

Fast Forward: Collaborative 2015 and beyond

The event

The event brought together more than 130 people from service users and carers to those in Primary Care, Social Care, from South London & Maudsley (SLaM) Voluntary and Community Services, Lambeth Council and Lambeth Clinical Commissioning Group (CCG).

Launching the event Councillor (Cllr) Jim Dickson (Health and Wellbeing Board, Cabinet lead) spoke positively about the partnership within the Collaborative and the value around the co-design and delivery of services. Denis O'Rourke, (Assistant Director Integrated Commissioning) and Ray Walsh (CCG lead) gave an overview of system change, focusing on resources, savings and Alliance Contracting.

Those changes were well illustrated in stories from the frontline - Airdrina's moving account on the impact on her life since receiving a personal budget, the Living Well Network Hub from Stacey Hemphill (North Lambeth Hub Team Manager) and GP Dr Di Aitkin's perspectives, and an account of how community connectors, like Rina Deans are helping to address people's social isolation and help turn their lives around.

There was a real buzz in the market place of stalls and people were encouraged, by MC Aisling Duffy, to rise to three design-led session challenges - Business (Pet Support, Flat cleaning and DIY service); Growing, evolving and extending the Collaborative: Taking Medication Prototype, Peer Support and Connecting Communities to scale; and Back to the Living Room idea, which is where the Collaborative started (What if there was only one hospital ward in Lambeth?). Mathew Patrick, the new Chief Executive of SLaM in his closing remarks highlighted the need for collaboration to improve outcomes experienced by people with serious mental health problems.

Dr Raj Mitre from the CCG finished the event by applauding and thanking the contribution of Missing Link's first cohort of peer supporters (including Maggie Bisram, Richard Evans, Ed McFadden and Pamela Spencer) who were moving on after helping to shape the service and change people's lives for the better. Lastly, all expressed their thanks and recognition of the efforts of David Singer (Transformation Projects lead) and Anne Donoghue (Head of Social Care Adult Integrated Mental Health Services, Adults' Community Services) Lambeth Council, also moving on, both of whom had been extremely influential in driving the collaborative work further.



What happened on the day

WHERE WE ARE NOW

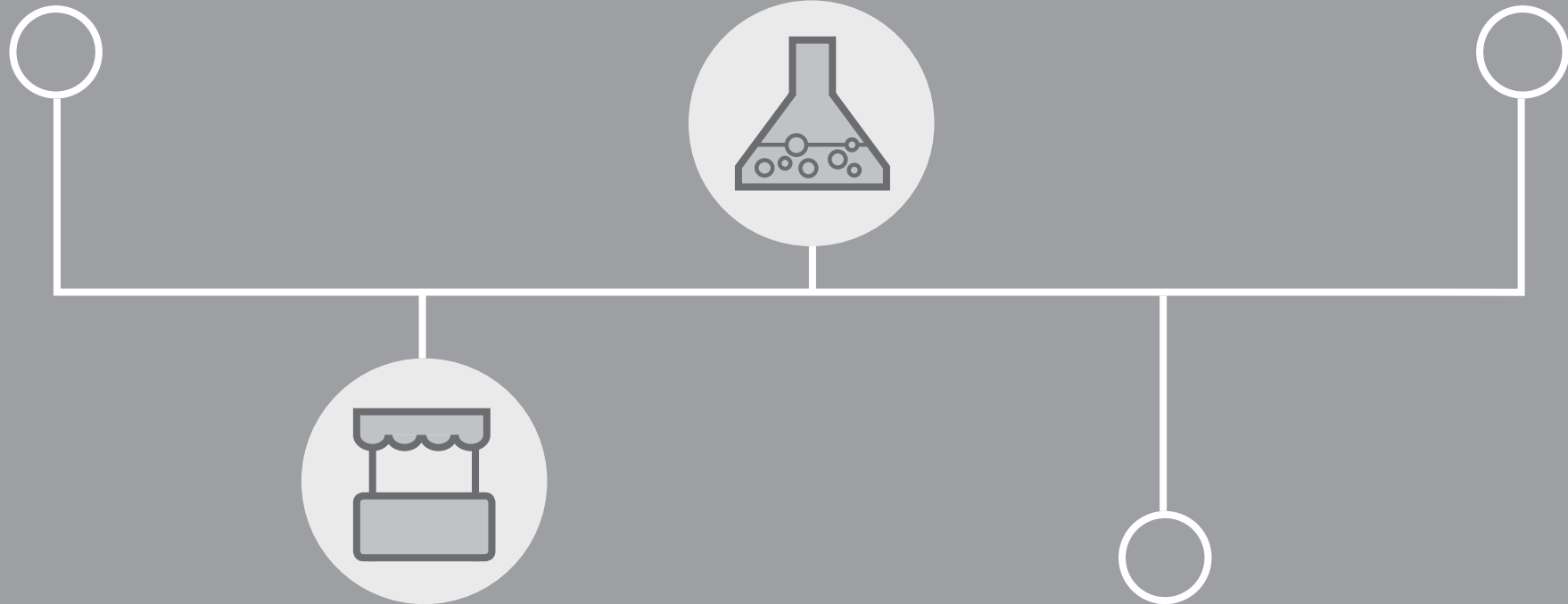
A presentation showing what key transformations are happening in Lambeth right now (See the presentation here: <http://bit.ly/Qcj79S>)

