

NHS GREATER GLASGOW AND GLASGOW CITY COUNCIL
DEVELOPING INTEGRATED ADULT MENTAL HEALTH SERVICES

A Briefing Paper for users of services and carers

Introduction

You may be aware of further developments that are taking place in Mental Health Services for adults in the Greater Glasgow area. Staff from various adult mental health services - primary, secondary and social care services - will join together within a single Adult Mental Health Partnership. This will ensure that an effective, consistent and easy to access adult mental health service is delivered across the city.

You may also be aware that new organisations called Community Health Partnerships (CHPs) or in Glasgow City Community Health and Social Care Partnerships (CHSCPs) are being established across Glasgow. (In this paper the term CHPs will be used). Each CHP will be responsible for delivering health and social care in a local area. Local Mental Health services will be part of the CHPs.

This paper is intended to give you some background information on the changes to adult mental health services. Further information will be shared with you over the coming months.

Why are services being integrated?

Although much has been achieved in improving mental health services for adults, it is important that we build on this to ensure quality mental health services are provided consistently citywide. By bringing together all adult mental health services, people will be able to access the services they need in a much simpler way than at present.

Other developments – such as the Mental Health Care and Treatment Act 2003 - reflect changes in psychiatric practice and the importance of protecting vulnerable adults and involving users and carers.

The creation of 9 new CHPs for Greater Glasgow – which will be responsible for improving the health of people in their own communities - will act as a focus for integrating primary care, Local Authority and specialist health services such as Mental Health. These new organisations will have a major say in how NHS money is spent and will ensure service users, carers and health care professionals are fully involved in service delivery, design and decisions.

Additionally, people need more than just 'health' services – housing, employment, education, family, friends and the communities we are part of all influence our physical and mental well being. Integration is not just about bringing Health and Social work staff

together to deal with 'illness', but to involve people in their communities to address the issues which affect well being.

What are the benefits of an integrated service?

- The new integrated service will deliver a local Mental Health Network of services for each CHP area;
- It will ensure effective joint working between primary, secondary and social care services to assist people to access the services they need;
- It will allow quick, easy access to modern therapies and treatment;
- Communication will be improved and people will have a better idea of what to expect when accessing services;
- Service users will be given the help they need when they need it – regardless of which organisation is responsible for it.

What progress has there been to date?

A lot of work has already been undertaken over the past two years. This includes: -

- Consultation stakeholder events involving staff, users and carers, organised by the Sainsbury Centre for Mental Health, were held during 2003/2004;
- A joint planning group was set up last year – the Joint Project Group for Integration.
- Sub-groups - with specific responsibilities to manage the process, develop services to meet local need and provide training for staff – have been established;
- Service users have consistently been involved in the process, facilitated by the Mental Health Network - Greater Glasgow;
- A Glasgow Carers Mental Health Forum has been set up and is currently planning how best to take involvement forward.

What will the Partnership look like?

The new Adult Mental Health Partnership – which will be managed by a Director, will have responsibility for the standard of delivery of services across the whole of Greater Glasgow. Within this, there will be: -

- A Local Community Mental Health Network in each CHP area, which will be responsible for delivering local services. It will include the following services -
- Community Mental Health Teams (CMHTs) which will work at the heart of the Network;
- New Primary Care Mental Health Teams;
- Other services which provide access to services out of hours and when people are experiencing a crisis are currently being planned;
- Social Work and Health staff will work together in the integrated Network. Over 70 Social work staff have already been recruited to Adult Mental Health Services to work jointly with Health Staff. They will be based in CMHTs and PCMHs and will provide or commission the full range of Social Care Services to the Network area;

The full Partnership structure is illustrated in **Appendix 2**.

What will the Local Mental Health Network do?

The Local Mental Health Network will deliver services through the following integrated Teams -

Primary Care Mental Health Team – One team within each CHP area. These teams will work to identify, treat and manage common mental health problems, including depression; anxiety; life difficulties etc

Community Mental Health Team – Two within each CHP. These teams will provide rapid assessment and short term interventions; ongoing continuing care and rehabilitation following principles of recovery; and assertive outreach for people with more severe and/or enduring or complex mental health problems including, schizophrenia, bi-polar disorders etc. (*further information to follow*).

