

Mental Health and Wellbeing 2016/17 Action Plan

Priority Outcome: Children and adults in Nottingham will have positive **Mental Wellbeing** and those with long-term mental health problems will have good physical health

Priority Actions

1. Children and adults with, or at risk of, poor mental health will be able to access appropriate level of support as and when they need it
2. People with long-term mental health problems will have healthier lives
3. People with, or at risk of, poor mental health will be able to access and remain in employment
4. People who are, or at risk of, loneliness and isolation will be identified and supported

Headline measures / metrics	Metric/ KPI	Baseline	Target					
			16/17	17/18	18/19	19/20		
	Priority 1 Timely access to responsive mental health services in line with the Mental Health Taskforce recommendations : <ul style="list-style-type: none"> increase timely uptake and effectiveness of psychological therapy services -Number of people accessing treatment (annual total)	6101	6149	6653	7308	TBC		
	<ul style="list-style-type: none"> care within 2 weeks from referral for those with first episode of psychosis for 50% of people (National standard) (Experimental statistics at present but baseline to be reported within year) 	Baseline to be confirmed	Year on year increase					
	Priority 2 <ul style="list-style-type: none"> Reduce the rate of early deaths in people with serious mental illness to be in line with the average of the top 4 core cities. Measure PHOF/ NHSOF indicator which describes the rate of deaths of people in contact with secondary mental health services compared to the general population as an SMR (Target to be reviewed) 	457.5 (2013-14 baseline)	446.4	435.3	424.2	413.2		
	<ul style="list-style-type: none"> Rate of smoking in people known to adult mental health services in Nottinghamshire Healthcare Trust 	To be established by NHFT	Year on year reduction					
	Priority 3 <ul style="list-style-type: none"> Health and employment support service. People supported: <ul style="list-style-type: none"> -In work/off work with health problems -Unemployed with health problems -With long term conditions (% of total) 	NA NA NA	43 48 60%	85 95 60%	85 95 60%	42 47 60%		
	<ul style="list-style-type: none"> Individual Placement Support (IPS) – percentage of people entering employment 	24%	26%	28%	30%			
	Priority 4 Citizens' Survey question on loneliness							

	<ul style="list-style-type: none"> Reduce the gap between percentage of people with a disability or long term condition and the general population reporting feeling lonely 	12.6%	1% point reduction in gap year on year		
Priority Groups <i>(who is disproportionately affected or who do we need to target to reduce inequalities?)</i>	<p>Priority 1 Homeless people, survivors of violence or abuse, armed forces veterans. Black, Asian, minority ethnic and refugee(BMER) communities, people in care homes, LGBT groups, those with disabilities or physical health problems, looked after children and young people, unemployed or at risk of losing their job, students, and those in touch with criminal justice system</p> <p>Priority 2 People with long term mental health problems known to GPs and secondary mental health services</p> <p>Priority 3 People who are unemployed or at risk of becoming unemployed due to poor management of their mental and physical health problems. People aged 50+, people with long term health conditions and people experiencing mental health problems</p> <p>Priority 4 People aged 50+,People with Long term conditions, People with mental health problems</p>				

Action	Milestone	Success measure	Year				Action Owner
			16/17	17/18	18/19	19/20	
Priority 1 Theme: People in Nottingham will know how to get support for mental health problems							
Provide a mental health and wellbeing service/hub that helps people access the right level of support and includes more visible promotion for mental health support that reduces stigma	Established new Wellness in Mind service (mental health and wellbeing hub) which includes information and advice, navigation, outreach and a telephone advice service	Evaluation of new Wellness in Mind which will act as a hub for mental health and wellbeing in the City. EG Number of people accessing the Wellness in Mind (website/attending drop ins/using telephone helpline)	✓	✓	✓		CCG as Commissioner /Framework as the service provider
	Provision of promotional materials						
		Equity of access to Wellness in Mind service.		✓	✓		CCG as Commissioner/ Framework as the service provider

