

September 2023 edition



Helen Hardy

Regional Head of Mental Health

Welcome to the September edition of the Regional Mental Health Team Bulletin. I do hope that you have all managed to get a break over the summer period and an opportunity to reset and recharge your batteries ahead of autumn.

In this edition alongside the usual events calendar we feature national news and updates from across the region including the 'Creating hope through light' event. During September, organisations, people and communities across Essex and Hertfordshire are lighting up key buildings and landmarks green, as part of the 'Creating hope through light' event, to challenge people to talk about preventing suicide and take up the local suicide prevention training offer.

In national news we update on The Department of Health and Social Care Major Conditions Strategy policy paper which was published on the 16th of August. The Major Conditions Strategy will have a focus on mental ill health and dementia as two of the focus conditions and will provide a welcome framework to address challenges over the life course. This Strategy represents a significant opportunity and change in the way that we work together. I would urge you all to have a read through some of this when you have the time.

Other highlights include updates from The Provider Collaborative, The Patient Flow Hub Service and updates from our colleagues at Hertfordshire Partnership Foundation Trust.

Please enjoy and email us if you would like to contribute to future editions.

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Major Conditions Strategy: case for change and our strategic framework

The Department of Health and Social Care published the [major conditions strategy policy paper](#) on the 16th August. The strategy begins with one question: how should our approach to health and care delivery evolve to improve outcomes and better meet the needs of our population, which is becoming older and living with multimorbidity? The model of care which sustained us for the past 75 years must evolve considerably to meet the needs of the public in 75 years' time. We are living longer, but for too many people that life is experienced with many years in poor health.

DHSC have chosen 6 groups of conditions to focus on: cancers, cardiovascular disease (CVD) (including stroke and diabetes), musculoskeletal disorders (MSK), **mental ill health**, **dementia**, and chronic respiratory disease (CRD). The strategic framework sets out the approach to addressing the challenge over the life course. It is not the full answer, but a framework for change. This approach, which takes us away from single disease strategies, is significant but entirely consistent with a wider shift towards integrated care.

A small number of countries sharing the same challenges, are leading the world in identifying solutions for their health and care needs. The [Danish government recently produced a multimorbidity strategy](#), and elsewhere in Europe other countries, such as Finland, are looking to take a pan-disease approach where they are focusing on the integration of services (see the [factsheet on Finland, under the heading 'Country factsheets'](#)). In developing this strategy, the UK is joining them in this approach.

News and Resources

Delivery of psychological therapies in community mental health teams – baseline survey 2022/23

The baseline survey helps us to understand levels of access to evidence-based psychological therapies for those being supported within community mental health services. Data will help to inform national investment in psychological therapies for severe mental health problems, as well as support local discussions and planning. This year the survey has two levels; Team and Practitioner and asks about the delivery of therapy in community mental health services to people over the age of 18 with Severe Mental Health Problems – this includes: psychosis, bipolar disorder, personality disorder, eating disorders, anxiety and depression.

This is slightly different to last year as the survey has had the Trust level response removed and instead expanded to cover a wider range of therapies to reflect the breadth of needs supported in community settings. This survey was distributed to Chief Psychological Professions Officers (CPPOs) or equivalent to pass on to relevant teams across each Trust.

The following people were asked to complete the surveys:

- Team level - Lead psychologist or psychological therapist for the team. Teams in scope are CMHTs, Recovery Teams, Eating Disorder Services, Community Rehab Teams, Psychological Therapy Teams, and Primary Care based Mental Health Services.
- Practitioner level - Individual practitioners' teams that are trained in and/or delivering a psychological therapy.

The dashboard with the baseline survey data from 2022 is now available [here](#).

The East of England Provider Collaborative New Lead CEO Role

The East of England Provider Collaborative, a group of six NHS mental health Trusts is pleased to announce the new lead CEO Anna Hills who is the Chief Executive of Cambridgeshire and Peterborough Foundation Trust. Anna has kindly agreed to step in to the lead CEO role for the next year.

