

Suffolk Alliance Mental Health Programme Team Newsletter



This document



This document is quite long and contains lots of information. You may want to read in stages.



We have broken it up into coloured sections to make it easier.



If you need this document in a different language or format, please e-mail:

comms@suffolk.nhs.uk



This document uses Blue Words. If a word or phrase is complicated, it is written in blue text explained in more detail.

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Section 1: Programme Team Update



Welcome to the second edition of the **Suffolk Alliance** Mental Health Transformation Newsletter.



Local Alliances include NHS, councils and other organisations. The alliances' ambition is to improve health, wellbeing and care in their local areas.

Our alliance partners are:



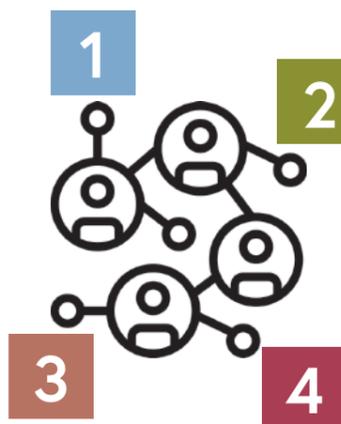
Our co-production partners are:



The 4 priority groups presented their draft **high-level models** to alliance partners.



A **high-level model** looks at the whole system and the overall goals we want to achieve.



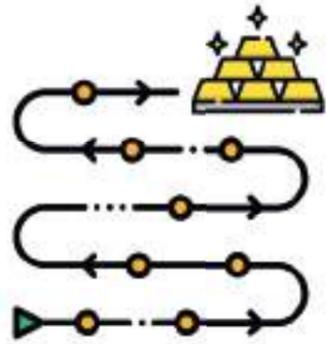
The 4 priority groups are **Children, Young People & Families**, **Community**, **Crisis & Learning Disability & Autism**.



The presentations were followed by discussions to think about '**wicked issues**' and '**golden threads**'.



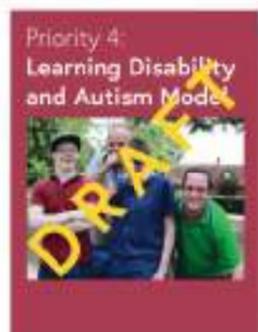
Wicked issues are problems that are difficult or impossible to solve because they are very complicated or are about things we can't control.



Golden threads are really important things that run through all 4 priority areas, making sure everything we do is person-centred.



People also had a chance to ask questions and give their feedback.



The feedback will help develop the next draft of the models.

These will be presented at our public engagement sessions.



Priority details

The 4 priority groups are now developing the detail of the draft models.



Linking priorities

Every 2 weeks each group will attend 'linking priorities sessions' to talk about common themes and plan how to best make sure the system works best for all.



Service user stories will be presented by our co-production partners showing how the current mental health system is working.



We will then talk about how the mental health system can be made better to provide better outcomes for people, their carers and their families.



Emma Reader, our ICT and Systems Lead, recently hosted a 'mapping pathways' session.



This will help at the upcoming engagement sessions as we work together to create detailed pathways.



She will run a follow-up session in November.



A plan has been made to help keep our work on track in order to achieve the key milestones.



The engagement sessions will be a chance for you to give feedback on how the models are developing and for you to help shape them further.



It is important to say, that while this work is going on we are still focused on our 'immediate actions'.



This is to make sure that our current services are running as well as they can.

Section 2. **Milestones and Plan**

Engagement



3 engagement sessions are being held across Suffolk to talk about the high-level models of mental health services.

Sessions



Please come along to share your thoughts about services around **Children, Families & Young People, Community, Crisis, and Learning Disabilities & Autism.**



Full details of the sessions are on the next page.

Engagement sessions

Tuesday
November
12
10:00 1:00

The Mix, 127 Ipswich Street, Stowmarket, IP14 1BB

The Mix, 127 Ipswich Street, Stowmarket, IP14 1BB

Wednesday
November
13
10:00 2:00

Blackbourne Community Centre, 71 Blackbourne Road, Elmswell, IP30 9GY

Blackbourne Community Centre, 71 Blackbourne Road, Elmswell, IP30 9GY

Thursday
November
14
10:00 2:00

Holiday Inn, London Road, Ipswich, IP2 0UA

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Section 3. **Early adopters**



During the development of our new mental health strategy, people told us they often waited too long for mental health assessments and support.