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For those who support people who may be at risk of mental health problems, increase awareness about mental health and the range of support available	Delivery of Wellness in Mind training programme. Delivery of Every Colleague Matters partnership programme of events.	Evaluation of training programme by Nottingham Trent University and reporting of reach of training programmes	✓				NCC Public Health/NCC/CCG/Harmless/
	Specific services in place to reach communities with specific needs (eg STEPS, Rape Crisis)	Reported outcomes of specific commissioned services to target BMER groups	✓	✓			NCC Public Health/NCC/CCG/NHFT/STEPS/ Rape Crisis
Priority 1 Theme: Support children's and young people's emotional and mental health and wellbeing (<i>in line with the Nottingham City Transformation Plan</i>)(2015-2020)							
Enable schools and health service providers and VCS to better support children and young people with emotional health needs	Training, consultation , advice and guidance to workforce who support young people	Improved skills and confidence of wider workforce. Number of different types of professionals accessing training. Feedback from training sessions		✓	✓		CCG/NCC/CYPPN
Improve the access to child and adolescent mental health services (CAMHS) so that children in need of support get prompt access to the right service	Redesign of current tiered system in CAMHS Work to support different organisations providing mental health services to children and young people to work together effectively	Monitoring of timely, responsive pathway to demonstrate improvements. Average waiting time for referral to assessment and referral to treatment (Tier 2 and Tier 3, quarterly	✓	✓			CCG/NHFT/NHS England/NCVS
Respond quickly to young people who have a mental health crisis	Set up a crisis team specifically for children and young people	Monitoring of more timely, responsive service closer to home Urgent assessments undertaken within four hours		✓			CCG/NHFT
Priority 1 Theme: Improve support to women who experience mental health problems during and after pregnancy							
Earlier identification of mental health problems through	Development of perinatal mental health	Increased identification /monitoring of mental		✓			CCG/NCC Public Health/NUH/

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universal health services and access to early help	pathway Development of clear pathways into primary care psychological therapies	wellbeing in universal services. Recording of pregnant and postpartum women who access secondary mental health services (not confined to perinatal) Increased uptake of psychological therapy by women during or after pregnancy Overall improvement in self-reported MH and wellbeing during and after pregnancy					CityCare/NHFT
Support and treatment is available to women who develop more serious mental health problems	Clearly defined perinatal mental health pathway	Improved access to, and waiting times for specialist service	✓	✓			CCG/NHFT
Priority 1 Theme: Access to mental health services within a primary care setting							
Increase the skills and confidence of people who experience common mental health problems within a recovery focussed approach	Establish a Primary Health, Wellbeing and Recovery College	Positive uptake and evaluation of courses	✓	✓			CCG/NHFT
	Sustain the 'Books on Prescription' scheme and improve monitoring.	Increased uptake of 'Books on Prescription' collections for common mental health problems		✓			NCC – Library Service and NCC Public Health
Support improved response in primary care to people who are experiencing mental health problems.	Establish skilled primary care mental health service to advise on and support good practice in management of mental health problems in primary care.	Less people referred to secondary mental health services inappropriately		✓			CCG/NHFT
	Include mental health in Nottingham City integration programme, to ensure services are as joined up as possible,	Evidence of pathways that are increasingly joined up across mental and physical health.	✓	✓	✓	✓	CCG/NCC/NHFT/ Citycare

