

# North of England Mental Health Development Unit

**Happy New Year** and welcome to our first Newsletter of 2013.

Since setting up the Social Enterprise in December 2011, our first year has seen us involved in a wealth of projects with a wide range of stakeholders. In this edition we take a quick look back over the year's work and give you an update on our progress.

Our first year has been extremely rewarding, in particular where we have been able to work in partnership with other people and organisations - we feel this adds a real strength, whilst at the same time widening our skills and knowledge base.

We are delighted to be able to report that to date over a quarter of the funding we have received has gone directly towards developing skills and capacity amongst service users and carers and third sector organisations.

In addition, we continue to support colleagues in third sector organisations where possible without charge.

We're also delighted to be able to promote some important events and training:

- Liaison Psychiatry: developments and opportunities; 4th March
- Implementing No Health without Mental Health; 3 May
- Third Sector Leadership Development Programme; March to November 2013

See page 8 for event details.

We also bring you news of a vacancy for a project lead for the development of crisis services across the North East—see page 7. And as ever, we end with a round up of national policy news.

Wishing you health, happiness and success for 2013—and a very big thank you to everyone who has supported us through our first year.

With our very best wishes

*Dave and Paul*

**Dave Belshaw and Paul Johnson**  
**Directors, NEMHDU**



Supporting better mental health

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## A look back at 2012...

Over the next few pages is a round-up of our first year's work:

### Leadership Development Programme for Service Users and Carers

Leadership development programmes for the third sector and for mental health service users and carers were originally developed by the National Institute for Mental Health in England (NIMHE) in partnership with Tees, Esk and Wear Valleys NHS Foundation Trust. The programmes have been running successfully since 2005 and are now developed and delivered in partnership with the two mental health trusts in the North East. Early in 2012 we were commissioned to provide two cohorts of service user and carer leadership and more recently this commission has been extended to provide a further two cohorts along with one cohort of third sector leadership development.

The service user and carer leadership development programme increases capacity and capability of service users and carers to ensure they are able to participate actively in the development, commissioning and monitoring of services. Once again this programme has proved immensely popular and we are hoping to expand our delivery of this programme into new areas.

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### Mental health services for Veterans

We were commissioned by NHS North East to support the development of mental health services for Armed Forces Veterans. This has included:

- Supporting the development of a new mental health and wellbeing service for the 200,000 military veterans in the region. The Veterans' Wellbeing Assessment and Liaison Service (VWALS) provides a single point of access for veterans, their families and carers who need mental health support by directing them to the most appropriate health, social care and third sector services in the North East.
- Project managing the tender process to secure an organisation to develop a training and awareness programme for staff working in primary care, acute care and mental health services regarding the specific mental health needs of armed forces veterans.
- Leading the compilation of a regional Life Force booklet - a practical guide for working with armed forces veterans in the North East.

"During 2012/13, NHS North East has funded NEMDHU to support the delivery of work related to Veterans Health. This has included the establishment of a pilot Veterans Wellbeing Assessment and Liaison Service, the commissioning of a training and awareness programme for a range of staff and currently, the production of a North East Life Force booklet highlighting the key issues veterans face, documenting case studies and signposting the services that are available to them regionally. Often faced with demanding timescales, NEMDHU has consistently delivered on time and to a high standard."

Roselle Oberholzer, QIPP Programme Manager and Planning Lead, NHS North East

## A look back at 2012... Continued

### Supporting Clinical Innovation in Mental Health

We are continuing to work with the North East Shadow Clinical Network for Mental Health (formerly the Clinical Innovation Team) to support implementation and progression of the national mental health strategy No Health without Mental Health. The work streams we are supporting include:

Dementia and delirium - supporting the development and distribution of a regional guide for the treatment of delirium in acute care settings.

Psychiatric Liaison - supporting commissioners and providers across Northumberland, Tyne and Wear to develop a business case for psychiatric liaison services; and delivering a North East regional event exploring developments in and benefits of liaison psychiatry services, which will be held on 4th March 2013 - see our events list on page 8. We are also supporting Tees, Esk and Wear Valleys NHS Foundation Trust to develop a project to measure patient and carer experience with liaison services in Durham and Darlington.

Wellbeing and outcomes - we are supporting the spread of best practice in person centred outcomes and the identification of a suitable range of person centred outcome measures for future commissioners.

