

Market Position Statement **Mental Health**

Adult Social Care 2018



1. Introduction

One in four people will experience a mental health problem at some point in their lifetime and one in six adults has a mental health problem at any one time. We want to work together with our partners to promote mental health and well-being in our communities, prevent Tower Hamlets residents from developing more significant mental health problems, and ensure that when people do need them, mental health services are of the highest possible quality, proactively supporting people to recover.

We understand the importance of a diverse local market for care and support offering people a real choice of services and skills to deliver this aspiration. This may come from existing providers, from those who do not currently work in the borough or from new start-ups.

We recognise our role in influencing, helping and supporting the local market for support and related services such as employment support, community activities, advocacy, and information and advice to achieve better outcomes and value. We see our Market Position Statements (MPS) as an important part of that process, initiating a new dialogue with care providers in our area where:

- Market information can be pooled and shared.
- The council is transparent about the way it intends to strategically commission and influence services in the future and how it wishes to extend choice to consumers of care and support.
- Services and workforce skills can be developed that people experiencing mental health problems both need and value.

This Market Position Statement is intended to supplement our Mental Health strategy. Our strategy is an ambitious one and successful delivery requires an equivalent scale of ambition in the services and offers available to people experiencing mental ill health locally.

If you want to know more about our borough, the key demographic trends, our current plans for services what services we currently commission you will find these links useful:

- For our Mental Health Strategy and associated action plans;
- For the Borough's Community Plan; and for the Council's Strategic Plan
- For information about the Council's Community Commissioning Programme
- For the North East London Strategic Transformation Plan; and for the Tower Hamlets Clinical Commissioning Group's Transformation Programme
- For our Joint Strategic Needs Analysis, including the outputs from various research projects specific to the mental health of the borough
- For more general statistics and research relevant to the borough
- To find out more about Tower Hamlets Together, our Integrated Care partnership
- For a list of our current commissioned services, with information about contract values and expiry dates
- If you are interested in bidding for future contracts and wish to register with our online procurement portal.

We look forward to working with current providers and with organisations who want to bring new ideas and new ways of delivering services to the borough to deliver the ambitions set out on the following pages.

2. Commissioning with commitment

Tower Hamlets has a high prevalence of mental health problems. We have the fourth highest proportion of people with depression in London, the fourth highest incidence of first episode psychosis, and the highest incidence of psychosis in east London according to GP registers. In total there are approximately 30,000 adults estimated to have symptoms of a common mental health problem in the borough, with around 15,900 people known to their GP to have depression, and 3,300 known to have a serious mental illness, with a prevalence of approximately 1150 people with dementia.

Service use is also high. We have the second highest proportion of adult service users in touch with secondary care mental health services in London, a high number of people on the Care Programme Approach, and the third highest number of emergency admissions for psychosis. We have the highest prescribing rate for anti-psychotic medication in primary care, and the third highest prescription rate of anti-depressants in London.

This Market Position Statement sets out how we see services for people experiencing mental health problems changing over the next three to five years; how services will be funded, commissioned and facilitated; and what our quality expectations are.

We believe that by working together, across health, social care, the voluntary sector and with service users and carers, we can more effectively develop and deliver the range of services and interventions that can help to alleviate the impact of mental health problems on individuals, families and communities within the borough.

What people experiencing mental health problems have told us about what matters to them

