

# Step up to **Great** Mental Health

Public consultation about proposals to invest in and improve adult mental health services for people in Leicester, Leicestershire and Rutland when their need is urgent or they need planned care and treatment.

Leicestershire Partnership NHS Trust

The opportunity to have your say



# Have your say on proposed changes to mental health services

Mental or emotional health problems represent the largest single cause of disability in the UK. One in four adults experiences at least one mental health problem in any given year.

We have been working with individuals that have used mental health services, their carers, staff and other agencies to understand and design what they want and need from local services.

**This public consultation sets out proposals to improve and invest in urgent mental health services for adults and, more planned and routine community based mental health services within Leicester, Leicestershire and Rutland.**

This is your chance to find out more about what is being proposed and have your say. Your views will help the local NHS to understand what the changes would mean for you and help us to make a final decision.

You can read the full consultation document and find out more information about what is proposed and why at [www.greatmentalhealthLLR.nhs.uk](http://www.greatmentalhealthLLR.nhs.uk). Versions of the consultation document can be provided in other languages and formats, including easy read, large print and video. These versions can also be found on our website.

## What changes are we proposing? We want to:

- 1 Join up and make it easier for people to access mental health care.
- 2 Provide more mental health care locally, including in people's home, meeting the needs of communities.
- 3 Coordinate mental and physical health services to improve people's health and wellbeing.
- 4 Reduce long waits for services.
- 5 Provide high quality care locally close to home, leaving inpatient facilities to care for the most unwell people.
- 6 Work with individuals, their family and carers to assess need and develop a care plan that meets those needs.
- 7 Help people to get the right care, first time, providing a seamless experience with no unnecessary delays or need to continually repeat their story.
- 8 Transfer people to different mental health service without them repeating their story and being reassessed.
- 9 Different staff to work together around the needs of people to best support their recovery.

## What this consultation covers

The public consultation is about mental health services delivered by Leicestershire Partnership NHS Trust. These plans aim to improve support to adults and older people who need mental and emotional support urgently and for community mental health care and treatment planned in advance.

This consultation is being led by NHS Leicester City Clinical Commissioning Group (CCG), NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG.

## What this consultation does not cover

This public consultation does not cover other mental health services such as inpatient services or services provided to children and young people.

## Are we speaking your language?

Versions of the full consultation document can be made available in other languages, and are in easy read, video and large print. These versions can be accessed on our website: [www.greatmentalhealthLLR.nhs.uk](http://www.greatmentalhealthLLR.nhs.uk)

अगर आपको इस दस्तावेज में शामिल जानकारी समझने में सहायता चाहिए तो कृपया 0116 295 2110 पर फ़ोन कीजिए।

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ਜੇ તમને આ દસ્તાવેજમાં આપેલ માહિતી સમજવા માટે મદદ જોઈતી હોય તો મહેરબાની કરીને 0116 295 2110 પર ફોન કરો.

এই ডকুমেন্ট'এর কোন বিষয় বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0116 295 2110 নাম্বারে টেলিফোন করুন।

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# How people need mental health services to improve?

We have listened to what people have told us about their experiences of services and what matters to them. The feedback has helped us to develop these proposals. People told us:

*I need an easy way of getting help and support at any time of the day or night.*

*I need help as quickly as possible and to know that it will be the best care possible to meet my needs.*

*I need staff to understand me and my family and friends and focus on my care needs.*

*I want to live the best life I can, achieve my goals and live independently.*

*I need the staff to work together to help me achieve my goals and meet my needs.*

*When I contact mental health services, I need to be helped to get the right support and not be passed to or between staff and departments or services.*

*I would like as much care as possible to be provided near to where I live and be organised around my needs and the needs of my local community.*

# What changes are being proposed?

This public consultation is seeking people's views on:

## *improving mental health care when the need is urgent*

### **Building self-help guidance and support**

Advice and guidance are key components of mental health support. There is a lot of information out there and we would bring this all together in a single place online. This would help people to find the information they need and receive further help.

