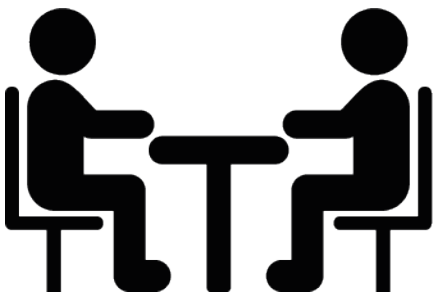


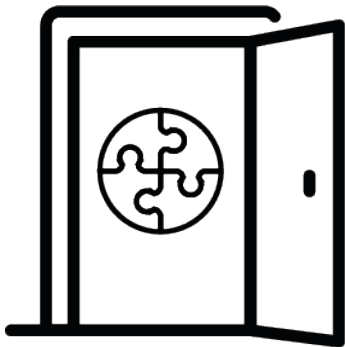


Shropshire, Telford & Wrekin
Integrated Care System

Community Mental Health Transformation



everyone working
together



making services
easier to access
and use



improving overall
wellbeing

Stakeholder Newsletter
Issue 1 Spring 2022

Community Mental Health Transformation will make services easier to access and use. By everyone working together the aim is to make a real difference to people's overall wellbeing.

- People will be able to access mental health care where and when they need it, and be able to move through the system easily.
- Health, social care, the voluntary sector and local people, including those with experience of mental health services and their carers, are working together.
- Care will go beyond symptoms and illness, offering hope and the opportunity to live as healthy and fulfilling a life as possible.

Health and social care colleagues across Shropshire and Telford & Wrekin are committed to ensuring that people living in these communities receive the mental health support they need, when they need it and in a way that is suitable to their needs.

The Community Mental Health Transformation Plan is part of a national initiative to provide more effective and responsive services. In order to implement this three year transformation programme and realise the national vision, local health services are working with partners from local authorities and the voluntary and community sector as well as with people who have personal experience of mental health services, and their families and carers.

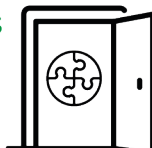
- We have agreed our vision for the service and created a simple visual to share this.

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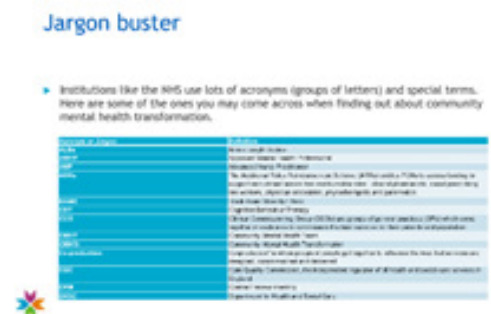


improving
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- We have worked with our partners in Shropshire, Telford & Wrekin Integrated Care System to create a webpage to share information about the Transformation, and to enable people to share their feedback <https://stwics.org.uk/cmhtransformation>

- We have created and shared an acronym and jargon buster (click on the image to access or see the website <https://stwics.org.uk/cmhtransformation>)



- We have produced local population health information which will be used to identify the priorities for focus in each area

- We have begun to describe how services will work differently and are working with people who have experience of using services to refine this.

Draft Operational Model

How can we make this real in your local area? Please help us to complete the picture.

Can you add anything about local services?