LIVING WELL LAB

Attendees chose one of 3 groups:
A: Business challenges: calling all entrepreneurs
B: Growing, Evolving & extending the Collaborative
C: Back to the Living Room

CLOSE

There was a closing presentation from Matthew Patrick (CEO SLaM) and thank yous to Missing Link Peer Supporters



THE TRANSFORMATION & INNOVATION MARKET PLACE

Attendees were invited to browse the stalls in the market place to learn about what innovative new things are happening in Lambeth

GROUP FEEDBACK

Each group leader was asked to give a short summary of what they had come up with during the LWLab session



The Transformation & Innovation Market Place

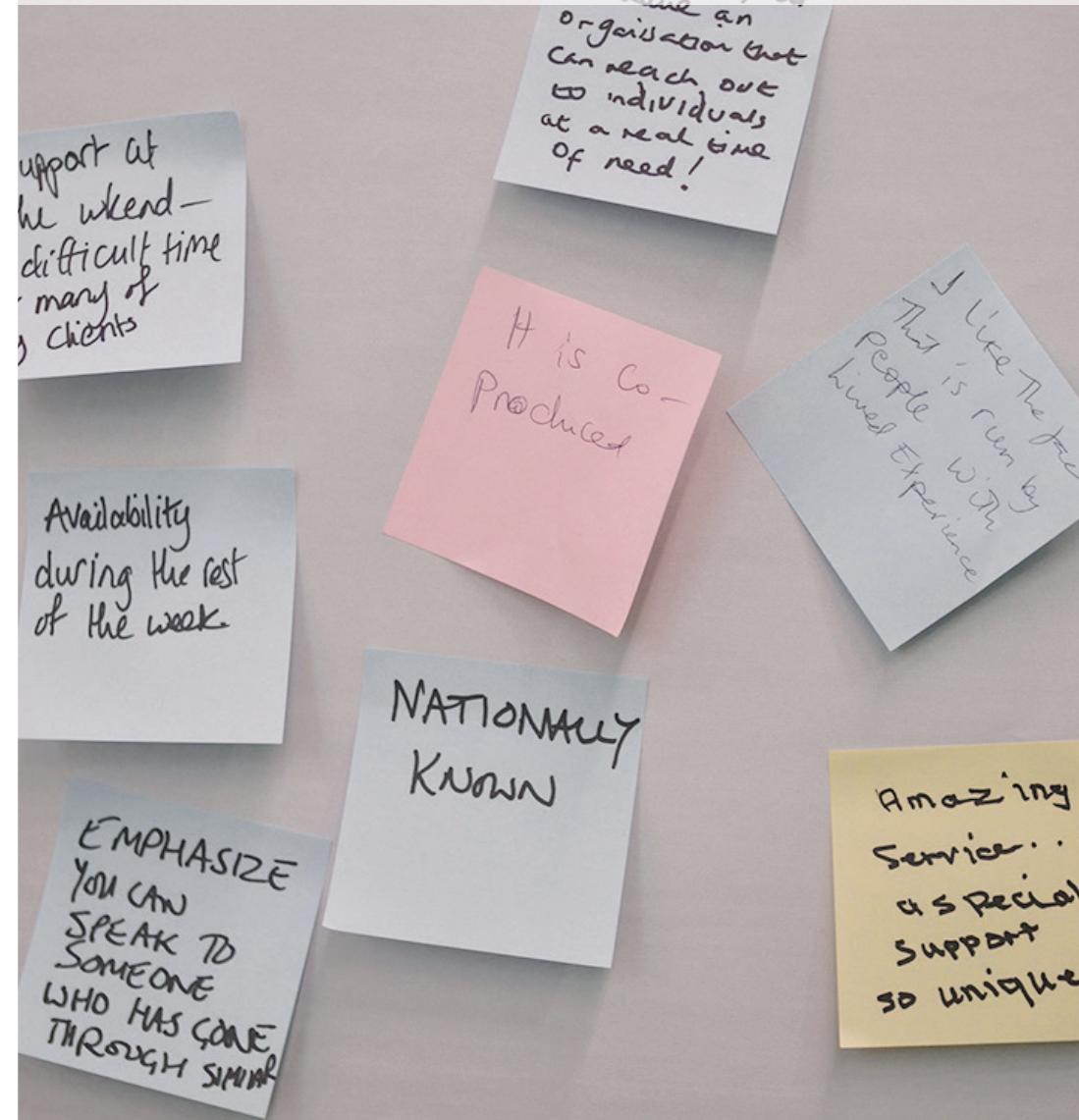
Taking a look at what is currently happening with mental health wellbeing and support in Lambeth, we held a transformation and innovation market place to highlighting some of these inspiring organisations. Delegates had the opportunity to learn about what makes them so unique, as well as network and generate ideas for improvement. Each stall gave multiple

