

Appendix 1 : Mental Health Stakeholder Consultation.

Mental Health Pathway, Key Stakeholder & Provider consultation

For the re-commissioning of Lewisham's mental health supported housing services in 2021 providers, service users and third party professionals were consulted. There was also a direct consultation with LBL Housing and SLaM NHS teams.

Method

Online Questionnaire

The council's online platform was used for the professional's consultation. Consultees were asked to comment on 4 areas by responding to 12 question. The areas were:

1. Support. What support tasks should supported housing focus on. How well this support is done. How the support could be improved.
2. Buildings. What the quality of the buildings is like. How the buildings could be improved. What type of accommodation was missing?
3. Needs. What supported housing do we need more of, for example female only provision.
4. Equality and Diversity. Is any group disadvantaged in accessing supported accommodation? How can equality of access be improved?

LBL Housing Focus Group

The views of colleagues from LBL Housing are crucial for making decisions about what supported housing to commission. To maximise the amount of LBL Housing colleagues' views heard a focus was carried out over Microsoft Teams. The group was asked about all supported housing, including the young persons pathway, adults pathway, and mental health pathway.

The questions were asked were similar to the stakeholder questionnaire:

- Support. What support tasks should supported housing focus on. How well is this support done. How the support could be improved.
- Buildings. What the quality of the buildings is like. How the buildings could be improved. What type of accommodation was missing?
- Needs. What supported housing do we need more of, for example female only provision.
- Equality and Diversity. Is any group disadvantaged in accessing supported accommodation? How can equality of access be improved?
- Communication. What is the groups view on the communication from supported housing.

The session was attended by 12 people.

SLaM Engagement Event

The views of colleagues from SLaM are essential to commission the correct mental health supported housing services. To maximise these views heard an engagement event was held over Microsoft Teams.

The following questions were asked:

- How well do the existing commissioned services meet the needs of patients you are supporting? Where are the gaps? What do we need more of? What do we have too much of?

- What are the main barriers you face accessing supported accommodation for people you are supporting?
- How do you rate the quality of support in commissioned services? &
- How does the quality of support differ across commissioned and non-commissioned supported housing services in the borough? What works well? What approaches are unhelpful?
- What main support tasks / activities should supported housing workers deliver as part of their support role?
- Many of the commissioned services have a 2 year length of stay set as part of the service criteria. What do you think about this target? What should the target be?
- What is needed to ensure more effective transition from high support to lower support and eventually to independence for the mental health cohort?
- Feedback on any area that you feel would contribute towards a more rounded and effective pathway welcome!

36 professionals attended.

Forensic Team Engagement Event

The views of colleagues from the Lewisham SLaM Forensic Team are essential to commission the correct mental health supported housing services. To maximise these views heard a face-to-face engagement event was held.

Provider Consultation

Commissioning officers met with representative from the Mental Health supported housing services. The meeting was held over Microsoft Team due to Covid-19 restrictions

A series of 9 questions were asked about mental health supported housing in Lewisham. Due to time only the following 6 questions were asked:

- What provision do you think is missing from the pathway?
- How does this pathway compare to provision in other boroughs?
- What should the average length of stay targets be?
- What are the main barriers to moving service users to independent move on?
- If you had more access to PRS provision – would this help you move service users out of the pathway?
- What key support tasks should be delivered within a supported housing contract?

Key Findings of the Mental Health Consultation

- Medication supervision should be a priority for the support given in services. A proactive approach and consistency should be encouraged through service design.
- A focus on life skills, meaningful activity, and moving towards increased independence should also be a priority for service design.
- There is a demand for better communication and networking between the supported housing providers and community mental health teams, this should be encouraged in service design.

- It is difficult to place clients in the medium support houses. Setting up night concierge in these services would create more placement opportunities.
- Practical expert support should be offered around benefits, the supported housing services should lead on this.
- Where the buildings are seen as mostly good quality more effort should be taken to make them adhere to PIE principles.
- Self-contained accommodation is preferred over shared.
- More supported housing for people with mental health needs is desired, more higher needs services are especially in demand.
- There is a need for a male only forensic 24hr service, which can also support people with substance misuse needs.
- A service exclusively for young people with mental health needs would be desirable.
- There is a need for dual diagnosis specialist services.
- There is an ask for a female only service.
- There is a clear need for additional floating support.
- It is reported that access to mental health supported housing was inadequate in areas of income, nationality, spoken language and pregnancy. These reported gaps in access to supported housing should be explored in full in the equality and diversity section of the report.