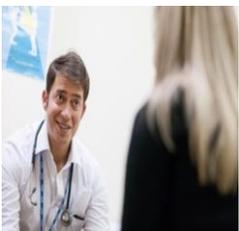


# Meeting the public sector equality duty at SLaM

2018 Lewisham ethnicity information



Please contact South London and Maudsley NHS Foundation Trust if you have any questions, comments or feedback on this report or if you would like to request a copy of this report in another format.

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## 1. Purpose of this report

This ethnicity report provides information that can inform improvements to the quality of the services we provide, working in partnership with service users, carers, families and communities. The importance of this work is reflected in the Trust's [Changing Lives Strategy](#) which aims to improve what matters to service users which can only be achieved by working in partnership with them.

Our staff work hard to achieve this by delivering compassionate, safe and effective services for everyone who needs them. However, we know that there is a lack of confidence and trust about this in some Black, Asian and minority ethnic (BAME) communities, and that this, in turn, can lead to reluctance to seek help from some of our services at an early stage.

This is a serious problem because we also know that a lot of factors in society result in a higher risk of people from ethnic minority backgrounds developing severe mental illness. Because of these factors and the diversity of our local population, we see high proportions of ethnic minority service users in our services for people with severe mental illness. It is vital that these services provide the best possible quality of care and keep improving what matters to all service users, carers and families.

The information in this report does not provide all the answers, it does however provide information that can be used to stimulate thinking and generate questions that will help us to understand issues and concentrate our efforts to deliver equitable access, experience and outcomes for all.

We recognise the importance of sharing this information with service users, carers, families, communities and stakeholders, and of the importance of working in partnership with them. Ultimately, we want all local communities to have trust and confidence in the services we provide.

Similar reports for Croydon, Lambeth and Southwark and other Trust-wide equality information is available on our website at: [our equality information](#)

## 2. Explanation of the information in this report

### 2.1 Changes from last year's report

We shared last year's report with stakeholders, staff and borough [Independent Advisory Groups \(IAG\)](#) who we work in partnership with to improve access, experience and

outcomes for BAME people. Following their feedback, we have made changes to this years' report to make it more informative and useful.

'They said'	'We did'
Provide data for a whole year. Not just two snapshots.	Replaced the two snapshots of data with 12 months of caseload data.
Include data from more services.	Included data for a larger number of services.
We want to be able to compare ethnicity profiles of different services.	Grouped service ethnicity profiles into six areas of service delivery where there is the greatest interest on race equality in access, experience and outcomes.
We don't think the Trust's experience data is representative of ethnic minority service users.	Presented the ethnicity profile of Friends and Family Test (FFT) respondents alongside caseload ethnicity profiles to enable comparison between the two.
Provide experience data at a service level rather than for everyone in the borough.	Presented Friends and Family Test data for respondents in each of the six different areas of service delivery.
Include more outcomes data.	Provided more outcomes data for Improving Access to Psychological Therapies (IAPT)`.

## 2.2 Information included in this report

This report provides information on the following:

- Access to services:** Caseload data to show the ethnicity of service users who accessed the Trust's services in Lewisham between 1<sup>st</sup> September 2017 and 31<sup>st</sup> August 2018. This data was sourced from the electronic system used by the Trust to record clinical information (this is known as the electronic patient journey system or ePJS). Data on referrals, people entering first treatment and waiting times to Lewisham IAPT services. This data was sourced from [NHS Digital](#). Interpreting data was sourced from the Trust's language service providers.
- Experience in services:** FFT data on whether Lewisham service users of different ethnicities would recommend these services to friends or family. This data was sourced from anonymised Patient Experience Data Intelligence Centre (PEDIC) surveys completed by or on behalf of service users in Lewisham services during the two and half years between April 2016 and August 2018. We have used this longer period to show where, or if, experience has changed over time.

- **Outcomes of services:** Data on outcomes from Lewisham IAPT services. This data was sourced from the [NHS Digital](#).

## 2.3 Explanation of how the information is presented in this report

The data in this report is grouped into the following six sections:

1. Community mental health services for children and young people
2. Adult services providing psychological therapies
3. Community mental health services for adults with severe mental illness
4. Crisis and acute mental health services for adults with severe mental illness
5. Community dementia and mental health services for older adults
6. Forensic offender mental health services

Each section contains the following information:

- A short summary of what the services do and where they get referrals. Where possible, a link to further information on our [service finder](#) is provided.
- Tables and charts to show the ethnicity profile of who is accessing the services and who has given FFT feedback about those services alongside a comparator.
- Tables to show the top ten languages of interpreters booked by the services.
- Tables and charts to show what percentage of service users of different ethnicities would recommend the services to friends or family.
- Initial views of what the data suggests, examples of what services have done or are doing about this and ideas for other potential next steps for services.

## 2.4 Limitations of the information presented in this report

The information in this report provides useful insight into the access, experience and outcomes of service users of different ethnicities and what services are doing to improve this. However, it is important to acknowledge the limitations of what this data alone can tell us.

### Limitations of access information

In some services, the level of unknown ethnicity makes it difficult to make meaningful comparisons about access. The ethnicity may be unknown because it has not been recorded or because a service user stated they did not want this recorded.

Census 2011 data has been used as a comparator for the ethnicity profile of service caseloads. This is because it provides the ethnicity profile of people living in the boroughs who may need these services. However, for some services, it is not always possible to draw conclusions about access from Census data alone.

The uneven incidence of some mental health problems across different ethnic groups is an important factor to consider for access to services for adults with severe mental illness. [Psymaptic](#) data has been used as an additional comparator for access to these services. The Psymaptic model is a national tool that predicts cases of first episode psychosis in each borough for people of certain demographic groups.

Another factor to consider is that some services do not accept self-referrals. A more appropriate comparator for access to these services is the ethnicity profile of the services that they receive referrals from.

### **Limitations of experience information**

The report contains data from the FFT question in anonymised surveys undertaken in each service. This data does not explain the reasons why service users would or would not recommend the service to friends or family if they needed it.

In some cases the sample sizes for some ethnic groups are very low. It is important to consider the number of respondents as well as the percentage responding positively when reviewing the experience information in this report.

This experience data provides some insight into the experience of the survey respondents in the sample. However, whatever the sample size, it cannot automatically be considered indicative of the experience of all service users from this ethnic group.

The report does not include feedback from other methods that service users use to give feedback such as suggestion boxes, ward community meetings, PALS (Patient Advice and Liaison Service), formal compliments or complaints.

### **Limitations of outcomes information**

The report only contains outcomes data from the IAPT service. These are clinical measures that are defined nationally. The report does not include information on other clinical outcomes or non-clinical outcomes relating to other aspects relevant to the mental wellbeing of service users.

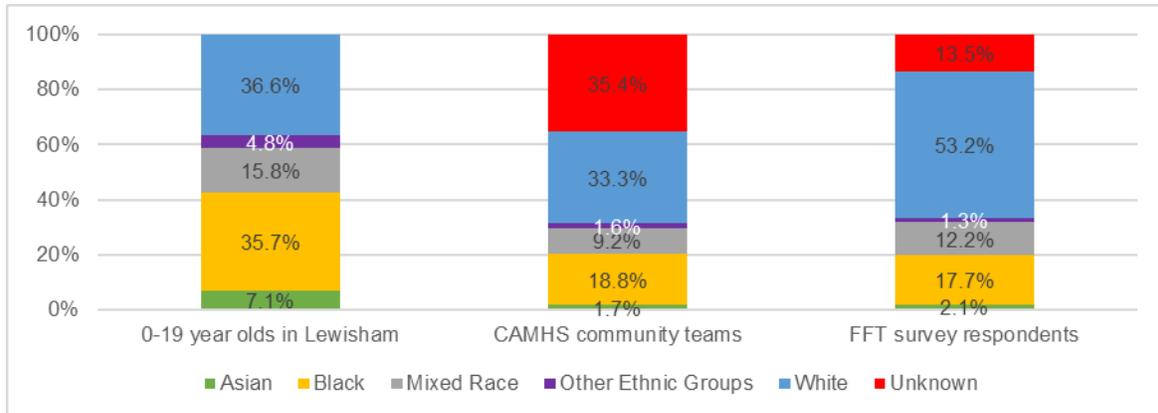
## **3. Community mental health services for children and young people**

Child and adolescent mental health services (CAMHS) community services in Lewisham include an [Adolescent Community Service](#) , [Child and Adolescent Community Service \(Lewisham East\)](#), the [Kaleidoscope West Clinic Team](#), a [Child and Adolescent Looked After Service](#), a [Child and Adolescent Neurodevelopmental and Paediatric Liaison Service](#) and a [Young Offenders Service](#). Teams get their referrals from GPs, schools and social services.

