

York and Selby

Future Rehabilitation and
Recovery Model communication
presentation



Current Position

- The adult inpatient Rehabilitation and Recovery service in the York & Selby locality is a mixed sex, sixteen bed unit, currently provided at Acomb Gables in York
- A review of the configuration of the Rehabilitation and Recovery service is required to ensure there are effective pathways across a network of services and wide spectrum of support, determined by local need.



Current position

- Some components of an effective Rehabilitation care pathway may be provided by independent and third sector organisations as well those provided by the Trust.
- Pathways through these services should be as seamless as possible, which will be dependent on good working partnerships across York & Selby Locality, comprising of:
 - a) community based rehabilitation units
 - b) community based recovery teams
 - c) supported accommodation services
 - d) support services for service users and carers
 - Local Authority
 - voluntary sector
 - occupation and work
 - advocacy services
 - peer support services.



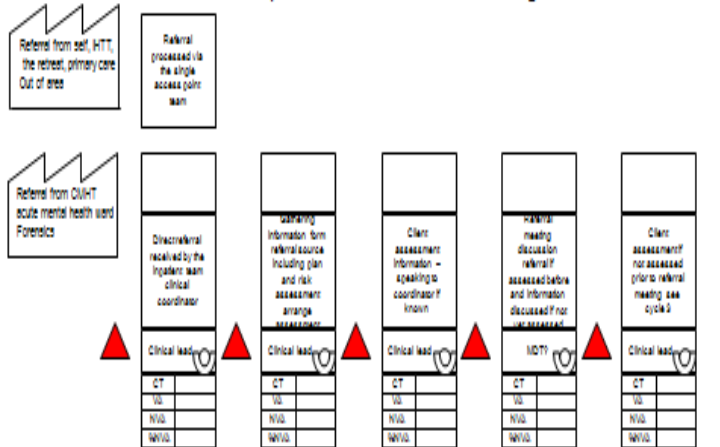
There are five key desired service outcomes

- Reduce reliance on Rehabilitation inpatient facilities
- Ensure recovery pathways are as seamless as possible
- Improved partnership working to enable continued recovery in the community
- A more efficient, evidence based, high quality service
- To support people in Out of Area treatment placements to return to the York & Selby Locality



Current Value stream

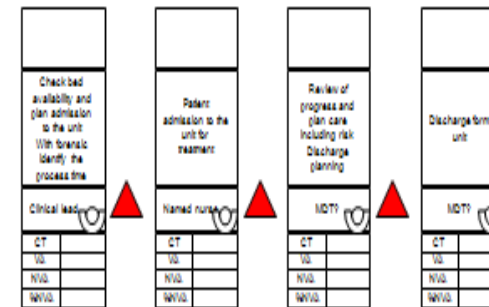
Rehabilitation current state VSM inpatient services
From receipt referral till treatment/ discharge



Cycle time in seconds

Lead Time	
Processing Time	
Value Added (VA) Time	
Non-Value Added (NVA) Time	
% VA	
% NVA	

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Theme of the 3P

- To explore the development of future Rehabilitation and Recovery services in York & Selby. Provides an opportunity to consider a new vision and model of rehabilitation services and seamless care pathways in York & Selby, encompassing a wide spectrum of partner organisations that support individuals in their community