short presentations to small audiences explaining their organisation and answered questions afterwards. Listeners were then encouraged to write comments and make suggestions on how the organisation could grow and expand.

Market Place stalls:

- **Carers Hub Lambeth Mental Health Service** (Contact: 020 8678 5609)
- **Lambeth Council: Coop Business Development** (Contact: 0797 376 8812)
- **Certitude** (Contact: 0207 7372 888)
- **First Step Trust** (Contact: 020 8855 7386)
- **The North Lambeth HUB** (Contact: 0203 691 5080)
- **Missing Link** (Contact: 07739920927)
- **Myhealthlocker** (Email: myhealthlocker@slam.nhs.uk)
- **Mosaic Clubhouse & Living Well Partnership** (Contact: 020 7924 9657)

- **Personalisation & Living Well Live**
- **Peer Support Incubators:**
 - **Recovery Arts Co-Alliance** [Email: jadehusbands@gmail.com]
 - **Project Dare, Body Adoration** [Contact: 07507530929]
 - **Recovery in Action** [Email: actioninrecovery@gmail.com]
- **Solidarity in a Crisis** (Contact:)
- **The National Survivor User Network (NSUN)** (Contact: 0207 820 8982)
- **Southwest Lambeth Timebank** (Email: Elisee.Silcott@riverside.org.uk)
- **South London and Maudsley NHS (SLaM)**
(Email: Fran.Bristow@slam.nhs.uk)





Living Well Lab (LWLab) workshops

The Collaborative's work is based on the principles of co-production. This means that we work with citizens, frontline staff, GPs, providers and commissioners to design services that fully support people on their road to recovery. At the Collaborative we don't just want to help people get better, we want to enable them to develop their own strengths and support networks to help them recover and stay well.

Keeping this in mind, the last part of the day was spent thinking about the future of mental health wellbeing in Lambeth, generating ideas on what these new co-produced, user centered models might look like. The LWLab was divided into three groups which looked at problem solving with current business challenges in the mental health, how to expand and grow existing organisations, and what disruptive system change would look like.

Group A

Business challenges: calling all entrepreneurs



Facing resource challenges, meeting our big 3 & growing citizen involvement, engagement, behaviour change and enterprise

