

NHS Richmond and the London Borough of Richmond upon Thames (LBRuT) are developing a new joint adult mental health commissioning strategy. Seeking your views along with other stakeholders is a key part of this work. This five year strategy will decide how mental health services will be designed, delivered and funded locally over the next five years.

Why are we producing a commissioning strategy?

As you will know there have been many changes in mental health services in recent years and further changes are proposed with new policies and guidance from the Department of Health. It is a good time for us to draw these together into a single strategy which will begin in April 2010 and end in 2015. We need to produce a strategy that listens to local people in order to improve our service.

Both NHS Richmond and LBRuT expect to face significant financial pressures in coming years and therefore we want a strategy that will make the best use of available resources whilst also focusing on better health outcomes for local residents. Where do we want to be in 5 years time and how are we going to get there?

Some priority areas have already been identified by NHS London within their development work in improving mental health pathways and our strategy will need to take account of

Have your say about the future of mental health services in Richmond

Caroline O'Niell,

Patient and Public Involvement Manager, NHS Richmond



this work. In July 2007 *A Framework for Action* was published, setting out a long term vision for the development of healthcare in London. This report contained several areas of mental health care which require particular improvement. The key proposals are:

- ★ Early intervention services across the full range of mental health disorders need to be improved
- ★ There should be a clear pathway for care, so that service users, their carers and partner organisations

know what to expect and how to be involved

- ★ Service users should be put in control of their recovery and social inclusion should be supported

- ★ More use should be made of 'talking' therapies in the community, complemented by a strategy for developing therapeutic inpatient care

- ★ Services should be developed for those most at risk - offenders, asylum seekers, and the black and ethnic minority population

- ★ Community mental health teams should have a more focussed remit.

To continue this work NHS London established a Mental Health Clinical Care Pathways Group. In January 2008 the Group produced a Working Report of the Mental Health Clinical Care Pathway which recommended:

1. A major public awareness campaign around mental health needs, to reduce the stigma and discrimination against mentally ill people;

2. Creation of clear, established 'clinical care pathways' for people with

mental health problems, which provide patients with continuous and co-ordinated support and allow health professionals from different agencies to provide a joined-up approach to care;

3. Measures to improve the effectiveness and consistency of assessment of patients - requiring a new focus on training in expert needs assessment, diagnosis and other disciplines;

4. Development of a system of care which takes into account the patient's physical as well as mental health needs;

5. Measures to ensure the care provided and interventions suggested are consistent wherever the patient lives in London; and

6. Making the system 'easy in, easy out' – adopting a low threshold for rapid access to appropriate screening, while also discouraging dependency on unnecessary care systems.

Why are we asking Carers for their views?

Asking your views will help make the strategy better because you are experts on the services. You are also important partners in services and can play a big part in improving them. We are also asking service users, mental health professionals, local mental health and voluntary organisations, Richmond LINK and the wider community for their views. Richmond CVS and RB Mind are working with us to ensure Carers and Service Users are involved in this work. If you know anyone who uses mental health services who would like to be involved please let them know they can have their say: information about how they can get involved will be on the NHS Richmond website and with RB Mind.

As a relative or friend of someone using local mental health services you are uniquely placed to help shape the strategy further by telling us what you think about:

- ★ Mental health needs in Richmond
- ★ Which services work well and which need to be improved
- ★ The key issues to be prioritised in developing the strategy
- ★ What we need to consider about your experiences of mental health services as we develop a new strategy.

Where you have already given your views in reports and surveys undertaken about mental health services in Richmond, their findings will be also taken into account. For example, your views from the Working Together for Solutions event, run by Carers in Mind in May, will be fed into the development of the draft strategy. However that particular event focused on Mental Health

What? When?

INITIAL CONSULTATION Views gathered for draft strategy

- Questionnaire ends October 26th
- Other feedback finishes October 30th

Draft Strategy Produced

CONSULTATION ON DRAFT STRATEGY

Draft Strategy available mid November

- Views gathered until November 30th

FINAL STRATEGY

Produced January 2010
Report on feedback to all stakeholders

SERVICES COMMISSIONED

April 2010 to 2013

ONGOING FEEDBACK

April 2010 - March 2015
Carer and User involvement

Carers, this consultation is much larger in its scope. It will be deciding the design, delivery and funding priorities for the full range of mental health services for Richmond and how they will develop over the next five years.

How will it work?

Between now and 30 October, you can give your views directly to NHS Richmond or other local mental health organisations and this will inform a draft strategy. The draft strategy will then be available to you in mid November. You will then be able to comment on the draft until 30 November.

A final strategy will then be completed in January 2010 to be implemented from April 2010. You will be able to continue to give your feedback on the strategy, and its delivery, to NHS Richmond and LBRuT in a variety of ways. Carers in Mind will keep you informed of opportunities to feedback.