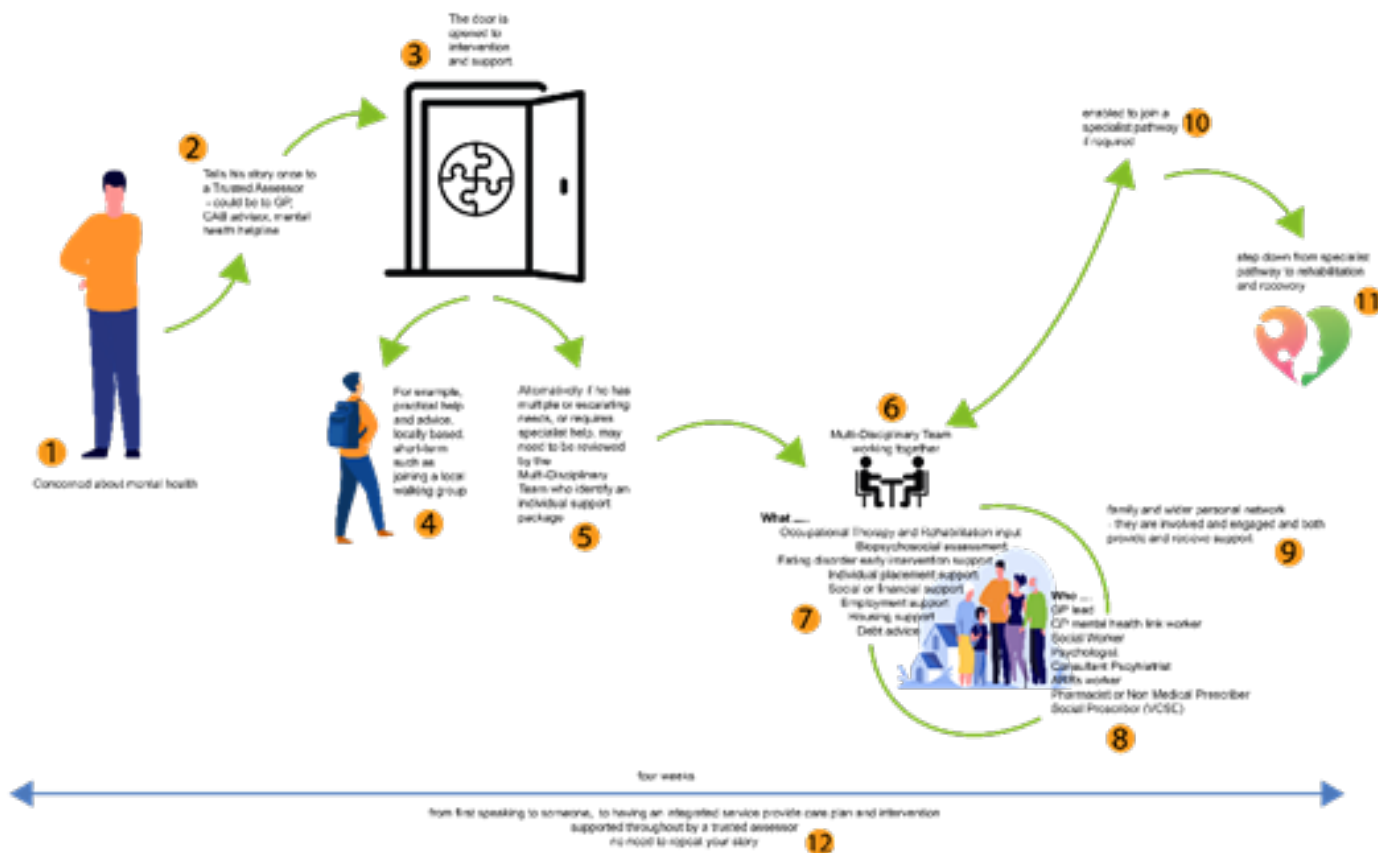
Are there any other steps we need to include?

Does this picture describe a service you would like to use?

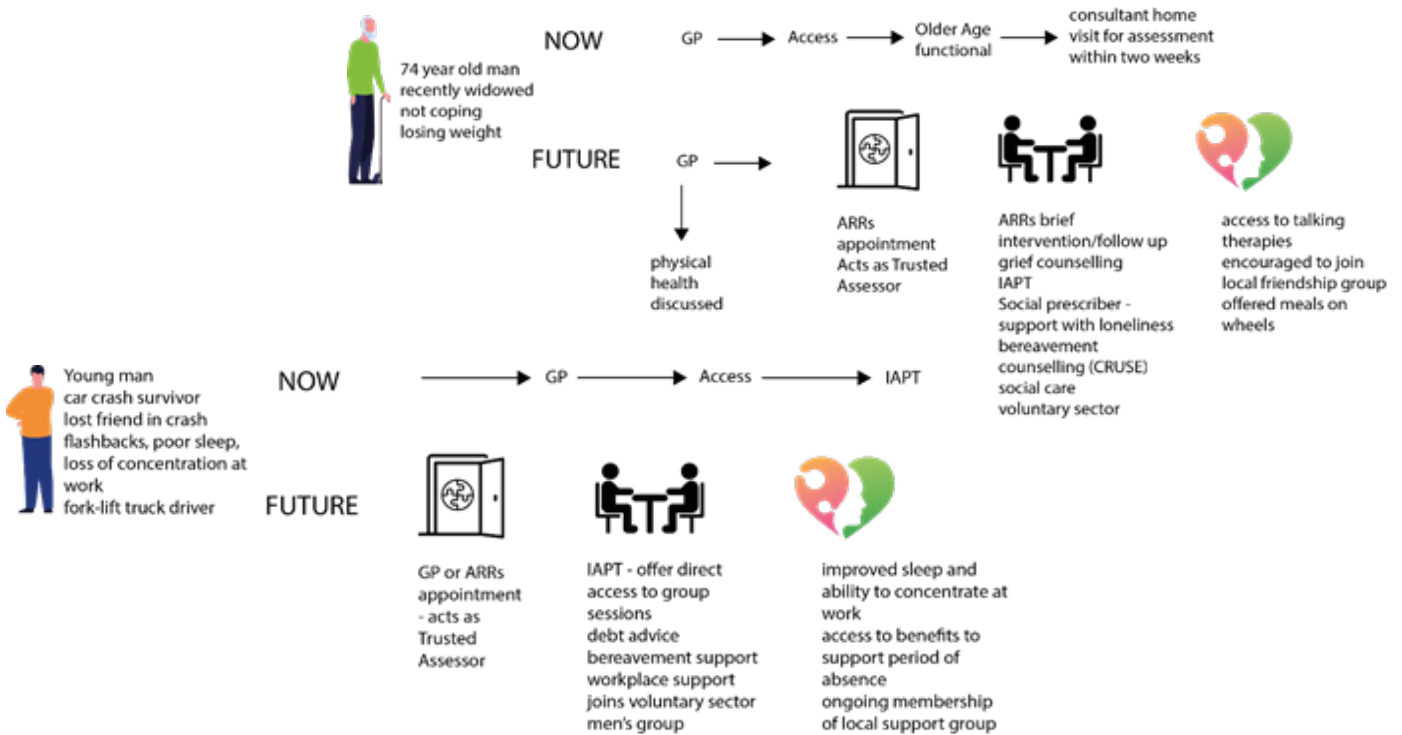
If not, how could we make it better?

