

Briefing Paper

**Mental Health Day & Vocational Services
Recommissioning Project**

1. Background

- 1.1 Day Services have a vital role within mental health service provision. They aim to provide meaningful daytime activities and to enable people to move onto greater independence, including mainstream employment or education.
- 1.2 A review of mental health day & vocational services was undertaken in 2004.
This review indicated the need to modernize services to ensure they promote social inclusion, recovery and represent good value for money.
- 1.3 In 2006 a commissioning model for day and vocational services was developed in line with guidance issued by the Department of Health.
- 1.4 In December 2006 the Primary Care Trusts and Adult Social Care commissioned independent consultants TriNova, to undertake a further review of local services in the context of an up-to-date needs assessment, best practice and value for money.
- 1.5 In November 2007 TriNova completed this work and produced a report making recommendations for future service development.

2. Review Process

- 2.1 TriNova used the following methods to collect up-to-date information and gather views on current services and how these could be improved:
 - discussion groups with users of day and vocational services
 - interviews with service commissioners, managers and staff of day and vocational services
 - postal questionnaires to users of day and vocational services and mental health clients not currently using services
 - stakeholder consultation event

3. Service User Involvement

- 3.1 The involvement of services users has been, and continues to be, central to

the commissioning process.

3.2 Four service users are active members of the Project Steering Group and have been involved in all project decisions. Two service users will be involved in all stages of the tendering process. An independent user consultant supports a wider reference group, drawing representatives of day services across the county.

3.2 Service users have been included in:

- Project management
- Contributing to the design of the research.
- Conducting the research.
- Making key decisions on service redesign.
- The development of service specifications and tender documents.
- Participating in selecting future providers through a tendering process.

3.3 The process of service user involvement is being evaluated by Sainsbury Centre for Mental Health.

4. Review Findings

4.1 Whilst the review identified areas of positive and innovative development, the report concluded that “it is clear that the needs of Sussex residents with mental health problems, for day and vocational support are not being fully met”.

4.2 Key areas which require attention are summarized below:

- most services are still modeled on the traditional day centre, and place insufficient emphasis on helping people participate in mainstream community activities alongside other members of the community who do not have mental health problems;
- most services still offer group activities within segregated settings, rather than one to one support for participation in mainstream activities;
- there is poor choice of services in some localities. A consequence of this is that there are limited pathways for individuals out of day services into mainstream social, leisure activities, education and employment;
- relatively small numbers of individuals with mental health problems are re-entering the labour market each year, despite the high worklessness rate (and desire to work) of this group. There is a need to rebalance investment so that more individuals have access to robust evidence-based employment services to help them find and keep jobs;
- several groups face particular difficulties in accessing services, and are under-represented within services. These include:

- individuals resident in the more rural parts of the county

- people under the age of 25
 - women (in some services)
 - individuals from BME communities (in some services);
- investment in day and vocational services across the county is primarily in the coastal regions, and does not fully reflect the distribution of population across the county. There is under-investment in some areas (e.g. rural Rother; Lewes) and over-investment in others. This needs addressing over a period of time.
- 4.3 A copy of the TriNova report is available from the Scrutiny Officer or the Head of Strategic Commissioning (Mental Health and Supporting People).

5. Recommendations

5.1 The TriNova report made the following recommendations:

- that commissioners work towards redeployment of financial resources to achieve a more equitable investment of resources across the county according to population distribution and need;
- that commissioners work towards a rebalancing service provision to achieve a better balance between services that provide refuge and those that promote participation in mainstream social, leisure, educational, cultural and employment activities;
- that three new service models form the basis of future day and vocational services provision across the county:
 - A Well Being Centre – opportunities for social contact, support, structured activity and skills development, in a safe environment.
 - A Community Links Service – help for individuals to participate in ordinary mainstream social, leisure, educational and cultural activities alongside other members of the community.
 - A Vocational Service – help for individuals to find and keep jobs – based upon the Individual Placement and Support approach.

The service model is explained in more detail in appendix 1.

5.2 The Primary Care Trust and Adult Social Care accepted these recommendations and services have been tendered against this model.

6. New Providers

6.1 Adult Social Care and the Primary Care Trust undertook a tender process between July and December 2008. The following new providers have been awarded contracts:

New Services	Current Services	New Providers
Lewes and the Havens 2 resource hubs, Community links	Summerhayes 47a Western Road, Lewes	Newhaven Community Development Agency
Eastbourne resource hub and community links	The Cottage, Saffrons Lodge The Bourne	Sussex Oakleaf
North and South Wealden Resource hubs and Community Links	Middlebridge Oakgrove	Sussex Oakleaf
Bexhill and Hastings resource hubs and community links	73a London Road, Bexhill Hastings Resource Centre	Together
County Wide Vocational Service	Sussex Partnership Trust	South Downs Housing

6.2 New contracts commence on 1st July 2009. This allows for a 6 month transition period to ensure change is managed effectively and sensitively.

7. Transition Process

7.1 All service users will have individual assessments to ensure their needs are met both during transition process and in the future. Two dedicated project officers are have been appointed on twelve month contracts to undertake the assessments and support the change management process.

7.2 Trained service users (Peer Support Specialists) will be employed to work alongside the project officers and day service users to assist in the assessment process.

7.3 Commissioners are working with new providers and current services to support the change process.

8. Conclusion

8.1 The day and vocational service re-commissioning process involves significant change. There is an inevitably high level of anxiety amongst current users of day services users and some staff. There is also significant support for the changes which will address a wider range of needs, support greater independence and lay the foundations for personalization.

Day & Vocational Service Model

1. Well Being Centre

- Social contact
- Activity (groups, courses, social enterprises)
- Access to skills development
- Information, advice, signposting

How are Well Being Centre's different to traditional Day Centers?

Greater emphasis on promoting social inclusion/recovery

- Centre based activities as stepping stones to mainstream activities
- Community settings for activities wherever possible
- Mainstream services (e.g. CAB) brought in to centers
- Regular contact with CRB and IPS services (sessional work) encourages people to consider mainstream activities and jobs
- Provision to special groups e.g. young mothers; survivors of child abuse
- Promote user-led social enterprises
- Information for carers on services available
- Well Being Centre to coordinate network access locality and week (e.g. MIND do drop-ins when Middlebridge is shut (at weekends))

Network of drop-ins / activity groups

- Community locations (smaller towns not villages)
- Available at evenings and weekends
- Accessible (public transport routes)
- Non mental health bagging
- Good information/links to other services
- User-led, where possible.

2. Individual Placement and Support (IPS) Approach

- Focus on ordinary jobs
- Anyone who wants to work is given the help to do so
- Rapid job search and minimal pre-vocational training

- Support from employment specialists based in clinical teams, with employment a key part of care plans

IPS Approach

- Job search is driven by service user preferences and choice
- Time-unlimited support, tailored to individual needs
- Benefits counseling to help people maximize in-work welfare benefits

Individual Placement and Support (IPS)

Staffed by Employment Specialists

- Employment experts
- Work very closely with community teams
- Sessional work at day services
- Work with individuals wherever they prefer

3. Community Links Service

- Relatively new approach but one based upon old (e.g. community support worker) principles
- One to one support to develop new mainstream social, leisure, educational, volunteering and cultural activities
- Helping people keep these involvements going when they become ill

Life domains:

- Volunteering
- Education and training
- Healthy living, sport and leisure
- Visual and performing arts
- Faith, spirituality and cultural communities
- Employment (where no vocational service available)