Crisis intervention - we are supporting the scoping of existing services and the development of agreed clinical standards in crisis service provision across key areas such as assessment, home treatment and clinical interventions.

"The work programme of the Clinical Network could not be delivered without the organisational and leadership input of NEMDHU. NEMDHU have co-ordinated and overseen the various projects and ensured that the Network has kept momentum and focus throughout the year."

Dr Angus Bell, Consultant Psychiatrist, TEWV  
Acting Chair of the North East Shadow Clinical Network for Mental Health

### Youth Mental Health First Aid

NEMDHU supported a successful funding bid to NHS North East from Mental Health First Aid England for a project to recruit Youth Mental Health First Aiders and deliver mental health first aid training to around 240 people from schools and sports clubs across the North East. NEMDHU is providing some regional support to this project.

"NEMDHU is an innovative, solution focussed organisation specialising in partnership working. The development of mental health first aid in the North East has been the result of leadership and consistent commitment to tackling health inequalities by NEMDHU and its predecessor organisations. MHFA England is delighted to build on this partnership to bring a focused programme on youth mental health first aid to the region."

Poppy Jaman, Chief Executive, Mental Health First Aid England

## A look back at 2012... Continued

### North East *together* network development

North East *together* (NEt) is the North East's regional service user and carer network. The network received match funding to support them to become an independently constituted organisation. NEMH DU was instrumental in brokering this funding and will be supporting the network by hosting and providing supervision for a network development manager.

"NEMH DU has been invaluable for North East together. It has helped us to grow and develop as a platform for all users, carers, and their many organisations, and without the assistance of NEMH DU, its advice, support and ability to access decision-makers, we'd have struggled."

Alisdair Cameron

Northumberland, Tyne and Wear Service User & Carer network Co-Chair

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### Physical and Mental Health

Following a successful partnership tender with local service user and carer groups, we were commissioned by NHS South of Tyne to assess the physical health needs of people with severe mental illness (SMI) and provide recommendations and training in response to the findings.

Working in partnership with local service users and carers in Sunderland, South Tyneside and Gateshead, we have:

- held 12 focus groups with service users and carers
- carried out 12 interviews with lifestyle service providers
- received 101 completed questionnaires from service users
- received 35 completed questionnaires from carers

From these, and additionally informed by desk-top research, we have compiled and delivered a training package to lifestyle service providers with a focus on working with people with severe mental illness. This work is now complete in Sunderland and South Tyneside and is due to be completed for Gateshead in the coming weeks.

On working with NEMH DU to present the initial tender, carry out the research and then develop and deliver the training, Helen Clay, Development Worker from Sunderland Mental Health Service User Voice, said:

"It has been a privilege and worthwhile experience to work with NEMH DU. Last February I was interviewed with Paul and Dave by NHS South of Tyne and Wear and we were delighted to win the contract. People who attended the focus groups enthusiastically engaged with giving their valuable views and feedback and it was great to work with Paul, Dave and Bill (South Tyneside MH User Voice) developing a training pack and delivering the training. I'd like to say a big thank you to NEMH DU for inviting Sunderland Mental Health User Voice to work with them."

## A look back at 2012... Continued

### Physical and Mental Health—continued...

On working with NEMH DU to develop and deliver the training, Bill Scott, Service User Development Worker, said:

"Given that my work background is grounded in social research and the passion I have for the subject, I was overjoyed to have an opportunity to provide some input into the research design / in-depth field research that underpinned the development of the SMI training model.

The chance to be involved in the delivery of the training itself with Dave and Paul (and therefore able to 'patch' into their impressive range of skills and expertise) was also much appreciated. I find the training to be unique in how it manages to encourage trainees to work together as a genuine team, in a relaxed and informal atmosphere and learn from each other without detracting from the serious nature of the core topic. The feedback from everyone we have worked with so far has been extremely positive. "

The training proved so successful in Sunderland that NEMH DU took part in a tender process for the roll out of the training. The successful organisations were Mind and Aspire who, between them, will be providing around 40 training sessions across the Sunderland locality. Evaluations from the initial training showed success in improving knowledge, competence and confidence of participants when working with people with severe mental illness.