You can give your views directly to NHS Richmond by:

- ➔ Completing an on-line questionnaire at www.richmond.nhs.uk/about-the-pct/mental-health before 26 October 2009
- ➔ Emailing your views to mental.health@rtpct.nhs.uk
- ➔ Sending your views in writing to Mental Health Commissioning Team, NHS Richmond, FREEPOST SEA 11027 Teddington TW11 8BR
- ➔ Coming along to the NHS Richmond stall at the free World Mental Health Day event on Saturday 10 October 2009, 11am to 3pm at Richmond Adult Community College, Parkshot, Richmond TW9 2RE
- ➔ Attending the 2 NHS consultation events for Mental Health Carers hosted by Carers in Mind.

All the views received by NHS Richmond will be confidential. We will not share them with the people who provide mental health services or anyone else.

A summary of the views received and NHS Richmond and LBRuT's response will be available on our websites in November and we will report back again on comments received on the draft strategy in early January 2010.

If you would like to know more about the project you can contact the NHS Richmond Mental Health Commissioning Team on 020 8973 3115 or mental.health@rtpct.nhs.uk.

Engagement + Transparency + Accountability = Empowerment

Oct 19th & Nov, 23rd 7-9pm, Richmond Royal Consultation events for Mental Health Carers

As Carers, you have a voice, and it is important you use your voice if decisions are being made about the funding and delivery of local mental health services.

While I feel there has been a significant improvement in South West London and St George's (SWLStG) Trust's engagement with Carers through the development of their Carers, Families and Friends Strategy - there has been a lack of clarity about how Carers can influence the funding and delivery of mental health services at a local level¹.

A legal 'Duty to Involve'.

Although feedback from Carers on previous consultations looking at the restructuring of mental health services has been poor, it is important to be aware that both NHS Richmond and the London Borough of Richmond upon Thames (LBRuT) are looking to improve the way they involve local residents in making decisions about local government and local health services.

Since April 2009 a new legal 'Duty to Involve' has been introduced. This new duty requires local councils to 'embed a culture of engagement and empowerment' and there are national indicators which measure how well LBRuT achieves this². NHS Richmond will also need to show they have effectively engaged with local residents to meet their own targets³. These are strong incentives for both

LBRuT and NHS Richmond to engage and involve the community effectively.

Strengthening input and transparency for mental health Users/Carers was highlighted in a recent independent report by RCVS¹ and there is currently work being carried out in the borough to develop better channels of communication and accountability.

Although the timing for the current consultation is very tight, both NHS Richmond and LBRuT have made substantial improvements to their consultation process following feedback from various stakeholders. If

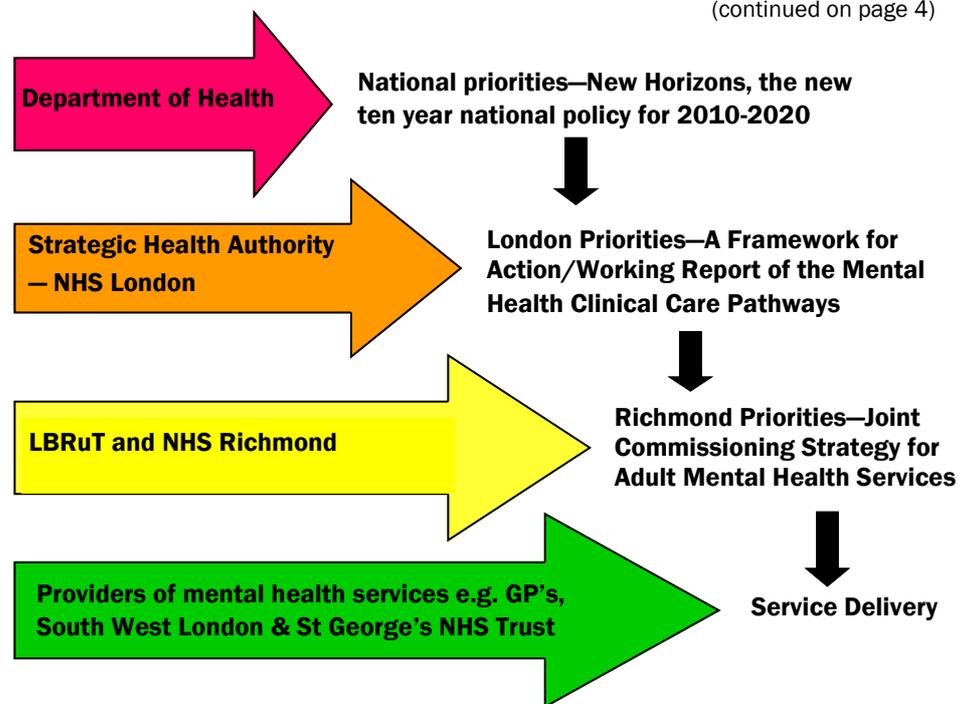
you would like to know more, please ask me and I can give you more information on what has happened so far and how things are progressing.

So who makes the decisions?

Understanding who makes the decisions about mental health services can be confusing, if your voice is going to be effective it has to be heard in the right places.

