



City of Westminster



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## WCC & RBKC Health & Wellbeing Board

<b>Date:</b>	<b>30 March 2023</b>
<b>Classification:</b>	<b>General Release</b>
<b>Title:</b>	Mental Health and Well Being – Reflections from 26 January Joint Health and Wellbeing Board
<b>Report of:</b>	Rachel Soni, Director of Health Partnerships, Adult Social Care and Health
<b>Wards Involved:</b>	All
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### 1.0 Executive Summary

- 1.1 Mental Health, for young people and adults, is seen as a clear priority for the joint Health and Wellbeing Board and residents. But there are challenges in meeting and supporting needs with the cost-of-living crisis impacting on the poorer and more disadvantaged the hardest.
- 1.2 The 26 January Health and Wellbeing Board (HWBB) meeting was a chance to understand and consider how to work with communities to address the causes of poor mental health, by preventing serious mental illness and promote positive mental health and resilience. There was a clear message that the promotion of better emotional and mental health support, early intervention in schools and communities as young people transition into adulthood and greater collaborative working across providers and communities was needed. This included investing and promoting access to activities that promote wellbeing, volunteering and stronger social contacts.
- 1.3 This paper is a summary of the mental health and wellbeing themed workshops and provides a number of recommendations for the HWBB members to consider.

## 2.0 Mental Health and Well Being Introduction

- 2.1 Lucy Cook (Central North West London NHS Foundation Trust) and David Bello (Bi Borough Adult Social Care) set the scene of the complexity and importance of good mental health and wellbeing for adults and older people. They recognised there had been an increase in demand across all age groups and that services are seeing increases in delays to access services. Working across the wider health and care system – with residents, community and voluntary sector organisations and public sector bodies is important if we are to meet and address the demand to improve the health outcomes of residents.
- 2.2 Both organisations remain committed to open dialogue across service users, carers, staff and partners. A focus on early intervention and to support people to be cared closer to where they live remain priorities for both health and the LA.
- 2.3 The feedback from engagement work to date has indicated the need to further improve patient flow across acute inpatient wards, care that advances Health Equality, joined up partnership working and greater reach into the Westminster community.
- 2.4 As a result of this Central North West London NHS Foundation Trust have:
1. In November 2022 opened the Mental Health Crisis Assessment Centre (MHCAS) that supports improved patient flow.
  2. Commissioned data led project looking at the impact of detention under the MHA and length of stay that will include BAME, Older Adults, Learning Disability and Autism patients.
  3. Collaborative Partnership Forums planned for March 2023.
  4. Senior Community Partnerships and Engagement Lead postholder will further reach into all communities to ensure all voices are included in this consultation process.

## 3.0 Build on Belief (Liam Hardy)

- 3.1 Liam Harte works for **Build on Belief (BoB)**, a local charity that works across the Bi Borough and also Hammersmith and Fulham, supporting people with and recovering from substance misuse. Liam talked about his experiences and also said that this is a complex area with individuals needs not fitting into a single box, rather people need a range of support and befriending that is not often found in one organisation.
- 3.2 Build on Belief was first commissioned in 2005 and provides our peer-led commissioned service which includes:
- Weekend provision with physical activity sessions, wellbeing sessions and a food bank
  - A vast programme of online activities with support 7 days a week
  - Support and advice

### 3.3 Key messages or points to note:

1. The importance in including a lived experience dimension when developing and delivering services
2. the need to deliver a protocol for treating and supporting service users who have mental health and substance misuse problems to avoid the "ping pong" effect that often occurs.
3. giving individuals with lived experience a role in delivering services either as employees or as volunteers
4. Addressing the issue regarding access to sustained mental health support for individuals who have emotional disorders such as depression and anxiety (can be frequently extremely disruptive to individuals' capacity to manage day to day life) given that access at present is often brief and insubstantial.

## 4.0 Market Stalls

### 4.1 Four market stalls were held covering the following areas:

- Employment
- Housing / Changing Futures
- Suicide Community Prevention
- Wellbeing

### 4.2 There were positive conversations across all stall areas and the below is a summary of the questions / issues raised and areas where questions were asked but required a follow up with the relevant person or organisation.

