

**WESTMINSTER CITY COUNCIL**

**HEALTH AND WELLBEING BOARD – 21 JANUARY 2016**

**WHOLE SYSTEMS INTEGRATED CARE OLDER ADULTS AND MENTAL HEALTH PROGRAMMES**

**APPENDIX 2**

**MENTAL HEALTH WHOLE SYSTEMS UPDATE**

**FOR INFORMATION**

# West London CCG Whole Systems Mental Health Pioneer

## Community Living Well Service Update

Westminster City Council  
Health & Wellbeing Board

21<sup>st</sup> January 2016

# Contents

- Background to Community Living Well Service
- Stakeholder engagement
- Model of Care
- Implementation

# Background

- The Community Living Well service focuses on people with long term mental health needs who currently are supported within primary care
- It aims to create a vibrant network of support and services located in community settings which wraps around individuals with long term mental health needs and their carers to enable people to maintain mental, physical and social wellbeing
- Watchwords: Easy Access, Preventative, Pro-active, Self Efficacy: **living well**, not just ‘in recovery’

# Stakeholder Engagement to Date (1)

- There has been extensive co-production over last 15 months with people with long term mental health needs, carers, Local Authorities, voluntary sector, GPs and other providers, including 100 people in 2014 and a group of 24 people in 2015, of which a third were service users and carers
- Key messages
  - support based on hope, empowerment and recovery
  - seamless support based on personalisation, vigilance and wrapping services around the individual
  - focus on social needs, navigation and daily living support to enable people to maintain their mental, physical and social wellbeing

# Stakeholder Engagement to Date (2)

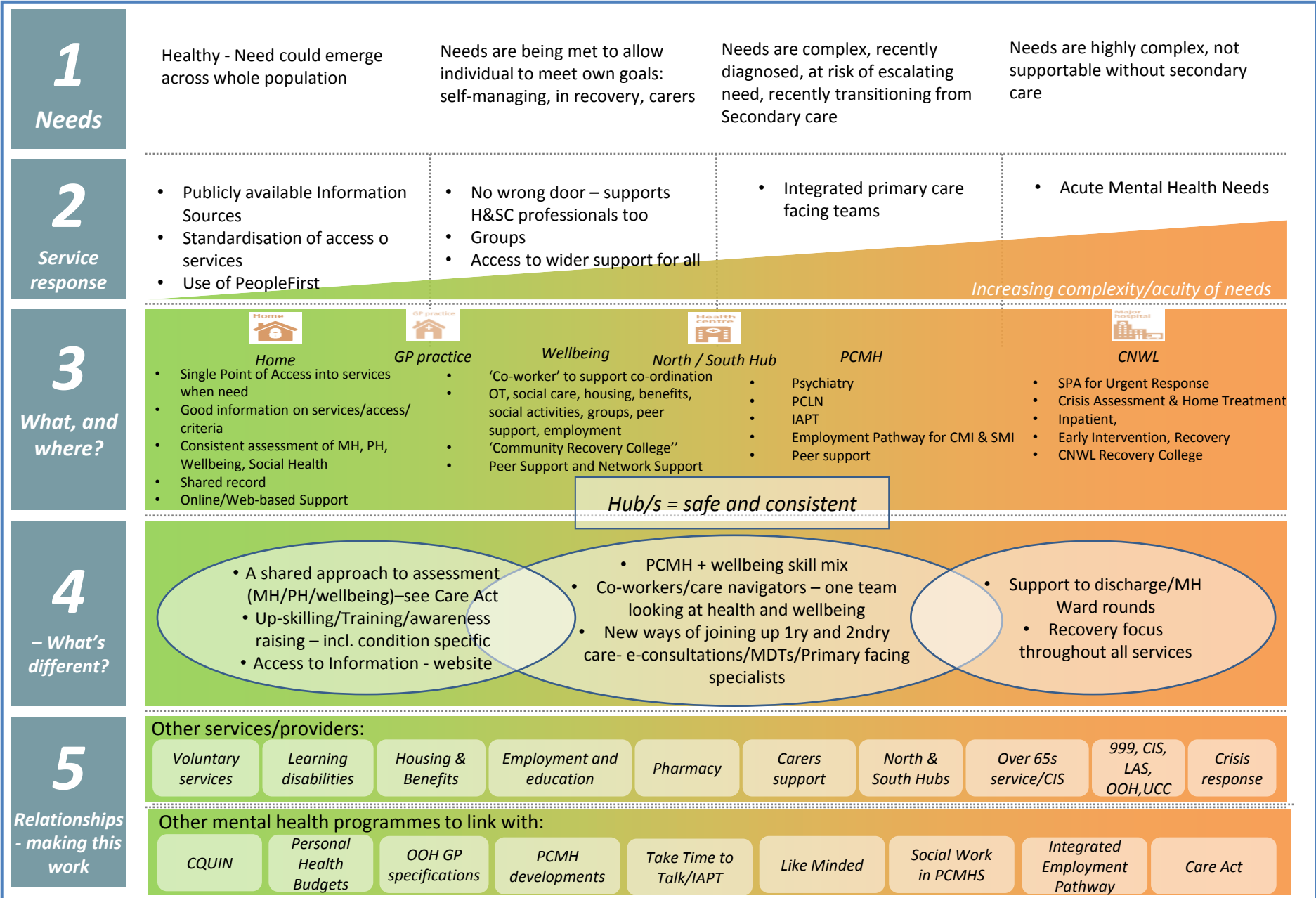
Recent engagement has included:

- User and carer representation on project steering group
- October tri-borough HealthWatch forum
- Workshop with voluntary sector providers to develop detailed model of care for self care and peer support
- Meetings with service users and carers to develop service ethos and what co-production will mean for the new service
- Discussions with local councillors

# Model of Care

- Aimed at people on GP SMI and CMI QOF registers or those suspected of having long term mental health needs who are being supported in primary care
- Four tiers of service, with people able to access multiple tiers simultaneously
- Core elements include specialist primary care mental health nurses and psychiatrists; navigators providing practical support on housing, benefits, employment issues and social care and signposting people to appropriate services; peer support and self care
- Two hubs (St Charles and Violet Melchett clinic) with extensive use of community locations and networks with community services and activities

# West London – Mental Health Whole Systems – ‘Model of Care on a page’





# 'Community Living Well': core features of model

*Easy access, pro-active, 24/7 providing full range of bio-psycho-social assessment and services to support service users, their carers and GPs based on principles of empowerment and self care.*

**Tier 0:** Self help and community support

**Tier 1:** Peer support, e.g. daily living tasks, personal budgets.

**Tier 2:** Navigation in specialist non mental health areas e.g. benefits, housing, employment, debt.

**Tier 3:** Primary care mental health: case management, psychiatry, psychology, counselling, diagnosis

**Tier 4:** Specialist acute mental health: e.g. urgent care, early intervention, in-patient.

*Increasing health and social care needs*

...People...



*Service users and carers empowered to help themselves and each other; active 'co-workers' in living well.*



*Peer support*



*Specialist navigators*



**Mental Health Specialists:**  
*CMI and Stable SMI in CLW; Complex /High Risk SMI in CNWL*



*GPs are central to care, and receive specialist resource to deliver 'Living Well Plan' from CLW 'Co-Workers'*

*"A vibrant, resilient community-integrated network of pro-active care, support and treatment, matched to need and risk, that best secures the mental, physical and social health of those with long term mental health needs"*

Places



Home



Community settings



North / South Hubs



GP practice



3<sup>rd</sup> Sector



CNWL & ASC

# Implementation

- Business case to WLCCG March Governing Body meeting
- Two phases of implementation planned:
  - Phase 1 in 2016/17 involves refocusing and extending the primary care mental health service, creating new navigator roles linking with current voluntary sector navigator services, opening of the two hubs and developing the peer support and self care services
  - Phase 2 in 2017/18 involves implementing the peer support and self care services and, post- CNWL re-design, transfer of any agreed caseload with appropriate funding
- Creating a Board of Directors with equal service user and carer representation



**West London  
Clinical Commissioning Group**

# Thank you

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