Today’s session:

- Practical problems in mental health services (Citizens Advice)
- Older people’s mental health and wellbeing (AMHP/Making Space)
- Social determinants of young people’s mental health (Youth Access)
The challenge of practical problems in mental health services
Practical problems have a significant impact on patients, practitioners and services

- People with mental health needs are more likely to have complex and wide ranging practical problems, such as housing, debt, domestic violence
- 98% of mental health practitioners discussed practical problems during appointments in the past month
- 65% faced a growing number of patients with practical problems, compared to a year earlier
- 56% had to allocate more time to deal with practical problems
- 53% find it stressful having to deal with practical problems
Impact of practical problems on patients

- Clients facing complex practical problems
- 87% of practitioners see clients are forced to cancel or miss appointments
- 84% of practitioners see clients unable to complete course of treatment
- 85% of practitioners find clients struggle to recover

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How mental health services currently respond

• **Most signpost** or refer to government or community advice agencies

• But *69%* think **their service approach** to dealing with practical problems **can be improved**

• In **urgent situations**, practitioners become practical support advisors eg when a patient is facing eviction or in need of food

34% gave practical skills such as budgeting and debt management

27% called agencies on behalf of clients

7% completed an application form related to welfare benefits

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Alternative solution?

‘Advice on Prescriptions’, Citizens Advice South Liverpool

GP referral and initial assessment

Talking Therapy

Better Engagement with Therapy

Practical Advice

Practical Support

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Our model: Community Connector Based Services Delivered with Partners

- Free to access Dementia Law Clinic providing advice & guidance peri and post diagnosis
- Providing cCBT step 2 IAPT services based in GP surgeries across Wigan and Warrington
- Completing Physical Health Care screening checks for people with serious mental illness with trained health care assistants
- Co-producing Wellness Recovery Action Plans in preparation for successful Hospital Discharge
- Developing new models of care inspired by Buurtzorg with Well Being Teams

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Making Space Admiral Nurse Led Dementia Law & Advice Clinic

Over 120 Families have been supported since beginning the pilot two years ago

Legal Advice ranging from Advance Decisions, DoLs, Legal Power of Attorney

157 Law Students from University of Manchester now trained to take part in Dementia Clinic cases

Practical Care Planning Advice relating to Community care Assessments & Care Home Provision

Dementia UK has provided a dedicated helpline nurse to develop the clinic

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Wellbeing Teams Model – Self Managed Teams in Homecare

Community Circles
Building social capital

Outcomes not hours
Personalised support
Focused on...
- Co-produced with the person
  - Where
  - When
  - Who
- Self-care
- Assistive technology
- Prevention

Wellbeing Teams deliver...

Loneliness
Boredom
Helplessness
Poor health

This helps to combat...
Lack of choice and control
Risk of visiting A&E
Risk of long-term care

Change in loneliness shown to improve health

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Wellbeing Teams – a radical partnership delivering Homecare with Making Space

**Fast facts**
**June 2018**

Teams recruited: 4

Local authorities we work in: 3

People we support:
- 3% mental health
- 5% learning disability
- 3% long-term conditions
- 79% older people

People who use our service that would recommend us: 100%

Employee Net Promoter Score: 180%

Recruitment satisfaction score: 93%

People we recruit from outside home care sector: 80%

Based on feedback from people we support

Above PEAKON benchmark score of 21 points

Based on feedback from all candidates who applied for roles with us

Percentage of team members recruited from outside sector

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The social determinants of young people’s mental health

Karen Whitelaw
Youth Access
Links to mental health

Number of legal issues with % of mental health problems

- 15%
- 21%
- 34%
The impact of disadvantage

% of mental health problems by disadvantage

For young people with legal issues

- NEET and socially isolated
- NEET

Layers of disadvantage

% mental health problems
The impact of advice

Youth advice agency clients felt that advice had a positive impact:

- 34% felt that it improved their health in general
- 64% felt that it improved their stress levels
The YIACS model

- Support on a range of social welfare issues alongside mental health interventions
- Young person-centred
- For young people aged 16-25
- Ideally funded across various NHS and LA budgets
For more information

Citizens Advice: amani.fairak@citizensadvice.org.uk
Association of Mental Health Providers: kathy@amph.org.uk
Making Space: rachel.peacock@makingspace.co.uk
Well Being Teams: Helen@wellbeingteams.org
Youth Access: karen@youthaccess.org.uk