This service is currently being tested for people aged 18 and over.



We are now testing a new way of giving people mental health support in their GP surgery.

This will be tested in 2 surgeries in Suffolk.



The service will be available to young people under the age of 18 early next year.



One is already up and running in Haverhill and there are plans for another in the Suffolk Coastal area.



People in Haverhill asking for support from their doctor will be referred to mental health 'link workers' who will assess their needs, offer support and signpost them to other services.



Section 4. Health and care staff engagement



Now there are 4 draft models, we need to talk to staff to hear their views.

Engagement



All staff are invited to come to the engagement events too.

Sessions



Our team are also happy to come along to any team meetings or other forums to talk through the work and support people to get involved.



Please e-mail racheal.beard@wsh.nhs.uk if you would like for us to attend one of your meetings.



Anybody who would like to contribute to the work taking place can e-mail comms@suffolk.nhs.uk.

Section 5. Our team



Lizzie Mapplebeck Programme Director



Gemma Wixley Programme Support Manager



Rebecca Pulford Clinical and Governance Lead



Rachael Beard Head of Workforce

Section 5. **Our team**



Hannah Sullivan Governance and Risk Lead



Katie Sargeant Co-production Lead



Emma Reader Informatics and IT Systems Lead



Charlie Davies Finance Lead

Section 5. **Our team**



Anna Whatling Finance Lead



Stan Bloor Data Lead



Priority 1: Children, Young People & Families Model



The objective of the Children, Young People and Families Model is to have a joined up and system wide approach.



Our goal is that all children and young people (0-25 years) will have good mental health and wellbeing.



This group is linking in with the Community Group to make sure the emotional wellbeing and mental health needs of children, young people and families are met locally.



This work will be split into the following key areas:



Prevention: helping people to stay well, as much as they can.



Access: where and how help to get help when you need it. Making sure people have the right skills to support you.



Primary care: understanding what help is needed in the community, and making sure staff have good training.



Specialist help: how specialist help can be delivered quickly, and in a way that works for children and young people.



Primary care services provide the first point of contact in the healthcare system. Primary care includes GPs, community pharmacies, dental and eye health services.

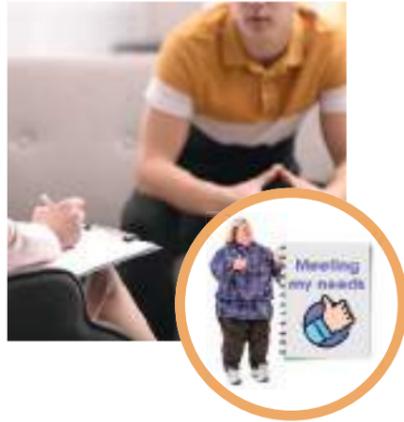


The group are developing the detail for each of these areas as part of the 'early adopter' pilots in Haverhill and Suffolk Coastal.

Priority 1. Children, Young People & Families Model



The group will also continue to support the Crisis Group to deliver the all-age crisis model.



This will help to make sure the Crisis Model meets the needs of children and young people.



We are also working on a Children and Young People crisis outreach model.



This includes the need for staff that have the experience to work with children and young people in crisis.



Priority 2 Community Model



The Community Priority will offer mental health support from a GP and in the community.

This will make support more accessible to patients, families, carers and professionals.



This will mean people with mental and physical health conditions can get better support.

Priority 2. **Community Model**



The Community Group is building on the 'early adopter' site work. The testing that we described above, happening at 2 sites in the east and west of Suffolk.



The group are planning conversations between staff from across the system, to make sure all parts of the model are worked through and details agreed.



Link Worker

Link workers now in post in Haverhill and will help design the way that people are supported and the ways they can link with social prescribing.



They are already building strong relationships so that they can offer a joined up model of care.



Priority 3
Crisis Model

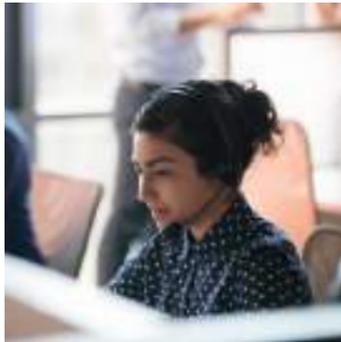


This project will deliver the crisis element of the local strategy.