Crisis Resolution/Home Treatment Team - One team within each CHP. These teams will provide a service to people who become acutely ill and need immediate support or treatment. (*further information to follow*).

Out of Hours service the existing service covering all of Greater Glasgow throughout the night, will be further developed (*further information to follow*)

Early intervention is currently provided in part of Glasgow only however it is proposed in the future that the service will be provided on a citywide basis by two teams, one in the North and one in the South of the city. Early intervention is a specialist service and would therefore be the only community mental health service not directly provided within CHPs. The service would however have strong links with CMHTs to whom the continued support and treatment of service users in each area would eventually be managed.

Hospitals will continue to provide inpatient services to those who need it and will link closely with the Mental Health Networks which they provide a service to. Staff will continue to work in partnership with each other.

How will services be accessed?

Services will be accessed via the Community Mental Health Team or Primary Care Mental Health Team by referral from GP and others.

A Single Shared Assessment is currently being finalised for Adult Mental Health services. Health and social work staff will use this to assess a person's needs with him/her. It will accompany the person throughout his/her journey through services to give good information and to save repeated assessments being undertaken by various parts of the system.

A named person (e.g. social worker; nurse) will be allocated as the person's key worker/care manager, depending on their needs, and will work in partnership with the person throughout their episode of care.

How can people get involved in the development of the service?

It is important that people have their say in the planning and delivery of services in their own local area. Their views and expertise are essential in the development of the new service and Health and Social Work are committed to ensure this happens.

Users of Services - The role of the Mental Health Network – Greater Glasgow is to ensure that people using services and other users organisations can be involved in planning and developing services. The Network has been involved in this work since 2002, and this will continue. The Service Manager of The Network as a member of the Joint Project Group for Integration.

The Network is working actively with health and social care staff to organise and deliver this information sharing process. During this planning stage, a Central Forum has been set up and is having monthly meetings - with representatives from across Glasgow. Meetings are planned, with each discussion topic agreed in advance. People can be actively involved in this way. Some may wish to be more involved in the detail of planning in their local area, and the Network can support them in this.

Carers – Although carers have been involved in planning of services for a few years, a Glasgow Carers Mental Health Forum, with carers from across Glasgow working with Health and Social Work has been set up recently, and will assist and support carers to be involved in the planning of services. The Group meets six weekly, and plans are being made to recruit a Development Worker to support and assist the Group.

Through the Sub Groups of the Project Group - which will be responsible for developing the services mentioned earlier (e.g. crisis resolution)

Local Sector Implementation Groups (current) - these existing groups will continue to work in partnership with users and carers to develop and deliver local services. As the integration process develops, each CHP area will need groups of users and carers to work together with the Mental Health Network and Carers Development Worker.

CHP Public Partnership Forum (PPF) - each CHP has a duty to involve and consult the public which it serves and is required to have a Public Partnership Forum (PPF). There is guidance from the Scottish Executive on how this should be done. The Forum will consist of local people and groups who use services of the CHP. They will be supported to perform this role by identified staff members within the CHP. In Adult Mental Health, we intend to support existing and new users and carers to work with the Local Community Mental Health Network as well as the broader CHP PPF

There are contact details later in this paper telling you who to contact to get involved.

When and how will be services be integrated? Full implementation of this new Integrated Mental Health service is being planned by April 2006. A “shadow operation” will be established by Oct 2005.

Social work tenders for social support services in CHP areas have been invited from voluntary sector providers and will become operational approx Oct 2005.

Models of new services and the resources needed (staff etc) to provide them will be finalised following consultation with people who use services and carers.

A Workforce Plan will be developed to show how new community based development can be planned without causing staff shortages in hospital services.

How will this affect staff?

Health and social work staff will have the same terms and conditions as they currently have and their employer will remain the same. Where possible, health, social work and voluntary sector staff will be based together in the local Resource Centre. It is recognised that this is not always possible, but success is being achieved in most Resource Centres. Staff will be fully supported throughout the process and the importance of professional development and training is well recognised.

The new system will build upon partnership working which is already underway across much of Glasgow, and will improve communication and links between health and social care colleagues. Staff will have a clearer idea of where responsibilities lie, will have access to training to improve and build upon their existing skills and will work together to improve services.