### 3.1 Access

The table and chart below show the ethnicity of service users in CAMHS Community services between September 2017 and August 2018 in Lewisham and the ethnicity of FFT survey respondents to CAMHS community services.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
0-19 year olds in Lewisham (Census 2011)	7.1%	35.7%	15.8%	4.8%	36.6%	0.0%
Lewisham CAMHS Community Services caseload between Sep 17 and Aug 18 (ePJS)	1.7%	18.8%	9.2%	1.6%	33.3%	35.4%
FFT respondents to CAMHS Community Services surveys between Apr 16 and Aug 18 (PEDIC)	2.1%	17.7%	12.2%	1.3%	53.2%	13.5%



Between September 2017 and August 2018 Lewisham CAMHS community services made 165 face to face interpreter bookings for 18 different languages to help communication between staff, service users and carers.

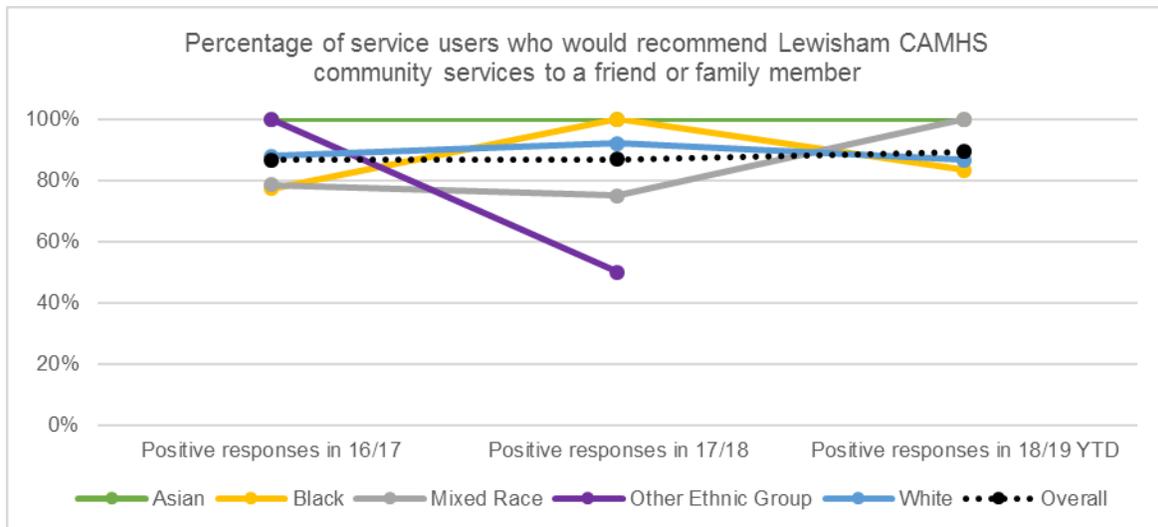
The table below shows the top ten languages of face to face interpreters booked by Lewisham CAMHS community teams between September 2017 and August 2018.

Language	Number of bookings
Spanish	29
Kurdish / Kurdish Sorani	28
Vietnamese	25
Pashtu	17
Russian	12
Arabic	11
French	10
Turkish	10
Portuguese	5
Albanian	5

### 3.2 Experience

The table and chart below show the number of Lewisham CAMHS community service FFT respondents in each ethnic group and the proportion responding positively.

How likely are you to recommend Lewisham CAMHS community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	2	100.0%	1	100.0%	2	100.0%
Black	22	77.3%	8	100.0%	12	83.3%
Mixed Race	14	78.6%	8	75.0%	7	100.0%
Other ethnic group	1	100.0%	2	50.0%	0	N/A
White	16	87.9%	11	92.1%	5	86.7%
<b>Overall</b>	<b>113</b>	<b>86.7%</b>	<b>68</b>	<b>86.8%</b>	<b>56</b>	<b>89.3%</b>



### 3.3 Using this data for next steps

The level of unknown ethnicity in CAMHS community services makes it difficult to come to conclusions about access for ethnic minority service users. Lewisham CAMHS currently have a lower proportion of ethnicity recorded in comparison to other boroughs.

CAMHS have recognised the need to improve their recording of ethnicity. They have developed a dashboard to provide data to Borough Managers so they can lead action to improve this in their teams.

CAMHS have identified the need to improve access to community services for Asian and Black young people, particularly girls as an equality objective. The dashboard has been designed to provide managers with ethnicity data in relation to the source of referrals. This can help inform the planning, target activity and help measure whether this will achieve the aim of increasing access for these groups.

Staff at Lewisham CAMHS have supported young people to established BAME and LGBT+ groups who aim to work together to co-produce training for staff.

It is difficult to assess how representative the ethnicity profile of CAMHS FFT respondents are because a high proportion of respondents did not disclose their ethnicity. Comparing this partial profile to CAMHS service caseloads suggests that White service users could be over-represented. Increasing survey responses from ethnic minority service users and carers will make experience data more representative and therefore more useful.

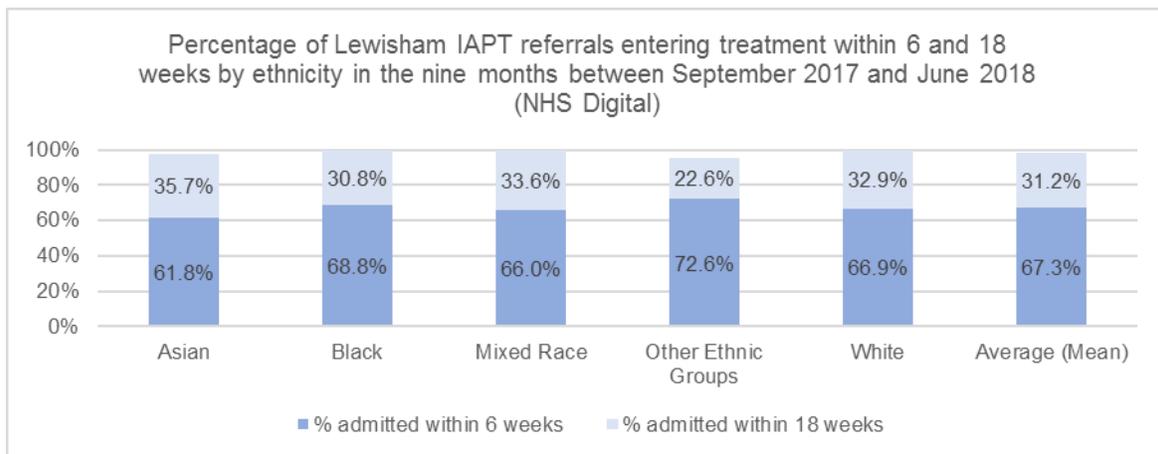
## 4. Adult services providing psychological therapies

Psychological therapy services provided by the in Lewisham include the following:

- [IAPT Lewisham](#) is a primary care service that provides advice and brief treatment, including self-help therapy for people, aged over 18, with depression or anxiety. Referrals are received from GPs and self-referrals.
- [Integrated Psychological Therapy service \(Lewisham\)](#) is a specialist psychological therapy service (secondary care) that provides assessment, treatment and care for people, aged 18-65, who have severe mental illness. The service receives referrals from the IAPT and Assessment and Liaison service.