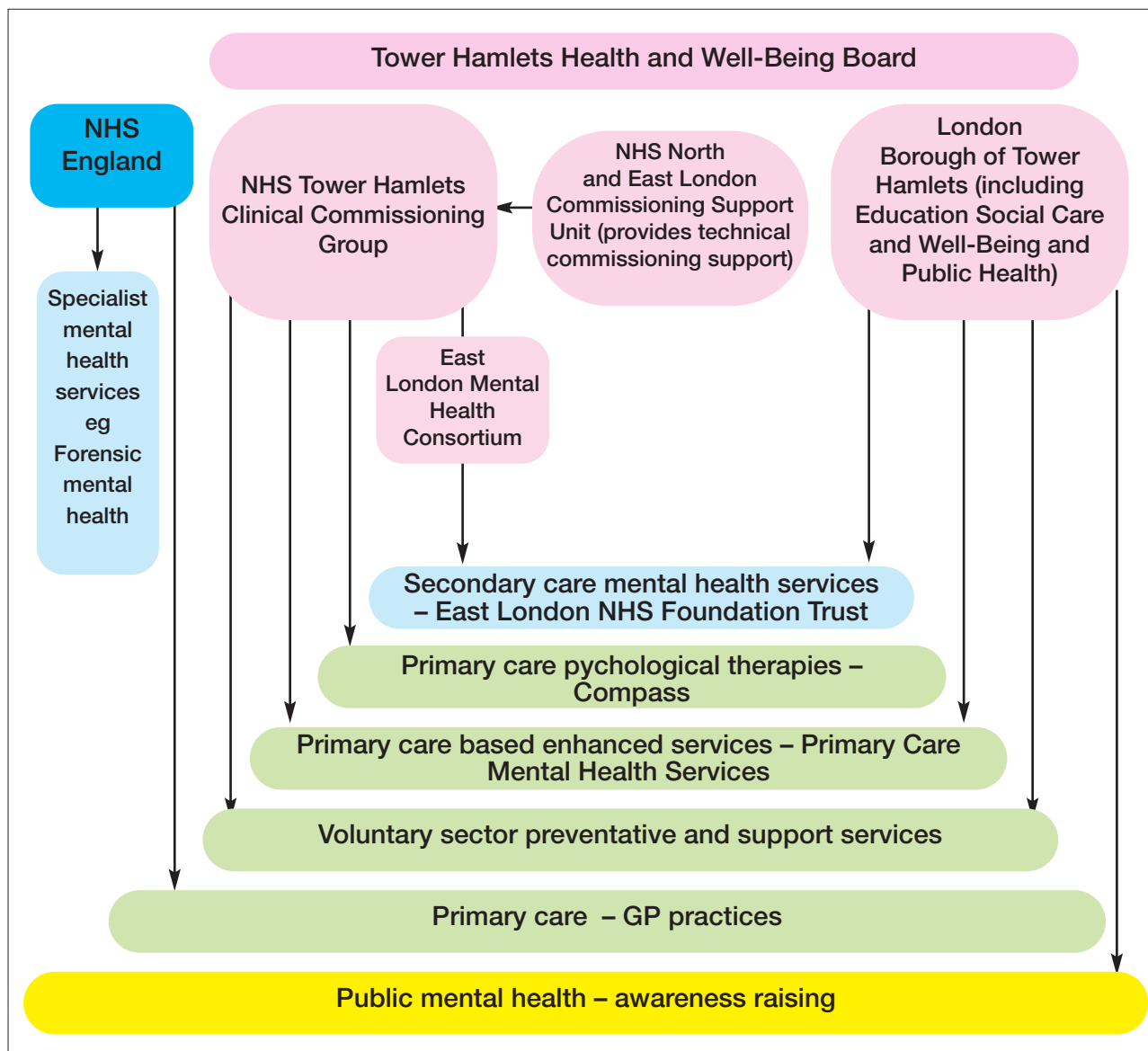
As part of our engagement to develop the Mental Health Strategy, adult service users have told us:

- They want services which recognise them as unique individuals who are not defined by their mental health problem or diagnosis.
- The experience of stigma and discrimination remains a challenge and is a major area in which service users would like to see concerted action and change in the availability and delivery of services.
- The quality of services, and in particular the quality of relationships with staff, is absolutely key. They want services which are built on recovery so enabling people to achieve their potential through the strength of the 'therapeutic alliance' between service users and professionals.
- They value the role of service users as co-producers, not only in terms of input to service development and review, but they would also like more opportunities to actively direct their own support through user led services.
- That they need better and more accessible access to information as well as effective and improved communication; and overall
- They would like better access to services providing more choice and control over their care.



Our strategic approach

In Tower Hamlets we are committed to a joint commissioning approach across health and social care, with aligned resource mobilised through a single health and social care commissioning team with links both into the CCG and the Council. Commissioning arrangements for services that support people with mental health problems are detailed in the diagram below.



The Mental Health Strategy defines the priorities for improving the wellbeing of those with mental health problems in Tower Hamlets over the period to 2019. We are keen to develop and promote local innovative services able to:

- Promote mental health and wellbeing in the broader population
- Improve the range of and access to mental health services
- Achieve national and local policy imperatives
- Deliver good outcomes and improved value.

The council, together with its partners, are currently developing our strategy for 2019 and beyond. We expect this to be published in the spring of 2019, providing an additional layer of detail for providers regarding our future intentions and requirements.