The final vision following voting



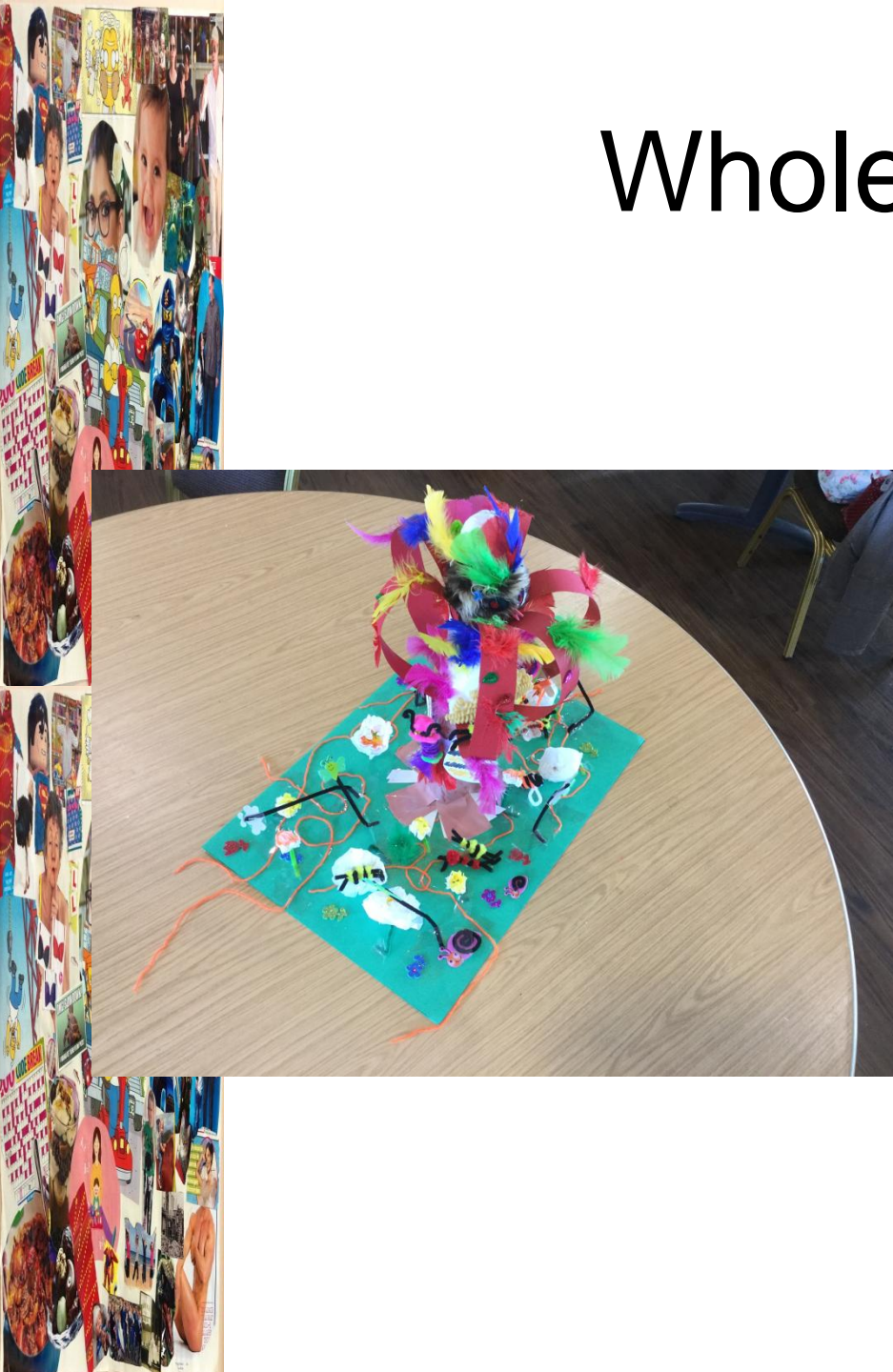
Mission Statement

- Creating a mental health service which gives people hope for positive change and recognises the importance of listening to the individual.
- Building pathways to recovery which allow individuals to go at their own pace, with the freedom to make informed choices about their care.
- Developing and maintaining partnerships with the community and other organisations to keep lines of communication clear and avoid leaving people with out support.
- Taking a holistic approach to the strengths and vulnerabilities of each individual, combining physical and mental health with life skills and self care.



Whole Concept

- Buttercup and flower network – representing the community working together for recovery.
- Tree at centre – represents knowledge, skills and experience, shared values, heart of network.
- Topped by the owl of wisdom and diversity.





The Door

- An obvious door at the centre of the tree represents clear, visible access.
- A straight forward route for urgent access.

Queen Bee

- A person seeking mental health support.
- They are at the heart of the network.
- All the worker bees are working for the queen bee.

Snails

- The service is paced to the individual and can go at the person's pace.

Hive

- The secure base for the queen bee – whether that is home or a resource in the community.
- The worker bees are working to make that place secure and comfortable.

Bees

- Are representative of all service workers with different connected roles.
- (Health workers, educators, researchers, council staff, volunteers, friends, carers, family.)