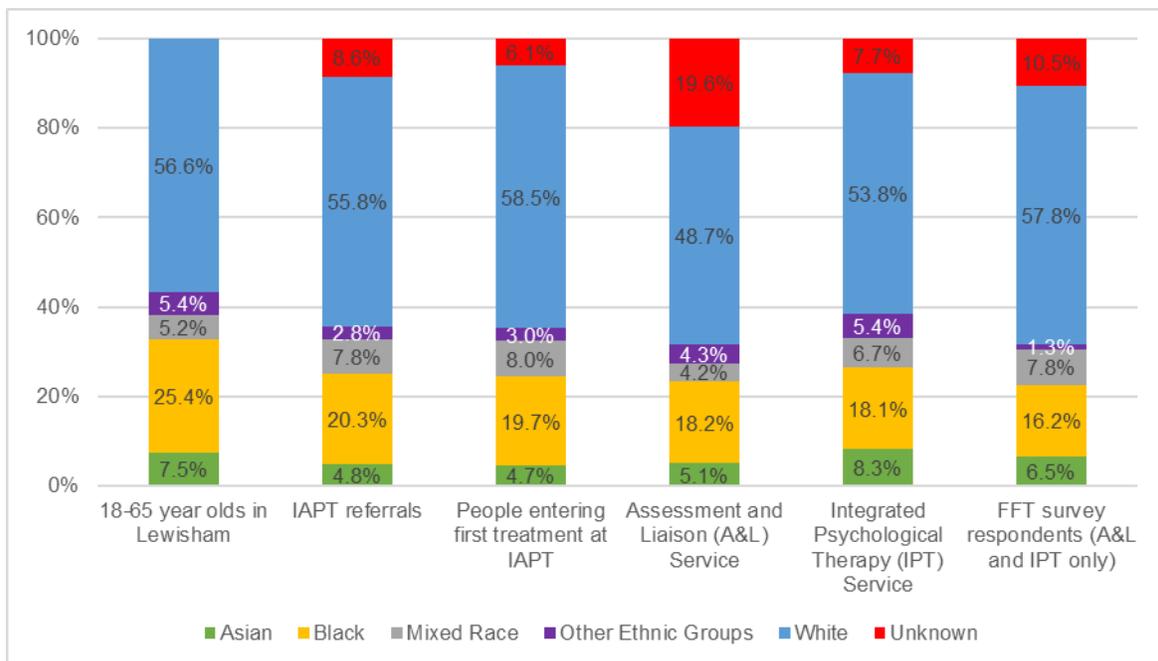
### 4.1 Access

The chart below shows the percentage of Lewisham IAPT referrals entering treatment within 6 and 18 weeks by ethnicity between September 17 and June 2018



The table and chart below show the ethnicity of referrals and people entering treatment at Lewisham IAPT in comparison with the ethnicity of 18-65 year olds in Lewisham, the caseloads of Assessment and Liaison and Integrated Psychological Therapy services and the ethnicity of FFT respondents in those services.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Lewisham (Census 2011)	7.5%	25.4%	5.2%	5.4%	56.6%	0.0%
IAPT referrals between Sep 17 and Jun 18 (NHS Digital)	4.8%	20.3%	7.8%	2.8%	55.8%	8.6%
People entering first treatment at IAPT between Sep 17 and Jun 18 (NHS Digital)	4.7%	19.7%	8.0%	3.0%	58.5%	6.1%
Lewisham Assessment & Liaison (A&L) service caseload between Sep 17 and Aug 18 (ePJS)	5.1%	18.2%	4.2%	4.3%	48.7%	19.6%
Integrated Psychological Therapy (IPT) service caseload between Sep 17 and Aug 18 (ePJS)	8.3%	18.1%	6.7%	5.4%	53.8%	7.7%
FFT respondents to A&L and IPT service surveys between Apr 16 and Aug 18 (PEDIC)	6.5%	16.2%	7.8%	1.3%	57.8%	10.5%



Between September 2017 and August 2018 Lewisham IAPT and Integrated Psychological Therapy services made 812 face to face interpreter bookings for 33 different languages to help communication between staff, service users and carers.

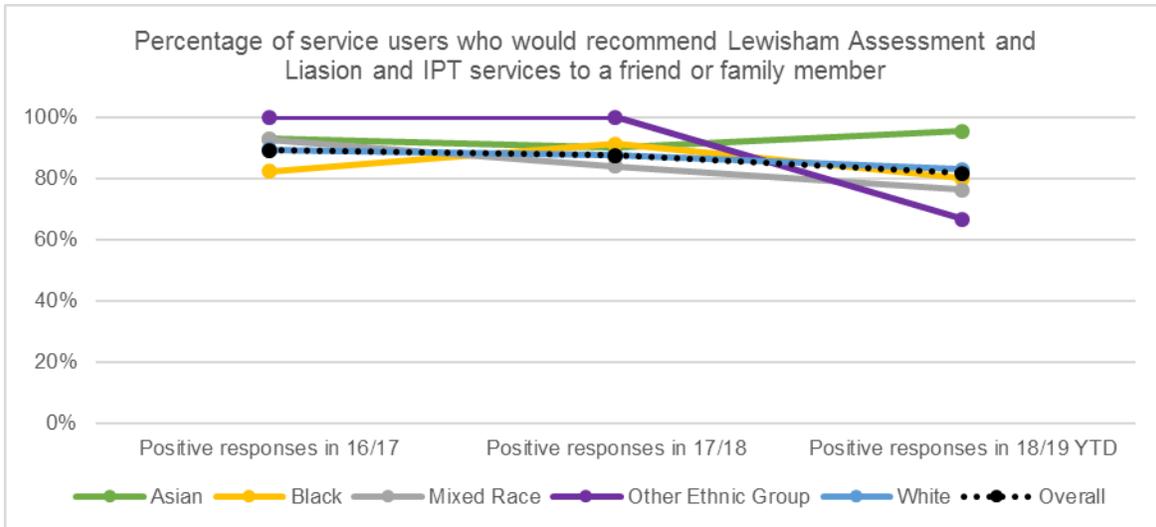
The table below shows the top ten languages of face to face interpreters booked by Lewisham IAPT and Integrated Psychological Therapy services between September 2017 and August 2018.

Language	Number of bookings
Tamil	153
Spanish	117
Turkish	75
Portuguese	61
Mandarin	53
Albanian	40
Vietnamese	38
Farsi (Persian)	35
Arabic	32
Cantonese	30

## 4.2 Experience

The table and chart below show the number of Assessment and Liaison and Integrated Psychological Therapy service FFT respondents in each ethnic group and the proportion that responded positively.

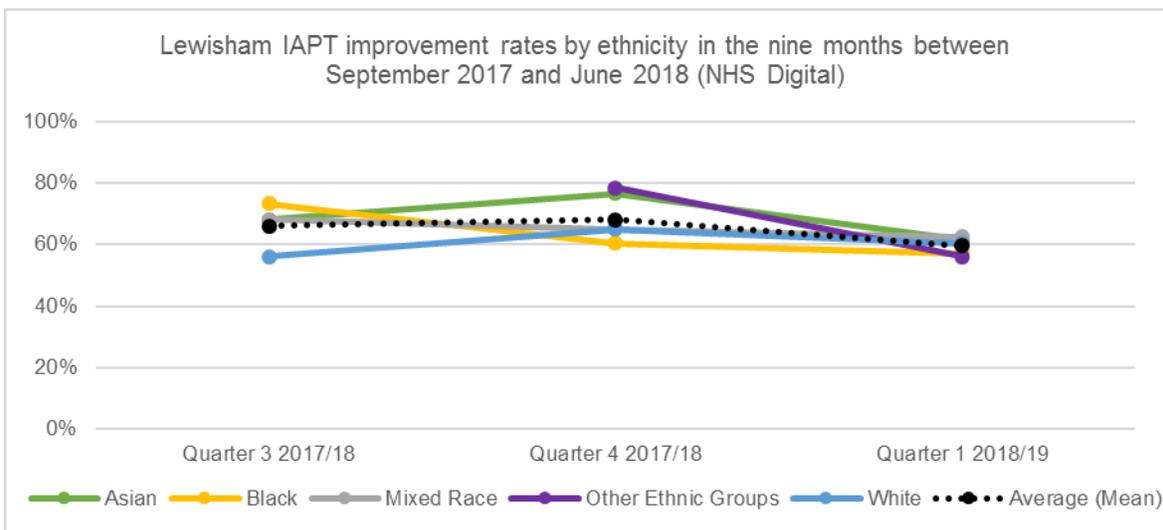
How likely are you to recommend Lewisham Assessment and Liaison and Integrated Psychological Therapy services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	14	92.9%	30	90.0%	22	95.5%
Black	45	82.2%	69	91.3%	50	80.0%
Mixed Race	27	92.6%	31	83.9%	21	76.2%
Other ethnic group	5	100.0%	2	100.0%	6	66.7%
White	178	89.3%	222	87.4%	186	82.8%
<b>Overall</b>	304	89.1%	388	87.4%	322	81.7%