"I would like to thank you for the fantastic Positive Practice Mental Health Training ..... on 28/11/12 here at CVS, it was very beneficial to the team and I got some great feedback from them..... everyone has said how much they enjoyed it and how it is so beneficial within their role as Health Trainers."

Dianne Robinson, Senior Health Trainer

"I have thoroughly enjoyed the training and it has definitely given me a better insight into Mental Health especially with me being new to the team..."

Training delegate

## A look back at 2012... Continued

### Mental Health Payment by Results and Care Clusters Project, NHS North of Tyne

We are supporting NHS North of Tyne to prepare for the commissioning of mental health service delivery through Payment by Results and Care Clusters contracts (mental health PbR).

Since our original newsletter feature on this work in September 2013, work has progressed well, working closely with colleagues in NHS South of Tyne and Wear , all the mental health providers across the North of Tyne and Clinical Commissioning Group (CCG) mental health leads, as we prepare for the shadow contract for 2013-14.

The draft shadow cluster specifications are nearing completion and the care packages for each cluster group have been agreed and approved by the CCG mental health leads. A set of quality outcomes and indicators have been produced and are now in the process of analysis and verification for use across the providers and commissioners, before final agreement and inclusion in the shadow contract.

Finally, the PbR data set has been submitted by providers, and the analysis has enabled both commissioners and providers to understand, monitor and adapt the activity and price calculations. This will support the identification of the indicative activity and price for the shadow contract.

The next few months will remain challenging, as all the elements of the shadow contract for 2013-14 need to be in place before this April and CCGs need to be fully involved as they prepare to take up their leadership of commissioning and contracting from April 2013.

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### Mental Health and Learning Disability Commissioning

We were commissioned by NHS North of England to ascertain the state of readiness of arrangements for commissioning mental health and learning disability services across the North West, North East and Yorkshire & Humber. The project aimed to raise the profile of commissioning mental health and learning disability services and support all Clinical Commissioning Groups (CCGs) across the North of England by ensuring that the key information supplied by PCT Clusters, who in the main were still conducting most of the active commissioning, was provided to CCGs in order for them to understand their commissioning responsibilities and appreciate the breadth, scope and complexity of commissioning for Mental Health and Learning Disability, in support of the transition of commissioning responsibility to CCGs.

This project was successfully completed in August 2012 and 69 individual CCG reports were returned to NHS North of England for distribution along with a covering regional report.



## A look back at 2012... Continued

### Mental Health and Learning Disability Gap analysis

We were invited by Northumberland Clinical Commissioning Group (CCG) to complete a GAP analysis for both mental health and learning disability. Working alongside colleagues from the CCG we were able to provide some in depth analysis of current service provision and future areas for priority within mental health. Although only a short commission the work was intense and completed on schedule.

We have since been invited back to support the development of a Model of Care for mental health, helping set the strategic direction of mental health care. We will be engaging with both internal and external stakeholders to ensure a wide range of views are considered in the process.

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### Clinical Commissioning Group support

In order to recognise the different stages of development of each of the CCGs in terms of mental health and learning disability, the SHA has allocated a small sum of money for each of the clinical leads to develop these topics. In order to provide an assurance step in the process, NEMHDU will be working with CCG colleagues across the North East and Cumbria to develop business cases.

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### Implementing the Mental Health Strategy

NEMHDU will be facilitating an event on 3rd May this year to refocus the region on the implementation of the mental health strategy and its subsequent implementation guide. Following this event it is envisaged that a programme of activity will be developed to support future implementation.

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## Job Vacancy: Project Lead—Crisis Services

An exciting opportunity has arisen for a self-motivated, experienced project lead to drive forward the development of crisis services across the North East. This role presents a significant opportunity for the successful candidate to develop skills working at a regional level.

Reporting to the Crisis Sub-Group of the Mental Health Clinical Network - a group of clinicians who meet throughout the year, supported by NHS North East - the post holder will develop and co-ordinate a regional project across Crisis Services in the North East.

Duties will include providing a regional 'map' of crisis services, developing a set of agreed clinical standards across the various aspects of crisis intervention, considering the development of a system of defining clinical interventions in the treatment of crisis, and considering the options for future development of clinical training for crisis service staff.

The closing date for applications is 8th February 2013.

To download the job description, person specification and application form go to: <http://www.nemhdu.org.uk/news>.

