



# Somerset's Community adult mental health: an update to The Health and Well Being Board



27<sup>th</sup> September 2021

# The DNA of the Somerset MHALD Ecosystem



- A collaboration between key partners replicated at every 'level' - a system not a hierarchy
- Those who seek support, and the people closest to them, are at the heart or centre of all we do.
- Based on strong relationships, shared ownership of benefits and risks, targeted resources, and all co-produced.
- Emphasis on 'doing' not 'meetings'
- Agile and responsive:

*“Record light and report once”*

# High level Timeline

- **Sep19** – Somerset wins Trailblazer status
- **Jan 20** – Open Mental Health wins MH contract
- **Jan-Apr 20** – Public Engagement and Consultation on the new model and relocation of some acute beds
- **Mar 20** – first lockdown
- **April 20** – Mindline goes all age & 24/7 within 8 days
- **Jun 20** – Spring Beds opened, (step up/step down)
- **Jul 20** – IAPT moves to see and treat model
- **Aug 20** – Family Safeguarding introduced
- **Sep 20** – Crisis spaces created
- **Oct 20** – Grant Fund launched
- **Nov 20** – Recovery College Launched
- **Jan 21** – Clic peer support goes live
- **Feb 21** all 4 crisis spaces opened with extended hours
- **Apr 21** – peer support worker programme launched for physical health checks
- **May 21** – Resilience Hub launched
- **Jun 21** – decision to align the Wellbeing Service with Open MH
- **July 21** – Stepladder, the men's suicide prevention initiative launched.
- **Jul 21** – evaluation phase 1 complete
- **Aug 21** – Contain Outbreak Management Funding awarded
- **Sept 21** – today's presentation



# Open Mental Health

Health and Wellbeing Board

27<sup>th</sup> September 2021

# Being an Expert by Experience

- Ellie – Co-Production in Somerset
- Sue – Example of Co-Production in Somerset –  
Design and delivery of training  
“Engaging with people with serious mental illness to encourage uptake of physical health checks”  
delivery of training throughout Primary Care in Somerset



# What is Open Mental Health?

Open Mental Health is a Somerset network of local voluntary, community and charity organisations and the NHS. We are working in partnership to ensure that residents of Somerset get the support they need, when they need it.

Our shared ambition is to ensure that people living with mental health problems get the right support at the right time. Working together, we support people to live a full life, by enabling access to specialist mental health services, housing support, debt and employment advice, volunteering opportunities, community activities and physical exercise, to help support and improve their wellbeing and quality of life.

# Key principles

- Preventative engagement
- Open access – (no wrong door – no shut door - no door at all)
- Co-production (VCSE, statutory colleagues, Experts by Experience)
- All inclusive – no one is left out because of, or in the absence of, a diagnosis, or presenting severity – no-one should hear ‘we can’t help you because you don’t meet the criteria
- Warm introductions in, across and between services
- Adopting a trauma informed approach across all partners
- Flexible and responsive to needs of the individual, outcome focussed, move away from transactional interactions
- Whole system approach – NHS and VCSE elements of the services are combined, not separated – we are all part of one team – equal partners – strong links with social care
- Building on community assets

# Coproduced model



We've removed the barriers to getting mental health treatment and support, so anyone can contact the Open Mental Health hub for an assessment of what could help and what the person needs. Whether it is for yourself or if you're a GP, pharmacist, social worker, police officer or concerned friend, we are Open for Mental Health in Somerset.



# Open Mental Health VCSE Offer

Open  
Mental  
Health

## Locality Teams:

- Locality Coordinator
- Volunteer Peer Volunteers
- Paid Peer Recovery and Wellbeing Workers providing 1:1/group/activity
- Non-peer Recovery & Wellbeing Workers “building on what’s strong within organisations” providing 1:1/group/activity/organisation specialism
- CAB Caseworker
- SWEDA Specialist Worker
- Age UK Volunteers
- NHS SFT staff (psychologists, therapists, nurses, operations, admin)
- Crisis Safe Space provision



## Countywide Support - VCSE:

- Trauma and complex emotional needs training, coaching, supervision (Second Step)
- Eating disorder specialist support (SWEDA)
- Money and housing specialist support (CAB)
- Peer support training & coaching, peer volunteer support and peer group development (Chard Watch)
- Volunteering infrastructure support (Spark)

# Access Routes in to Open Mental Health



- Via 24/7 Mindline Helpline - 01823 276892
- Via [support@openmentalhealth.org.uk](mailto:support@openmentalhealth.org.uk)
- Via GP transfer (could be GP directly or MH liaison nurse)
- Via any team member at a locality hub
- Via any network partner
- Eco-system/social prescribing workers/housing teams/social care/pharmacists should all be aware and able to introduce people to the network
- All clients transferred to OMH will have initial contact made within 3 working days