### 4.3 Outcomes

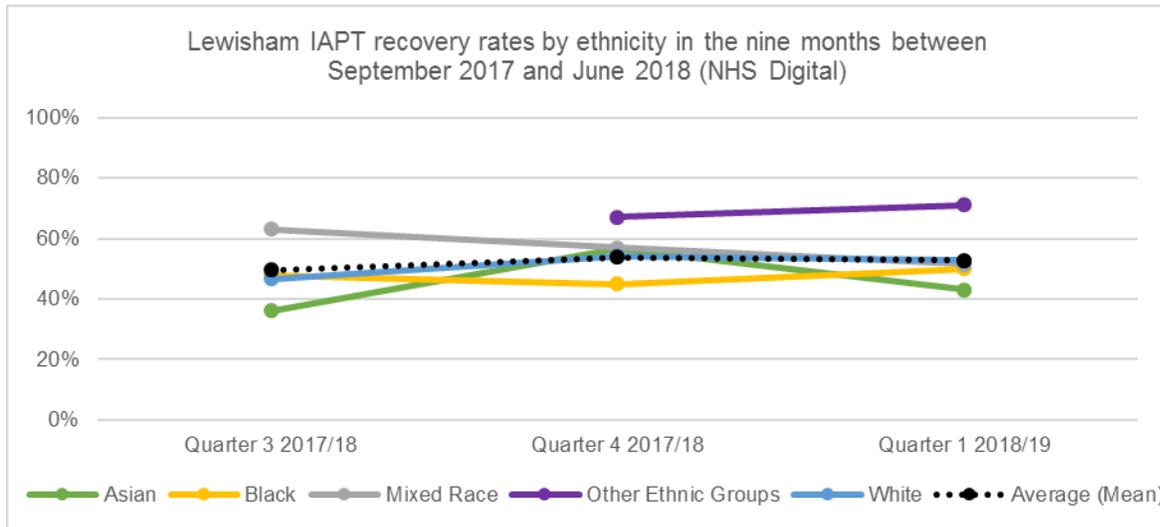
The table and chart below show the Lewisham IAPT improvement rates for service users of different ethnicities between September 2017 and June 2018 by ethnicity

	Quarter 3 17/18	Quarter 4 17/18	Quarter 1 18/19
Asian	68.0%	76.5%	61.5%
Black	73.3%	60.3%	57.0%
Mixed Race	68.0%	65.0%	62.5%
Other ethnic groups	-	78.5%	56.0%
White	56.0%	65.0%	60.3%
Average (Mean)	68.0%	76.5%	61.5%



The table and chart below show the Lewisham IAPT recovery rates for service users of different ethnicities between September 2017 and June 2018 by ethnicity

	Quarter 3 17/18	Quarter 4 17/18	Quarter 1 18/19
Asian	36.0%	56.5%	43.0%
Black	48.0%	45.0%	50.0%
Mixed Race	63.0%	57.0%	51.5%
Other ethnic groups	-	67.0%	71.0%
White	46.7%	54.3%	52.7%
Average (Mean)	49.6%	53.8%	52.8%



#### 4.4 Using this data for next steps

The data highlights that waiting times to enter IAPT treatment are broadly similar for different ethnic groups, it appears that a slightly higher proportion of people from other ethnic groups entered first treatment at six weeks.

A comparison of the ethnicity profiles of people referred with people entering treatment suggests that there is broadly proportionate access into first treatment for ethnic minority people once they are referred to IAPT.

Lewisham IAPT data shows the lowest proportion of unknown ethnicity in IAPT referrals, making this data more complete than IAPTs in other boroughs.

Lewisham IAPT have undertaken a number of outreach activities to increase access to the service by BAME groups. They have found that these outreach activities can lead to 'spikes' in referral but have not led to sustained change. IAPT have analysed their data

on BAME engagement and this was presented to a service meeting to look at how the whole staff team can help make improvements and identify training needs.

The service is aware of the variability in recovery rates for all ethnicities. The service has had some success in raising the recovery rate of Asian/Asian British. This service welcomed this improvement as this ethnic group showed lower recovery rates both in the Lewisham and in national data.

Lewisham IAPT is also working to develop a new group for young BAME men. This will be run by two male BAME staff who will aim to recruit young men via local gyms and clubs. There will be an emphasis on delivering brief psycho-education information slots and giving opportunities for men to then sign up for online or face to face therapies where needed. They are also trying to work with a physical health, exercise and wellbeing approach as they anticipate that this may be more appealing to men than talking treatments alone.

IAPTs do not use PEDIC surveys. The ethnicity profile of FFT respondents from Assessment and Liaison and Integrated Psychological Therapy services is similar to the current caseload which suggests that the feedback is a broadly representative sample, except for service users from other ethnic groups.

## **5. Community mental health services for adults with severe mental health**

The Trust provides a range of community mental health services for adults with severe mental health problems in Lewisham. These include the following:

- The [Assessment and Liaison Service](#) works with primary care and adult social care to support people aged 18-65, with mental health problems, where possible, without the need for a secondary mental health service. The team gets referrals from GPs and other health and social care workers
- The [Treatment Service](#) combines this assessment and liaison's service with targeted therapeutic interventions. People are referred to this team by Assessment and Liaison service.
- [OASIS](#) is a health service for supporting young people aged 14-35 who are experiencing psychological distress. Referrals come from a range of sources and the team accepts self-referrals.
- The [Early Intervention Service \(Lewisham\)](#) provides support to people aged 16-64 who are suspected to be at risk or who are having a first episode of psychosis

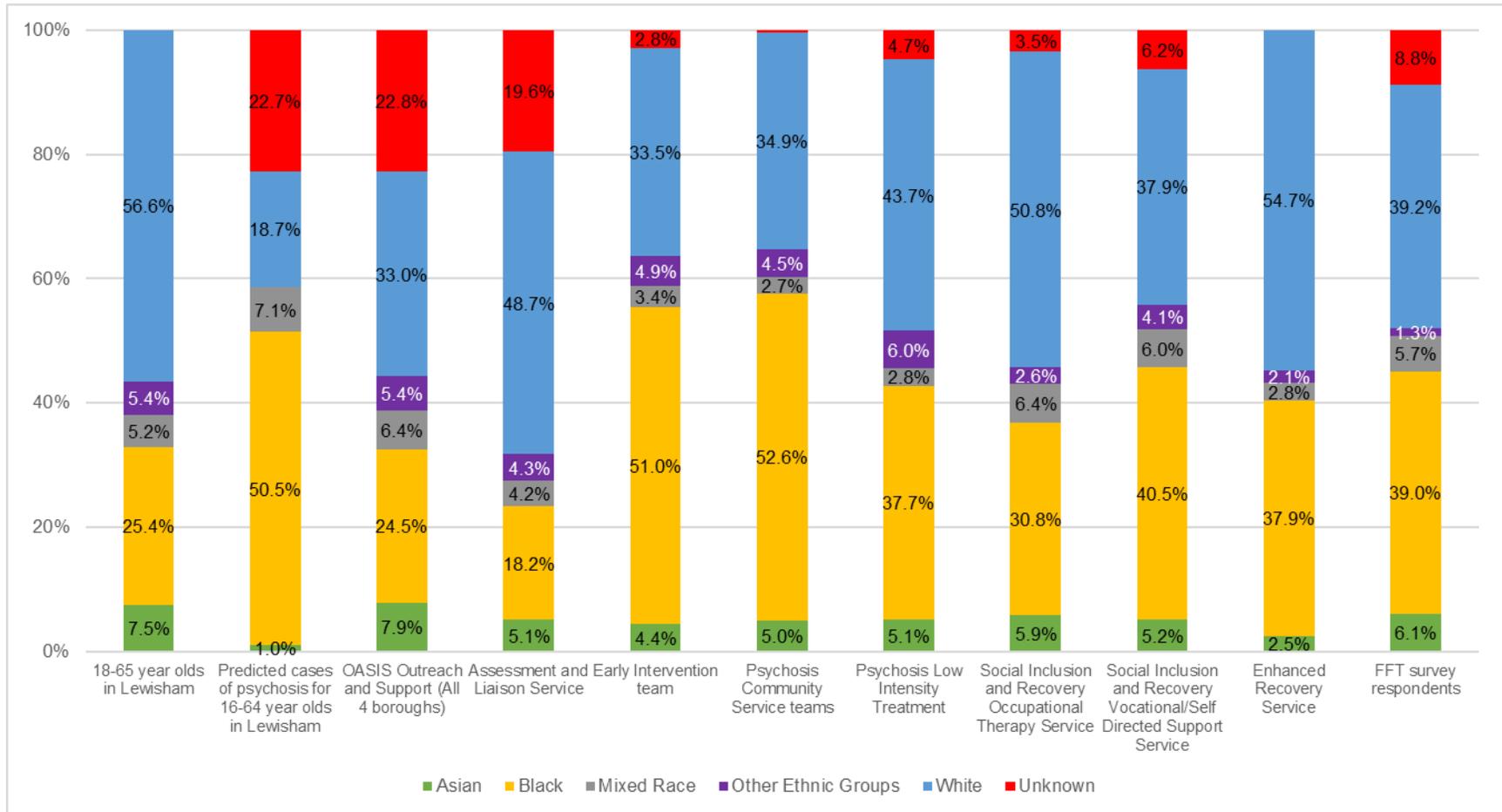
before they reach 'crisis point'. Referrals come from a range of sources including GPs and schools.