"I look forward to taking on the lead CEO role for the Provider Collaborative, working with Service User, Carer, CEO and NED colleagues as well as our Executive representatives. I will be chairing the Executive Committee board meetings from September and supporting our partners to achieve the collaboratives aims, particularly to deliver further reductions in the number of people placed out of area and to localise care out of hospital if we can".

Anna Hills, CPFT Chief Executive

Specialised Commissioning Provider Collaborative: Commissioning strategy update

The Provider Collaborative is working and preparing to release commissioning strategies tailored to each specialty. Following the approval of the CYPMH strategy by the Collaborative Board in March 2023, a comprehensive four - week consultation on Secure Services Strategy was conducted, engaging service users, carers and essential stakeholders. Currently the finalised strategy pack is due to be presented to the September Board for final approval. The final piece in this strategic puzzle will be the Adult Eating disorders commissioning strategy.

To obtain copies of the CYP MH or / and Secure strategies please reach out to us via email at: admin.providercollaborative@cpft.nhs.uk

Patient representatives recruited to the Provider Collaborative Board

The collaborative has welcomed two patient representatives to join the Board from September 2023. Carer representative Keith Grimwade, is an active member of the Provider Collaborative Board, has been engaged in the recruitment and onboarding of both candidates. The newly appointed candidates, with their lived experiences in mental health, are anticipated to actively participate in Board meetings, offering invaluable patient insights as the Provider Collaborative progresses in shaping specialised mental health services.

Youth Intensive Psychological Practitioner (YIPPs) pilot

The Youth Intensive Psychological Practitioner (YIPP) is a new role designed to support and deliver under close supervision, assessment, formulation, and a subset of psychological interventions with young people aged 13 to 17 years who are experiencing severe and complex mental health needs. The YIPP role is expected to contribute to reducing escalation and potential for admissions and increasing bed capacity. The YIPPs will be trained to work and practice in both inpatient and intensive community intervention settings.

The Provider Collaborative is excited to share that their colleagues have successfully completed the one-year YIPP postgraduate certificate training programme. Trainees from HPFT, NSFT & CPFT have met all the required criteria and have now advanced from Band 4 to Band 5. These accomplished trainees will play an integral role within a multidisciplinary team, forming collaborative relationships with young people and their families.

NHS England is planning a "YIPP celebration Event" on 5th October 2023, sharing experiences, learning and successes known to date. Please contact Aleksandra.kalathuhina@cpft.nhs.uk for registration details.

Creating Hope through Light - Suicide Prevention Campaign

From the 4th to the 10th of September, organisations, people and communities across Essex and Hertfordshire are lighting up key buildings and landmarks green, as part of the 'Creating hope through light' event, to challenge people to talk about preventing suicide and take the localised ZSA suicide prevention training.

The 'Creating hope through light' week-long event, hopes to raise awareness of suicide prevention and challenge Essex and Hertfordshire residents to take the suicide prevention training, which can be accessed on www.letstalkaboutsuicide.co.uk.

It's a joint initiative from Mid and South Essex and Hertfordshire and West Essex Integrated Care System and Thurrock and Brentwood Mind and is part of their **#LetsTalkAboutSuicide** campaign. It aims at reducing the stigma around talking about suicide and encourages people to take the free online suicide prevention training, as well as highlight the other mental health resources available in Essex and Hertfordshire.

People can also take part by joining the social media campaign on **#CreatingHopeThroughLight**, as well as upload personal messages and videos using the campaign resources available on the website.

You can also follow the campaigns on:

- Instagram [@talksuicideessex](https://www.instagram.com/talksuicideessex),
- Twitter [@talksuicidesx](https://twitter.com/talksuicidesx)
- Facebook [@letstalkaboutsuicideessex](https://www.facebook.com/letstalkaboutsuicideessex).