## Calendar of Events

4th March 2013; Durham

### **Liaison Psychiatry—developments and opportunities**

This event will examine developments in liaison psychiatry both nationally and within the North East and explore the benefits of these services.

**Keynote speaker:** Matt Fossey, co-author of the recently published 'Liaison Psychiatry in the Modern NHS'

The event will be of benefit to providers and commissioners of mental health and acute care services.

Download the event flyer and booking form from:

<http://www.nemhdu.org.uk/events>

Closing date for bookings: 8th February 2013

3 May 2013; Durham

### **Implementing 'No Health without Mental Health'**

This event provides an opportunity to examine where we are in relation to strategy implementation in the North East, cross reference our organisations against the criteria in the Implementation Guide, and develop key action points to enhance delivery of the strategy.

The event will be of benefit to providers and commissioners of mental health services, third sector organisations, service users and carers.

Further information will be available soon at:

<http://www.nemhdu.org.uk/events>

March—November 2013

### **Third Sector Leadership Development Programme**

This programme has been designed to further develop leadership skills, behaviours and knowledge to equip and enable individuals to meet the challenges, opportunities and threats that face the third sector in the current health and social care climate.

#### Aims of the Programme

- Provide an environment to reflect and explore how to adapt and be effective in influencing and implementing the Government's Agenda
- Work together to develop leadership skills - to share ideas and experiences and learn from each other
- Develop Personal Action Plans
- Deliver a Service Improvement Project within your organisation
- Provide an opportunity for participants to extend and develop their networks

The programme aims to provide participants with time and space to reflect within a structured approach to leadership learning.

Download the programme outline and application form from:

<http://www.nemhdu.org.uk/news>

For more information contact Michelle Brown at Tees, Esk and Wear Valleys NHS Foundation Trust: on 01642 516219 or [michellebrown1@nhs.net](mailto:michellebrown1@nhs.net)

Closing date for applications: 28th February 2013.



## Policy News

The next few pages give a quick round-up of recent national policy announcements and publications, with links to the relevant pages on the Department of Health and partner organisation websites.

### **Next steps for mental health Payment by Results in 2013-14**

25 January, 2013

A letter from David Flory outlines next steps in the implementation of the PbR approach for adult mental health services. These include mandating the rebasing of current contracts on the basis of the clusters, and mandating the use of some quality and outcome measures. There is also emphasis on the need to improve the quality and completeness of the clinical data that flows to the Mental Health Minimum Dataset, and the accuracy of costing the services that are being provided <http://www.dh.gov.uk/health/2013/01/mh-pbr/>

### **Payment by Results update eleven – January 2013**

22 January, 2013

The Department today published the eleventh Payment by Results (PbR) update. The purpose of these updates is to keep colleagues in the NHS and other interested parties informed throughout the year about the team's work. The January update includes information on PbR for adult mental health services. <http://www.dh.gov.uk/health/2013/01/pbr-update-eleven/>

### **Veterans and Reserves Mental Health Programme**

18 January, 2013

The Medical Assessment Programme (MAP), the military mental health provision for service veterans, has moved from London to Chilwell, Nottingham where it will be integrated with an established military mental health service. The new service will be based at the Department of Community Mental Health (DCMH) Chilwell and has been renamed the Veterans and Reserves Mental Health Programme (VRMHP). For more information about VRMHP go to: <http://www.veterans-uk.info/map/faq.html>

### **Personal health budgets update – Winter 2012**

8 January, 2013

The bumper Winter 2012 edition of 'Update', the personal health budgets information sheet, has been published – including all the news about national rollout of the policy across the NHS. <http://www.dh.gov.uk/health/2013/01/phb-update-winter-12-2/>

### **Competition launched to support mental health sufferers & end of life care**

3 January, 2013

Businesses are being encouraged to come up with new products or services that will help improve the experience of people with mental health illnesses and people at the end of their life, by £5 million funding for two competitions. One competition calls for creative ideas and technologies that could mean mental illnesses are diagnosed earlier, and the disease better managed through a more tailored approach to care. The other competition focuses on how new technologies can help people have a better experience of end of life care. <http://www.dh.gov.uk/health/2013/01/sbri-comp/>

## Policy News—continued

### **Payment by Results for acute and mental health services – road test of the 2013-14 package**

19 December, 2012

The Payment by Results (PbR) road test exercise provides an opportunity for the NHS to test out the new tariff, and supports the planning process. The focus of the road test is to gather comments on the draft 2013-14 acute and mental health PbR guidance documents and PbR code of conduct.

