

# Oxfordshire Joint Health Overview & Scrutiny Committee

## 20<sup>th</sup> January 2011

### An update report on *Keeping People Well*

Keeping People Well [KPW] is a strand of *Better Mental Health in Oxfordshire 2009-12*, the joint Mental Health Commissioning Strategy developed by Oxfordshire PCT and Oxfordshire County Council. It has designed a pathway of personalized and enabling services that link into clinical pathways and support people to self manage their own care in the wider community. In doing this Keeping People Well will

- Prevent people needing to use specialist mental health services and
- Support people in their recovery so that they can move on from hospital and community based secondary mental health services.
- Foster independence
- Offer best value

*Keeping People Well* consists of 2 services, both delivered across the County:

The **KPW Recovery Service** will provide structured interventions so that people living with mental health problems can develop their capacity to work and/or achieve social inclusion through meaningful occupation.

The **KPW Well-Being Service** will promote positive mental health to all age groups and help people aged 16 and over to take greater control over their lives through self-management of their mental health problems by providing information, support and services in non-clinical settings.

### The procurement process

The services were advertised in July 2010. We had a good response to the advertisement for KPW. Eight organisations were included in the final shortlist for the KPW Recovery Service and six for the KPW Well-Being Service, all of which were sent Invitations to Tender ("ITT") in September 2010.

The evaluation panels received very strong bids and decided that:

- The Well-being service will be delivered by **Oxfordshire Mind**.
- The Recovery Service will be delivered by **Restore**.

**These new services will replace the current day-time services from 7 March 2011.**

### Key features of the new services

The **Recovery** service will be delivered through seven locations across the county (including Bridewell Organic Gardens and Root and Branch and the current Restore sites in Oxford, Banbury, Didcot) supported by some county wide services. Each site will provide people with the opportunity to participate in a supportive group with a focus on work and recovery.

The groups will help people to start and be supported on their recovery journey and to achieve their goals. Access to the service will be by referral from OBMH,

TalkingSpace (the local psychological therapy service) the Well-being service and the housing providers within Supported into Independent Living. Restore will manage the referrals and assess people for places across all the sites.

The **Well-being** service will provide a range of new services to help people understand mental ill-health, help them identify what keeps them well and offer practical support to help them along a pathway to recovery. It will include:

- support to prevent people becoming unwell through group training for 'at risk' groups
- information and advice to help people help themselves and learn how to get more support
- a programme of accredited short courses across the county to give people the knowledge and skills to help themselves
- peer support groups around the county to help people from particular areas, or with particular issues or interests in common, to support each other and develop recovery strategies
- 1:1 recovery planning for those people who need more help to identify what will work for them, including help developing recovery plans and putting their plans into practice in the wider community

The Well-being service will be universal: *anyone* can contact it for information and advice. If they need more help they can then be referred onto the other parts of the service. The Well-being service will operate out of a number of locations across the county, some currently used by Oxfordshire Mind, and some new ones located in the wider community.

### **Impact on current services**

**Mind** and **Restore** are planning the reorganization of their current operation to deliver the new services (see Transition plan, below).

**Bridewell Organic Gardens** and **Root and Branch** were part of Restore's bid for the Recovery service and will deliver parts of the service within a formal sub-contracting arrangement.

**Oxfordshire Chinese Community Advice Centre** are in discussions with Mind about providing services within the Well-Being Service.

**The Archway Foundation** are not presently part of the future services within KPW. They are intending to continue to provide a range of services to support people who experience loneliness, and Commissioners are helping them look at ways of resourcing this going forward.

The **Gemini** day service based in Rectory Road and run by **Rethink** is not expected to continue after 6<sup>th</sup> March when the current contract expires. We are working with Rethink and the providers of the new services to support transition for the people who use Rethink.

### **Transition plan**

The transition plan for KPW is complex. To manage the process a working group consisting of Restore, Mind, the PCT and OBMH have been set up. We are meeting fortnightly to manage the detail of the transition processes. In addition there is an Implementation group consisting of the same group plus service users, carers and

members of HOSC which meets monthly to review the plan and provide vital input on how the plan is being experienced “on the ground”.

We will be publishing a transition guide for users of current services shortly. The key features of the transition plan are as follows:

1. All current users of services can be referred to the new Recovery services. Existing providers will support service users to be referred to Restore who will assess all referrals prior to the start of the new service on 7<sup>th</sup> March.
2. Anyone who does not wish to access the Recovery service will be able to self-refer or be referred to the Well-Being service. Mind will review all current users of their service to ensure that there is a seamless transfer into the new Well-being service after 7<sup>th</sup> March.
3. We are working to ensure that key agencies (OBMH, TalkingSpace, housing providers under Supported to Independent Living) understand their place within the referral pathways and co-ordinate care planning with service users and with KPW services
4. We have a comprehensive communications strategy that seeks to address the needs of all stakeholders.
5. We are developing a plan for those people who are at risk of “falling out” of services, particularly where they are not currently under the care of OBMH. We will identify relevant people and identify individual support plans going forward-for instance using existing links through housing providers to support people through the process.
6. Overall the number of spaces in the Recovery service will increase (see below) but the number of spaces in the City will reduce as we ensure greater equity of access around the County. We have a plan to ensure that we can manage demand through the transition process. There will be an Appeals process for anyone who does not get a space from March in the Recovery service.

### **Conclusion: Benefits of this procurement**

This procurement has

- Delivered new services within budget
- Will provide a care pathway which delivers the outcomes set out in the specifications, particularly around prevention and recovery
- Will support the recovery pathway and increase the number of people living with mental health problems who are supported to move on and manage their own care independently in the wider community
- The **Well-Being** service provides a universal service that will challenge stigma and create an enabling environment that offers tailored interventions so that people can manage their own care needs independently in the wider community
- The **Recovery** service provides a 49% increase on the level of service provision specified in the tender, and offers a coherent model for a structured recovery process

Access, quality and choice will all be improved within the commissioned services:

- Service users will have a planned relationship with services as part of a pathway
- Services will be more closely integrated with clinical pathways
- Services will be more closely integrated with housing and other pathways

- There will be a more even geographical spread of services
- There will be better access for marginalised groups
- There will be better support for the Oxfordshire Mental Well Being Improvement Strategy
- There will be more personalised support
- There will be a higher level of participation of service users and carers both in the management of their own care, and in the development and delivery of the services they use
- There will be a greater focus on outcomes

The newly-commissioned services will be provided by organizations with a strong-track record of supporting people with mental health problems towards recovery. Mind and Restore are familiar with the local landscape and have been closely involved in developing local responses to the needs of people living with mental health problems. This will both deliver the outcomes we seek and smooth the process of transition.

There has been excellent and wide-ranging stakeholder involvement in this process and the services as specified have to a very large extent been developed by the people who will use them. There is a significant level of “ownership” of the principles and thinking behind KPW.

There is a great deal of energy and engagement within the incoming providers and OBMH to develop these services within pathways that will support recovery and promote mental well-being. This procurement has created an opportunity to create pathways and bring providers together for the benefit of people who use services.

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