

HWB 24th Sept 2020 LPT Briefing

- What issues have you identified in relation to mental health and emotional resilience due to COVID-19?
- What are you currently doing to address these issues and support the local community?
- What issues do you foresee arising in the future in relation to mental health and emotional resilience?
- What plans do you have to tackle these issues?

The main organisational issues related to COVID 19 pertaining to mental health and wellbeing have been in ensuring service delivery could be maintained and the most critical and urgent care offers supported.

This has been against a background of initial uncertainty related to potential staff sickness and the need to risk stratify and prepare for significant service challenges. These challenges were many and significant. In the community ensuring face to face visits were managed safely for those in crisis and in urgent need was key, as was managing waiting times and access.

In- patient services also needed to respond to the uncertainty and ensure beds were available with appropriate staff to manage through the crisis.

Supporting the community to ensure that the mental health and wellbeing is managed through this period has been key to LPT's work. Whilst initial service contact dropped the overall trend is upward in terms of demand and is also related to higher levels of acuity. In simple terms people with psychotic problems have been presenting as very unwell, in addition the underlying resilience of service users and carers has been of concern.

The service responses to this have been robust and varied. Some of the changes have been system generated locally and some in direct response to national directives. The presentation prepared for this Health and Wellbeing board in partnership with CCG colleagues addresses this in detail. LPT's approach has been to support staff and the community through innovative pathways and strong partnership working.

Development of the Central Access Point, which for the first time gives a single contact point for all LLR citizens to access mental health services with a "no wrong door" policy band open self-referral has been a significant shift in service delivery. In addition the MH urgent care hub has provided a positive alternative to A and E attendance for people and has been very positively received by service users and partners. Further detail can be provided of both developments and the significant evaluations undertaken.

In addition we recognise that developing better community responses for rehabilitation is key to supporting people out of hospital.

All of this activity and development is supported by Step up to Great , the system plan for improving mental health services, improving quality and access and working more closely with neighbourhood and place. Breaking down barriers between secondary and primary care is crucial to the success of mental health and wellbeing in LLR.

Whilst public health and service level surveillance is emerging it is anticipated that Covid 19 will continue to exert a significant pressure on resilience and mental health. The system plans and the specific Covid responses are developed within that perspective.

Strengthening co production and ensuring the service user and carers voice is driving our service and system response will be key. Continuing to build strong partnerships with colleagues across health, social care and the criminal justice system will be equally important.

We are confident that the work undertaken pre Covid to reduce Out of Area placements and ensure that any LLR resident who requires a mental health bed can get one locally has been key to our planning and will form a strong component going forward. Delivering the structural changes needed to improve waits and reduce unwanted shifting of service users around the system is also a key plan to ensure we meet the challenge.

Specific work on supporting staff resilience and wellbeing has been and will continue to be at the forefront of our efforts and we have a range of innovative support measures in place. An overriding concern will be ensuring that services meet the needs of those who may be hardest hit by Covid 19. BAME service users, those in digital poverty and younger people are all at risk of specific Covid related risks in addition the those faced by the wider populations. The focus on partnership, localism and the need to ensure All ages mental health and resilience is everybody's business will be key in helping us emerge from this current public health and social challenge.

LPT are happy to discuss and expand on the details adumbrated in this briefing.