<http://www.dh.gov.uk/health/2012/12/pbr-acute-mental/>

And <http://www.dh.gov.uk/health/2012/12/mental-health-pbr/>

### **Addendum to local Healthwatch summary report published**

17 December, 2012

A supplementary report to the local Healthwatch summary report has been published. This report covers issues around the local Healthwatch regulations and provides information on the department's approach to the drafting of regulations in response to the views received from the 6 week consultation.

<http://www.dh.gov.uk/health/2012/12/addendum-local-healthwatch/>

### **Response to the consultation regarding local authority health scrutiny**

14 December, 2012

The response to the consultation on local authority health scrutiny is now available. The report provides an overview and analysis of the responses received, the Department's comments and the action the Department intends to take to address the points raised.

<http://www.dh.gov.uk/health/2012/12/health-scrutiny-response/>

### **Steps set out for greater patient involvement and more choice**

13 December, 2012

The Government's response to its consultation on proposals for greater patient involvement and more choice has been published. For the first time, people who use mental health services will get more choice about where and how they get their condition treated by the NHS. The response to the 'Liberating the NHS: No decision about me, without me' consultation outlines how patients will be able to choose from any provider in England when they are first referred to see a specialist in secondary care. In addition, the response outlines plans more broadly to increase patient involvement in decisions about their care and treatment and to increase patient choice.

Also published today is a digital map and list of organisations that will be providing NHS community services locally and what services they will offer to local patients.

The Government's Mandate to the NHS Commissioning Board makes clear the commitment to giving mental health equal importance with physical health, in all relevant aspects of the NHS. Giving people more choice over who provides their mental health care is a step towards this.

<http://www.dh.gov.uk/health/2012/12/choice-response/>

Continued...

## Policy News—continued

### **Government publishes final report on Winterbourne View Hospital**

10 December, 2012

The government has today published its final report into the events at Winterbourne View Hospital and has set out a programme of action to transform services so that vulnerable people no longer live inappropriately in hospitals and are cared for in line with best practice.

<http://www.dh.gov.uk/health/2012/12/final-winterbourne/>

### **Regulations laid for clinical commissioning groups**

7 December, 2012

The National Health Service (Clinical Commissioning Groups – Disapplication of Responsibility) Regulations 2012 sets out those persons and circumstances where a clinical commissioning group is not responsible where it otherwise would be. The NHS Commissioning Board and Clinical Commissioning Group (Responsibilities and Standing rules) Regulations 2012 set out the healthcare services that will be commissioned by the board and specify the categories of people for whom CCGs will commission services. They also set out certain financial matters for the Board, and the standing rules regulations.

<http://www.dh.gov.uk/health/2012/12/ccgs-regulations/>

### **Summary of responses to the draft Care and Support Bill consultation published**

7 December, 2012

The Department has today published a summary of the views received as part of the consultation process on the draft Care and Support Bill.

Public consultation on the draft bill was from 11 July to 19 October 2012.

<http://www.dh.gov.uk/health/2012/12/bill-consultation-2/>

### **Department seeks views on new protections if care providers fail**

1 December, 2012

Care and Support Minister, Norman Lamb today launched a 12 week consultation on new measures to protect people who rely on care services in the event of provider failure. A system of checks on the finances of the largest care companies is proposed to give early warning of problems and to challenge financial models which could be unsustainable or compromise quality. Under the proposals the Government would also introduce regulation of major care providers and, if a provider failed, there would be plans to support a well-managed exit.

<http://www.dh.gov.uk/health/2012/12/provider-failures/>

### **Updated national framework for NHS continuing healthcare and related tools**

28 November, 2012

The national framework for NHS continuing healthcare and NHS funded nursing care sets out the principles and processes for determining eligibility. It has been revised to reflect the new NHS framework and structures created by the Health and Social Act 2012 effective from 1 April 2013. The associated tools; checklist, decision support tool and fast track pathway tool which are designed to assist clinicians & practitioners with the decision making process have also been revised.

<http://www.dh.gov.uk/health/2012/11/continuing-healthcare-revisions/>