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	giving equal value to mental and physical health.						
Increase the reach and effectiveness of primary care psychological therapy services	Well publicised psychological therapy providers linked to other community and primary care services.	<p>Decrease in waiting times for psychological therapies. (Target Treatment within 6 weeks for 75% of people referred to the Improving Access to Psychological Therapies programme, with 95% of people being treated within 18 weeks.</p> <p>Increased proportion of those estimated to have common mental health problems to be receiving treatment.</p> <p>Increased rates of recovery.</p>	✓	✓	✓	✓	CCG/psychological therapy providers
Priority 1 Theme: Access to care for those with more serious or urgent mental health problems							
Ensure early access to care for a first episode of psychosis	<p>External review undertaken into EIP services</p> <p>Implement outcomes of the review</p>	Achieve access target of 50% of people receiving NICE compliant treatment within 2 weeks of referral		✓			CCG/NHFT
Ensure effective service response to mental health crisis	<p>Progress against implementation of the action plan for the Nottingham and Nottinghamshire Crisis Care Concordat.</p> <p>Progress towards an all age, CORE 24hr acute liaison service at NUH</p>	<p>24/7 access to crisis support and assessment.</p> <p>Reduction of detention under section 136 of the mental health act and end of detention in police cells</p> <p>Reduction in out of area placements for acute mental health inpatient care.</p>	✓	✓			CCG and all concordat signatories
Make suicide prevention a priority across the City.	Implement the action plan for the Nottingham	Increased skills and confidence in the community	✓	✓			NCC Public Health and Suicide Prevention

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	Suicide Prevention Strategy that aims to reduce the rate of suicide in Nottingham City. The plan includes: Provide community based suicide prevention training. Share learning from audit of suicide and self-harm deaths. Partner actions from the detailed action plan to target those at risk.	to support people at risk of suicide. Improved response to those bereaved by suicide					Strategy Group partners
Priority 1 Theme: Access to wider social and community support for people with mental health problems and their carers to support social and financial inclusion.							
Support access to social and community support	Inclusion of organisations able to give support for those with mental health problems and their carers in the development of support directories in Nottingham. Wellness in Mind Service established with a remit to include the consideration of the wider social circumstances and needs of people with mental health problems, and to support access to further support (including though self-care and social prescribing) where	More people have their [wider] needs met in the community (& corresponding improvement in MH)	✓				NCC/NCVS CCG/Framework NCC
			✓	✓			

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	needed Meet Care Act responsibilities re assessment of those with mental health problems and their carers in line with the commitment to 'Parity of Esteem'			✓			
Support to identify appropriate housing and support to maintain housing for those with mental health problems	Agreed protocol for DTOCs which outline a clear escalation route and timescale Review of the role of CCG funded social workers inputting into the NHFT inpatient wards Review of supported mental health accommodation provision and broader arrangements to ensure the appropriate level of care for those with serious mental health problems as part of a system side view.	Adult Social Care Outcomes Framework measure of people with serious mental health problems who are in settled accommodation. Fewer people with MH difficulties experience homelessness	✓	✓			NCC/CCG/NHFT/ Homelessness strategy implementation group
Ensure appropriate and timely access to financial and welfare advice	Effective links are made between services in Nottingham that offer advice and support to address debt and financial difficulty and services that provide mental health support (in particular through the <i>Wellness in Mind</i>	More people with MH difficulties who experience financial difficulty access appropriate support	✓	✓	✓		NCC/CCG/ Framework/Advice Nottingham/ NHFT/ Psychological therapy providers/STEPS

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	service).						
Access to support to improve chances of being in employment	For employment see specific action plan under strategy	For employment see specific action plan under strategy					
Priority 1 Theme: Ensure services are equitable and based on need							
Provide a focus on identifying issues of equity of access to treatment and care for specific groups who may be at increased risk or have specific needs in terms of mental health care by equalities profiling those accessing services in relation to population need. (see list above)	<p>Ensure systems are in place for mental health service providers to gather feedback on their services from diverse groups.</p> <p>Understand the profile of the people in the City in need of (or likely to benefit from) their service(s), and of their corresponding needs and preferences (with particular reference to the groups listed above and the protected equalities characteristics).</p>	<p>Uptake of services will closer reflect needs of the diverse communities of Nottingham</p> <p>Evidence of service user insight to drive improvements in access and delivery</p> <p>Monitored use of their services by these groups in respect of access, efficacy and satisfaction.</p> <p>Demonstrate improvements to the provision of their service(s) in regard to the overall aim equitable and based on need.</p>		✓			CCG/NCC/NHFT/ NCVS
				✓	✓		
Ensure learning from Opportunity Nottingham is used to improve services for those with complex needs leading to earlier identification of mental health problems by health and social care services and improved knowledge of appropriate services to signpost people to	<p>Multi-organisation sign up to the Practice Development Unit (PDU)</p> <p>Explore requirement of PIE in all Health & Social Care contracts</p>	<p>Setting up of PDU</p> <p>Cross sector development of Psychologically Informed Environments to improve understanding and identification of mental health issues</p> <p>Improved skills and confidence of wider (non-MH)</p>	✓				Opportunity Nottingham