- Lead facilitator Joseph Harrington

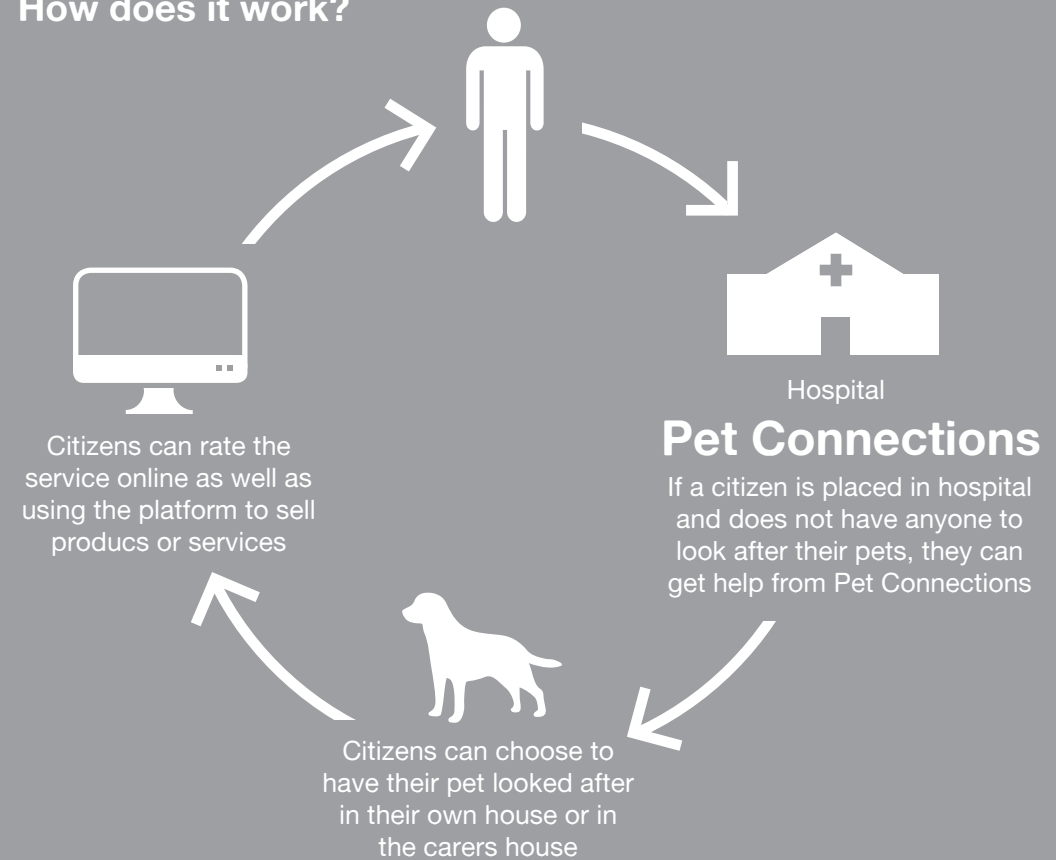
Groups:

- 1) Separate pet support: led by Anne Donoghue
- 2) Flat cleaning: led by Bill Tidnam
- 3) DIY groups: led by Ronnie Wilson

Pet Connections

A co-produced, peer support network for any Lambeth resident suffering mental health distress that owns a pet.

How does it work?



How would it be funded?



Personal budgets, Timebanks, Big Lottery Fundraising, money saved from housing pets when people are placed in hospital.

Next steps?