ANNEX 1

Buttercups and flowers

- Physical location of service provision.
- Health facilities
- Education facilities.
- Third sector organisations.
- Community organisations.
- Connected by a strong root network.

Other flowers and overflowing roots

- A wider range of resources and providers.
- The worker bees are constantly looking beyond their network for new connections.

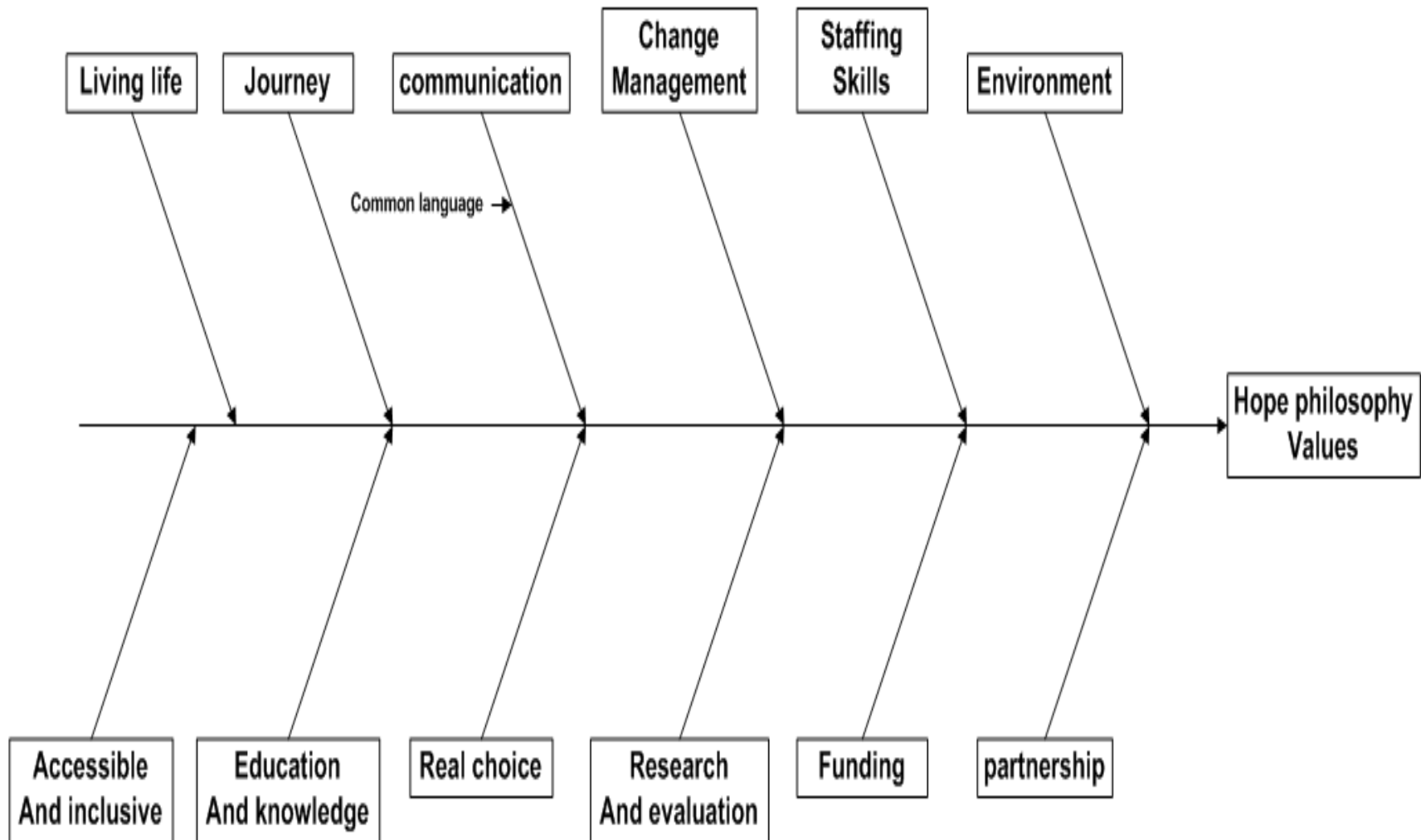
Swing

- A willingness to try things and to take risks.

