

A Grampian-wide Strategic Plan

For Future-Proof, Sustainable
Mental Health and Learning
Disability Services

Consultation Summary Paper

DRAFT 1 July 2019

Introduction

In January 2019, NHS Grampian and the three Integration Joint Boards (IJBs) of Aberdeen City, Aberdeenshire and Moray, made a commitment to carry out a Grampian wide review of Mental Health and Learning Disability (MHL) services.

This review intends to build on the excellent work taking place linked to MHL strategies which the local partnerships have in place already, and for the IJBs and NHS Grampian to work more closely together in a joined-up way and address the challenges that cannot be solved in isolation.

The aim of the review is to ensure that MHL Services across Grampian:

- Are person centred, future-proof and sustainable.
- Meet local and regional population needs across Grampian and provide desirable care outcomes.
- Are co-designed (planned with) people who have lived experience of using, working in and working with MHL services.

This paper describes the review process, vision and guiding principles for MHL services and the key areas that need to change to support a truly integrated approach which can achieve high quality and sustainable MHL services across Grampian.

This Consultation Paper is also available in large print and other formats and languages, upon request. Please call NHS Grampian Corporate Communications on (01224) 551116 or (01224) 552245.

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Why Do We Need A Review

The key reasons that we need to do things differently in the future are:

- We believe a significant change is needed so that people can be assured they can access the right services at the right time in future.
- Mental illness is one of the major public health challenges in Scotland with around one in three people estimated to be affected in any one year but not everyone needs the same kind of support.
- People who have a learning disability have the same aspirations, expectations and entitlement to live a happy, full and healthy life.
- Recruiting and retaining staff has been a challenge, and difficulties in attracting people to work in MHLDS mean there is not enough staff to meet the demands on the service, in particular medical and nursing roles.
- We have been told that MHLDS can be difficult to access depending on where you live or how unwell you are.
- There is limited choice currently for where MHLDS care can be accessed. Digital technology could be used more to provide support to people in their own home or community.

The Review So Far

The Health and Social Care Alliance Scotland (the ALLIANCE) held six engagement events across Grampian from 29th April to 1st May 2019. These were aimed at people with lived experience of using MHLDS services (including service users, carers, families and support providers).

In total 124 people took part in the 6 events, with over 650 comments and statements being gathered. An online survey and workshop packs were also made available for individuals and groups to feedback their views. The questions asked were:

- What are the challenges facing someone accessing mental health and learning disability support and what needs to change?
- What works well and which services are valued?
- What kind of support is missing and is there anything else you would like to tell us?

In addition to this, 3 workshops were held between March and May 2019, aimed at staff and voluntary sector organisations. This was to get input from a broad range of people who work in, or with, MHLDS services. Between 60 and 70 people attended each workshop and a staff survey was also made available through email and social media. The key areas explored were:

- What are the current challenges and what could we do differently?
- What is needed to move from how things are done now, to new ways of working?
- What have people with lived experience of MHLDS services told us is important to them and what do the next steps need to be?