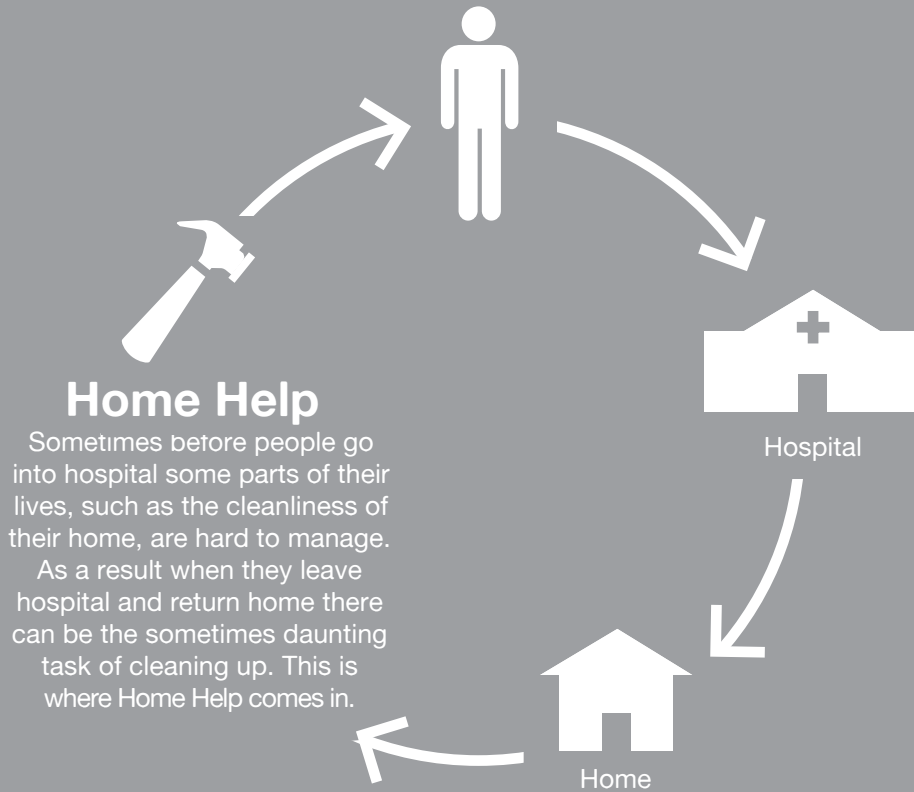


Peer Exchange group 'Expert by Experience' are putting together a proposal for how their platform could be used to support this service.

Home Help

A peer to peer service that would help with cleaning and decoration, as well as offering emotional support after leaving hospital.

How does it work?



Helping with things like:



Cleaning and redecorating

How would it be funded?

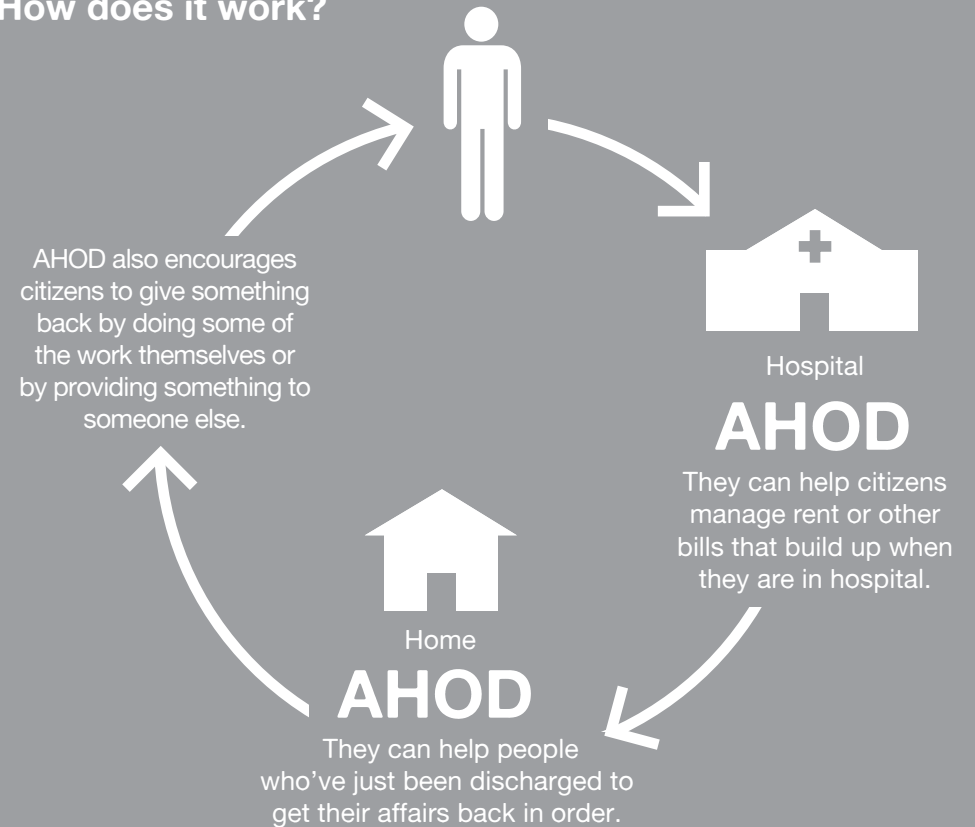


Mainly a peer delivered service it would work with the help of volunteers, and specialist technical decorating skills being paid for using personal budgets

All Hands on Deck (AHOD)

A small business created to help with the more practical issues around pre and post discharge

How does it work?



Helping with things like:



Redecorating the home, managing bills, gardening, household chores

How would it be funded?