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		workforce in providing MH brief interventions					
Priority 2 Theme: Poor physical health outcomes are prevented							
Reduction in smoking in people with mental health problems	-Implementation of smoke free NHFT -Training of NHFT staff at range of levels -Increased uptake of New Leaf by people with mental health problems	Reduction in smoking prevalence in NHFT patients	✓	✓	✓	✓	NHFT/Public Health
Improved uptake of preventative screening and vaccination	Awareness raising in NHFT and through Enhanced Physform project	Increased reporting of screening uptake through Physform and NHS England data	✓	✓			primary care/NHFT
Inclusion of people with mental health problems in health improvement strategies and services (eg physical activity, healthy eating and alcohol reduction)	-Inclusion of NHFT service users in all health promotion activity -Inclusion of people with mental health problems as a priority equality group in commissioned services	Increased awareness of health improvement opportunities in people with serious mental illness, increased referrals to Healthy lifestyle services for this group		✓	✓	✓	Public Health and health improvement providers
Physical health promotion is included in mental health care of children and young people	Activity specifically related to preventing or reducing smoking, substance misuse, increasing physical activity and healthy eating.	Engagement of CAMHS in physical health partnerships and activity in NHFT		✓			NHFT
Priority 2 Theme: Identify physical health problems early							
Effective monitoring for side effects in people on antipsychotic medication	Shared care arrangements clear re responsibility for monitoring	Guidance on responsibilities re monitoring are agreed and shared locally		✓			NHFT/primary care
	improved joint working			✓			

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	between primary and specialist care in monitoring physical health parameters in young people on psychotropic medication						
Health checks delivered by either secondary or primary care that lead to an agreed action plan.	Increased health checks undertaken as part of Physform project between NHFT and primary care.	Evidence of development of health plans shared with patients and across primary/secondary care. Level of achievement of national CQUIN target	✓	✓			NHFT/CCG
Good communication between primary and secondary care about physical health needs	Electronic methods of communication agreed		✓				NHFT/CCG
Priority 2 Theme: Increased understanding of health inequalities experienced by people with mental health problems							
Better understanding local needs	Publication of this information in JSNA chapter	Detailed understanding of specific needs		✓			NCC Public Health with HWBB partners
Raised awareness across the health and social care system of health inequalities in people with serious mental health problems	Inclusion of relevant issues in training and awareness sessions for staff across professional boundaries (across mental and physical health) including peer-led or co-produced approaches.	Increased awareness of wide range of citizens/ VCS/partners/professionals	✓	✓	✓		NCC Public Health/CCG /NHFT/NCVS
Priority 2 Theme: Interdependence of mental and physical health reflected across the health and care system							
Physical health services are in place to meet the needs of people with mental health problems	-Commissioned pathways reference this group under equality section. -All JSNA chapters	Balance of emergency/planned care for this group compared to the general population		✓	✓		CCG/Nottingham City Council

