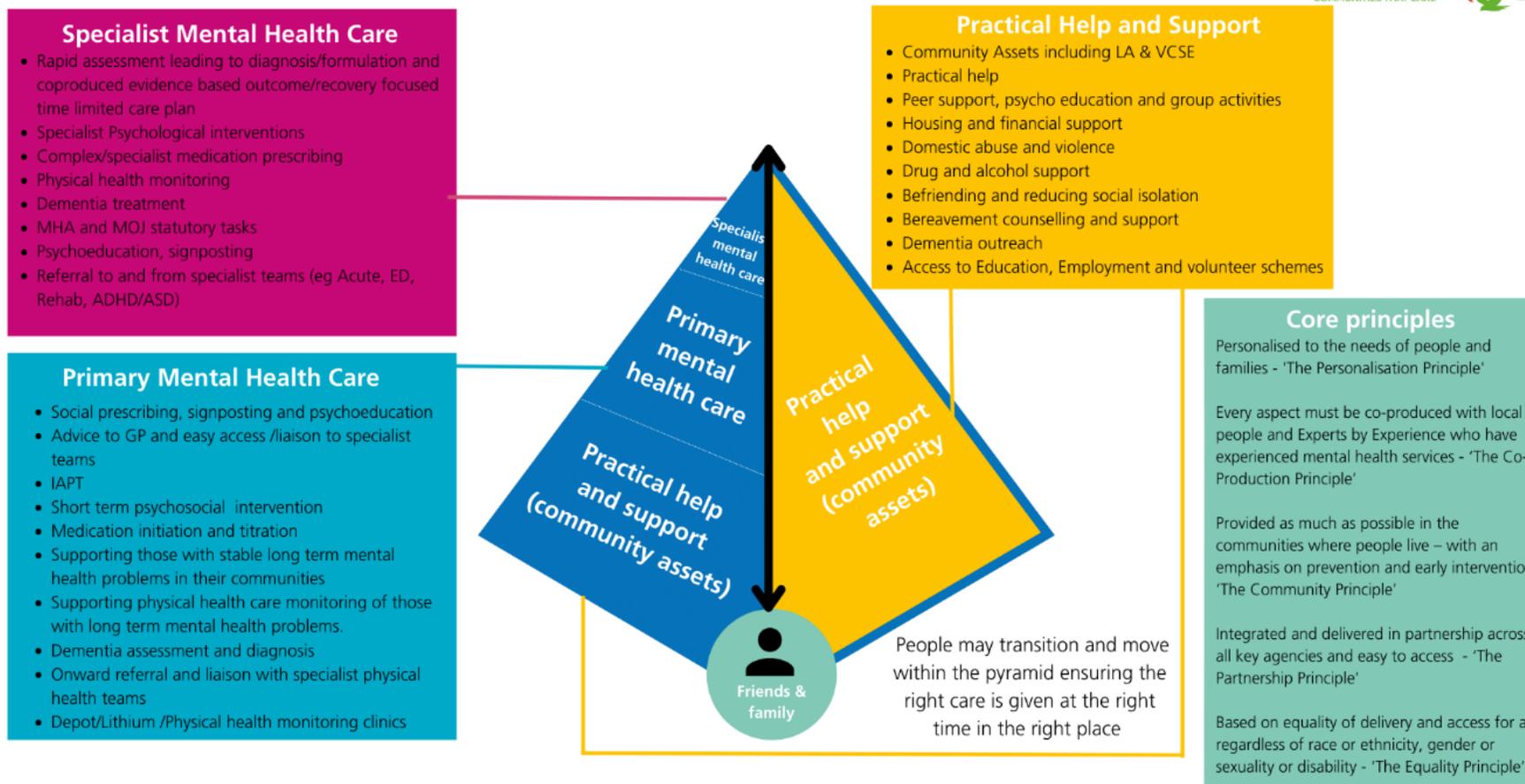


Appendix 3 – Community Mental Health Transformation Draft Model of Care

This diagram is a visual representation of our emerging Core model and our vision for how we would like services to work in future:

Proposed new community mental health care model



1.0 The structure and core values underpinning the model are:

- People who use services are at the centre of the Cheshire & Wirral community mental health vision
- We recognise that communities, friends, and family are the most important part of people's support networks and that preventative support services should be easily available where people live and include those important to them – building on people's strengths and resources.
- General Practitioners are often the first port of call for people experiencing mental health issues. The Cheshire and Wirral vision supports the development of Primary Care Networks/Neighbourhoods with integrated multidisciplinary mental & physical health support systems in place, backed up by our community connector programmes and strong links to social prescribing, psychological support services, social care, housing and VCSE organisations.

