

Mental Health

With our roots firmly planted in the mental health sector, Enable East has been heavily involved in numerous initiatives and projects to improve mental health care across the East of England and beyond.

From service redesign, to well-being initiatives that heavily featured projects surrounding improved mental health, Enable East has been at the forefront of working with all stakeholders to deliver innovative approaches and service excellence.

Being part of transforming mental health services has allowed Enable East to utilise the combined years of experience of our core staff within the mental health sector and call upon the expertise of some of our best known associates.

We have been at the forefront of developing new services and support networks to ensure the most vulnerable in our society have access to the help they need. Our award winning Veterans First project was the first of its kind in the country and aimed to develop an effective, integrated mental health service for former Armed Forces personnel and their carers.

Enable East is also acutely aware of the need to train others in the importance of recognising signs of mental ill health and has developed a number of training programmes to ensure that people have the skills and sensitivity required to help those that need it.

Along for the Journey

Over the last five years, Enable East has managed the Journeys Programme; a project which radically redesigned the mental health services provided by a major NHS Trust. We engaged clinical staff from across the organisation to develop a strategy to improve the experience of the service users and carers accessing the services. Enable East supported every stage of the programme and was successful in implementing a radically redesigned service system from April 2015, including more streamlined access to services and evidence based care treatment pathways which were awarded 'Practice Development Status' by Bournemouth University.

How we managed Journeys:

- Initial baseline mapping of community services
- Supported locality taskforces to develop ideas for new local service models
- Ensured resources in new teams were distributed appropriately using our unique capacity planning tool
- Provided additional resources to ensure regular staff communication about the programme
- Worked with the Trust Workforce team to support the process of staff consultation
- Provided project management capacity for the implementation phase, including induction training and comprehensive Implementation Guide



Ground-breaking Services for Armed Forces Veterans

Enable East played an integral role in establishing Veterans First in 2012, a veterans local community mental health service staffed by individuals with extensive experience of working with the armed forces community.



Veterans First provides expert assessment of individuals with veterans status who have mental health needs and ensures that those individuals receive the care and support needed in relation to service-related conditions.

The service was highly commended in the 2015 Positive Practice in Mental Health Awards in three categories and won the Mental Health Award at the 2014 Nursing Standards Nurse Awards.

Veterans First provides diagnosis and medication, one-to-one individual work or group sessions, specialist psychological and individual treatment plans, support groups and signposting to other services.



A Way Forward for a Local Mental Health Liaison Service

Enable East were commissioned to evaluate the pilot Mental Health Liaison Service (MHLS) of a large city hospital to consider if it should continue in its current form or whether an alternative model would be more effective. The MHLS was intended to provide a dedicated 24/7 service to the hospital's A&E department and wards, assessing patients who may be suffering from mental ill health or dementia and refer/signpost them onto other services where appropriate.

As part of our review methodology we requested information from six other MHLS across the country to allow for comparison of skill mix and data and carried out face to face interviews with MHLS staff, and staff from other services in the acute hospital and Mental Health Trust

On conclusion of the review Enable East fed back that the service provided an invaluable service and acted as a conduit between the hospital and community mental health provisions. We recommended that the service should continue, and that the capabilities would further develop once it was considered a permanent service rather than a 'pilot'. We also recommended that more high quality, permanent staff should be recruited to the team to ensure it continued to provide a value for money, good quality service 24/7.

Helping to 'Release Time to Care'

The aim of the Releasing Time to Care (RTTC) programme was to allow clinical staff more time to deliver high quality frontline services to patients. Enable East worked with staff in a mental health organisation to ensure they could carry out their RTTC commitments; questioning why work was carried out in specific ways and identifying improvements in order to streamline processes.

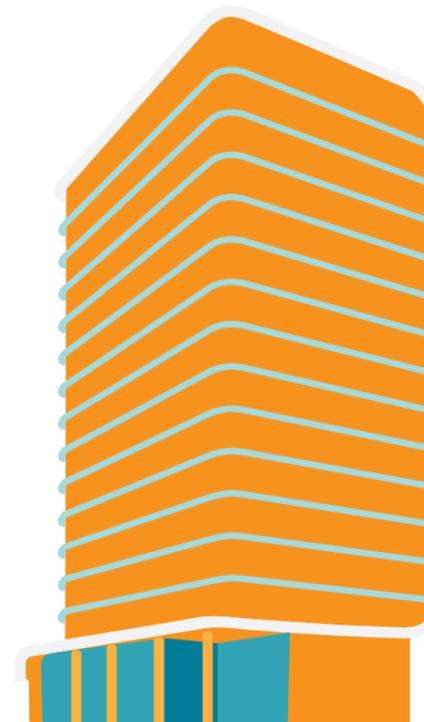
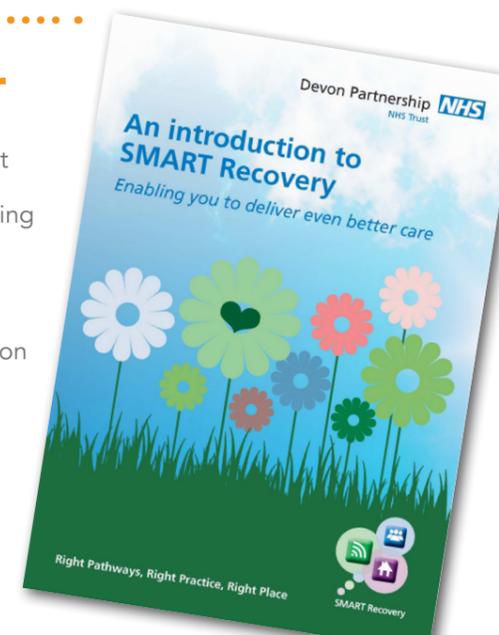
'Patients not paperwork' was the ethos of the RTTC programme, and Enable East helped the organisation find ways of allowing their staff to spend more time with their patients, rather than dedicating a substantial part of their working hours to administrative tasks.

Staff benefited from monthly meetings and away days to share good practice as well as training sessions. Alongside these immediate gains, the teams were also empowered to question ways of working and to find solutions by working proactively. As a result of the programme, savings were identified, with a reduction in pharmacy wastage and time spent in handovers between morning and afternoon staff, for example.

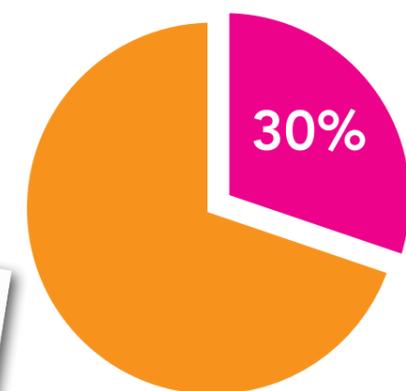
Working Smarter

The SMART Recovery programme at Devon Partnership NHS Trust (DPT) aims to implement changes to working practices across the Trust.

Enable East has provided support to the programme team at DPT to develop a document: 'An Introduction to SMART Recovery' to inform staff about the planned changes and thinking behind them.



There are **56** mental health trusts in the UK



of all **GP consultations** are related to a **mental health problem**