- Embedded video here



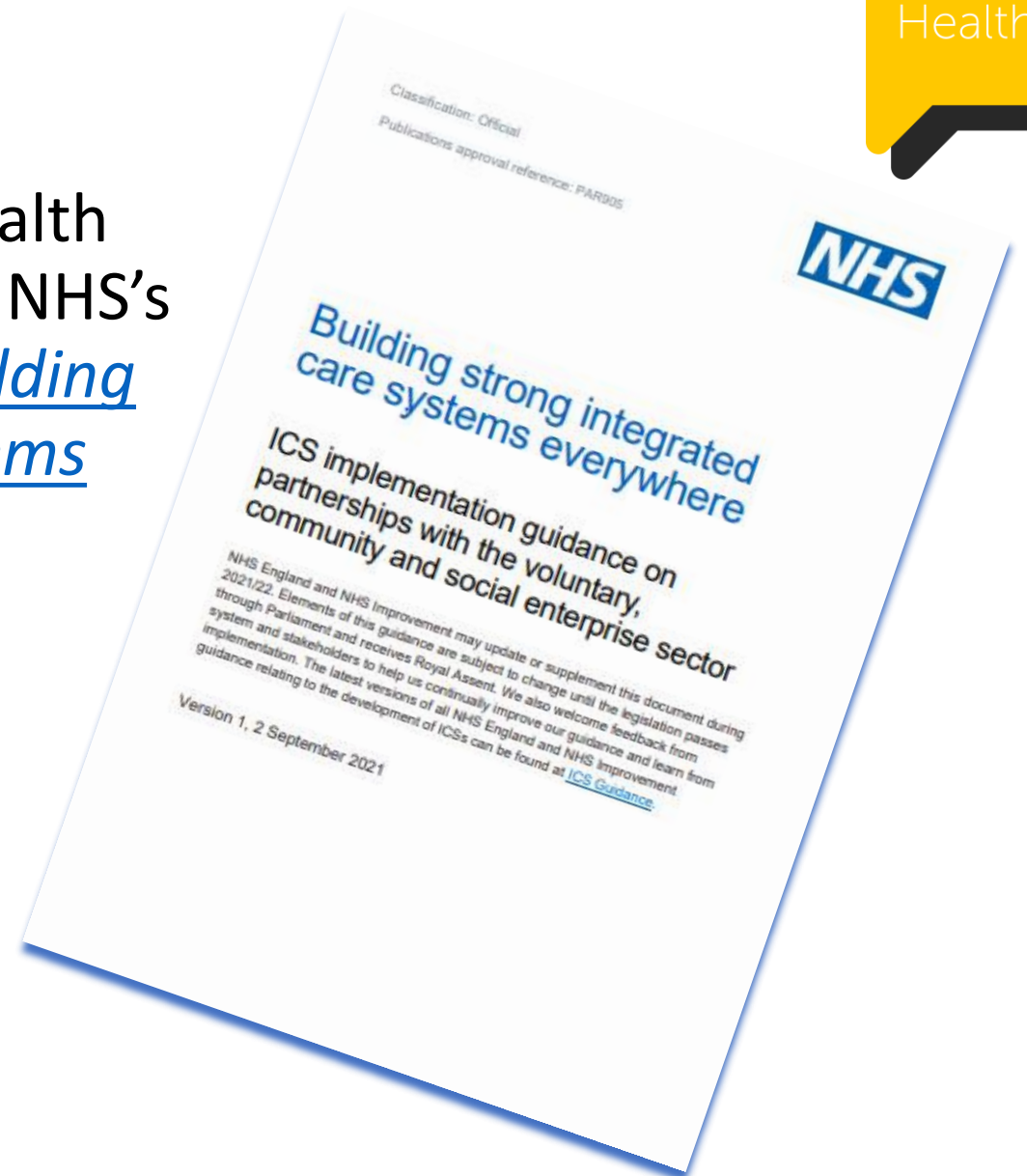
# Key achievements

Today in Somerset there are:

- More people accessing support than previously:
  - 3,800 contacts on average per month seen by Open Mental Health (June 2021, the latest data, is 4,925 contacts)
  - 550 calls to Mindline per week on average
  - 350 appointments available per month at our crisis safe spaces
  - Capacity for 41 patients to be supported by our Next Steps service
  - 185 people being supported by our mental health employment support service
- Low waiting times for IAPT (psychological therapies) appointments and a recovery rate significantly higher than the national average
- No patients placed out of area, and SFT continues to be a national leader for its low levels of patients placed out of area
- 10 peer support workers within Open MH, with a further 5 in training and 4 recruited
- 4 Physical Health Support Workers working with people with mental illness to improve their physical wellbeing, supported by trained peer support workers
- No waiting time for care co-ordinators in the majority of localities.

# And finally

- Somerset's Open Mental Health model has been cited in the NHS's national guidance in the [Building strong Integrated Care Systems everywhere](#) document as an exemplar.
- See page 8.



**Any questions?**





# Thank you



**Giving you the support you need, when you need it.**

Lots of things can impact our mental health. If you are an adult living in Somerset and need support Open Mental Health are here to help **24 hours a day, 7 days a week.**

**Contact our team at Mindline Somerset on 01823 276892**