The model will support people of all ages.

Priority 3. **Crisis Model**



There have been talks about which organisation would host the mental health crisis phone line in their building.



The outcome of this will be in the next newsletter.



The Crisis Group also met to review how many staff are currently in place to provide crisis services and to design a plan for hiring new staff.



The group got agreement to go ahead with the beginning of **psychiatric liaison services** across east and west Suffolk.

Priority 3. **Crisis Model**



Psychiatric liaison services help people when they are mentally ill. They make sure people get a mental health assessment and quickly get the help they need.



In late October, a workshop took place to think about 'crisis alternatives' such as **crisis café schemes**.



Crisis café schemes are safe spaces that you can go to if you need someone to talk to. You can also get support from a professional at a crisis cafe.



The outcome of this workshop will be in the next newsletter.

Priority 3. **Crisis Model**



Our co-production partners and the voluntary care sector will be involved in the development of these ideas.



The **Police Triage Service** is progressing well and a 'next steps' meeting took place in October to look at what is working well and what more we can do.



The **Police Triage Service** is a service that provides advice to police officers who are working with people with possible mental health problems.



Priority 4
Learning Disabilities & Autism Model:



The objective of the Learning Disability and Autism priority is to co-produce person centered and community based care.



We want the model to provide good quality, skilled care for people who cannot have their needs met through mainstream services.



The Learning Disability & Autism model is made up of 3 parts.



These 3 parts will support a responsive, joined up health and care system.

Part 1



Good access to all services with reasonable adjustments for each person.



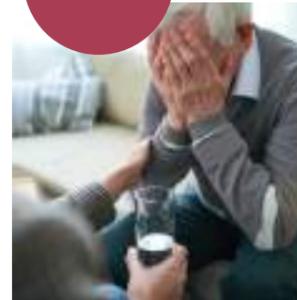
This will include thinking about the needs of the staff and helping with access to advice, guidance and support from professionals.

Part 2



Quick access to short community based support, being person centred at all times.

Part 3



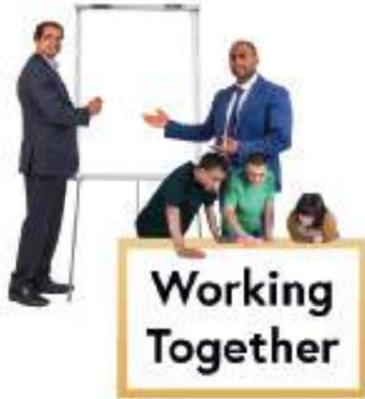
Intensive community based health and care support for those in crisis through community alternatives to hospitals.



Our model seeks to reduce the need for hospital stays for people with learning disabilities and autism who may also show behaviour that challenges or a mental illness.



For the small number of people needing to go into hospital, they will receive high quality and safe care.



The next part of this work will continue to include our co-production partners and Experts by Experience.

Section 10. Decisions that have already been made

Assurance



The **assurance process** has been agreed by all Suffolk alliance partners.

Process

Decision



This **assurance process** explains how decisions will be made about agreeing the new models and who might provide them.

Provider



Senior Responsible Owners will drive the proposed changes forward.



Senior Responsible Owners have now been agreed for all 4 priority groups and will meet to give direction for each of the 4 models.

The Senior Responsible Owners are:



Priority 1:
**Children,
Young People
and Families**

**Alan
Cadzow**



Priority 2:
Community

**Rebecca
Pulford**



Priority 3:
Crisis

**Stuart
Richardson**

**Rowan
Procter**



Priority 4:
**Learning
Disabilities
and Autism**

**Lisa
Nobes**

**Pete
Devlin**



A communications and engagement plan has been agreed for the programme.



This explains who we are going to engage with, how and when.



We want to work with lots of different groups of people, including the public, service users, staff and the voluntary care sector.



The Clinical Reference Group has met.



This group is led by Rebecca Pulford and is attended by health staff. The group will make sure that the new models will work for everyone working to support people.



The timeframe for all services being ready is September 2020.



