

## **Health and Wellbeing Board**

4<sup>th</sup> December 2019

Report of the Right Care, Right Place Programme, Tees, Esk & Wear Valleys NHS Foundation Trust (North Yorkshire & York Locality).  
David Kerr, Right Care, Right Place Programme Manager.

### **Right Care, Right Place (RCRP)**

#### **Summary**

1. The Trust's Right Care, Right Place Programme (RCRP) is the Trust's response to the NHS Long Term Plan and aims to deliver a more integrated and seamless approach to care. In doing so it aims to deliver improved patient outcomes with a recovery focused approach at its core.
2. Following an initial scoping-phase to agree a vision and principles for the RCRP programme, each locality will look to co-produce their own proposals to implement the principles with local stakeholders.
3. Within the City of York, this work is focused mainly around the 'Connecting Our City' project through the Mental Health Partnership Board.
4. The Health & Wellbeing Board is asked to note the information regarding Right Care, Right Place and support the development of services based on these shared values and principles.

#### **Background**

5. The Right Care, Right Place Programme looks to ensure future sustainability and the ability to address the needs of people with mental health problems across North Yorkshire and York (NY&Y).
6. Right Care, Right Place is about large scale (whole system) change, spanning the entire service user journey and co-producing the operational models we need to deliver this. We are looking to map greater integration with other services impacting on mental health and wellbeing outcomes including primary care, social care,

education, housing and third sector services, to ensure equality for all groups of people in relation to service access, experience and outcomes

7. The Trust aims to co-produce new service models with stakeholders / partners: primary care, Local Authority, voluntary sector services, service users, police, ambulance, secondary care etc. to address the needs of our service users by making best use of all local assets. RCRP is as much about prevention as it is about intervention.
8. The Trust is working closely with partners including City of York Council, The University of York St John and the third Sector to develop an integrated, recovery focused mental health services across the City of York that addresses mental health needs in the context of the persons whole needs i.e. health, housing, employment etc. This programme aims, over the next 5-10 years to transform the way that we support people's mental health and wellbeing in York. It is our ambition that individuals, organisations and communities all work together to achieve the best possible levels of mental health and well-being possible.
9. A full scoping is attached at Annex A for further information regarding the wider RCRP programme.
10. The 'Connecting our City' programme is heavily influenced by Trieste Mental Health service model used in the city of Trieste, Italy, which is seen by the World Health Organisation as one of the best models of mental health care in the world. The model is based on a series of principles that define a truly community based and community supported model of mental health care delivered where the person lives. The service user is right at the centre of this model, with individual tailored and funded packages of care, some delivered through social cooperatives. The key driver for success is that everyone in the community (Service Users, Health, Social Care, Police, Council, community businesses etc.) believes that it is their responsibility to work together to provide a connected and supportive mental health and wellbeing system. These same fundamental principles form part of the Connecting Our City ambition, they are also transferrable to the rest of North Yorkshire.

## **Main/Key Issues to be Considered**

11. The Right Care, Right Place programme is founded on the following principles and values:

### **Goal & Outcome Principles:**

- Whole system working – including planned and unplanned care
- Reduced hand offs (internal to TEWV / external partners)
- Addressing people's needs as early as possible/ upstream
- Reduced unwarranted variations
- Best use of all resources (money/ staff/ community assets)
- Compliance with legal requirements
- Safe services
- Improved service user experience
- Improved service user outcomes
- Improved physical healthcare for people being treated for their mental health conditions

12. Principles around the content of the pathways developed in the new model:

- Recovery focussed
- Trauma informed
- Intervene at "lowest" level possible
- Daily Lean Management / flow
- Reduce handoffs
- Promotes day to day co-production with patients and stakeholders
- Supports staff wellbeing
- Prevention focussed

- Integration with Primary care
- Recognises and uses community assets

13. Principles about how the model is developed:

- Engage service users and other stakeholders in the design process
- Be innovative
- Keep current organisational governance arrangements / principles where possible
- Work with existing IT systems, not relying on new ones
- Take national policy into account (e.g. development of Primary Care Networks, emphasis on community assets, new approaches for 18-25 year olds)
- Work within current budgetary envelopes, and submit any proposals or spending above this to the appropriate Commissioning Group for that Locality
- Identify and eliminate waste – reduce costs where possible and show we are spending money wisely

### **Consultation**

14. A number of events have taken place over the last year, beginning with the 'Connecting our City' Conference in April 2019 followed by a RCRP engagement event in June 2019. A project group has been established, reporting to the Mental Health Partnership Board to coordinate the further engagement and co-production with stakeholders. A number of engagement and co-production events are planned for December and in the New Year.

### **Options**

15. Whilst there are no specific options for the board to consider they are asked to:
- Support the principles and values of the Right Care, Right Place Programme

- Support the Programme's ongoing development and implementation through the Mental Health Partnership

### **Analysis**

16. As there are no specific options for the board to consider analysis of these is not required. Analysis of different areas of the Right Care, Right Place Programme are contained within the body of the report and Annex 1.

### **Strategic/Operational Plans**

17. The programmes key drivers for change are:
  - Service user, Carers and stakeholder feedback
  - The NHS Long Term Plan
  - Emerging NHSE Community Mental Health Framework

### **Implications**

18. **Financial:** Any request for additional resource to either:
  - Support the project management element of this work (non-recurrent), or
  - To support proposed service improvements (recurrent)

Where required, this will be brought to a subsequent meeting of the RCRP Programme Board (Trust) and the appropriate Commissioning Partnership through the annual business and financial planning process.

19. **Equalities:** An equality assessment will be carried out on all proposals and the programme will consider how to mitigate any issues identified through this.
20. **Legal:** Project Management will have regard to legal and constitutional requirements, and flag any risk to these from this work to the Trusts Right Care, Right Place Programme Board.

21. **Information Technology (IT):** An assessment of implications related to any subsequent proposals will be brought to the attention of this Board as they become apparent.
22. **Property:** The programme may identify the need to access or use existing or future community assets. Further details will be brought to this Board in due course.
23. **Other:** Developing national policy on mental health services, and on NHS services more generally must be taken into account by all Locality projects. This includes the development of Primary Care Networks.

### **Risk Management**

24. A full risk register will be maintained throughout the project and can be included in any updates.

### **Recommendations**

25. The Health and Wellbeing Board are asked to:
  - Support the principles and values of the Right Care, Right Place Programme
  - Support the Programme's ongoing development and implementation through the Mental Health Partnership

Reason: To ensure all partners represented at the Health and Wellbeing Board have the opportunity to contribute to the Right Care, Right Place Programme.

## Contact Details

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### Chief Officer Responsible for the report:

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TEWV

Report  
Approved



Date 18/11/19

### Wards Affected:

All

## Annexes

**Annex A:** North Yorkshire & York Right Care, Right Place Programme Scoping Document.

## Glossary

RCRP – Right Care Right Place  
TEWV – Tees, Esk and Wear Valleys  
NY&Y – North Yorkshire and York  
NHSE – National Health Service England