Older people's community teams achieve prestigious accreditation

The Coastal and Ipswich Older People's Community Teams of Norfolk and Suffolk NHS Foundation Trust have been awarded the prestigious ACOMHS accreditation by the Royal College of Psychiatrists after undergoing a rigorous review. The NSFT teams were commended by the Royal College for their dedication to providing holistic and patient-centred care and treatment, as well as their commitment to collaborating with patients to enhance the quality of care.

The Royal College was particularly impressed with the Ipswich team's work on patient collaboration in discharge planning. They highlighted the work to reframe the language used around discharge, which has increased patient collaboration in discharge planning from 37% to 94%. The ACOMHS accreditation programme plays a vital role in ensuring and elevating the quality of community mental health services for individuals with mental health concerns and their caregivers. [Read more here.](#)

Regional Summer Lunch and Learn sessions

Over August, The Regional Mental Health team took the opportunity of it being a slightly quieter month to organise some 30-minute sessions to spread learning amongst colleagues across the region. Some fantastic projects were shared and there was some enthusiastic discussion. All sessions were recorded for those who may have been on leave and can be found on our Futures page, along with the slides and other resources:

Here is a synopsis of some key points from each session to whet your appetite:

Carers Intensive Support Service, South East Essex:

- The service started in 2022 in response to a significant increase in carer stress during the pandemic. The service aimed to provide 'hand-holding' for carers and provide a link between them and services
- It was Improved Better Care Fund iBCF funded - £73K for 2x band 4 posts.
- 294 referrals have been accepted to date, with an average active caseload of 30 per staff member. Referrals are complex and complicated. The majority come from the Dementia Intensive Support Team, with Social Care a close second.
- Some fantastic outcomes have been achieved:
 - No carers accessing the service have been admitted to hospital as a result of carer stress.
 - All those cared for that have gone into planned respite have come back out again.
 - One third of all referrals have been referred to Talking Therapies (majority aged 65+)
 - The service has a regular presence in the dementia hub in Southend Hospital.

Research with people living with dementia, Healthwatch Suffolk

Healthwatch Suffolk was commissioned by Suffolk Dementia Action Partnership to conduct research with people living with dementia in Suffolk during 2022/23. The resulting report reflects the experiences of 156 people. Examples of learning from what people said about living with dementia in Suffolk:

- Systems need to help people find information about dementia and find early help
- Diagnosis needs to be communicated with compassion
- People want support to be pro-active – to contact them and target signposting to their particular situation
- People want a 'care co-ordinator' – someone to be a touchpoint and a guide
- Information needs to be provided so people understand how social care can support them
- There is a need to improve dementia knowledge in general hospitals
- Systems need to prevent people from being passed between services, particularly at the end of life

Mild Cognitive Impairment (MCI) pathway, Essex Partnership University NHS Foundation Trust

Approximately 50% of people diagnosed with MCI will develop dementia within 5 years, however, interventions can reduce the risk of this conversion. Approximately 20% of those going through the memory assessment service pathway in West Essex are diagnosed with MCI but there was no clear pathway for this group and they were left with this uncertain diagnosis. In response, an MCI pathway was introduced, initially as a one-year pilot.

Within the MCI pathway, every person diagnosed with MCI is offered:

- Post-diagnostic support.
- A 6 month or 12-month annual re-assessment (based on need).
- Two sessions with an Assistant Psychologist to create a personalised care plan.
- Six sessions of MCI psych-educational groups, including sessions on cognitive stimulation, health promotion such as nutrition, and strategies for managing memory.

Many unidentified needs are picked up within the pathway and there are on-ward referrals to the Falls Team, NHS Talking Therapies and smoking cessation, amongst others.

All recordings of the sessions and slide decks can be found [here](#).



Memory Services Spotlight Audit 2023-24

A second round of the community-based Memory Assessment Services audit is to commence in September 2023. This is a repeat of the 2021 Audit, examining waiting times, access to assessments, treatment and post-diagnostic support for people with dementia in Memory Assessment Services.

