

# Mental Health

## Reviewing Local Specialist Care Pathways

Enable East was commissioned to deliver a report that provided information that could be used to re-engineer regional pathways to create a new integrated care pathway for patients with Personality Disorder (PD). During this project we:



- Mapped and benchmarked existing pathways
- Examined evidence from 11 national PD Service Pilot Sites
- Compared data on adults with PD nationally with local activity
- Analysed the quality of interventions currently offered in the region with national standards
- Considered the financial details of the interventions

The report concluded that the current provisions offered in the region were above national average and should be protected by commissioners. We also recommended that any integrated pathway strategy:

- Included comprehensive services across all tiers of provision for PD with the ability for patients to 'step-up' and 'step-down' between tiers more readily and responsively
- Allowed for all associated organisations to work together and support each other, including utilisation of resources to improve clinical supervision and training
- Planned for further investment in specialist PD staff
- Looked at opportunities to enhance local provision that may enable those patients with severe PD who were currently being treated out of the area to be treated closer to home

## Developing Specialist Inpatient Services

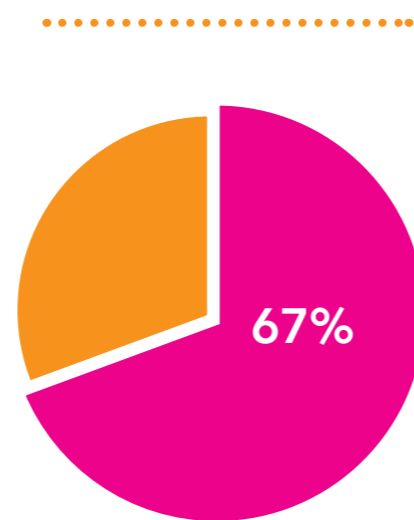
Enable East was commissioned by a private provider to scope the requirements needed to transform a 30 bed care home into a secure unit providing care for female patients with a diagnosis of personality disorder.

The team working on the project assessed the care home and identified a range of changes and developments that would be required in order to provide a safe, high quality and effective service. Complementing these assessments with research findings from national guidance and comparisons with similar units, we made our final recommendations along with a clear breakdown of what would be required, including: a new layout of wards; the recruitment of a number of multi-disciplinary teams; improved security processes; and an effective training, supervision and continuing professional development framework.

We highlighted that there was a need for a medium or low secure care provision in the locality, and although it would require a major investment and infrastructure plan, the company had potential to meet the needs of a population of service users who are challenging, but highly rewarding to work with.



**1** in **4** people will experience some kind of **mental health problem** in the course of a **year**



**of respondents to the CQC's national community mental health services survey for 2013 rated their experience between 7 and 10 out of 10**

# Primary Care

Around 90% of patient interaction with the NHS takes place within primary care services, so ensuring these services are effective and deliver what the patient needs is important. Enable East has been involved in a number of projects to assess and improve primary care services, and provide specialist training to those working in a primary care setting.

## Confer

This project was project managed by Enable East and led to better communication between GPs and hospital consultants, as well as an improved experience for the patient.

Enable East worked on the Confer programme, which included a web-based communication tool which allowed GPs to securely ask consultants specialist questions meaning that in some cases GPs could pass on the expert views of consultants from their surgeries rather than sending patients for appointments at a hospital. This helped to eliminate any unnecessary waiting and worrying for the patient.

The Confer Steering Group Chair said: "Enable East provided excellent project management and support for our Confer project. Their staff have been very capable, reliable and quickly became part of the team. We had a very challenging range of stakeholders to engage across hospitals, general practices, Primary Care Trusts, suppliers and the Strategic Health Authority; all of this was done with great energy and diplomacy."

## Bringing Health Checks to more Hardest to Reach Groups

Enable East was contracted by Suffolk County Council to deliver an innovative pilot programme of NHS Health Check provision in Suffolk and Waveney within a variety of outreach locations including areas of high deprivation, work places and the community.

The main target audience were people with professionally diagnosed mental health conditions and learning disabilities, but health checks were also available to anyone from a BME group, the homeless, asylum seekers, from a travelling community or an addict/recovering addict.

Enable East worked closely with Suffolk MVA Health Outreach, an organisation providing health services for marginalised and vulnerable people in Suffolk, to deliver the programme. As well as providing tests for conditions such as diabetes and heart disease, information was also provided to patients aged between 65 to 74 on the signs of dementia.

## Bespoke GP Practice Training

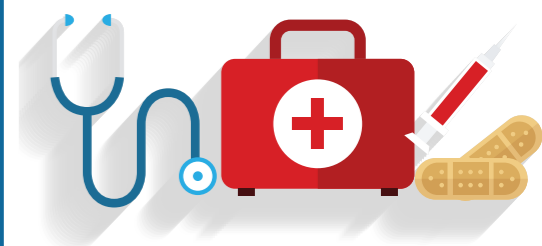
Enable East delivered a bespoke training programme to a consortium of GP practices aimed at addressing common issues that were arising in each practice. The programme included sessions on Managing Difficult People, Emotional Intelligence and Conflict Resolution and was delivered to specific groups of employees depending on their job role and need. Groups included practice nurses, reception staff, health visitors, GPs and managers.

Feedback from the consortium was extremely positive, with staff feeling they were better able to deal with a number of situations that may arise during their working day. One manager said: "Our practice staff are better trained and better able to help our patients due to the high quality of training session content and expert trainers. Thank you Enable East."

## Delivering the Future of Walk In Clinics

Between 2000 and 2010, the NHS opened more than 230 Walk in Clinics (WIC) across the country, all aimed to help improve patients' access to primary care, be more responsive to patients' busy lifestyles, and offer more choice. Enable East led on the review of two WICs to help inform future commissioning decisions surrounding the clinics based on their existing services. Both reviews centred around engagement with key stakeholders to gauge their opinions of the current service, desk based research and analysis of associated data and an appraisal of the viable options.

Options included decommissioning the services, recommissioning the services in their existing formats, recommissioning the services through local surgeries and hospitals and commissioning a WIC as part of a more integrated service model. Both reviews carried out an analysis of the usage of the WICs, looking at the times and days the centre was most used, the reasons for patients' visits, how they'd been referred and whether they would have used another local service had the WIC not been available. Enable East assessed the provision of the current services in both cases and made recommendations based on our findings.



**There were 5,729 more GPs and 1,688 more practice nurses employed by GPs in 2014 than ten years earlier**