prevention and promotion as well as service based support)
3. What we already know in Leeds
 - a) Engagement
 - b) Framework
 - c) Evidence Base (Life Course, Population Health Management, ROI etc.)
 - d) Local & national Policy Context
4. How are we going to achieve the vision?
 - a) Values & principles (*The Leeds Approach to MH?*)
 - b) Agreed priorities
5. How are we going to monitor progress?
6. Appendix

To include: Action Plan; Governance Structure; Achievements of the framework and beyond; Further reading; Performance/Measuring Change



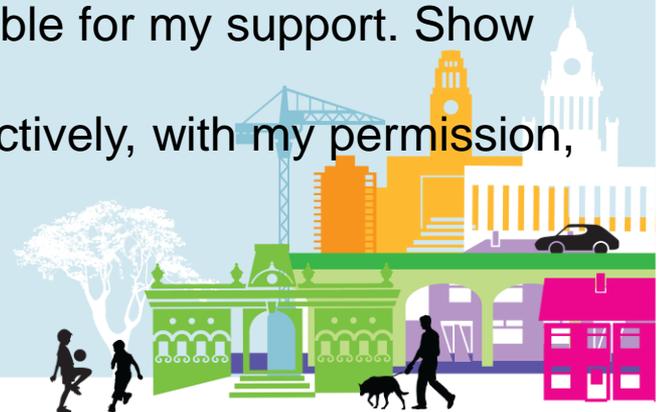
Vision:

Leeds is a Mentally Healthy City;
where people who are the poorest
improve their health the fastest



Engagement so far...

- Lots of different engagement across the city with Service Users, Staff and Public over last couple of years
- **‘I’ statements from MH Framework 2013-2017:**
 1. I am more than a Mental Health Diagnosis. Treat me like an individual human being.
 2. I may rely on family and friends to stay well. Give them support, information and respect.
 3. I want to be heard and included, regardless of my identity. Offer me accessible and culturally competent support.
 4. I may be facing more than just a Mental Health challenge (e.g. substances including alcohol or a physical condition). Respond to these creatively and without judgement
 5. I will know the name of the person responsible for my support. Show me that you are a human being too.
 6. I have a story to tell. Share information effectively, with my permission, so I don't have to repeat myself.



Themes from Citywide Engagement

- **Information accessibility and content improvement**
 - About Mental Health
 - About mental health services
 - Translations and inclusive information (i.e. not just online)
 - About services when a service user e.g. appointments, referrals, who to contact



Themes from Citywide Engagement

- **Continuity**

- Continuity of care/follow up/joined up and partnership working
- Named worker through Health & Social Care
- Mental and Physical Health treated in isolation
- Continuity in services
- Smoother journeys through services
- “System is the most stressful part of Mental Health”
- Teams to work together in cohesion and develop a shared culture
- Single point of contact, as easier to have one contact number



Themes from Citywide Engagement

- Person Centred

- Agree goals together
- Motivate and encourage to develop resilience
- Important **for** me and **to** me
- Respect choices and don't judge
- Don't make assumptions
- Flexible in supporting people with different needs to access and engage with services
- Effective, appropriate and adequate treatment



Themes from Citywide Engagement

- **Service Users**

- Improve Service User involvement
- Don't feel listened to or involved in decisions
- Meaningful and appropriate engagement
- Cares seen as a challenge to professionals
- Clear communications



Themes from Citywide Engagement

- **Professional Relationships**
 - Open and honest
 - Clear on role
 - Clear on boundaries
 - Follow through on tasks
 - Clearer communications between professionals, carers and person
 - Learn from good examples across the city



Themes from Citywide Engagement

- **Education**

- Dispel stigma
- Better awareness
- Young peoples Mental Health



Themes from Citywide Engagement

- **Crisis**

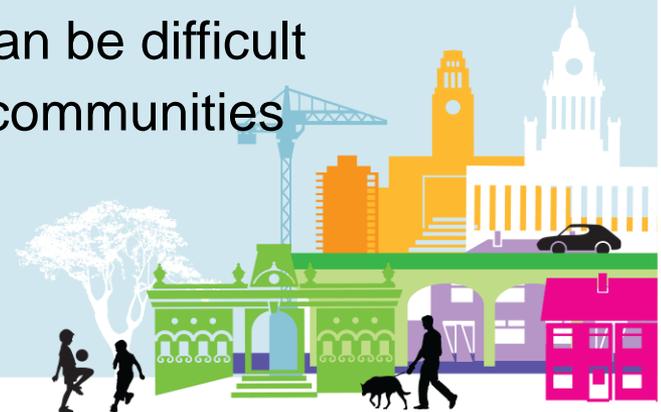
- Quick to access services in a crisis
- Adequate crisis intervention available at all times
- Who to contact where, and what for, out of hours



Themes from Citywide Engagement

- **Services (MH)**

- Need to be non-discriminatory and recovery focused
- Varying levels of service across the city
- Self referral vs GP referral? Clear entry criteria's to services
- Services for a diverse population needed, as well as evening and weekend services
- More services/beds/better delivery, properly funded/parity of esteem
- Services to broaden into wellbeing too e.g. exercise, gardening, form filling etc.
- Getting to services via public transport can be difficult
- Better links needed between acute and communities
- Ease of access/equal access
- Staff capacity/training resources



Themes from Citywide Engagement

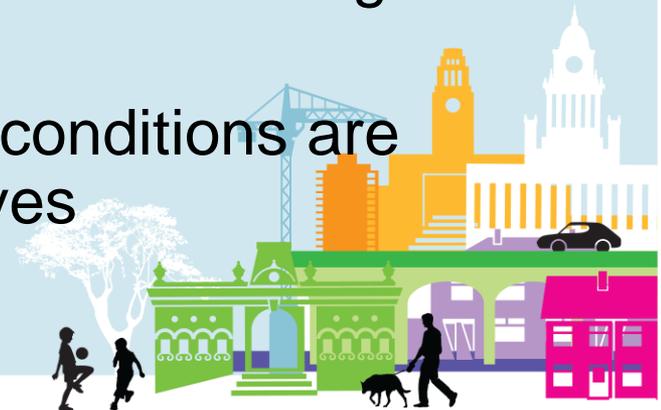
- **Services (Non MH)**

- Recognise support and triage function of non MH services
- “Support the tribes”
- Encourage advocacy
- Need to help non MH services to access right training and information about MH



Draft Priorities

- Everyone can feel comfortable talking about their Mental Health and Wellbeing
- Everyone can access high quality information about Mental Health
- Early recognition and intervention across the life course
- Everyone in Leeds can access high quality services that meet their needs, when they need them and those people at greatest risk or those who may struggle to enter services, receive support to access meaningful treatment
- People with long term mental health conditions are supported to lead fulfilling, healthy lives



**Any comments after today, please
email to both:**

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christinabillingham@nhs.net



STRATEGIC UPDATES

Mental Health

- Third Sector LYPFT Partnership Forum
- Influencing WY&H Health and Care Partnership

Health and Care

- Leeds Plan and LCPs
- Reps wanted
- Forum Central contract

DATES FOR YOUR DIARY

Forum Central – Looking Back, Looking Forward event

Tuesday 16 April, 10-12 noon

Third Sector LYPFT Partnership Forum

Theme: Young People

Monday 29 April 12.30 – 3.30pm at The Vinery

Health and Care Leader's Network

Tuesday 30 April, 1-4pm

**More info and bookings via hello@forumcentral.org.uk
or call 0113 242 1321**



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**Thank you for coming –
We hope to see you again soon**