This will give services the opportunity to compare results with national and local results. For those that took part in the 2021 audit, it will be possible to compare results and how well access and waiting times are recovering from the impact of the pandemic.



NHS Gender Incongruence Service for Children and Young People

A new website is now available and provides details of the National Referral Support Service for the NHS Gender Incongruence Service for Children and Young People. The referral service is managed by NHS Arden and Greater East Midlands Commissioning Support Unit (Arden & GEM). Please see the link below.

[National Referral Support Service for The NHS Gender Incongruence Service for Children and Young People - NHS Arden & GEM CSU \(ardengemcsu.nhs.uk\)](https://ardengemcsu.nhs.uk)

Hertfordshire Partnership Foundation Trust launches its new strategy

'Great Together'

Service users and carers are at the heart of an ambitious five-year strategy launched by Hertfordshire Partnership University NHS Foundation Trust (HPFT).

Great Together, has been produced in collaboration with service users, staff, partners and local communities with more than 2000 individuals contributing their views and 9000 comments received. This approach meant that everyone was involved in shaping the Trusts' plans for the next five years. Supporting people living with mental illness, learning disabilities and neurodevelopmental needs remains at the heart of everything the Trust does.



Highlights of the strategy include:

- A commitment to service users and carers. The Trust will work with them to shape their own care and improve services collaboratively.
- Continuing to provide great care and support.
- Embracing a learning culture that drives innovation, research, and continuing quality improvement.
- Enhancing personalised care and support to meet the diverse needs of service users and carers, while building a stronger, healthier community together.
- Advancing equity and tackling inequalities, to ensure that everyone have equal opportunity to benefit from care and support.
- Expanding and developing our workforce, ensuring that our staff can thrive within the workplace and have opportunities to develop and achieve their career aspirations.
- Building relationships with local community organisations, to harness the strengths within communities and support community development and resilience.

Please see full details on the HPFT [website](#) to learn more.

Hertfordshire Partnership University Foundation Trust work in partnership with Hertfordshire County Council to support people facing financial problems



HPFT have partnered with HCC Money Advice Unit to enable access to financial support and advice to people who's mental health has been impacted by the cost of living.

According to Healthwatch Hertfordshire's 2023 *Cost of Living Crisis: The Impact* report, "The cost-of-living crisis will increase the number

of people facing food insecurity, fuel poverty, and debt, all of which are risk factors for poor mental health." We know this will change the quality of life and health in Hertfordshire. Knowing that 50% of the people surveyed reported that the cost of living had impacted on their mental health continues to encourage us to seek out alternatives to traditional approaches to care.

"I would like to thank Beatrice and her staff for all of the help and advice given me, it has been hugely appreciated. The successful application of Personal Independence Payment has allowed me to be more independent and happier. I am sure I would not have been able to endure the calls, and correspondence without having them on the other end of the phone to help and guide me. I would have probably given up and not bothered pushing for PIP had I not had them in my corner helping me along the way. Once again I would like to thank the Enhanced Primary Care team and the Money Advice Unit for all the help they have given me."

Funded jointly between HCC and the Hertfordshire West Essex Integrated Care Board (HWE ICB), the initiative between HPFT's Enhanced Primary Mental Health Services (EPMHS) and HCC's Money Advice Unit (MAU) has been assisting service users since April 2023. It's a new programme which included aligning two additional specialist MAU benefits advisers in HPFT's mental health services, alongside existing HPFT staff. This built on a previous partnership with Money Advice Unit, within Community Mental Health services which has operated successfully for 9 years.

The partnership between HPFT and HCC's Money Advice Unit is part of the broader work being led by the Mental Health, Learning Disability and Autism Health and Care Partnership (MHLDA) in conjunction with Hertfordshire County Council's (HCC) Cost of Living Mental Health group. The group has joined with other community partners and people with lived experiences to provide a systemwide response to the mental health impact of the cost-of-living crisis.