Market Stall Area	Key Points
<b>The Well-Being</b> stall was a chance for HWBB members to understand work of preventative and community based activities to support mental health and wellbeing	
	<ul style="list-style-type: none"> <li>• A number of comments received related to how people and agencies could refer people to the service. This reinforced the role and importance of community-based services and demonstrated a need for wider understanding and investment.</li> <li>• There was also further recognition that there were opportunities to refer people who do not meet the threshold for mental health crisis but who would benefit from community-based support.</li> </ul> <p><b>HWBB Action</b></p> <ul style="list-style-type: none"> <li>• To increase awareness and understanding of community-based provision</li> </ul>
<b>Employment</b> discussed the work underway to support people into employment as there is a recognition that good employment can provide positive mental health outcomes.	
	<ul style="list-style-type: none"> <li>• There was good engagement with HWBB members with a number of people commenting about the service and how it was key to supporting people to have greater connections and control over their lives. As with the wellbeing area, there was a clear need to increase awareness of services and to understand</li> </ul>

	<p>how people could be referred into and supported through the pathways.</p>
<p><b>Changing Futures</b> is a government funded pilot that looks at how the public sector reform needs to occur to support people experience complex and multiple needs</p>	
	<ul style="list-style-type: none"> <li>• Recognition that people experiencing complex and multiple needs (such as that defined by 'multiple disadvantage') often don't fit into the current system and service offer, are under-served, or experience 'revolving door' interactions.</li> <li>• It was also reflected that this chimed with the personal experiences shared earlier in the meeting by lived-experience presenter, who shared experiences of dual-diagnosis and falling between services.</li> <li>• In response to this complexity, the group were encouraging of the approaches being taken by Changing Futures; seeing the 'whole person' (not just dissecting them into services, or distinct domains of need) and finding ways to provide coordinated and connected 'whole system responses'.</li> <li>• Recognition of the need for 'system-change', not just 'system improvements' (i.e. fix the system, not just the problems caused by the broken system).</li> </ul> <p><b>HWB Action</b></p> <ul style="list-style-type: none"> <li>• There was some frustration expressed in seeing a perpetual cycle of programmes and initiatives (some often resurfacing in new clothing) delivering and demonstrating positive change, but then failing to see these changes stick or scale for the long term. There was some excitement in the Changing Futures approach, which, in recognising this challenge, isn't just asking 'how do we fix this?', rather, it's also asking 'why haven't we fixed this yet?'.</li> <li>• This means building a system that can more routinely and effectively respond to complex social needs (such as multiple disadvantage).</li> </ul>
<p><b>Suicide and Safer Communities</b> was hosted by Public Health to raise awareness of the Suicide strategy and actions being undertaken to support and prevent</p>	
	<ul style="list-style-type: none"> <li>• The Suicide Safer Communities commitment is one of the key priorities set out in the Suicide Prevention Strategy and Action Plan for 2022-2025.</li> <li>• A paper, following the market stall sessions was presented to the Health and Wellbeing Board to secure members commitment to a Suicide Safer Communities initiative and their support in promoting suicide prevention.</li> <li>• Suicide prevention training has been available local frontline and community-based staff through Every Life Matters, a Cumbrian voluntary sector organisation which is a national example of best practice. Community engagement has been undertaken to target seldom heard and high-risk groups, to ensure that the training offer meets their needs and to identify any required developments as we look for local providers to take this on in the future.</li> </ul>

	<ul style="list-style-type: none"> <li>• In 2023/2024 a larger suicide prevention training offer will be procured locally to support the Suicide Safer Communities initiative by building capacity within frontline services and community organisations. In addition, a digital platform for suicide prevention will be developed where statutory and voluntary sector partners, businesses and residents will be able to access suicide prevention resources and training opportunities and where they will be able to add their support.</li> </ul>
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## 5.0 Recommendations / Actions

- Increase awareness of services in our community was the main priority identified throughout the market stalls. This included continuing to raise awareness of community-based services and to understand how referral pathways can be made and sustained. Not only will this result in improved outcomes for people but can increase the resilience of community organisations through localised commissioning.
- There was also a degree of frustration in how systematic change occurs and to use initiatives such as **Changing Futures** as a way challenge and review the way services are being delivered to support residents. As part of the evaluation of the Changing Futures programme there is an opportunity to bring learning back to the HWB to inform future delivery.
- There should be focus on ensuring we have adequate provisions of specialist mental health beds, so people get the help they need at the right time and at the right place.