

Integrated Personalised Support Alliance (IPSA)

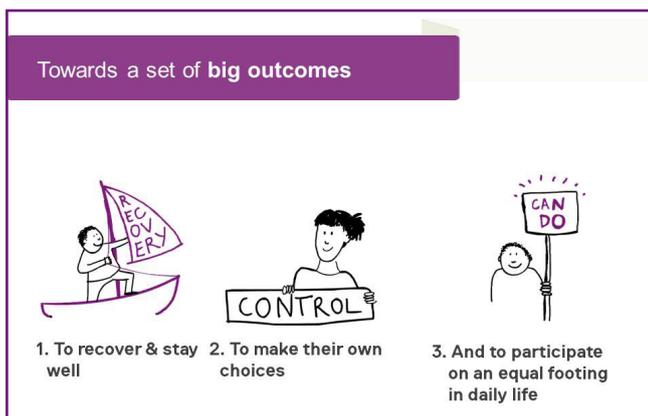
One year on (2015/16)

What is the IPSA?

The Integrated Personalised Support Alliance (IPSA) is an initiative which is helping people with long-term mental health issues to live more independently in the community.

Five different organisations are working together to make this possible: Thames Reach, Certitude, South London and Maudsley NHS Foundation Trust (SLaM), Lambeth Clinical Commissioning Group (CCG) and Lambeth Council.

The IPSA was designed to deliver against the Big 3 Outcomes of the Lambeth Living Well Collaborative. These outcomes were identified by people who use services as they key areas which were most important to them, namely:



IPSA works with people who are currently living in residential or nursing placements who are funded by the Local Authority, people who are registered with a Lambeth GP, who are receiving treatment within the rehabilitation wards in SLaM, or are placed out of borough due to their complex mental health needs.

The underlying principles are to ensure that people have more personalised opportunities to be supported in the community, at home where possible with tailored packages of support to meet their needs. This will reduce the reliance on hospital and 'institutional' types of care. A key principle is to facilitate as much independence as possible, recognising that people have skills and assets to support their own recovery.

IPSA aims include:

1. Reducing the use of residential placements by 50% and instead supporting people to access accommodation where people can do more for themselves.
2. Increasing other outcomes that are important to people, including:
 - Increasing the numbers of people who are in employment or voluntary work/ education or training
 - Increasing peoples' positive connections in the local community
 - To support people to improve their physical health care.

As IPSA has only been in operation since April 2015 the above outcomes will be reported in year two.

3. Delivering savings in year one and 23% (c£2.8m) on the original budget from year two of the programme. The premise is that by developing more community options, this not only supports better outcomes, but is more efficient.



a **Medication Management Service**. This service helps people to learn about their medication and supports them to take their medication at home, sometimes for up to twice a day seven days a week, rather than needing to move to a more supported environment.

What have we achieved in year one?

We have achieved a lot in year one and learnt a great deal. We have demonstrated that IPSEA is capable of achieving its primary aim of supporting people to move out of residential care into less supported, more independent accommodation.

1. We have identified community alternatives to inpatient admission which has led to a reduction of 60% admission rates to inpatient rehabilitation wards in Lambeth. We have been able to achieve this by:
 - The development of an Alliance Rehabilitation Team (ART), an integrated team of voluntary sector staff, social workers, nurses, occupational therapists, consultant psychiatrists to intensively support people in their homes who would have previously entered hospital.
 - The development of a seven bedded intensive community rehabilitation service in Streatham provided by Certitude. This service is supported by voluntary sector staff who provide day to day support and personalised activities such as healthy eating, exercise, development of daily living skills. A psychiatrist, occupational therapist and psychologist also provides in-reach. People are able to remain in this scheme for up to 6 months.
 - We have worked with Look Ahead, a voluntary sector provider to develop

For those people who continue to require inpatient rehabilitation admission, we have provided outreach from the ART to support people to identify housing needs more quickly, develop friendships and community connections, and to support people with personal budgets to help them in their recovery.

“ Duwayne* became chronically unwell when he was 18 years old and spent 7 years in many of the rehabilitation units on various secure wards across Greater London. He stated that he had lost all hope of ever leaving hospital, and his family also had very little faith in him ever being able to live in the community.

In January 2016 Duwayne was introduced to Certitude's service in Streatham. Over the last six months, Duwayne has accomplished so much in a short span of time. He has re-established a routine that has enabled him to keep mentally well, takes care of and maintains his living space with very little support from staff and is involved in various activities outside of the home. He recently said 'I've started to go to football with Certitude.

