Adult Mental Health and Wellbeing Strategy
2018 – 2023

Summary of Engagement Activities
2018 – 2019

Engagement Activities – Timeline

Service Users
Focus Group

Staff
Focus Group

SMHF
Service Users
Focus Group

Adult Carers
Focus Group

Time to Change:
Mental Health
Conference

Sutton
Carers
Forum Panel
Q&A

Sutton MH
Survey

Staff &
Stakeholder
Event

November 2018 | November 2018 | May 2019 | May 2019 | May 2019 | June 2019 | June 2019 | July 2019

Sutton Clinical Commissioning Group

Engagement Activities – Purpose

Highlight current issues within Adult Mental Health services in Sutton.

Finding our strengths and building on successful services.

Building on the future vision of services in Sutton.

Focusing on current positives and how we can extend these examples to areas in need.

Focus Group: Service Users

November 2018

Participants

Service Users

Theme: Services

- For individuals being cared for.

- To help and benefit the carers.

Data Intelligence

Education about Carers: Whether through the poor distribution of information or lack of training / education for staff, the roles and responsibility of a carer aren't always understood.

Care Plans: Important that every individual should have a care plan.

Stigma: There's a need for more encouragement targeted at men to use mental health services and talk about their feelings.

Negative Perceptions: Carers / family members can feel invisible and misunderstood. Services don't always provide accurate support for the carers themselves and instead assume they are coping.

Transitions: The transition period from children to adult services can cause frustration. Services aren't communicating with one another and preparation for transition is starting too late.

Focus Group: Staff

November 2018

Participants

Staff

Theme: Services

- What's successful in Sutton?

- What isn't working well in Sutton?

Data Intelligence

Early Release of Patients: Admission rates, serious incidents and support in crisis need to be and are being reviewed.

Communication: Computer literacy can be a barrier for individuals if organisations want feedback via surveys. There's a need for multiple methods of distribution when communicating with the public.

Suicide Prevention: We're aiming to have zero suicides in Sutton. Prevention needs to be enforced earlier rather than later, and support needs to continue after being discharged.

Terminology: Terms such as 'intervention' can come across as too clinical and put individuals off of accessing services.

Focus Group: SMHF Service Users

May 2019

Participants

SMHF Service Users

Theme: Services

Reviewing existing mental health services.

Data Intelligence

Short Provision of Services: The maximum amount of sessions provided are between 6 – 8, which many feel isn't enough to make a significant difference.

Early Intervention: There isn't enough early intervention or support – people feel as though they aren't listened to **until** they're in crisis.

Repetition: It can be frustrating to have to reiterate your medical history every time you visit a new doctor and in turn this can have a negative impact on the service provided.

Peer Support: Peer support shows many benefits – E.G. helping patients to recover and to understand their own mental health.

Simple Language: The language used when communicating with patients is very significant. Simple language is often preferred as it enables better understanding, especially when discussing mental health.

Focus Group: Adult Carers

May 2019

Participants

Adult Carers

Theme: Services

- For individuals being cared for.

- To help and benefit the carers.

Data Intelligence

Depth and Breadth: Many feel there's a lack of funding, resulting in lack of services and minimal staff supporting Sutton residents.

Gaps: In comparison to different boroughs, Sutton seems to have gaps within services. Services that currently exist need to be highlighted and more information needs to be shared.

Confidentiality: Confidentiality is understood by Carers, but they need to be informed about the care the individual they're responsible for may need.

Connections: People need people. There's a desire for more opportunities to establish connections.

Complex Conditions: If an individual has multiple diagnoses, they often receive inadequate support and fall through the gaps. Services can seem like 'one size fits all'.

Conference: Mental Health – Time for Change

May 2019

Participants

Sutton Community

Theme:
Services & Feedback

Shared experiences and stories.

Discovery of available support services.

Data Intelligence

Stigma: Get people talking and continue the publicity of services. This will work to break down negative stigmas, whilst signposting resources to potential clients.

Share: Through the sharing of real-time stories and personal experience, this may encourage others to talk about their own mental health and wellbeing.

Signpost: Obvious signposting of services throughout popular community places, e.g. library, doctors, schools and shops.

Sutton Carers Forum Panel

June 2019

Participants

Carers

Theme: Services

Feedback from Sutton Carers about available services.

Data Intelligence

Carers Assessment: The Carers Assessment lacks obvious advertisement and is perceived to have minimal impact on carers' mental health and wellbeing after completion.

Multi-disciplinary Role: Caring is a multi-disciplinary duty which can affect personal self-care and requires support. Carers often become 'mental health support workers' for the individual within their care, without having adequate training to fulfil that role.

Discharged Patients: Carers often feel that patients are discharged too soon from the hospital, without a probationary period in place. There is also lack of information provided for carers about the signs / symptoms to be aware of from the patient.