2.1 The Overview

Despite some of the highest levels of need, the dynamism of our voluntary sector, steeped in the national history of community activism, means we have a well-developed approach to mental health promotion and prevention; as well as a broad range of independent third sector providers delivering a range of health and social care community services. In recent years the health and social care partners in Tower Hamlets have worked together to make improvements to local services by delivering on the objectives of both local and national strategy. At present, we believe that our health and social care mental health services for adults of working age are largely of a good quality.

However, in order to deliver the ambitious aspirations set out within our strategy we will need a market place that offers a wide range of diverse and bespoke solutions to promote good mental health. The market place will need to respond to people's aspirations, changing need and shifts in local and government policy. We want to work in partnership with providers to achieve great recovery focused support in Tower Hamlets.

2.2 The guiding principles

Personalisation

At the heart of a person-centred recovery-orientated approach to mental health support, is the notion that service users should have choice and control over their care and support options. We are keen to embed more fully within commissioned provision our personalised approach, ensuring that providers have the systems in place to offer people support that meets their ambitions and needs.

Peer support within commissioned provision

We know that current and former service users can help to support people who currently experience problems with their mental health. Peer support enables people to provide knowledge, experience, and emotional, social or practical help to each other. We are keen to ensure that all services commissioned in the future have an element of the service delivered through peer support. This will include services delivered both by statutory and voluntary sector services.

Living well with a mental health problem: a recovery culture

The single highest priority for service users is to build a recovery culture across Tower Hamlets mental health services. Recovery means the process through which people find ways of living meaningful lives with or without on-going symptoms of their condition.¹ Tower Hamlets is committed to embedding the principles of recovery and living well with a mental health problem into all commissioned services. There are several building blocks set out in the strategy that we believe are a central to this way of working including, preventative services, compassion in care, support with building a life outside of illness and peer support.

Bridging the mortality gap: Improving health outcomes

In Tower Hamlets, people with a serious mental illness are significantly more likely to smoke, be obese, and have cardiovascular disease². Improving the physical health of people with a serious mental illness is therefore a central priority. We have already worked across our partnership to develop our approach to improving the physical health of people with a serious mental illness. Information on physical health is now routinely shared across primary and secondary care. We will continue to work with the voluntary sector and providers of specialist healthy living services, to embed models and practice to support people with mental health problems to lead healthy lifestyles as an integrated component of all commissioned provision.

¹ Supporting recovery in mental health NHS Confederation 2012

² JSNA

2.2 What we want the market to offer over the next five to seven years

Accommodation

A settled home is vital for good mental health. When it is part of an effective recovery pathway, housing provides the basis for individuals to build a more independent life, in many cases returning to work or education, whilst still receiving the support and help they need. By working together, mental health and housing providers can make those transitions easier and provide advice and support to help people navigate the system. Housing with support can improve the health of individuals and help reduce overall demand for health and social care services.

Tower Hamlets has commissioned a broad range of accommodation options for those experiencing mental health problems. Our Commissioning Strategy for the Accommodation of Working Age Adults with a Mental Health Problem outlines our commitment to provide care closer to home in as independent a setting as possible, and remains a major priority as we work with providers and East London Foundation Trust to ensure the overall configuration is appropriate and able to support more people with higher needs in borough.

We expect, over the next five years to review the overall number of placements commissioned, in and out of borough, within the context of the overall model. Reconfiguration of in borough capacity will be designed to reduce our reliance on out of borough residential care placements and to ensure that in borough capacity is as fully utilised as possible. However, providers will need to ensure that their workforce has the right skillset to work with people who have a broad range of often complex needs. We have a particular challenge in delivering capacity for those who use forensic services within supported accommodation.

In Tower Hamlets we have an increasing older cohort of people with mental health needs, many of whom become frailer at a younger age than their contemporaries. Some people at this stage of life are looking for different types of housing options where they have a level of support around them and greater sustainability of tenure. We will continue to work with our extra care and sheltered providers to ensure our provision is accessible and adaptable for those people with different types of needs related to their mental health.

Residential and nursing care

We will continue to work closely with our local providers to consider future design of inpatient beds, ensuring the right balance between hospital and community based services. There are currently only two residential care home for adults of a working age with mental health problems located in Tower Hamlets. This is proportionately lower than our comparators, which reflects progress that has been made in the implementation of our accommodation pathways, in supporting people to stay within in their local community. Nonetheless there are still significant numbers of people in residential settings outside of the borough and it is our ambition to support people in more independent settings whenever possible. In addition there are a number of people in health settings or the criminal justice system that will require supported accommodation or residential care in the future. We are interested in working with providers to explore new and innovative models of support that are able to offer a balance between the registered and non-registered options.

