

TITLE OF REPORT: **Deciding Together, Delivering Together update**
November 2018

Purpose of the Report

1. The purpose of this report is to provide an update on the establishment of a cross organisational Deciding Together Delivery Group.

Background

2. The original Deciding Together decision was made in July 2016. Work has been ongoing since this time with a series of workshops in 2017 to consider the key priorities and working models for mental health services across Gateshead and Newcastle. A governance structure has been in place to move this work forward which has recently been reviewed by Newcastle and Gateshead CCG. As a result of the review it was decided to develop working arrangements that will feed directly into the “place based” systems working within Gateshead and Newcastle. This will ensure that any developments and decisions are made within the framework of the Gateshead Health and Care System or the Newcastle Joint Delivery Group. An initial meeting was held to consider how Deciding Together (DT) can be reinvigorated and to agree the framework that needs to be in place to support the delivery of the system wide benefits that have been identified in the DT work to date.
3. The initial meeting was held 15th November 2018 and representatives from NTW, Gateshead Local Authority, Newcastle Local Authority, Gateshead Hospitals, Newcastle Hospitals, Concern Group and GP leads for Newcastle and Gateshead were invited.
4. The initial meeting identified work priorities and how the work would be taken forward in such a way that maintains a focus on real involvement and engagement of all interested parties, particularly service users and carers. It is envisaged that the initial work carried out by this small group of people will be expanded to include all interested and relevant parties in the more detailed work plans.
5. Topics for discussion and initial thoughts as to what would be included in the work priorities included the following:

a) Easy Access to the Mental Health System

Service Users and Carers as well as Health and Social Care Professionals have reported how confusing and frustrating it can be in knowing which part of the mental health system to contact when help and support is required.

The value of having a Newcastle/Gateshead Universal point of contact, that allows people to explain their individual circumstances and to receive support in

accessing the most appropriate part(s) of the system for their needs has been widely acknowledged. A key task of the Delivery Group will be to develop an action plan that looks at how this might be delivered.

b) Development of Integrated Physical, Mental Health and Social Care response for Older People (Including Urgent Response)

Determining the support that Older People may require often entails consideration of the complex interaction between physical, mental health and social care issues. Under DT it is proposed to model a new service that allows for greater integration of skills and roles in order to allow a more timely, holistic and effective plan of care to be put in place. The development of this work will be carried out in close collaboration with existing bodies of work such as the Intermediate Care Developments, Frailty Pathway and the Gateshead and Newcastle Enhancing Health in Care Homes Vanguard (EHCV).

It is also envisaged that the development of this service will firm up the urgent response that will be provided to Older People in Crisis particularly across the 24 hour period.

c) Redesign of Older People Mental Health Inpatient Beds

Over recent years the environment in which the mental health inpatient services for Older People (OP) in Newcastle is delivered from has deteriorated, and it is becoming increasingly difficult to continue to provide good quality in-patient services from these premises. Based on the current demand and anticipated trajectory for bed provision in Newcastle, the longer term bed model would be to work towards the provision of 16 beds across two Older People's wards for Newcastle patients. NTW are in the process of considering options as to how this can be best achieved. DT will also need to have oversight of planned provision of OP beds in Gateshead in order to ensure a collaborative and learning approach is taken in these developments.

d) Redesign of Adult Mental Health Inpatient Beds

NTW are in the process of implementing a plan of work which will result in improved inpatient environments and will fulfil the outcome of DT consultation carried out in 2016 with regard to where Adult Inpatient beds will be located. Progress with this work will be monitored along with other DT initiatives in order to ensure all interested parties have the opportunity to be involved and to contribute to the development of these plans.

e) Provision of Safe Haven Hub

DT have previously considered the concept of a "walk in " facility that people in Newcastle and Gateshead can go to for support with or without an appointment and know they will be able talk with somebody about how they are feeling. It is envisaged this will be a warm and welcoming environment and people will have access to support in a wide range of issues including loneliness, housing, benefits, anxieties and worries. The "Hub" will work closely with the Crisis and Home Based Treatment Service at times when people present in a crisis and it is also envisaged that where people need further appointments with mental health professionals it will be possible to arrange this from the Hub.

f) Increased availability of short term non hospital crisis beds

At present there is provision of short term non hospital beds for people in Mental Health Crisis in Newcastle where there is not a need for hospital admission but the risk of providing home based treatment is too great. The service works in close conjunction with the Crisis Team and this is felt to be a valuable resource in allowing for effective management of inpatient hospital beds. DT would propose to review the role and function of this service and also to consider how an equivalent service could be made available to people of Gateshead.

g) Development of Crisis and Home Based Treatment Service

NTW are currently in the process of restructuring the Crisis service in Newcastle and Gateshead in order to ensure existing resources are designed around the needs of people in the locality. Within this DT have recognised the need for a wider range of skills and roles that should be available within the team which will allow for an improved service provision in supporting home based treatment wherever this is possible as an alternative to Hospital admission. DT have also recognised the need for effective triage when people contact the universal point of contact in crisis and this will also be a key function for the Crisis Team as these developments are put in place.

Following the initial meeting on 15/11/18 a report will be provided to the Gateshead Care Systems and Newcastle Delivery Groups, which will outline what is felt to be the most productive process to achieve the work priorities agreed in the meeting. The Delivery Group will also give consideration as to how the work should be branded going forward and the helpfulness or otherwise of retaining Deciding Together as a brand. It may be that there is now more value in describing and understanding the work as regular service and system improvement work that we would expect to see in our planning systems and the group will advise the Gateshead Care System and Newcastle Delivery Group accordingly. Gateshead Care System and Newcastle Delivery Group will be asked to approve outline proposals following which more detailed work plans will be worked up to include service modelling, financial modelling, involvement and engagement throughout the process and timescales in which outcomes will be achieved. The Deciding Together Delivery Group will also develop communications so that people can be kept informed of progress.

Proposal

6. It is proposed that the Health and Wellbeing Board continue to support the work identified in Deciding Together through this new Deciding Together Delivery Group.

Recommendations

7. The Deciding Together Delivery Group will report into the Gateshead Health and Care Partnership and updates on progress will be included in future reports from the partnership, unless by special request through the Health and Wellbeing Board.

Contact: Caroline Wills, Clinical Development Lead, NTW caroline.wills@ntw.nhs.uk