Personal budgets, DIY brands sponsoring/donating

Group B

Growing, Evolving and extending the Collaborative

Taking the Medication Prototype, Peer Support & Connecting Communities to scale (cultures and types of support)

- Lead facilitators Tricia Nicoll and David Singer

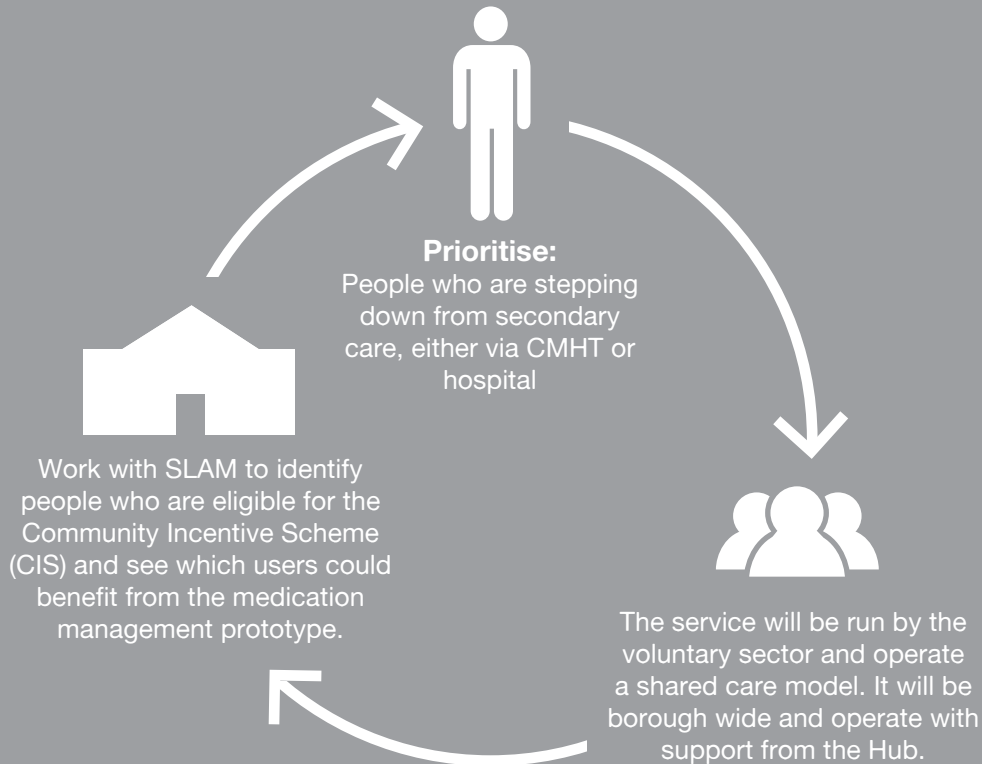
Groups:

- 1) Medication – led by Joanne Morton & Sue Field, Karen Clarke
- 2a) Peer Support 1 – led by Mark Bertram, Karen Hooper, Patrick Nyikavaranda & Lucas Teague
- 2b) Peer Support 2 - led by Jolie Goodman
- 3) Connecting Communities – led by Nicholas Campbell-Watts

Medication Management

Who should be prioritised to access the medication prototype.

How does it work?



What issues does this project aim to solve?

- How we should prioritise, who gets the service and what is the criteria?
- How can we help people needing more than 12 weeks support?
- How can we make people comfortable getting medicine from somewhere other than a CMHT?
- The risks and responsibilities of those involved need to be considered

Who else?

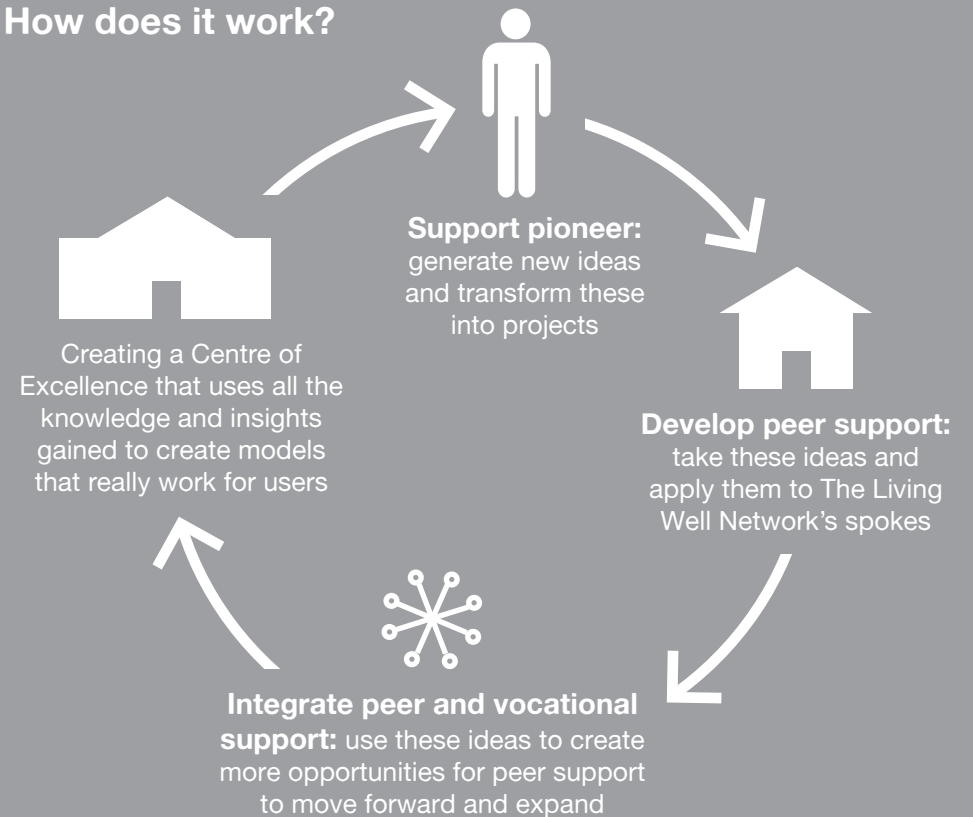
Who else should we look at engaging to help solve these issues?