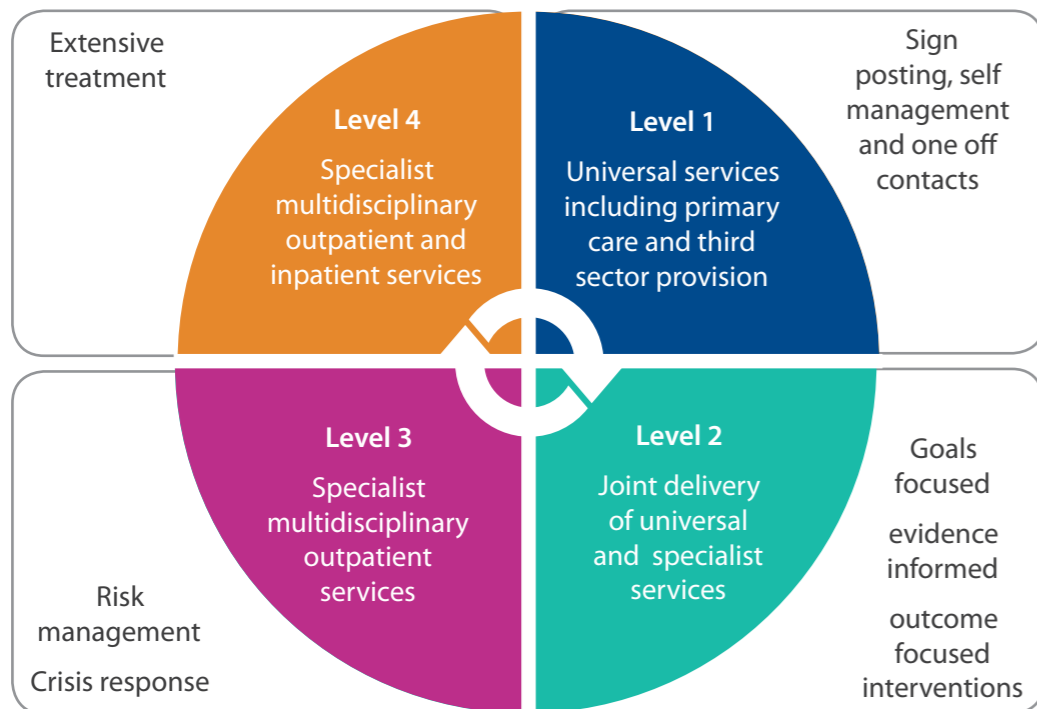


The Key Opportunities Identified

The main MHL service opportunities identified through the engagement activities were:

- Have a more joined up approach to supporting people in the community.
- Have a greater focus on preventative and early intervention services.
- Ensure a continued focus on dementia as a national priority.
- Better sign-posting of what is available within local communities.
- Improving the knowledge of mental health in general population to promote self-management and self-directed support.
- Clearly defined care pathways for referrers and users of MHL services.
- Crisis response services being available 7 days per week, through multi-sector working, with the ability to refer to specialist advice as required.
- How the voluntary sector apply for and receive funding should be reviewed to allow them to fully 'play their part' and be seen, and appreciated as, truly equal partners.

Fig. 1 Framework for organising and delivering MH&LD services



Adapted from the Tier Model and Thrive Framework

A summary of the vision, guiding principles and how things could look in the future for MHL Services is shown on the next page.

Our Vision

Working together across sectors and with communities to deliver the full spectrum of mental health and learning disability services for people of Grampian.

Our Guiding Principles

- System-wide framework for organising and delivering services
- As local as possible and as specialist as necessary
- Pathways of care
- Crisis services and 7 day support
- Strategic commissioning of the whole pathway across sectors
- Integrated workforce planning
- System-wide collaboration

The Journey Forward

This strategic plan provides high level direction and it is for the HSCPs and acute individually and collectively to decide on the priorities according to local circumstances and need in relation to the following recommendations:

- 1) A Transformation Board will be established with representation from each of the HSCPs, acute and specialist services to drive, support and oversee implementation of this plan.
- 2) There will be an agreed system-wide framework for organising and delivering services based on the Tier Model and Thrive Framework.
- 3) Each partnership will review the range of preventative and early intervention services available to the further develop levels 1 and 2 provision to ensure services are as local as possible and as specialist as necessary. Information about the availability of services in local communities will be readily available.
- 4) Pathways of care will be defined, agreed and clearly communicated to all who deliver, refer to and access services. The four Pillars of the Grampian Clinical Strategy will underpin this work and greater pan-Grampian collaboration in the planning and delivery of services in tiers 3 and 4 is required.
- 5) We will redesign our crisis response services to ensure there is access further upstream in tiers 1 & 2 rather than only when someone is receiving specialist services. These services will be available 7 days per week.
- 6) To enable voluntary sector organisations to play to their strengths strategic commissioning arrangements will be reviewed to promote collaboration and coordination across the sectors.
- 7) There will be an integrated workforce plan that creates opportunities for staff to learn together across partnership and sector boundaries in support of a more cohesive workforce. There will be a determined system-wide effort to improve retention.
- 8) A system-wide mental health and learning disability infrastructure will be established as guided by the Transformation Board to support collaboration, sharing of information, intelligence and learning.
- 9) A whole-system approach to leadership development and culture change will be employed to support implementation of this strategic plan
- 10) A measurement framework will be developed by the Transformation Board to measure progress, it will reflect essential national policy directives and locally defined priorities.



Tell us what you think

We would love to hear your views on what is being proposed for the future of MHL D service in Grampian.

All views gathered are anonymous, and at the end of the consultation will be pulled into a report to help the IJBs and NHS Grampian to decide what MHL D services should look like in the future.

To do this please click on this link <http://bit.ly/GrampMHLDServicesSurvey> to an electronic questionnaire that will just take 2-3 minutes of your time.

If you have any questions, concerns or would like to get more involved please contact the Public Involvement Team by email: nhsg.involve@nhs.net, by phone: 01224 558098, or by post: MHL D Consultation, NHS Grampian Freepost (Comments in any language or format can be made).

For the full consultation paper please click here:
<http://bit.ly/MH-LD-StratPlan-ConsultDocJune19>

For the ALLIANCE Engagement report please click here:
<http://bit.ly/GrampianSystemWide-MHL D-ServicesReview>