I love football – I forgot how much I love playing it'. Duwayne demonstrates on a daily basis his determination to live independently and has also re-established a positive relationship with his mother. ”

*name has been changed.

We have also developed a 'shared care' approach whereby the IPSA purchases medication packages of care. People can return home, but visit the ward to take their medication which cannot be administered in the community.

2. We have supported 65 people in rehabilitation and residential care placements to move to alternative accommodation or back home with support.

We have reduced the entrance rate to residential care by 67% and have increased the numbers of discharges from residential care by 30%. We have been able to do this by developing more personalised supported living accommodation.

Examples of this include 9 apartments in Brixton, provided by Certitude offering 24 hour round the clock support. This is situated above a peer support hub where people who have lived experience of using mental health services can support each other to develop friendships and build community links.

Thames Reach, within the **BRiL** (Brokerage and Resettlement in Lambeth) Project is also purchasing up to 20 flats on the open market, supported by social investment finance, to enable people to live independently. To date five people have benefited from this.

We have set up an IPSA Panel and **IPSA Advice Surgery**. Staff from SLaM and the Council can attend these surgeries and members of the ART will be available to give advice on how to support people with a more personalised offer so that they may avoid the need for in-patient support or residential care.

We recognise that it has been difficult for staff to keep up to date with all of the housing options available, both those specifically available to people with mental

health needs, as well as wider opportunities via the Council, and hence we have developed a Housing Directory.

“ Janet* moved to her apartment in Brixton following a 2 year stay on a rehabilitation unit. Before being detained in hospital, Janet had always lived in her mother's house. The ward helped her to stabilise her mental health but she still tended to stay in bed and became isolated, disengaging from her family.

During the time that Janet has been at Railton Road she has established a great relationship with the support staff and in particular her key worker. During key work sessions she would be asked about the things she would like to add to her life. She said she wanted a better relationship with her sister and brother and would very much like to be involved in outdoor activities, as well as exploring London.

She started going to the Wellbeing centre workshops in Clapham Common and took up painting classes and yoga. Janet is now also attending the Life Drawing Sessions held every month at Railton Road.

Establishing meaningful relationships and focusing on the things that are important to Janet has been crucial in changing many aspects of her life for the better. The process of rebuilding her relationship with her siblings is still ongoing, but with time and encouragement Janet will achieve what she has set out to do. ”

*name has been changed.

What have we learnt?

Alongside our significant achievements, we know that there is a lot to learn and improve in how we support people in their recovery.

In September 2015, when asking people what is important in the future, the top 5 areas included, wanting to be involved in education and training, more independence, gaining and improving relationships, generally being 'more healthy' and having a permanent place to live.

We therefore need to:

- Work with staff, both in and outside of IPSA to think more creatively with people about personal packages of care to support them to achieve their goals for the future.
- Increase the numbers of personal budgets we offer
- Increase people's wider network of support to help them stay well
- Support people while they are in in-patient care to ensure they have a place ready for them to live in when they are well enough to leave hospital.

We have also achieved savings, but not up to the amount required. This has been for a variety of reasons, particularly as we supported more people in the year than originally envisaged and therefore had a greater financial challenge.

We therefore need to:

- Work with residential and nursing care homes to ensure value for money and support people to gain and maintain skills
- Further develop longer term supported housing options. We hope to develop 3 schemes in year 2.

“ Sandra* who is 57 years old has spent 13 years in a hospital forensic ward and almost 2 years in a residential care home. When the Alliance Rehabilitation Team met her, she stated she wanted more independence and had always wanted her own flat. Previously her long psychiatric history, and visual impairment and lack of opportunity was a barrier to this dream.

When she was put forward for BRiL, she viewed properties, and was supported to adapt her property to her needs which included installing additional lighting, a keysafe and pendant alarm.

She also completed a course on living independently.

Sandra receives 14 hours personal assistant (PA) support per week and was involved in all stages of the recruitment of the PA. Sandra's PA supports her with cleaning, shopping, attending appointments and social engagement. She says, 'this is brilliant, I never thought this would happen, it's a real achievement for me.' ”

**name has been changed.*

If you want to find out more about the IPSA please visit our website at www.lambethcollaborative.org.uk or contact Cameron Russell at Cameron.Russell@slam.nhs.uk


Lambeth

 **The
COLLABORATIVE**


**Lambeth
Clinical Commissioning Group**


**ThamesReach
power**


certitude
Everyone has the right to a good life.

South London and Maudsley 
NHS Foundation Trust