Inappropriate Referral: When a carers mental health is affected by their role, there seems to be a lack of suitable, available services which in turn can result in an inappropriate referral.

Survey: Sutton Mental Health

June 2019

Participants

202 Members of The Public

Theme: Services

Mental Health services in Sutton.

Data Intelligence

Barriers: Barriers to seeking help include – feeling uncomfortable, lack of signposting, long waiting times and perceived judgement.

Safe Spaces: Services that provide a safe space are greatly beneficial. When staff are professional the support excels.

Peer Support Workers: Desire for one-on-one peer support that would take into consideration personal needs. When there's recognition of individual, unique needs, success is more likely.

Consistency: Individuals may struggle to progress if they continually have to repeat their medical history to each professional they visit.

Cohesion: Need for services to work together, whether they're a GP, consultant or secondary health care provider.

Staff & Stakeholder Event

July 2019

Participants

Staff & Stakeholders

Theme

Mental Health priorities for 2019 / 2020.

Data Intelligence

Common MH Disorder: Local Needs Assessment indicated that Common Mental Health Disorder presented higher in females than males.

Priorities: Two of the key priorities for 2019 / 2020 are the transition from children to adults services and suicide prevention.

Capacity: There's a clear capacity issue and many waiting lists. To combat this, there's research continuing into investing in community health services, alongside considering a whole SWL approach.

ASD / ADHD: There are plans to set-up a task and finish group that will contribute to developing a business case to move forward.

Engagement Activities – Overlapping Themes

Stigma and Perception of Mental Health

Peer Support

Support upon Patient Release

Consistency and Integration

Intervention and Suicide Prevention

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Engagement Activities – Outcomes / Impact

Stigma and Perception of Mental Health

- There are future plans to train frontline staff and practice managers about **how** to talk about **mental health**. Celia is working on this from Carer's Support Services.

- For **men** who feel uncomfortable discussing mental health, there's a 'No Panic' group for anxiety, of which many attendees are male.

- If a carer or other patient feels that a receptionist or professional doesn't understand their situation, they can request to have a conversation **privately** in another room.

- In Sutton we are looking at developing a tool that easily **signposts mental health services Users** in Sutton, which will be distributed among both professionals and patients.

Peer Support

- For carers and family members of patients who don't feel understood and that they'd benefit from extra support, there is now a **peer support service** in A&E at St. Helier and at Springfield.

- This **peer support service** has had great feedback so far, with the supporters being able to give help at the right moment, when it's needed. In the future, it would good to see Peer Support for the ambulance service, and possibly within the police.

- Additional support is also provided by Sutton Carers Centre at St. Helier.

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Engagement Activities – Outcomes / Impact

Support upon Patient Release

- There's now a 24-hour support service that can check-in on patients at home to see how they're managing. The monitoring of this service is on-going.

- There's work going on to provide Carers' with support when a patients is released, including information packs and links to peer support.

Consistency and Integration

- As part of the SWL and the Trust's objectives, integrated working is a key. This means organisations and services will be directed to work collaboratively.

- In Sutton we will be rolling out training for all primary care clinicians and receptionists. In future we expect to have GP Network taking an interest in mental health.

Intervention and Prevention

- Public Health Sutton now have a Suicide Prevention Strategy with an action plan.

- The Trust have a strategy that focuses on prevention through changing the way Urgent & Emergency Care are delivered.

- Since September 2019, there's been a requirement for patients to receive a **follow-up** from the Home Treatment Team and Crisis Care Team, **48 hours after being discharged**. This follow-up includes doing risk assessments and reviewing care plans. If a patient is high-risk they'll be visited **three times** a day.

- GPs are directly being made aware of patient situations and any potential problems.

So What?

- SMFH have been offering basic mental health training to all GP practices in Sutton to raise awareness of mental health so that frontline staff can show compassion in care
- We have increased investment in our Crisis Resolution Home Treatment Team following SWL STP successful bid submission as part of MH LTP national monies to provide enhanced 24/7 crisis support and offer rapid access to qualified clinicians to prevent hospital admission
- SMHF in partnership with SWLSTG MH Trust are developing a mental health service directories to help sign post people to the right services
- Peer support is now available in the community, ESTH A&E, Inpatient wards at Springfield Hospital and the impact has been very positive following a recent evaluation report
- Carers Peer support will also be available from next year this will be co-produced by users and carers of mental health service in Sutton
- We have also developed an action plan as part of the Sutton Joint MH & Wellbeing Strategy to improve support for users and carers
- Through CAG we will strengthen our engagement programme with stakeholders led by users and carers
- Since the introduction of Sutton Suicide Prevention Strategy we have seen a drop in suicide across all genders

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