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	<p>reflect on the needs of this group and make appropriate recommendations</p> <p>-Assessment of variation in access to physical health support services for mental health inpatients compared to acute inpatients.</p>						
Priority 3 Theme: People in Nottingham are able to access a holistic health and employment support							
Develop an early intervention pathway to support people with long term health problems to remain in employment or to gain employment	New service jointly commissioned for 2016-2019	Improved partnership working results in more jointly commissioned services (NCC, CCG and DWP)	✓				Nottingham City Council (NCC) / Nottingham CCG / DWP
	Service launch	Citizens and stakeholders are aware of the service	✓				
	Annual service review	85 employed individuals supported to remain in work	✓	✓	✓	✓	
		95 unemployed individuals supported to manage their health problems	✓	✓	✓	✓	
		60% clients have one or more long term conditions	✓	✓	✓	✓	
Develop a strategic approach to improving the mental health of people in employment	Health and Employment Strategic Group formed	Cross-sector actions agreed and implemented		✓			Nottingham City Council
	HWBB organisations develop health and wellbeing at work strategies	Health and Wellbeing Board (HWBB) organisations become exemplar employers for health and wellbeing (including specific mental health commitments eg 'Mindful Employer')	✓	✓			All HWBB partners
	VCS organisations	VCS organisations develop		✓			NCSV – via

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	access awareness raising training on improving mental health of the workforce	policies and environments which support the mental health of their employees and volunteers					VAPN and CYPPN
	Annual reporting of number of placements / vacancies offered	HWBB organisations offer work experience opportunities for people who have mental health problems and are unemployed	✓	✓	✓	✓	All HWBB partners
Priority 3 Theme: People in contact with mental health services are assisted to work							
Individual Placement Support (IPS) model is used to assist people into employment	Annual review	Percentage of people referred to IPS service who obtain paid employment increases year on year	✓	✓	✓		Nottinghamshire Healthcare NHS Trust
Increase access to IAPT services by the unemployed	6-monthly progress reporting	Nottingham (and Nottinghamshire) CCG(s) involved in the national pilot	✓	✓			CCG / DWP
Priority 4 Theme: Identify those most at risk of loneliness and isolation							
Develop a clearer understanding of levels and key causes of loneliness and social isolation	Findings shared across all partners and baselines established	Analysis of data and information related to loneliness in the city identifies the main factors and those most at risk.		✓			Nottingham City Council
Develop cross-sector partnership working to tackle loneliness of all ages	Loneliness Steering Group to tackle loneliness formed	Action plan for reducing and preventing loneliness agreed and implemented by partners	✓				Nottingham City Council
	Learning opportunities (and take up) for cross-sector workforce	Raised worker awareness of loneliness and isolation	✓	✓	✓	✓	All HWBB Partners
Priority 4 Theme: Create supportive conditions and environments conducive to social inclusion							
Continue to develop 'Age Friendly Nottingham' (AFN)	Annual review of progress against the AFN action plan indicates improvement across all domains of age-friendliness	Older citizens are enabled to live as independently as possible through age friendly partnership action.	✓	✓	✓	✓	Nottingham City Council
Develop stronger	Looking After Each	Reducing loneliness is	✓	✓	✓	✓	Nottingham City Council /

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communities which encourage people to look after each other	Other (LAEO) approaches developed including a strategic approach to encourage volunteering	embedded across services Rolling programme of support and initiatives in place which reduce levels of loneliness in the city					CCG / NCVS
Develop Nottingham as a Dementia Friendly City	Development of a Dementia Framework that includes action around loneliness	Nottingham achieves Dementia Friendly City status Health and Wellbeing Board partners become dementia friendly		✓			All Health and Wellbeing Board Partners
Develop access to information on a wide range of opportunities and support	Launch of integrated health and social care on-line directory	Citizens, their families and carers, and the cross-sector workforce are able to access information on reducing loneliness	✓				Nottingham City Council / CCG
Priority 4 Theme: Promote wellbeing and social inclusion of citizens							
Promote initiatives and opportunities	Three month campaign to raise awareness about loneliness and opportunities to reduce loneliness is launched	Ongoing communications plan developed to addressing loneliness	✓				Nottingham City Council / CCG / NCVS
Target individuals from most at risk groups	Mapping of current offer to reach at risk groups	Suite of targeted and aligned initiatives and support in place to support those most at risk eg Click Nottingham, befriending groups etc. Increased involvement of the VAPN members services where they are providing services for lonely and isolated people in the community		✓			Nottingham City Council / NCVS