- The Psychosis Promoting Recovery Community Service has teams in [Neighbourhood 1](#), [Neighbourhood 2](#), [Neighbourhood 3](#) and [Neighbourhood 4](#) providing care for adults who have a psychotic illness. Vocational and a Primary Care Enhanced Mental Health services are also provided.
- Lewisham Enhanced Recovery Team provides intensive community-based rehabilitation, care and support for adults with severe and long-term mental illness who live in Lewisham.

### **5.1 Access**

The table and chart below show the ethnicity of service users in Lewisham community mental health services between September 2017 and August 2018 in comparison with the ethnicity of 18-65 year olds in Lewisham the percentage of predicted cases of psychosis for 16-64 and the ethnicity of FFT survey respondents to those services.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Lewisham (Census 2011)	7.5%	25.4%	5.2%	5.4%	56.6%	0.0%
Predicted cases of psychosis for 16-64 year olds in Lewisham	1.0%	50.5%	7.1%	0.0%	18.7%	22.7%
OASIS Outreach and Support caseload between Sep 17 and Aug 18 (ePJS) (All 4 boroughs)	7.9%	24.5%	6.4%	5.4%	33.0%	22.8%
Assessment and Liaison Service caseload between Sep 17 and Aug 18 (ePJS)	5.1%	18.2%	4.2%	4.3%	48.7%	19.6%
Early Intervention team caseload between Sep 17 and Aug 18 (ePJS)	4.4%	51.0%	3.4%	4.9%	33.5%	2.8%
Psychosis Community Service caseload between Sep 17 and Aug 18 (ePJS)	5.0%	52.6%	2.7%	4.5%	34.9%	0.4%
Psychosis Low Intensity Treatment caseload between Sep 17 and Aug 18 (ePJS)	5.1%	37.7%	2.8%	6.0%	43.7%	4.7%
Social Inclusion and Recovery Occupational Therapy Service caseload between Sep 17 and Aug 18 (ePJS)	5.9%	30.8%	6.4%	2.6%	50.8%	3.5%
Social Inclusion and Recovery Vocational/Self Directed Support Service caseload between Sep 17 and Aug 18 (ePJS)	5.2%	40.5%	6.0%	4.1%	37.9%	6.2%
Enhanced Recovery service caseload between Sep 17 and Aug 18 (ePJS)	2.5%	37.9%	2.8%	2.1%	54.7%	0.0%
FFT survey respondents to adult community services surveys between Apr 16 and Aug 18 (PEDIC)	6.1%	39.0%	5.7%	1.3%	39.2%	8.8%



Between September 2017 and August 2018 Lewisham adult community mental health services made 432 face to face interpreter bookings for 37 different languages to help communication between staff, service users and carers.

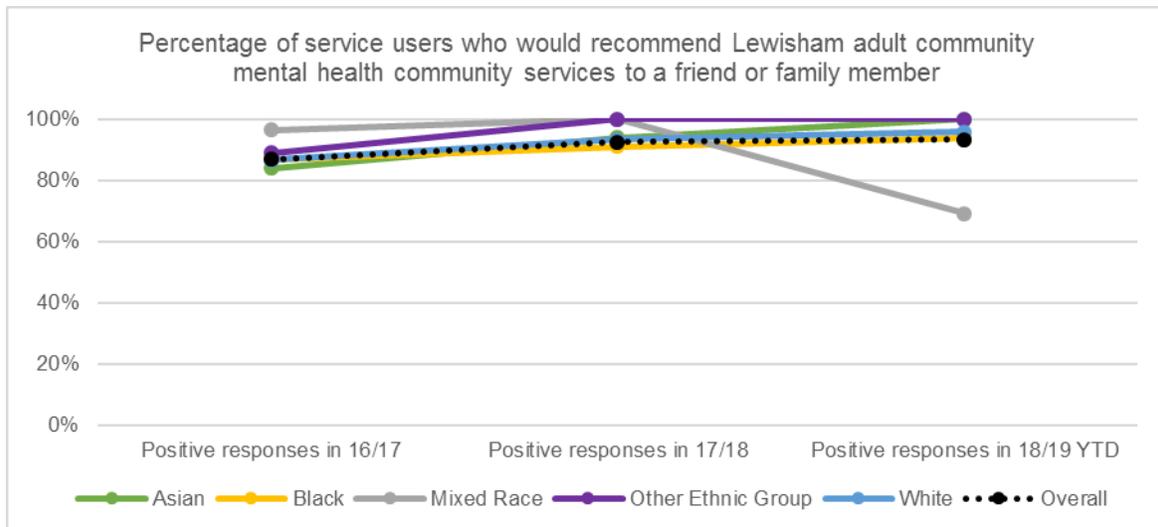
The table below shows the top ten languages of face to face interpreters booked by Lewisham adult community mental health services between September 2017 and August 2018.

Language	Number of bookings
Tamil	72
French	41
Somali	38
Farsi (Persian)	34
Turkish	34
Spanish	27
Vietnamese	18
Mandarin	18
Russian	14
Dari	14

## 5.2 Experience

The table and chart below show the number of Lewisham adult community mental health service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Lewisham adult mental health community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	25	84.0%	33	93.9%	17	100.0%
Black	183	86.9%	202	91.1%	97	93.8%
Mixed Race	28	96.4%	29	100.0%	13	69.2%
Other ethnic group	9	88.9%	6	100.0%	1	100.0%
White	180	86.7%	209	93.3%	96	95.8%
<b>Overall</b>	<b>467</b>	<b>86.9%</b>	<b>520</b>	<b>92.5%</b>	<b>250</b>	<b>93.2%</b>



### 5.3 Using this data for next steps

The level of unknown ethnicity in OASIS and the assessment and liaison services makes it difficult to come to conclusions about access for ethnic minority service users. It is important that these services consider what they can do to improve recording to produce the data needed to analyse and understand potential access issues.

In comparison to the psymaptic data, on the incidence of psychosis, OASIS, the Assessment and Liaison and Social Inclusion and Recovery Occupational Therapy service seems to have a lower than anticipated proportion of Black service users. This report brings together information that staff in these services can use to stimulate thought and activity to understand potential barriers to access and what can be done to address these.

Comparison of psymaptic data with the ethnicity profiles of Early Intervention and Psychosis Community Service caseloads suggests that there is proportionate access to these services for Black service users.