GPs, Pharmacies, The Living Well Partnership, peer support and carers.

The Peer Support Collective

A co-production model that facilitates the development and scaling up of a range of informal and formal peer support across Lambeth.

How does it work?



What issues does this collective aim to solve?

- **Recognition:** Recognition for the role of peer support
- **Co-ordination:** A co-ordinated structure for peer support
- **Evidence:** Providing evaluations and evidencing for the importance of peer support
- **Sustainability:** for funding and knowledge exchanges
- **Support:** Supervision and support for peer support over Lambeth

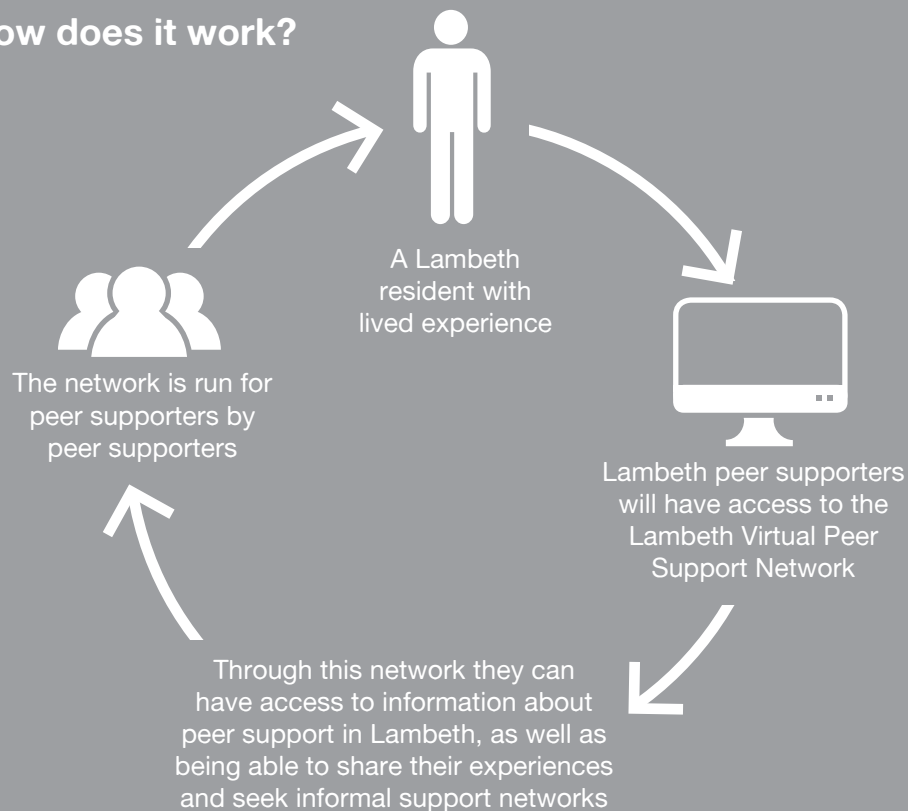
Next steps?

Membership for the new Peer Support Collaborative should be formalised. all existing groups such as Solidarity in a Crisis, Missing Link etc would have a say in how it can be collaboratively pulled together.

Lambeth Virtual Peer Support Network

A virtual peer support network that people with lived experience would facilitate and access.