Service user participation and response to the programme has amplified the importance of our services finding a way to tend to social care needs where we are able. Since the partnership began, HPFT's Enhanced Primary Mental Health Service (EPMHS) have made 160 referrals to the MAU, of which 119 are still actively engaged with the advisers. These engagements have resulted in weekly benefits of £2,855 (£148,466per year) thus far. There has also been an additional £11,598 in 'one-off' payments and arrears of benefits.

The numbers above indicate benefits received for service users, but we believe that the work done, in such a short span of time, has been invaluable to users.

If you'd like to learn more about the Hertfordshire Mental Health, Learning Disability and Autism Health and Care Partnership, [click here](#) or email Ed Knowles, Development Director at ed.knowles@nhs.net.



Regional Mental Health Team Events

7th Sept
12.00 – 1.00pm

EoE Webinar – Evidence base and recommendations for developing At-Risk Mental States (ARMS)

This webinar will be used to provide an update of the evidence base and recommendations for developing ARMS services in line with the Access and Waiting Time and EIPN standards. We hope that this event will be of interest to you at whichever stage of ARMS service development you are at. There will be opportunity for questions and discussion with colleagues so that we can share good practice and what is working well in region. To receive an invite, please email eastmentalhealth.pmo@nhs.net

13th September
1.00 – 2.00pm

Digital Mental Health Community of Practice

Third of our collaboration with the NHS Innovation Accelerator (NIA) an award-winning NHS England initiative delivered in partnership with Englands 15 Academic Health Science Networks (AHSNs) and the Accelerated Access Collaborative. In this session we will learn about Wysa an artificial intelligence (AI)-based 'emotionally intelligent' service which responds to the emotions you express and uses evidence-based cognitive-behavioural techniques (CBT), DBT, meditation, breathing, yoga, motivational interviewing and micro-actions to help you build mental resilience skills and feel better.

Speakers:

- Ross O'Brien - MD, Wysa, NIA Fellow 2023
- Becky Inkster - Neuroscientist & Advisor, University of Cambridge
- Tremaine Richard Noel - Head of Emerging Technology, Northampton General Hospital
- Alina Paik - NHS Talking Therapies Clinician

Please email lucy.forrrest4@nhs.net for an invite.

15th Sept
1.00 – 3.00pm

EoE CYMPH Outcomes Community of Practice (Session 5)

Agenda to follow. To receive an invite, please email eastmentalhealth.pmo@nhs.net

22nd Sept
11.00 – 12.00pm

EoE i-THRIVE Community of Practice

This Community of Practice aims to:

- Encourage reflection and support implementation of the THRIVE framework
- Identify innovation, as well as challenges across region
- Share learning, best practice & resources

To receive an invite, please email eastmentalhealth.pmo@nhs.net

26th Sept
12.00 – 1.00pm

East of England Eating Disorders Webinar

Dr Tony Winston – Complex eating disorders, including the overlap between anorexia nervosa, autism and ARFID. To receive an invite, please email eastmentalhealth.pmo@nhs.net

24th Oct
12.00 – 1.00pm

East of England Eating Disorders Webinar

Developing and Evaluating a Sibling Support Group in Eating Disorder Services – Molly Chatwin and Amy Seaman, NSFT. To receive an invite, please email eastmentalhealth.pmo@nhs.net

2nd November
9.00 – 4.00pm

EoE Engagement Event – Provider Collaborative – Better Care Closer to Home

Join the East of England Provider Collaborative on November 2nd at the IWM Conference Centre, Duxford for the annual Engagement Event. This gathering offers a chance for colleagues, partners and senior leaders to focus on the future of specialised mental health services in the region and celebrate achievements, support each other during the challenging times and plan together for the future. [Register](#) early as spaces are limited and available on a first come first serve basis.