Next Steps

Further Bulletins

We intend to issue regular information through the user and carer groups mentioned above, and to issue regular updates such as this, throughout the Integration process. We aim to produce the next issues in **Autumn 2005** ; Spring 2006 and Summer 2006.

Further Information

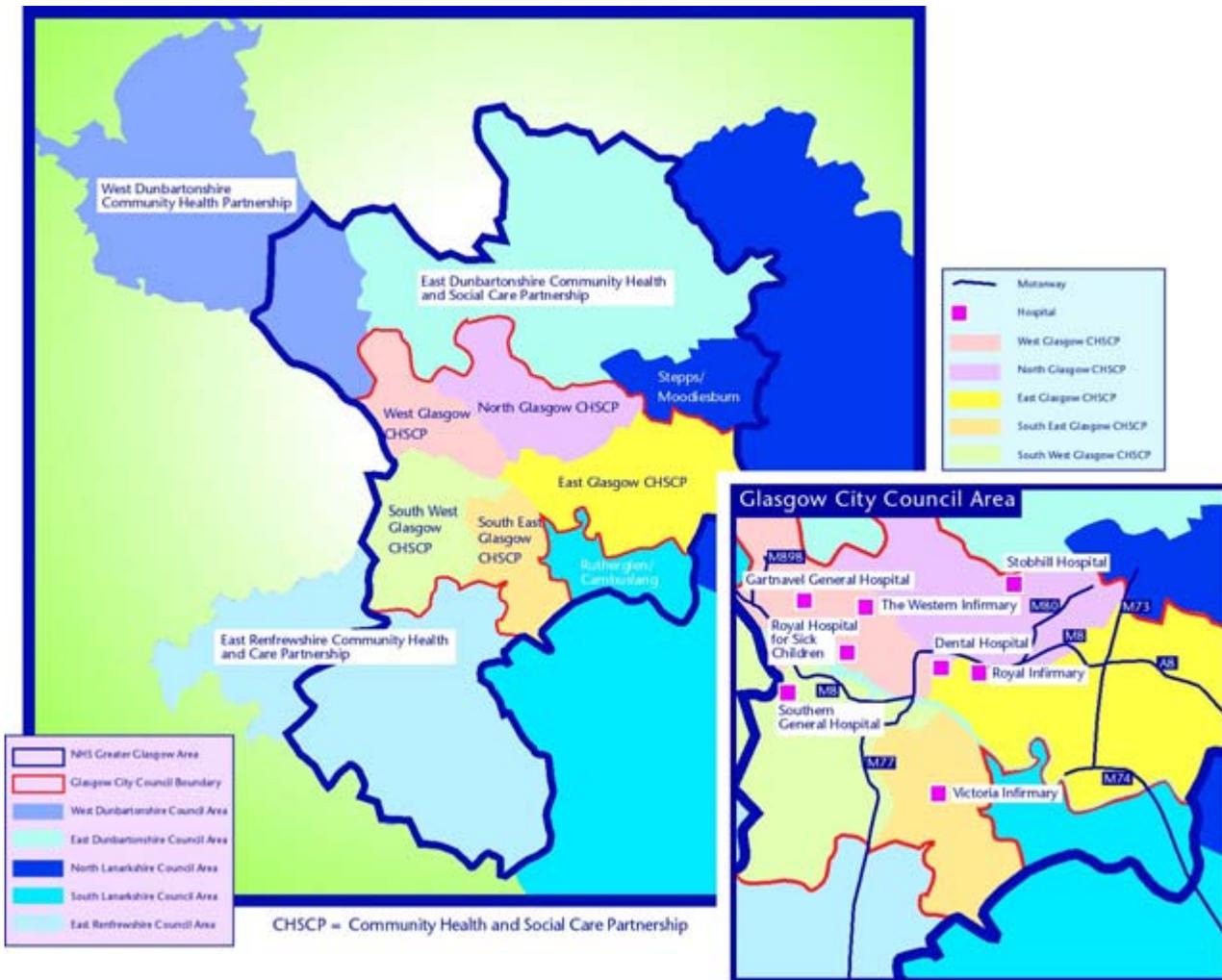
If you have any questions or require more information about adult mental health services, or would like to become involved, please contact –

- **Gillian Grant, Service Manager, Mental Health Network – Greater Glasgow**
- **Janice Prentice, Planning and Implementation Manager- Adult Mental Health**
- **Or your Locality Manager or Social Work Operations Manager**
- **(contact details are in Appendix 3 – page 8)**

Any comments you may have on this paper would also be welcomed.