Community support in the home

Homecare is a vital service in enabling people to live well in their own home. The newly procured model expects a more personalised service which promotes wellbeing and independence. We expect providers to increasingly offer clients choice over who supports them and how. We also expect to see an increase in clients taking direct payments and employing a personal assistant.

Tower Hamlets has a large range of support to enable people to remain independent in the community and maintain their tenancy. This includes a significant generic floating support as well as a community support service for those with mental health problems in their own homes. These services are vital in enabling people to live independently in the community and as we support more people with mental health issues to leave the supported living pathway and live independently.

The procurement of these services has recently been completed with contracts awarded for an initial period of three years with the option to extend one of these for a further two, so contracts are likely to be in place until 2022.

Community based support

Tower Hamlets has a vibrant active community and wherever possible people with mental health problems should be able to take part. Access to meaningful activity during the day is for many people a very important component of a fulfilling life. This may mean employment, training and education, or using the variety of leisure and supportive opportunities that there are in the borough. Therefore, we will work with universal services, such as community centres and libraries, to ensure that they are accessible.

This approach is underpinned by a culture of prevention and early intervention where people are able to access good information, are recognised as the experts in their condition and its management and are able to tap into support when and where they need it in order to reduce the risk of crisis. Preventative support helps to deliver a range of benefits including reduced levels of mental health problems, reduced suicide risk, better general health, less use of health services and reduced mortality in healthy people and in those with established illnesses. Investment in effective prevention makes sense, both in terms of promoting better outcomes for service users, and in terms of promoting value for money.³

Mental health and well-being services

Together with the CCG, the council is currently reviewing our model for voluntary sector day opportunity, employment support, service user involvement and preventative information and advice. We expect to procure a future model for these services in late 2018 with contracts in place from July of 2019.

Employment support

The council commissions a dedicated employment support service which is provided as part of the Recovery and well-being hub provided by The Working Well Trust as part of the Inspire Consortium. Many people who experience mental health problems face difficulties in gaining and maintaining employment. They often face stigma and discrimination that sometimes results in losing their job or challenges in getting a job. Helping people to maintain or gain employment is an important part of recovery and building independence. Tower Hamlets is committed to refocusing current services and developing new forms of support to help people find and keep work and get better long term outcomes for individuals.

³ Guidance for commissioning public mental health services JCP-MH 2012

Recovery College

Alongside this we have also commissioned a Recovery College, delivered in partnership with the East London Foundation Trust and Inspire Consortium of voluntary sector providers. The service delivers comprehensive, peer-led education and training programmes within mental health services and to the wider community. The Recovery colleges run like any other college, providing education as a route to recovery, not as a form of therapy. Courses are co-devised and co-delivered by people with lived experience of mental illness and by mental health professionals. Their services are offered to service users, professionals and families alike, with people choosing the courses they would like to attend from a prospectus. As well as offering education alongside treatment for individuals they also change the relationship between services and those who use them; they identify new peer workers to join the workforce. Services have been awarded contracts which run until 2019.

Services for those with Dementia

Dementia is a key national priority. Over the past three years, we have delivered significant improvements in services for people with dementia and their carers in the delivery of our Commissioning Strategy for People with Dementia and their Carers, we now have high performing dementia services, which have won a national award and attention. We have commissioned more dementia cafes to provide peer support for people with dementia and their carers as well as a service to improve awareness, and as a result diagnosis rates for those from our BME communities have significantly improved. We are proud to be one of the top three performing Boroughs in formally diagnosing dementia. Alongside this, we have developed a new Extra Care Sheltered Scheme for people with dementia.

We believe that we can do more to support people with dementia and their carers to live well with dementia, in particular in accessing peer support, in making flexible respite services available for people in their own homes, via carers personal budgets, and through commissioning high quality support for people with dementia when they do need care in supported accommodation or nursing home settings.

More broadly our next steps for older people, will build mental health into our ambitious integrated care programme, through which we intend to wrap community based health and social care around the service user in a genuinely seamless care and support service. Integrated working can offer the opportunity for health and social care to operate equally, breaking down traditional barriers and creating seamless services. In particular, it provides the chance for the role of social care to be enhanced and recognised as a key contributor to the planning and delivery of services. Additionally the role of the third sector as an increasingly important partner in the planning and delivery of services creates a powerful triumvirate for local health and social care economies.



⁴ Guidance for commissioning public mental health services JCP-MH 2012