Staff in these services are encouraged to use this report to consider how their service is providing the best possible care to ethnic minority service users. This could include further developing the cultural competency of staff and service or identifying quality improvement activity that can deliver positive changes for ethnic minority service users.

It is difficult to assess how representative the ethnicity profile of adult community mental health service FFT respondents are because a high proportion of respondents did not disclose their ethnicity.

These services need to be able to actively monitor experience and outcomes for ethnic minority service users. Encouraging more survey responses from more ethnic minority service users and carers will provide better data to consider experience of services for different ethnic groups.

## **6. Crisis and acute mental health services for adults with severe mental health**

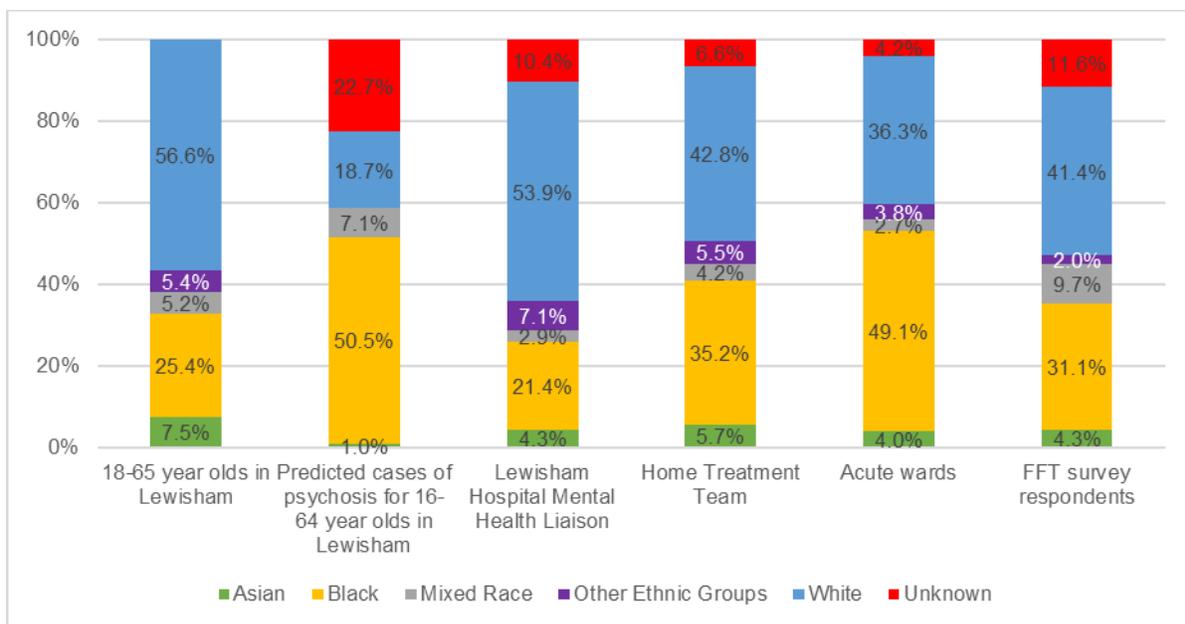
The Trust provides a range of crisis and acute mental health services for adults with severe mental health problems in Lewisham. These include the following:

- The [Mental Health Liaison Service \(Lewisham Hospital\)](#) provides care to people, aged over 18, who have mental health problems and who are patients at University Hospital Lewisham. The service assesses people to determine if they need mental health care and treatment.
- [Home Treatment Team \(Lewisham\)](#) care for people, aged 18-65, who have severe mental illness, who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from Trust services such as assessment and liaison, promoting recovery, crisis services and wards.
- Acute mental health inpatient wards support people in Lewisham, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include [Clare Ward](#); [Johnson Psychiatric Intensive Care Unit](#); [Lewisham Triage](#); [Powell Ward](#) and [Wharton Ward](#).

### **6.1 Access**

The table and chart below show the ethnicity profile of Lewisham crisis and acute mental health service caseloads between September 2017 and August 2018 compared to the ethnicity profile of 18-65 year olds in Lewisham, the percentage of predicted cases of psychosis for 16-64 and the ethnicity of FFT respondents to these services between April 2016 and September 2018.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Lewisham (Census 2011)	7.5%	25.4%	5.2%	5.4%	56.6%	0.0%
Predicted cases of psychosis for 16-64 year olds in Lewisham (Psymaptic)	1.0%	50.5%	7.1%	0.0%	18.7%	22.7%
Lewisham Hospital Mental Health Liaison caseload between Sep 17 and Aug 18 (ePJS)	4.3%	21.4%	2.9%	7.1%	53.9%	10.4%
Home Treatment Team caseload between Sep 17 and Aug 18 (ePJS)	5.7%	35.2%	4.2%	5.5%	42.8%	6.6%
Acute wards caseload between Sep 17 and Aug 18 (ePJS)	4.0%	49.1%	2.7%	3.8%	36.3%	4.2%
FFT survey respondents to crisis and acute mental health service surveys between Apr 16 and Aug 18 (PEDIC)	4.3%	31.1%	9.7%	2.0%	41.4%	11.6%



Between September 2017 and August 18 Lewisham crisis and acute mental health services made 200 face to face interpreter bookings for 19 different languages to help communication between staff, service users and carers.

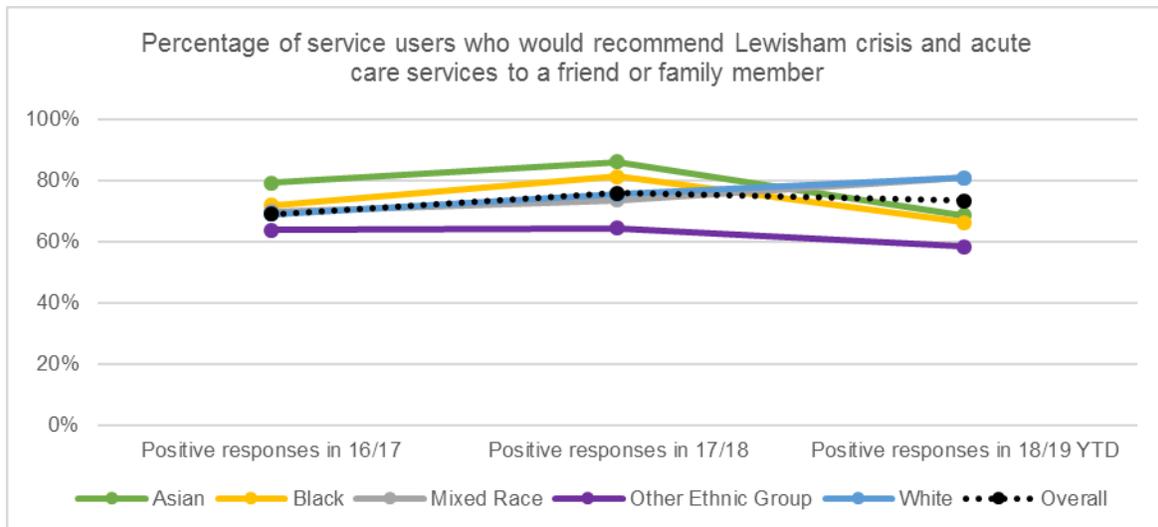
The table below shows the top ten languages of face to face interpreters booked by Lewisham crisis and acute mental health services between September 2017 and August 2018.

Language	Number of bookings
Portuguese	31
French	29
Tamil	22
Russian	20
Spanish	14
Vietnamese	14
Mandarin	11
Somali	11
Turkish	9
Polish	9

## 6.2 Experience

The table and chart below show the number of Lewisham adult crisis and acute mental health service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Lewisham crisis and acute mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	24	79.2%	36	86.1%	19	68.4%
Black	156	71.8%	273	81.3%	145	66.2%
Mixed Race	53	69.8%	79	73.4%	47	80.9%
Other ethnic group	11	63.6%	14	64.3%	12	58.3%
White	193	68.9%	406	75.4%	166	80.7%
<b>Overall</b>	<b>497</b>	<b>69.0%</b>	<b>894</b>	<b>75.8%</b>	<b>457</b>	<b>73.3%</b>



### 6.3 Using this data for next steps

In comparison to the psymaptic data on the incidence of psychosis, services such as mental health liaison and home treatment, seem to have a lower than anticipated proportion of Black service users. However, the level of unknown ethnicity in these services caseload data makes it difficult to come to definitive conclusions about this. It is important that these services consider what they can do to improve recording to produce the data needed to analyse and understand potential access issues.