How does it work?



What issues does this network aim to solve?

- **Recognition:** Recognition for the role of peer support
- **Co-ordination:** A co-ordinated structure for peer support
- **Evidence:** Providing evaluations and evidencing for the importance of peer support
- **Sustainability:** for funding and knowledge exchanges
- **Support:** Supervision and support for peer support over Lambeth

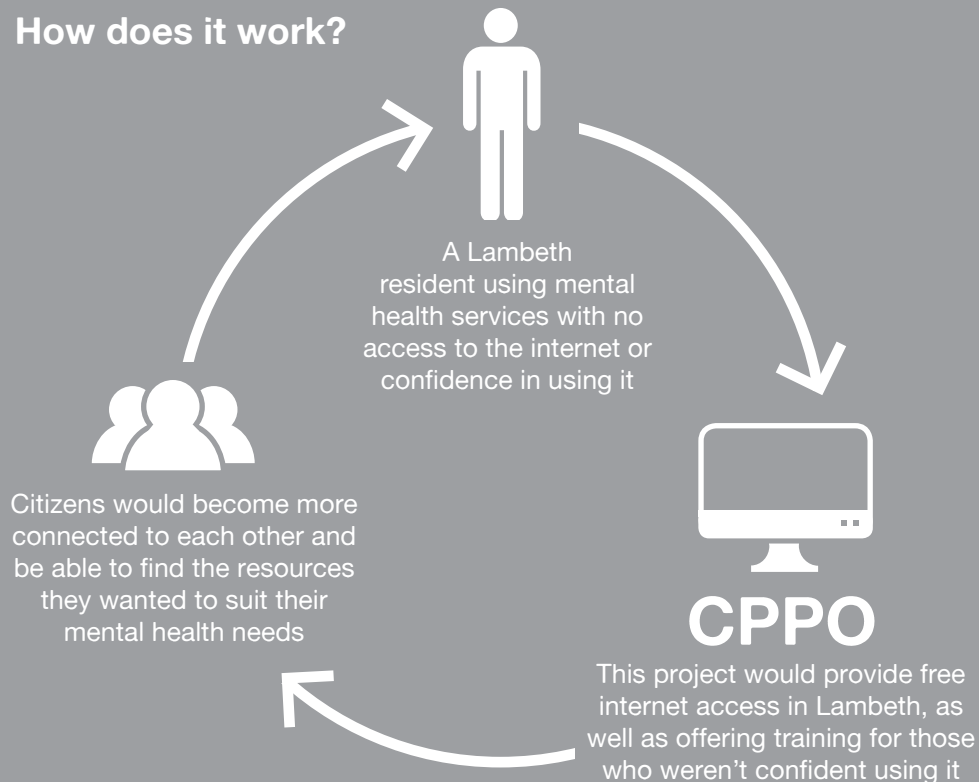
Next steps?

Lambeth & Southwark Mind are interested in hosting a meeting to begin to co-produce this process.

Connecting People, Places and Organisations (CPPO)

A project that focuses on maximising opportunities for people in Lambeth by connecting them to each other using the internet.

How does it work?



What issues does this project aim to solve?

- How can we get people more connected and sharing their experiences, help and advice?
- How can we strengthen people's informal support networks?
- How can we teach people about the constantly changing resources in Lambeth?

How would it be funded?



This project could be funded by a sponsor such as London Borough of Lambeth.

Group C

Back to the Living Room



Group questions:

What if there was only one hospital ward in Lambeth? As we move towards an alliance contract that encapsulates all mental health support

- facilitators Denis O'Rourke, Aisling Duffy and David Monk

Back to the Living Room

Looking at how relationships can be disruptive

What areas were looked at?



Exploiting the full potential of IT – quick implementation on a large scale is necessary for this to be effective



Changing the nature of the conversations between:

- Organisations and staff
- Staff and patients
- Teams and communities



Expanding home treatment while also radically rethinking the offer



Only provide beds that are explicitly therapeutic in nature



Reworking the brokerage role

What was the focus of this groups idea?

- Trust: The group highlighted the importance of building trust and the developing the relationships between staff and service users to create a better service
- Refocusing finances: A fresh look at the where finances are needed

Next steps?

- Look at Payment systems and Incentives – learning from early Alliance approach
- IT Business Case: bring the IT business case together in one place: Primary Care, Secondary Care, Social Care and widen digital knowledge
- System culture – people should be supported to have a different type of conversation