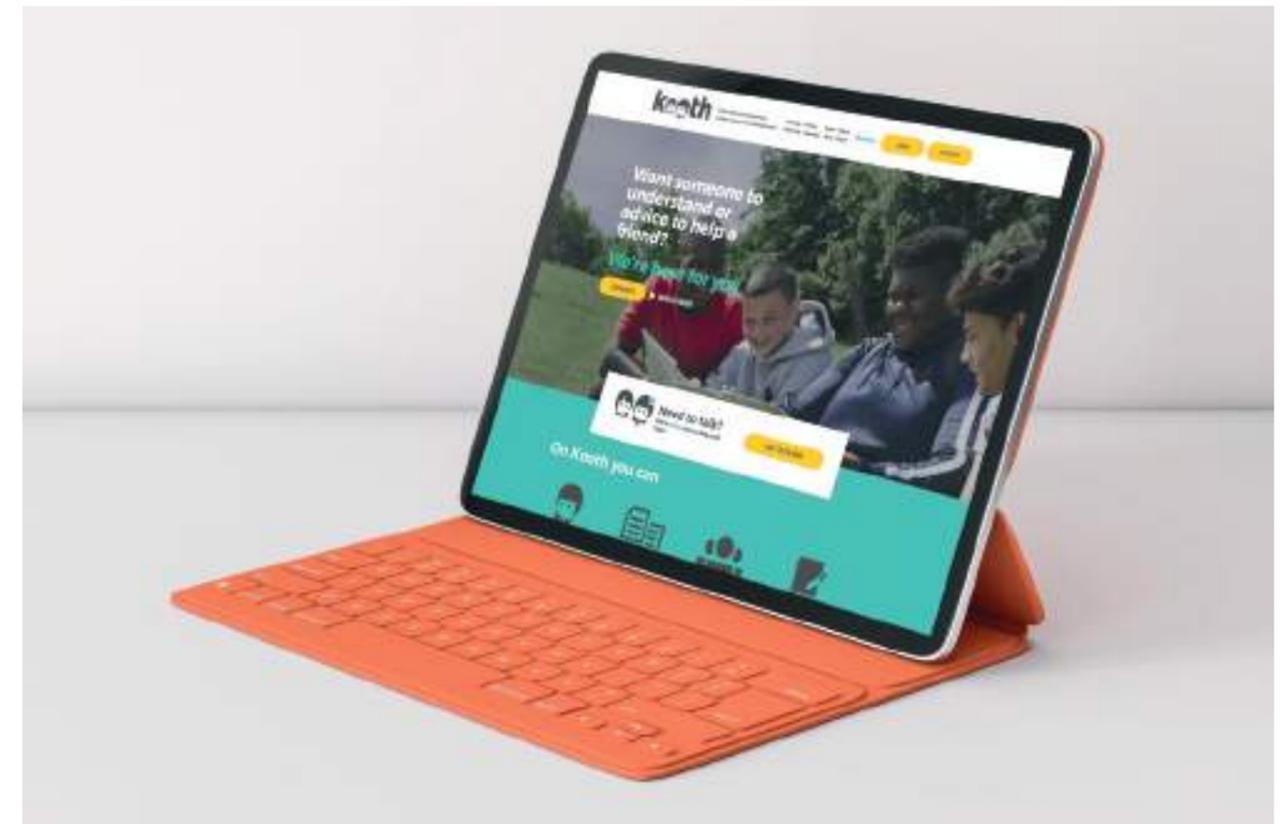
Some services will be ready before this.



If you would like to get involved in the work taking place around these key project areas,

please email: comms@suffolk.nhs.uk

Section 11. Kooth



A new free online counselling and emotional wellbeing support service for young people in East and West Suffolk aged 11 – 18 was launched on World Mental Health Day.



The service is called Kooth. Young people will now be able to access online counselling through their mobile device.

Section 11. Kooth



Experienced counsellors will be available for online drop-in or chat sessions from 12 noon until 10 p.m. on weekdays.



The counsellors will be available from 6 p.m. until 10 p.m. on weekends.



Kooth also offers peer-to-peer support and chat forums.



There are also a wide range of self-help materials.

You can find out more about Kooth by clicking the following link: <https://www.kooth.com/>

For more information:

Online:

ipswichandeastsoffolkccg.nhs.uk

or westsoffolkccg.nhs.uk

e-mail:

comms@suffolk.nhs.uk

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