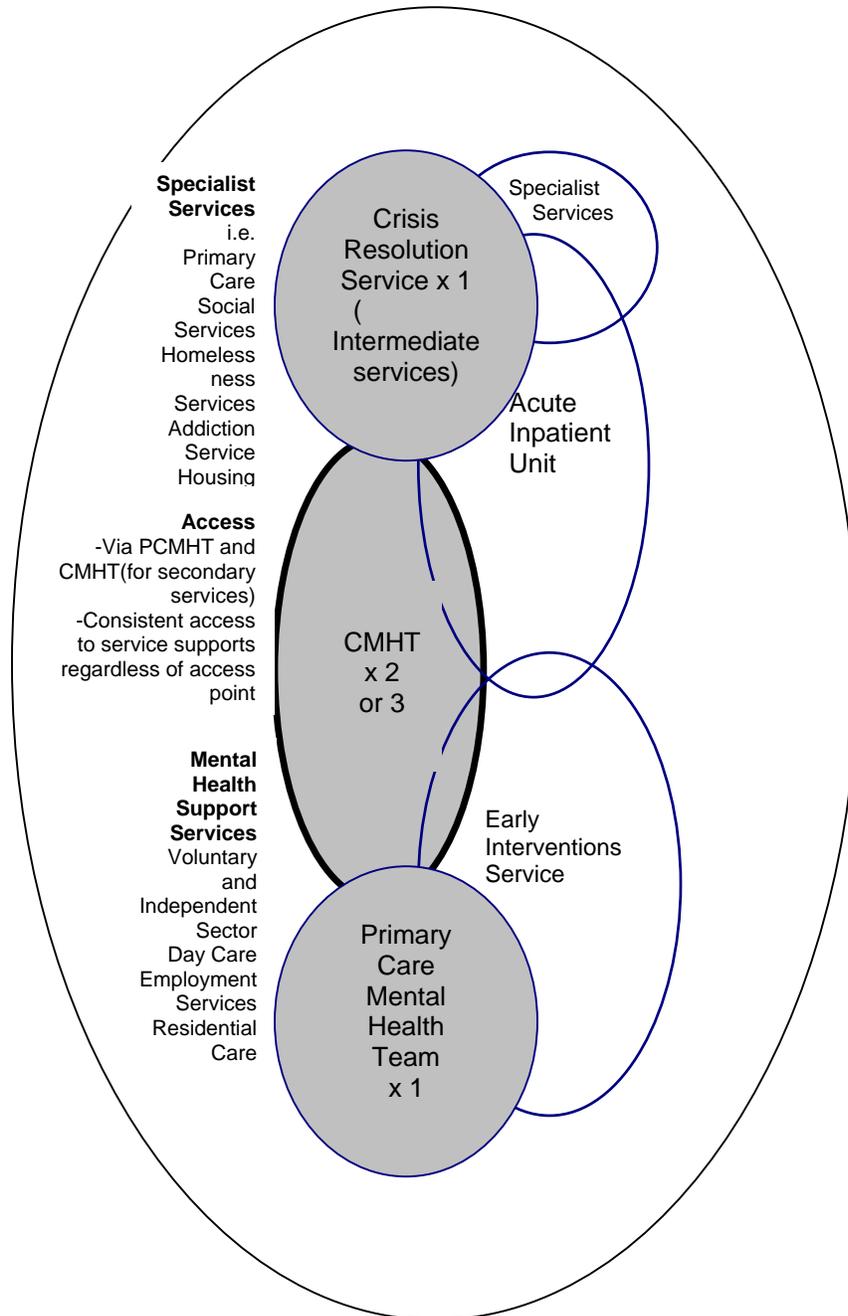
GREATER GLASGOW – PROPOSED CHP AREAS

Appendix 1



Appendix 2

THE LOCAL MENTAL HEALTH NETWORK



SHADED SECTIONS Services directly provided within a CHP

OTHER SECTIONS Services directly provided on an area or GGHB wide basis

USEFUL CONTACT INFORMATION

Appendix 3

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