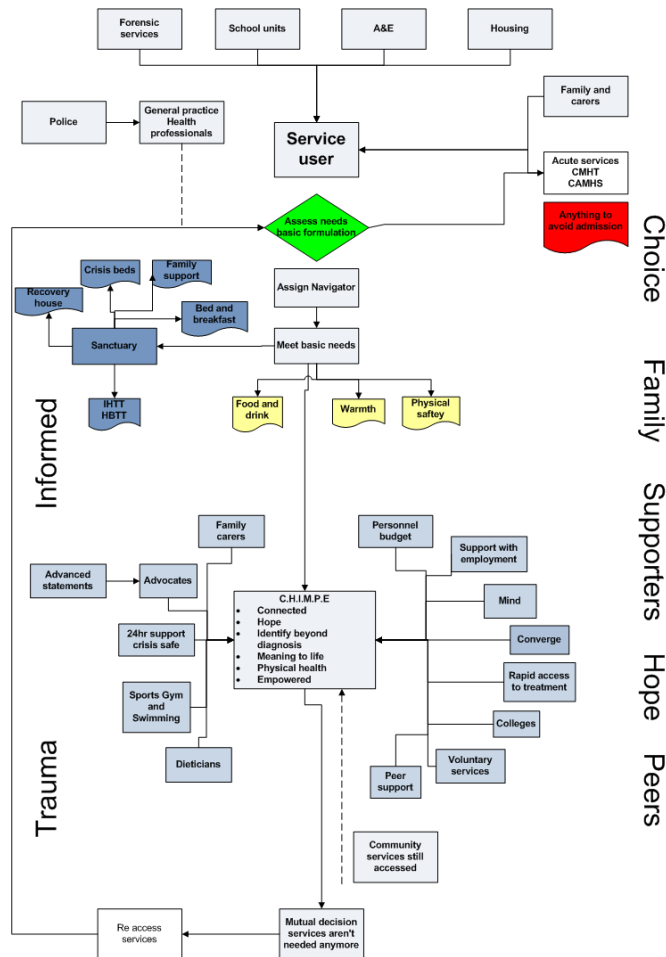
Nest

- Somewhere to feel safe /sanctuary when needed.
- Time out when needed

High level components



Concept pathway



- CHIMPE focused
- Individualised
- Avoiding categorisation
- Fluid
- Community oriented
- Trauma informed
- 24/7 (non-A&E)
- Valuing peers
- Easily accessible

Communication Strategy

ANNEX 1

What	Who	Why	How	When
Watch this space! New recovery pathway in progress – so far	Everybody	-Info re: closure of Acomb Gables -Prepare for coming changes -Info on engagement opportunities -Directory coming soon!	-Press releases -Website bulletins -Radio -Social Media	Pre-launch
Mission Statement (Focus on individual, vision, aims of project)	Everybody	-What the larger aims of the new initiative are -Building on the mission statement	-Web page -Social Media -Posters -Internal comms	Pre-launch
Model background (how we got here: process/reasoning)	Tier 1 & 2 Stakeholders Funds/Regulators Local Authority	-Credibility -Demonstrate grassroots engagement/involvement -Reduce cynicism	-Printed matter -Presentation at events -Web page -Internal comms (?) -Workshop photos	Soft launch (Detail) Launch (Main Points)
Structure of the model – network of services and providers	Tier 1 & 2 Stakeholders F/R Local Authority	-Notify people of changes -Visualise new shape of services -Show points of contact -What services are available?	-Diagrams/flowcharts -Email -Social media -Web page	Soft launch (Detail) Launch (Main Points)
Pathways: ways to recovery. How to access services	Tier 1 & 2 Stakeholders F/R Local Authority	-Clear signposting to entry points -How to get referrals -Contact details -Directory	-Google Maps -Public events -Web page -Social media -Print/radio media	Soft launch (Detail) Launch (Main Points)
Directory of services (access)	Everybody	-Knowing what's available, who to contact, how to get referred	-Web page -Print version	Soft launch Launch

Concept implementation actions and milestones

- Sharing of the final presentation with the group
- The group have agreed to be a focused consultation group reporting to the project group
- Project group will now need to develop a project plan with deliverable milestones including implementing the communication strategy