Do you have any other comments about how community mental health services could work better for you, or in your local area?

You can send any thoughts or comments to CMHTransformationSTW@mpft.nhs.uk, use the numbers in the orange circles if you want to refer to any particular part of the diagram.



□ We have thought about how services work now, and how they could work in the future and created some illustrations.



□ We have appointed a new Professional Lead for Lived Experience Practice and Peer Working – this role will be supported by Midlands Partnership NHS Foundation Trust’s Recovery College



Amy Roberts is the new Professional Lead for Lived Experience Practice and Peer Working in the Shropshire, Telford and Wrekin Community Mental Health Transformation.

Her role will be integral to developing the peer support workforce which will be a key part of ensuring mental health services are more responsive and flexible, and better meet the needs of individuals requiring support with their mental health.

Amy has had experience of using mental health services since she was in her early teens. Initially supported by Child and Adolescent Mental Health Services (CAMHS), she then received Dialectical Behaviour Therapy for borderline personality disorder. This included group work and the support and encouragement she received from other group members was her first experience of what a difference peer support can make.

Whilst at college, and struggling with her mental health, she began volunteering with a homeless charity and then TACT in Telford which supports people with additions to drug and alcohol. As her own recovery progressed she learned lots about how to help and support others to move forward.

She has had a number of roles in MPFT, working in the psychosis pathway, liaison and diversion and latterly with STARS where she developed a real passion for working with people with a dual diagnosis of mental ill health and addiction.

Amy says peer support helped make recovery possible for her. “Treatment was very medically guided for me in the early days and I put all my faith in that, not thinking about my wider needs as a person. It was all about the diagnosis and drug treatments. When this didn’t work, it was hearing about others’ experiences and how they had found meaningful ways of living their lives, which made all the difference. I realised I could have a job, a family life. Peer support is strengths based – you share

goals and solutions and offer connection and the hope that things will get better”.

Amy is currently establishing where peer support roles are needed and developing job descriptions. She is also working with existing teams to identify how the roles will fit in, and ensuring that the new recruits and existing team members will be supported in this new way of working.

She says “I know how much MPFT recognises and values the contribution of peer support workers and I am excited to be part of the transformation of community mental health services”.

□ We have appointed a Clinical Quality Lead for Community Mental Health Transformation



Joe Fraser is the new Quality and Governance Lead for Community Mental Health Transformation. He had his own experience of using mental health services which inspired him to begin work as a support worker in a crisis team in London before going on to start his nurse training. He has also worked as a Community Psychiatric Nurse and in primary care where he was involved in an early implementer site for community mental health transformation. He also held an ARRS (Additional Roles Reimbursement Scheme) role in Shrewsbury Primary Care Network.

Joe says his role is very much to focus on the patient and ensure the quality of the service they receive. An important element of his post will be to support the development of ARRS roles to provide specialist mental health support within primary care settings such as GP practices or community services. These roles will aim to smooth the gaps which have sometimes existed between primary and secondary care. They can offer longer appointments and specialist input such as Cognitive Behaviour Therapy based brief intervention without the patient needing to be referred onwards to another service, reducing delays and improving communication.

Whilst there are some national standards for ARRS roles there is also scope to identify and target local need. For example an ARRS worker could spend time in a local foodbank to offer on the spot mental health support and advice. The ARRS workers will work jointly with GPs to offer an holistic approach, not just looking at medical intervention, but also offering psychological support, for example in cases of trauma.

Joe is currently working within the pilot PCN areas to develop the multi-disciplinary teams which will be an integral part of community mental health transformation. This will be where individual patients can be discussed by a whole range of stakeholders to identify unmet need and find a resolution.

We have also;

□ **Appointed to new Additional Reimbursable Roles (ARRs). Based in the Primary Care Networks, these roles will be integral to the multi-disciplinary team who will support people presenting with mental health problems to achieve overall wellbeing.**

□ **Started to make changes in our pilot areas, Wrekin Primary Care Network and North Shropshire Primary Care.**

Find out more about these developments in our next quarterly briefing.

Any Questions?

To find out more about Community Mental Health Transformation in Shropshire, Telford and Wrekin you can visit the website <https://stwics.org.uk/cmhtransformation>

Or contact CMHTransformationSTW@mpft.nhs.uk