



Service Plan 2007/08

(Stage 1)

Service Plan for: Mental Health

Directorate: Housing & Adult Social Services

Service Plan Holder: K Martin

Workplans:

Director: Bill Hodson

EMAP : Housing and Adult Social Services

1. Service description & objectives

Service description

Services for people of working age with mental health needs are provided within an integrated service provided by Selby & York Primary Care Trust and City of York Council, led by the PCT.

Assessment and Community Support

The CYC funded services include Mental Health Act '83 statutory duties undertaken by Approved Social Workers (ASW). They and the Mental Health Community Support Workers, who provide intensive support to customers with severe and enduring mental health needs, are integrated within 4 Community Mental Health Teams, Assertive Outreach, Early intervention and Crisis Resolution Teams.

Customers receiving service @ 31/12/05	490 (estimated)
Number of new customer over 12 month period	190 (estimated)
Assessments were made under the Mental Health Act 1983: (½ year figures currently available)	130

Provision (In house)

An ASW provides statutory and social work support to the Forensic Inpatient and Community Service. The Mental Health Training and Mental Health Accommodation Officers provide their own respective services across mental health services in York.

Residential provision – number of rehabilitation and crisis beds	13
Residential provision – respite beds	1
People attending day services	178

Provision (Independent)

Residential & nursing places	82
Residential provision – respite places	0

Service objectives

Our overall aim within community services is to increase the quality of life opportunities to all vulnerable adults with mental health, disabilities, learning difficulties, ageing or illness so they can live safe and fulfilling lives.

We will do this by working in partnership between CYC and the Primary Care Trust to provide an integrated health and social care mental health service for adults of working age with mental health problems that will support its customers by:

Improving the alignment of commissioning and budget planning between the local authority and PCT
Increasing independence and delaying the need for more intensive support services.

Providing effective joined up services, which allow them to take more control over their own lives.

Encouraging individual choice and providing equal and effective access to services that support their quality of life independence and inclusion in the community they live.

Ensuring assessments are comprehensive; sensitive to the diversity within our community; delivered promptly and fairly; involve people fully in a way which will reflect their views and wishes

Ensuring support and services are provided in a way that offers people as much choice as possible.

Recognising and supporting the crucial role of carers.

Promoting a culture of tolerance that is free from bullying, harassment and intimidation for customers and staff alike.

Working in partnership with agencies external to the integrated service to achieve a set of common aims; provide continuous improvement for our customers; provide a more seamless service for customers;

reduce duplication

Commissioning, procuring and delivering services which give value for money to the people of York
Ensuring that we have competent staff that are well managed and develop their skills and knowledge to provide a high quality service

2. Significant drivers for change and improvement

Driver

Affect on service delivery

Adult Services White Paper (Our Health, Our Care Our Say- published early 2006:

- Greater emphasis on commissioning
- Greater emphasis on public health & prevention
- Self- directed care
- expansion of direct payments / individual budgets/ assistive technologies

Electronic Social Care Record

- All new & current social care records to be held electronically when new data base is introduced in 2007

Changing Patterns Of Demand

- Increasing complexity of cases
- Increasing referrals made to addiction service including higher levels of dual diagnosis (mental health and addiction)
- Requirement to provide more talking therapies and services to the BMI client group

Mental Health Act Amendment Bill

Act likely to be implemented 1 April 2008 but not definitive date. CSIP consulting with L/As & PCT's re implementation & training implications

- Planning, delivering and monitoring service provision against the achievement of the 7 outcomes within the White Paper
- May require changes to the integration arrangements between health and social care
- May require reconfiguration of service provision if direct payments uptake expands significantly and with introduction of individual budgets
- May require shift in culture/practice re assessments towards self-assessment/ outcomes focus and social workers supporting customers to develop their own packages of care
- Will need stronger links with primary care and communities to develop diversionary alternatives to more intensive support.
- Changed recording practices for all social care staff
- More detailed agreements on information sharing with customers
- Will encourage development of mobile working and hand held technologies
- Substantial data loading to scan current files by agreed dated
- Issues around integrated teams and PCT/SSD systems e.g. integrated mental health record (IMHER)
- Increased demand for complex care packages
- Ned for robust care management processes
- Increased need to support carers effectively
- Increased aspirations for employment
Expectation of independent living models of provision
- LA will still be responsible for approving the new AMHP role. Significant training and familiarisation will be required.
- Impact of less restrictive treatment in the community on services and practice unclear at present
- See Priorities: 3

National Service Framework

Delivery of local services to national standards within a framework of local partnership

PCT Reconfiguration

- Implementation of new structures and recruitment to the posts
- Separation of commissioning & provision of Mental Health Services
- Budget delivery
- Development for the long-term organisational model for the provision of mental health services within the patch.

Customer choice in booking & accessing services

Implementation of Mental Capacity Act 2005 on 1 April 2007

Develop services to become more appropriate & responsive to Black and minority community

- Arranging and delivering a comprehensive range of social care provision for people with mental health problems that includes:
 - A range of accommodation from supported housing to registered residential and nursing care
 - Opportunities to engage in fulfilling vocational/leisure and community activities
 - Support to the carers of people with mental health problems
 - Delivery of activity targets on Crisis Resolution and Home Treatment and Early Intervention in Psychosis services.
 - Community development for black and ethnic minority groups

 - Development of commissioning relationships within the partnership
 - Stronger links of social care and primary care within & external to the partnership
- Caldicott and partnership information sharing protocols
Working across organisational IT systems
HR assimilation/ parity issues
- New ways of arranging working patterns for staff
 - May require reconfiguration of service provision if direct payments uptake expands

 - Engagement of services with the Local Implementation Network
 - Involvement with CSIP re implementation & training
 - Training relevant staff within integrated services.
 - Final Code of practice out Dec 06 and Guidance/regulations published– priorities established – see 3

 - 1 community development worker to be appointed by April 2007, a second by December 2007 to improve services to people from Black and minority
 - Monitor change in use of services to identify any service change or intervention required for ethnic communities

Other comments to note	
The Service Plan will be developed before the final submission to reflect priorities aligned with the Health & Social care White Paper seven outcomes	

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Brief description of action or project.	What was the service plan outcome this action was/is helping to achieve? <i>(check scorecard section of 2006/07 service plan)</i> If it's a new action/project – please consider what outcome it might help achieve and add it here.	Briefly explain whether the action is either new or what changes have taken place regarding delivery/implementation.	Briefly mention whether this action is linked to another priority, outcome or improvement.	Briefly provide comments or contextual information about this action.
Mental Capacity Act 2005 Implementation on 1 April 2007	Will have an impact on the delivery of choice and respect outcomes of the White Paper	New	White paper & Vulnerable Adult protection	Statutory function of LA from April 2007
Mental Health Act Amendment Bill	Delivery of ASW function and other statutory requirements is affected by the Act	New		Planning required in 2007/08 for change in statutory function from 2008