Other events & webinars

19th Sept
12.00 – 1.30pm

Building communities into Integrated Care Systems; A practical guide to developing robust community mental health support

The agenda will include:

- An introduction to the report's key findings from Rethink Mental Illness.
- Contributors' 'top tips' for providing high-quality community mental health care.
- A panel of experts from the NHS, local authorities, lived experience, and VCSE organisations around England, who will share their reflections on the report and the future of community mental health care.
- A Q&A where the audience will have a chance to ask questions.

To register, click [here](#).

21st September
9.15 – 4.20pm

3rd CPFT Annual Dementia Conference – Dementia: Working Better Together

Cambridgeshire and Peterborough NHS Foundation Trust is holding its annual dementia conference.

This conference, on World Alzheimer's day, is virtual via Teams and attendees are welcome to attend for the whole day, part or even just a session. The full agenda will be sent out nearer the time.

Topics include: Frailty, Prescribing in older adults, The use of Pabrinex, Learning disability and dementia, Research in Dementia, Physiotherapy and dementia care and Experts by experience.

External guests include Professor Anna Hendry, from the British Geriatric society discussing her report 'Joining the dots' on managing frailty in older adults. Professor Bebbington, consultant psychiatrist in epidemiology will be giving a personal account of his own experience of being diagnosed with Alzheimer's disease. His wife, Professor Elizabeth Kuipers, a clinical psychologist at Kings college, London will join him to discuss her role as a carer. CPFT also have MacIntyre joining, and a specialist in alcohol related dementia.

There will be internal presentations from physiotherapy, the Windsor research team and pharmacy. To book your place click [here](#).

3rd Oct
11.00 – 1.30pm

National 0-5s Mental Health Shared Learning Webinar

The focus of the webinar will be **0-5s mental health**, specifically on sharing learning through good practice case study examples and overcoming implementation challenges. The webinar is free to attend, and especially pertinent to those working within NHS Children and Young People Mental Health Services, Parent-Infant Mental Health Services and Specialist Community Perinatal Mental Health Services, as well as those in commissioning roles, and also services working within or complementing the children and young people's mental health pathway.

To register for the webinar please follow [this link](#)

CPD and info for [services and commissioners](#) – Book your place

To help you find out more, and how parent carer peer support could help your local families and services, we're (Charlie Waller Trust) offering three different sessions this autumn and winter. You are welcome to put your name down for any combination of them.

1. Info session: Introduction to parent carer peer support

A one-hour continuing professional development (CPD) introductory information session led by lived experience parent carer peer support workers and professionals.

2. CPD session: The basics of Parent Carer Peer Support

A three-hour session led by lived experience parent carer peer support (PCPS) workers and professionals to give you a more in-depth idea of what is involved.

More information on our sessions for commissioners:

[Events for Services and Commissioners \(charliewaller.org\)](https://charliewaller.org)

Skills Workshops for anyone Caring for a Loved One with an Eating Disorder

National Health Service Workforce Training and Education Directorate has worked in partnership with Charlie Waller Trust which has trained facilitators to be able to deliver the New Maudsley Approach carers skills workshops to parents and carers who are supporting a loved one with an eating disorder.

Based on the New Maudsley approach, these courses have helped so many families to navigate their way through a seemingly impossible task and offer professional techniques for becoming a 'Change Coach' including:

- Dealing with challenging behaviour
- Specialised communication skills
- Avoiding traps that may maintain the disorder
- Supporting recovery

The aim of the New Maudsley Model is to lower anxiety and distress in family members and to give carers communication tools, skills and techniques that help them engage their loved one to improve their self-esteem and develop the resilience to embark on change.

The courses are broken down into five, two-hour workshops and are full of practical tips, real life scenarios and case studies. <https://www.charliewaller.org/what-we-offer/projects-in-partnerships/the-new-maudsley-approach> / <https://www.charliewaller.org/what-we-offer/new-maudsley-training-course-dates>