This report brings together information that staff in these services can use to stimulate thought and activity to understand potential barriers to access that may exist and what can be done to address these.

Staff in services that have a high proportion of ethnic minority service users such as the acute wards are encouraged to use this report to consider how their service is providing the best possible care to ethnic minority service users. Ideas to improve this could include continuing to develop the cultural competency of staff and teams or identifying quality improvement activity aimed at delivering positive changes for ethnic minority service users.

It is difficult to assess how representative the ethnicity profile of FFT respondents are because a high proportion of respondents did not disclose their ethnicity. Comparing this partial profile to acute ward caseloads suggests that service users who are Black or from other ethnic groups could be under-represented. Increasing survey responses from these ethnic minority service users and carers will make experience data more representative and therefore more useful.

The small number of FFT respondents from other ethnic groups have consistently reported less positive experiences. It will be important to monitor and respond to this feedback to ensure services are delivering equally positive experience for service users from other ethnic groups.

## **7. Community dementia and mental health services for older adults**

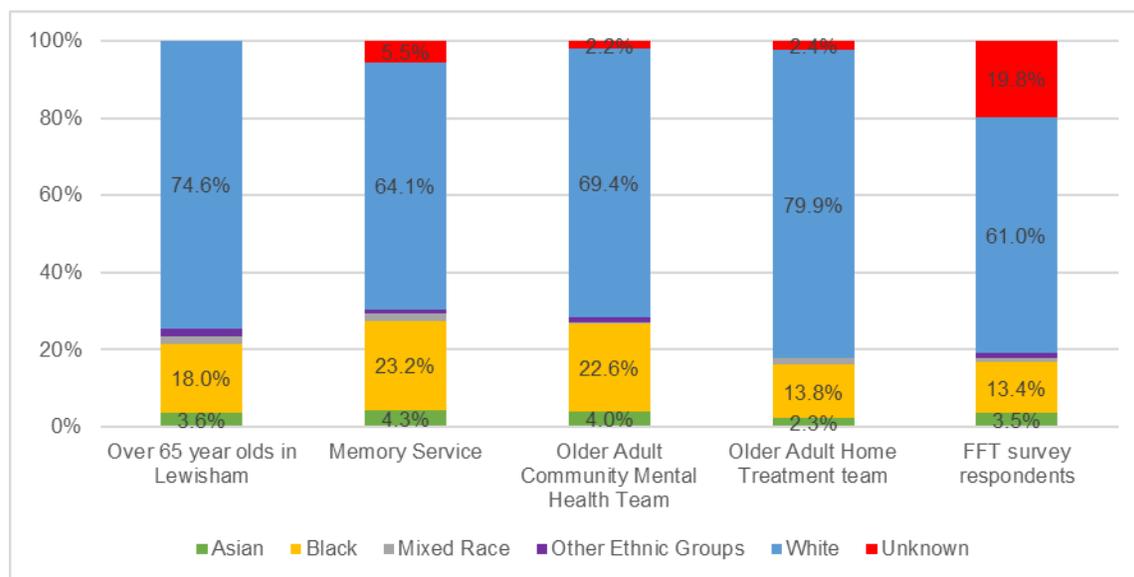
The Trust provides a range of older adult mental health services in Lewisham. These include the following:

- [Memory Service \(Lewisham\)](#) provides early assessment, treatment and care for people, over 18, who have memory problems that may be associated with dementia. Referrals are received from GPs.
- The Community Mental Health Team for Older Adults ([Lewisham North](#)) and ([Lewisham South](#)) provide community-based assessment, treatment and care for people aged over 65 who have mental health problems and younger people with a diagnosis of dementia.
- [Home Treatment for Older Adults](#) care for people aged 65 and over with severe mental illness who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from GPs, social services or other secondary care services.

### **7.1 Access**

The table and chart below show the ethnicity profile of Lewisham older adult service caseloads between Sep 2017 and Aug 2018 compared to the ethnicity profile of over 65 year olds in Lewisham and the ethnicity of FFT respondents to these services between Apr 16 and Sep 2018.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Over 65 year olds in Lewisham (Census 2011)	3.6%	18.0%	1.9%	1.9%	74.6%	0.0%
Memory Service (SLIMS) caseload between Sep 17 and Aug 18 (ePJS)	4.3%	23.2%	1.7%	1.1%	64.1%	5.5%
Older Adult Community Mental Health Team caseload between Sep 17 and Aug 18 (ePJS)	4.0%	22.6%	0.5%	1.2%	69.4%	2.2%
Older Adult Home Treatment team caseload between Sep 17 and Aug 18 (ePJS)	2.3%	13.8%	1.5%	0.0%	79.9%	2.4%
FFT survey respondents to older adult service surveys between Apr 16 and Aug 18 (PEDIC)	3.5%	13.4%	1.0%	1.2%	61.0%	19.8%



Between September 2017 and August 2018 Lewisham dementia and older adult services made 38 face to face interpreter bookings for 14 different languages to help communication between staff, service users and carers.

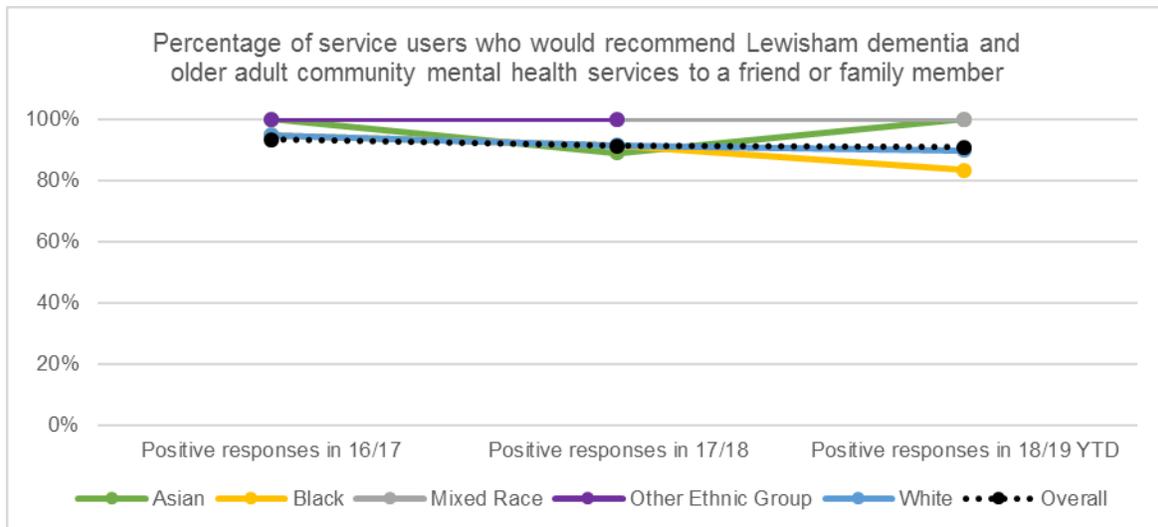
The table below shows the top nine languages of face to face interpreters booked by Lewisham older adult services between September 2017 and August 2018.

Language	Number of bookings
Turkish	8
Cantonese	6
Tamil	4
Spanish	3
Arabic	3
Kyrgyz	3
Yoruba	2
Italian	2
Bulgarian	2

## 7.2 Experience

The table and chart below show the number of older adult services FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Lewisham community dementia or older adult mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	2	100.0%	9	88.9%	6	100.0%
Black	19	94.7%	34	91.2%	12	83.3%
Mixed Race	0	N/A	3	100.0%	2	100.0%
Other ethnic group	3	100.0%	3	100.0%	0	N/A
White	76	94.7%	141	91.5%	78	89.7%
<b>Overall</b>	147	93.2%	228	91.2%	109	90.8%



### 7.3 Next steps

In comparison with Census data, the caseloads of dementia and older adult mental health services appear broadly reflective of the ethnicity of older people in Lewisham. Other borough memory services have identified the need to encourage earlier access to memory services for older Black African and Caribbean service users. This activity may provide useful learning for consideration by Lewisham memory service. Interpreting data suggests that Lewisham dementia and older adult mental health services use fewer interpreters than older adult services in other boroughs.