1.1 Accessibility

Gathered around these key services are a range of community support agencies and specialist mental health services that people should be able to access easily when needed, or that are needed to support people's recovery and good mental wellbeing. These will include:

- Community Mental Health Teams: CMHTs based much more in the communities they serve, with an emphasis on prevention and recovery-based support.
- Rehabilitation service: The Community Rehab Service is being developed within the workstreams as a Mental Health Intensive Support Team – working with people in long term inpatient care and supporting their return to the community when possible in partnership with housing and social care agencies.
- Complex Needs Service: Developed to support people who have the most complex mental health issues and intensive need for support. Supportive, trauma informed interventions to help improve people's lives. Backed up by specialist psychological and social care support where needed

- Eating Disorders Service: A new specialist support service for adults (and young people in transition to adult services). Based on the latest therapeutic support and evidence-based research.
- Older Peoples Services: The CMH Transformation Team are developing the older peoples services with the social care and VCSE providers who deliver services to this group and in line with the NHSE “15 Aspects to Consider When Designing Community Mental Health Services to Meet the Needs of Older Adults”.
- Social Care and Housing support: The core model sees social care, housing and public health as key partners working alongside Primary and Secondary NHS services and VCSE partners to provide mental health support in the community.

1.2 A place-based approach

The Cheshire and Wirral commitment is that these services should be based ‘at place’ or within the communities that people live and work in. This will require a fundamental change to delivering mental health and social care services in local community hubs and primary care centres.

1.3 A personalised approach

This model is based on the idea of person-centred assessment, care planning and support. Over many years, both Social Care and the NHS have developed different ways of trying to ensure that people feel choice and control in their own mental health care and support. Some of the ways that the CMH Transformation Team will develop this personalised approach are via:

- Social Prescribing
- Social Care Direct Payments and Personal Budgets
- NHS Personal Health Budgets
- Personalised Care Planning and support

1.4 Dialog Model

Currently the CMH Transformation team are looking at the Dialog model (<https://www.elft.nhs.uk/dialog>) developed by East London NHS Trust as a way of improving our care planning and introducing a person-centred

outcomes framework. There is further work being undertaken to ensure that social care assessment criteria under the care act and s117 aftercare is included or linked.

1.5 Local Authorities

Local Authorities and the VCSE and community providers that they commission provide a substantial amount of core services for people with mental health issues living in the community. LAs also have key statutory responsibilities under the Care Act, Mental Health Act and Mental Capacity Act. LAs have responsibility for community Public Health services, which includes physical health and drug and alcohol services. LAs have many years of experience of providing asset-based community support initiatives and personalised care and support. The link to local democracy is also vital in this project.

1.6 Community Green Spaces

Local Authority responsibilities for local community green spaces, housing, planning, advice etc is an essential part of the CMH transformation programme.

1.7 Access to modern, evidence based, interventions

One of the aims of this transformation project is to ensure that people have access to the psychological, medical, social, and practical interventions that they need when they need it. For example:

- Psychological interventions: in our engagement sessions, people told us that they needed easy access, good quality, psychological intervention with low waiting lists to deal with mental health issues effectively.
- Social Care interventions: Many people have health issues that are affected by their social situations. In mental health this is described as a Bio/Social/Psychological approach – where the social determinants of life (housing, work, family, environment, leisure etc) are as important as treatment and diagnosis. This is a key part of our core model.
- Mental Health Interventions: the mental health interventions that are currently provided have been mapped against the new core model. This has shown where our services have areas of strengths but has also demonstrated where colleagues require more training and access to new

skills to be able to provide increased access to the types of interventions that will lead to greatest impact.

1.8 Communities that Care

The Cheshire and Wirral model has a particular focus on agencies working together with communities to support people to live a full and meaningful life and provide the best chance to improve wellbeing and quality of life in the longer term. This approach 'Care Communities' that combines the following:

- Local primary care
- Specialist mental health care
- Physical health care
- Social care
- Housing support
- Employment support
- Debt and financial advice support
- Volunteering and other activities
- Community Interest activities – access to green space and leisure
- Peer support (people with lived experience working within services)

1.9 A primary care-led approach to mental health

There are 24 Primary Care Networks (neighbourhoods/Care Communities) across Cheshire and Wirral who will be working together as a key part of this service in April 2023.

The aim is to work across these groups to ensure that there is a consistent and stable mental health offer in each area. This will include access to psychological therapies and the development of new roles working to strengthen the bridge between primary and secondary care and ensure easy access to both services.

The transformation of services will also see the adoption a multi-disciplinary approach to primary care mental health support – ensuring that there is access to personalised social care and advice services when needed.

1.10 The role of VCSE Alliances and community groups

The voluntary and community sector has a vital and important role in the CMH Transformation within Cheshire and Wirral. Working with Rethink Mental Illness, three VCSE-led Alliances in Cheshire East, Cheshire West and Wirral

are being developed. Each Alliance will be independent with a Terms of Reference, agreed membership and Governance process.

Each Alliance will act as a 'VCSE voice' working in partnership alongside NHS and LA colleagues. A VCSE Alliance can ensure that the voluntary and community groups have a joint voice in local planning and developments. The Alliance can work to respond to need e.g. developing the approach to primary care or improving community provision in an area. A VCSE Alliance ensures that smaller organisations get a voice and that community resources are distributed more equitably.

In Wirral, the CMH Transformation Team is supported by Wirral Healthwatch and the Community Voluntary Sector.

To see how a well-established VCSE alliances can work, please go to <https://openmentalhealth.org.uk/>