

Dear Colleagues,

It's been another hectic couple of months developing the new model for working age adult mental health services in Lambeth.

This is the thinking so far, which has come from staff, people who use our services and their carers working in project teams and from various engagement events. It's still to be signed off and may change.

A new community model – Living Well Centres

At the heart of the service is the community model, made up of three Living Well Centres (LWCs) - one in the north of the borough, one in the south east and one in the south west. These currently mirror GP Locality Areas as we want to work closely with our GP colleagues.

Each LWC will work as one team, providing both short term support and longer term more intensive support. We have traditionally described these different approaches as the 'front door' and 'focused support'.

Those with shorter term needs will be supported by the front door team. Those with medium to long term needs will be supported by the focused support team. People can move between these teams as necessary as well as other services offers as appropriate.

Both the front door and focused support teams will contain a mix of:

- Clinical support – psychiatrists, therapists and nurses – some supporting GPs to deliver care and others leading the care themselves
- Social care support – social workers
- Voluntary sector support – support workers and peer support workers (people with lived experience of relevant mental health issues)

New 'wraparound' services

There will be a number of new and improved services 'wrapped around' these LWCs, these are:

- Mobile Crisis Response Service - a new extended hours crisis offer for people who are new to the service or who have been previously discharged.
- Medication Service – a borough wide service to support those who need regular medication not available from GPs
- Peer Support Line – a new 24/7 telephone and online support service staffed by those with lived experience

Get Involved!

Come and hear the latest developments from the Alliance Management Team, ask questions, make suggestions and meet with colleagues from across the Alliance

Alliance Staff Forum

10am – 11am

Thursday 29th November 2018

332 Brixton Road

Please book your place at

<https://alliancestaffforum.eventbrite.co.uk>

- 'Step Forward' House (name to be agreed) – a new service that is being tested for 12 months. This house will have 6 beds and be staffed 24/7 by voluntary sector colleagues and will work with people from acute psychiatric wards, supporting them to return home or to other less restricted community settings.
- Safe Space extension – an extension of the safe space to 7 evenings a week, with plans to extend opening to the daytime over the next 12 months.

Borough wide Triage service

People new to Lambeth mental health services will enter the service via a new borough wide Triage service. People will be able to access Triage either without a referral, or by referral, for example by their GP.

Triage will complete an assessment of the person and together decide the best place for them to get support, including signposting them to services outside of mental health such as housing, benefits or employment, if these are more suitable.

This assessment will act as a passport to other services as required so people do not need to repeat information multiple times to receive the most appropriate support.

Those assessed as having need of mental health services will mostly be referred to the front door team of their local Living Well Centre.

Communications

Two new communications groups have been set up: one for the Alliance and one for Lambeth Together. Lambeth Together (LT) is the umbrella for the Living Well Network Alliance and for other alliances being developed across Lambeth. More information about LT can be found here: <https://lambethtogether.net/> - though please note that we expect this website to be overhauled to look and feel quite different over the next couple of months.

These groups of communications leads from across the Alliance/LT are working on ways of keeping people (staff, people using our services etc.) informed of what is happening and listening to their views.

If you would like someone from the Alliance Management Team (AMT) to come and talk to your team please contact Neil or one of the other AMT members on the email addresses below.

News and coming up...

- The SLaM Promoting Recovery Teams have just reorganised themselves from four teams to three in readiness for working in the new LWCs.
- We held a really interesting engagement event for young people who use our services, at the Mosaic Clubhouse in October, including a spellbinding performance by local poet Benna. We're planning another event in January.
- We are planning to open the new 'step forward' house (see above) by January.
- We are hoping to have the new Mobile Crisis Response Service up and running early in 2019.

Best wishes,

Neil Robertson

Interim Director, Living Well Network Alliance

You got involved

Over 80 Alliance staff attended the engagement events at the Brixton Town Hall at the end of September.

They heard from the Alliance Management Team, asked them questions and put forward ideas and suggestions, which have helped to shape the model described in this update.

Issues raised by staff include:

- Working with (at least) four different IT systems – Inform, EPJS, Mosaic and Buzz
- Developing a shared culture based on Alliance principles
- Reducing waiting times for treatment and keeping people informed and supported whilst they are waiting
- Working with the wider system, making best use of community and other resources – particularly housing, benefits and employment services

Suggestions included:

- Centralised training open to all Alliance staff
- More/better use of peer supporters
- More staff forums and networking opportunities
- Regular contact with those who are waiting for treatment plus support whilst they are waiting: e.g. service user networks, on-line resources, Mosaic, Recovery College

AMT will continue to work with staff and the people who use services to address these and other issues and develop these and other suggestions.

Come along to the next Alliance Staff Forum on Nov 29th at 332 Brixton Road (details overleaf)

The Alliance Management Team		
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