

<b>Healthier Communities Select Committee</b>			
Title	Community mental health review update		
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Class	Part 1 (open)	2 December 2014	

## **1 Background**

- 1.1 A paper proposing changes to the Lewisham Adult Mental Health Services was brought to the Healthier Communities Select Committee of 29<sup>th</sup> May 2013. The paper set out a proposed restructure of the community mental health teams provided by South London and Maudsley NHS Foundation Trust (SLaM).
- 1.2 The Committee received a further update at its meeting on 23<sup>rd</sup> October 2013, where the Committee reviewed the proposed changes to community mental health provision at SLaM and resolved to note the round-up of developments. The Committee also resolved that the proposed restructure of the community mental health teams provided by SLaM be welcomed as an enhancement of current services, in line with national policy, and not considered a substantial variation in the provision of services.
- 1.3 Officers from SLaM provided a verbal update to the Healthier Communities Select Committee on 16<sup>th</sup> July 2014. A member of the public requested to address the committee and was allocated five minutes to do so. It was resolved that the committee would receive an additional update from SLaM on the general issues raised at a future meeting.

## **2 Issues raised at the meeting of July 16<sup>th</sup> 2014**

- 2.1 SLaM had failed in its duty to provide services for people with bi-polar disorder in line with the National Institute for Health Care Excellence (NICE) guidance.
- 2.2 There had been no handover process to GPs and there was a concern about the capacity of GPs to deal with complex cases in short consultations
- 2.3 An MP inquiry had been sent to SLaM by Heidi Alexander MP but no response had been received.

## **3 Update on the general issues raised**

- 3.1 Prior to the implementation of the Adult Mental Health Model people with bi-polar affective disorder were supported within generic Support and Recovery teams. Following the review additional services have been developed including treatment teams specifically for people with mood, anxiety and personality disorders which provide a range of talking therapies that were previously not available, as well as continued prescription and review of medication. A new service specifically for people with bi-polar disorders is being introduced the service will provide support to people on discharge from hospital through a day treatment programme which

provides talking therapies, education about bi-polar disorder and review of medications prescribed. These services have been developed in line with best practice guidance and current research they are in line with recommendations from the National Institute for Health Care Excellence (Nice) Guidance.

- 3.2 It was noted in the meeting of July 16<sup>th</sup> 2014 that the perceived separation between primary and secondary care was a false distinction. GPs from the Clinical Commissioning Group (CCG) and SLaM were working together to ensure a smooth interface between primary and secondary care services. It was also noted that GPs currently deal with many people with complex conditions in their surgeries. A very clear handover process was set out within the implementation programme for the changes. This covered moves between teams within SLaM and for moves from SLaM to Primary Care. The majority of moves between services happened between 1<sup>st</sup> May and 1<sup>st</sup> September and are now complete. SLaM is undertaking an audit of service user and carer experience of the transfer process to look at the extent to which the protocols were followed and if they had the intended outcome for service users and carers. This audit is being led by SLaM's public and patient involvement leads, who are working with a group of service users and carers to develop the questions and process for the audit. It is anticipated that the audit will be completed by the middle of December 2014.
- 3.3 Of the 299 people receiving support who have a diagnosis of bi-polar disorder 4 have been transferred back to the care of their GPs, the remaining 295 continue to receive support from within SLaM services.
- 3.4 SLaM received 46 complaints from service users about adult services between 1<sup>st</sup> April 2014 and 30<sup>th</sup> September 2014 of these 3 related to dissatisfaction with transfer processes; 2 related to transfer between SLaM teams and 1 to transfer from a SLaM team to Primary Care.
- 3.5 An inquiry was received from Heidi Alexander MP and logged by SLaM on 6<sup>th</sup> June 2014. The response was sent dated 8<sup>th</sup> August 2014. The timeframe set out for responses to complaints is 20 working days. The response should therefore have been sent on 4<sup>th</sup> July. An apology was offered for the delay as the response was initially delayed because the letter was directed to the wrong service area and then further due to the complexity of the inquiry.

#### **4 Further update**

- 4.1 Since the meeting of 16<sup>th</sup> July a further meeting for stakeholders has been held. The meeting was held at the Civic Suite on 22<sup>nd</sup> September 2014. It was attended by 23 people. A brief presentation on the changes was given by the Programme Director which was followed by a question and answer sessions with a panel of staff from the different parts of the service.
- 4.2 It was agreed at the meeting that a further event would be arranged for January 2015. It was also noted that the annual Lewisham stakeholder day would be held in the Civic Suite on 20<sup>th</sup> November 2014, this event would include a brief update on the implementation of the community changes as part of a wider agenda.

## Background documents

- Community mental health review report, Healthier Communities Select Committee 29<sup>th</sup> May 2013: <http://tinyurl.com/kk3q6ql>
- Healthier Communities Select Committee minutes, 29 May 2013: <http://tinyurl.com/lho6zjh>
- Community mental health review report – update, Healthier Communities Select Committee, 23<sup>rd</sup> October 2013: <http://tinyurl.com/kqrv7bx>
- Healthier Communities Select Committee minutes, 23<sup>rd</sup> October 2013: <http://tinyurl.com/ptueto3>
- Community mental health review – update, Healthier Communities Select Committee, 16<sup>th</sup> July 2014: <http://tinyurl.com/pyfpkzz>
- Healthier Communities Select Committee minutes, 16 July 2014: <http://tinyurl.com/o22bkzd>