The numbers of FFT responses are currently quite low. It is difficult to assess how representative FFT respondents are of Lewisham dementia and older adult mental health services because of the high proportion of respondents whose ethnicity was not disclosed. Services can encourage more responses from carers and service users and explain that the disclosure of ethnicity in PEDIC surveys is used to give us a better understanding of service user experience from different ethnic groups.

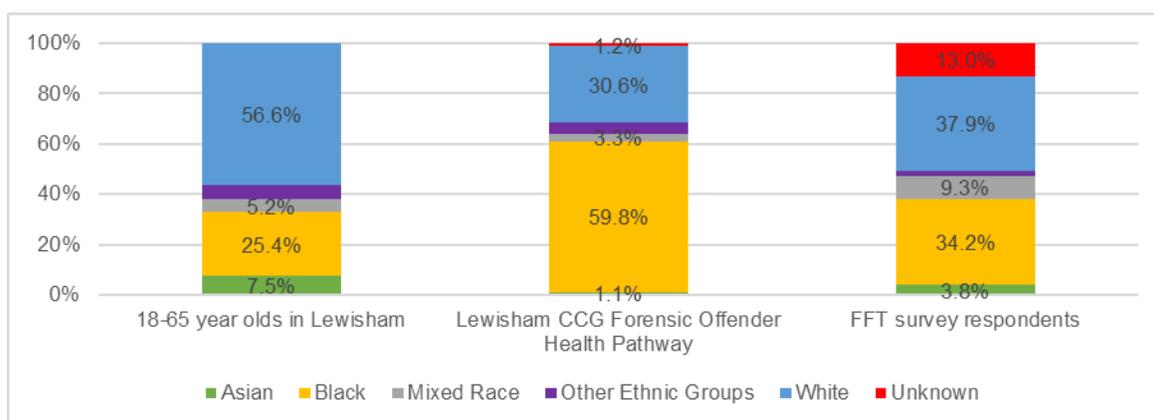
## 8. Forensic offender mental health services

The Trust provides a range of medium, low secure and specialist inpatient forensic services at [River House](#). The Community Forensic Service (Lewisham) provides community-based assessment, treatment and care for people, aged 18-65, who have severe mental health problems and who may be a risk to themselves and others.

## 8.1 Access

The table and chart below show the ethnicity profile of Lewisham CCG service users in forensic offender mental health services between Sep 2017 and Aug 2018 compared to the ethnicity profile of 18-65 year olds in Lewisham and the ethnicity of FFT respondents to these services between Apr 16 and Sep 2018

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Lewisham	7.5%	25.4%	5.2%	5.4%	56.6%	0.0%
Lewisham CCG Forensic Offender Health Pathway caseload between Sep 17 and Aug 18 (ePJS)	1.1%	59.8%	3.3%	4.1%	30.6%	1.2%
Trust-wide FFT survey respondents to Forensic services surveys between Apr 16 and Aug 18 (PEDIC)	3.8%	34.2%	9.3%	1.7%	37.9%	13.0%



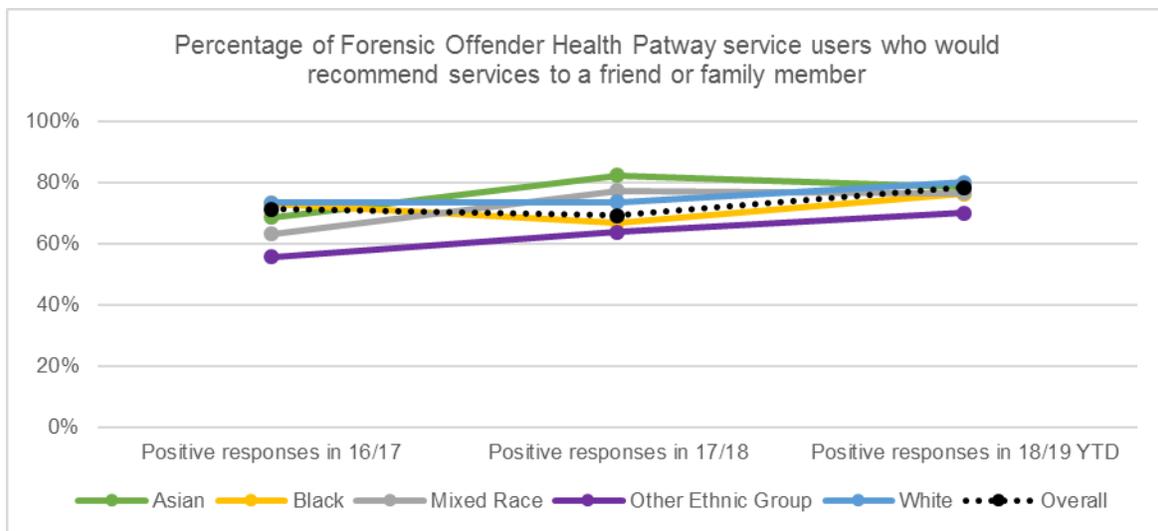
Our interpreting data does not enable us to identify the borough that service users are from; therefore, the following information spans the whole forensic service.

Between September 2017 and August 2018 all the Trust's forensic services made 125 bookings for eight different languages. The top three languages of face to face interpreters booked for forensic service users were Arabic (49 bookings), Portuguese (39 bookings) and Somali (28 bookings).

## 8.2 Experience

It is not possible to identify Lewisham CCG forensic service users in the anonymised FFT surveys. The table and chart below show the number of all Forensic service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend forensic mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 16/17	Positive responses in 16/17	Number of responses in 17/18	Positive responses in 17/18	No. of responses so far in 18/19	Positive responses so far in 18/19
Asian	47	95.7%	30	96.7%	20	95.0%
Black	128	91.4%	106	93.4%	45	93.3%
Mixed Race	32	90.6%	25	88.0%	9	88.9%
Other ethnic group	4	75.0%	5	100.0%	3	100.0%
White	211	94.3%	115	92.2%	53	96.2%
<b>Overall</b>	<b>470</b>	<b>92.6%</b>	<b>320</b>	<b>91.6%</b>	<b>162</b>	<b>94.4%</b>



### 8.3 Using this data for next steps

The Trust's ability to change the complex societal and systemic issues that result in the over-representation of Black service users in forensic services is limited.

The high proportion of Black service users means it vital that forensic services are culturally-appropriate and meet the needs of Black service users. Ideas to support continuous development on this could include staff attending the Trust's cultural competency training identifying quality improvement activity aimed at delivering positive changes for ethnic minority service users.

It is difficult to assess how representative the ethnicity profile of Forensic FFT respondents are because a high proportion of respondents did not disclose their ethnicity. Comparing this partial profile to forensic service caseloads suggests that Black service users could be under-represented.

Forensic services need to be able to actively monitor experience and outcomes for Black service users. Encouraging more survey responses from Black service users and carers will make experience data more representative and therefore more useful.

## 9. What are we doing about this?

During 2019, the Trust will:

- Use this report to encourage staff to consider and analyse ethnicity data (on access, experience and outcomes) so services can respond to any potential race equality issues that are identified.
- Continue to deliver the [Trust's integrated equalities action plan \(2018-21\)](#)
- Continue to encourage Lewisham staff to attend cultural competency training developed and delivered in partnership with BME Community Development Workers from Off The Record Croydon and Croydon BME Forum.
- [Partnership working with members of Lewisham Independent Advisory Group through quarterly Joint Working Groups.](#)
- Seek feedback on this report from stakeholders and staff to identify how it can be improved.
- Work with staff in the Trust's operational directorates to develop another local ethnicity report for Lewisham covering the 2018/19 financial year. This will be published in May 2019, as part of our new schedule of publishing annual equality information to show what we have done and what has changed.