As you can see in the diagram below Department of Health policies, and priorities set by NHS London, will give definite direction to what local commissioners are obliged to fund and

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1. 'Stock-take: where are we now? What can be improved' Caroline Ashley, Community Involvement Coordinator, RCVS, Sept 09. This report gives a detailed account of how well the current processes for involving both service users and Carers are working. In the key findings it states that the current systems within mental health are not efficient or effective. (http://www.richmondcvcs.org.uk/community_involvement.html). In early September there was a meeting with different stakeholders to look at ways of improving the mechanisms. Recommendations from that meeting are currently being used to influence the current commissioning consultation. There will be a chance in January to review how well it has worked, if you would like to comment please let me, or Caroline, know.
2. NI4 is a National Indicator which measures residents' perception that they can influence local government decision-making and is measured through a residents' survey. In the 2008 *Place Survey*, 31% of people in LBRuT agreed that they could influence decisions made in the area, which is below the London average. Less than a third of residents felt that they know how to get more involved. Improving results against NI4 is a target for LBRUT in the 2010/2011 *Local Area Agreement*.¹
3. NHS Richmond is aiming to reach Competency 3 in 'World Class Commissioning'. In order to do this they will have to show that they are able to: *Proactively seek and build continuous and meaningful engagement with the public and patients, to shape services and improve health*.¹

deliver. However, local strategies need to show that they are responding to the specific needs of, and feedback from, the local community. If there are significant gaps in the service, e.g. suitable housing for people with a dual diagnosis, then this might affect decisions that are taken at a local level.

However, due to the current economic climate there is unlikely to be additional funding for providing additional services. Because of this, it is very important that you give feedback on which services are working well. If good services are not highlighted, it is possible that funding may be directed away from them to improve another service. There may be some tough decisions ahead, but you should be given the information to take part in the decision making process and you should be taken seriously. The LINK will be overseeing the process.

What happens once the local strategy has been produced? The next step will be to put the work out to tender, to find different 'providers'. Once chosen, these are the organisations they will pay to deliver the services e.g. SWLStG NHS Trust, Imagine, RB Mind & others. The providers will then negotiate with NHS Richmond and LBRuT how they propose to deliver those services for the money available. If there are going to be changes in the way services are delivered, this might involve further discussions with people who use services, and their Carers. So, although the current consultation is about what money will be spent on what services, there may be further discussions ahead. I will keep you informed.

Kim Willson

Carers Project Coordinator

Hot news! Peter Marks will be standing for the LINK steering committee. He is one of the first nominations for a steering group member who has direct experience of adult mental health, join the LINK and vote for your committee!

If you have any concerns about any services provided by RB Mind, the SWLStG's NHS Trust, including Lavender Ward, or services provided by Richmond Borough that affect you as a Carer, please contact Kim on

0208 940 7384 or

email: kim.willson@rbmind.org



Richmond upon Thames LINK is a local involvement network which was first set up in October 2008 and exists to support the community in improving health and social care services.

LINKs are independent networks of local people and groups who want to get involved in how local health and care services are commissioned, designed and delivered. They have been set up in every borough and county in England.

Here in Richmond, our LINK now has over 130 individual members and 60 organisational members. The LINK exists to find out what you - the local residents and users of health and care services - want from these services and will investigate issues and hold services to account with your help.

Most people would agree that our services should respond to community needs and experiences but those in charge aren't always successful in finding out what these are and responding to them appropriately. This is where Richmond LINK can help - by asking local people, whether or not they are current users of services, for their views and experiences and by making recommendations to improve those services.

Two issues high on Richmond LINK's agenda are Self Directed Support and the future of acute adult mental health services in the borough. Richmond LINK will be starting a year-long review this autumn, involving the whole community, to find out what Self Directed Support really means for both individuals and organisations involved in the planning and provision of services.

A member of Richmond LINK's steering committee has joined the Project Board for the South West London Acute Adult Mental Health Strategic Planning as an

observer and has recently met with both NHS Richmond and LBRuT to share plans and ideas and to discuss how service users and carers can feed into the review.

Richmond LINK will be holding its first AGM on 11th November and nominations are invited for membership of the LINK's steering committee. Our aim is to recruit a range of members whose interests and experiences reflect as many different aspects of health and social care as possible. We would be very pleased to receive nominations from anyone with experience of adult mental health. If you are interested in getting involved at steering committee level, please contact Mike Derry on 020 8255 8516. Nominations must be received by 15th October.

If you don't have time to sit on a steering committee but would like to join Richmond LINK as a general member, then please get in touch. We'll keep you informed about local health and social care matters with a quarterly newsletter and you can choose which projects you might like to get more involved with, depending on your interests.

The more people that join, participate in and contribute to the work of the LINK, the stronger and more influential it will become. It's entirely free to join so don't wait, sign up today and have your say.

Remember, it isn't our LINK, it's YOUR LINK, so please join us and make your voice count.

How to join:

Visit the website at www.richmondlink.org.uk to download the membership form or complete the online survey.

Email info@richmondlink.org.uk or call 020 8255 8516 for further information including fact sheets and membership forms.

Hilary Davidson,
LINK Communications and
Administration Coordinator