### **Introducing a Central Access Point**

When individuals need more help we recognise it is important that there is a place to contact 24 hours a day, seven days a week — whether by phone, text message, or using British Sign Language or interpretation facilities.

In April 2020, during the first wave of the Covid-19 pandemic, a new contact point was introduced in Leicester, Leicestershire and Rutland to help people who wanted support with their mental health. We propose to continue this service. Anyone needing mental health support for themselves or others can call this service on 0808 800 3302.

### **Strengthening the role of Crisis Cafes**

Crisis Cafes offer a safe space where people can get help if they are experiencing a mental health crisis. There are currently three Crisis Cafes. Over the next four years we would open a further 22 Crisis Cafes in Leicester, Leicestershire and Rutland. Through this consultation we want to know where people would like to see these services located.

### **Improving the Crisis Service**

When individuals are in a mental health crisis and need help in their homes we have a Crisis Service that can help them. During the Covid-19 pandemic improvements were made to the Crisis Service, enabling people to seek help directly through the Central Access Point without needing to contact their GP. This gave them easier access to a specialist, if needed. The most urgent assessments would be completed in four hours. Those with less urgent needs would be assessed within 24 hours.

## Expanding use of the Triage Car

The police may need to help individuals whose mental health is contributing to their behaviour. Sometimes mental health expertise can help people through such incidents. A Triage Car that has police and mental health practitioners working together to support people has been in place for some time.

We propose to increase the number of hours the car operates and work with ambulance crews as well as the police.

## Introducing a Mental Health Urgent Care Hub

There are times that individuals need more intensive support. During the Covid-19 pandemic, we introduced a Mental Health Urgent Care Hub. We now wish to consult on making this permanent at the Bradgate Unit, on the site of Glenfield Hospital. People are referred to the Hub by emergency services, social care or health professionals.

It is staffed by mental health practitioners who have the expertise to treat people of all ages; this includes mental health nurses, support workers, and consultants. The hub is an environment specifically for people with mental health needs that don't need physical health support provided in an emergency department.

## Introducing an Acute Mental Health Liaison Service

When individuals with mental health needs go to the emergency department for help, it is important that mental health expertise is available to them. An Acute Mental Health Liaison Service launched in November 2020. We invested in bringing together existing teams, who now work as one team in the emergency department and on hospital wards providing support to people. The service is available 24 hours a day, seven days a week, helping adults with a mental health problem.

## Joining up support for vulnerable groups

There are individuals who are particularly vulnerable who need mental health support, but for various reasons do not access it. There are currently three teams working with vulnerable groups, including homeless people and individuals that present in the criminal justice system. We propose to bring these teams together into one dedicated service to help more vulnerable people access the care they need.

# What changes are being proposed?

This public consultation is seeking people's views on:

## *working with the community to provide more mental health services locally*

People told us they want care that focuses on their needs, goals and recovery. We propose to join up more services and base them in local communities. This would allow people to get a better experience of care that meets their needs and places a greater emphasis on psychological care.

Staff would provide care that focuses on the need of the individual and their goals and recovery. People will not have unnecessary duplicate assessments and won't experience long waiting times. The joined-up teams would work with the voluntary sector, social care and other physical health services to focus on all of people's needs.



This is intended to be delivered in:

eight teams based in a local area to support adult mental health needs.

These will be supported by services with expertise in the care of:

- 1 Women who want to conceive a baby, supporting them from pre-conception to 24 months after birth
- 2 Individuals with complex needs associated with a personality disorder
- 3 Individuals who have had a first presentation of psychosis
- 4 Individuals with complex needs that require enhanced rehabilitation and recovery support
- 5 Individuals who are having difficulties with their memory

All of these teams will work together to bring expertise around an individual and support their specific recovery journey.

# Let us know what you think

This consultation will run from Monday 24 May 2021 to Sunday 15 August 2021. We want to know what you think about these proposals to improve some mental health services in Leicester, Leicestershire and Rutland. You can:

Find out more about the consultation, what is proposed and why at **[www.greatmentalhealthLLR.nhs.uk](http://www.greatmentalhealthLLR.nhs.uk)**. You can also find details of consultation virtual events and meetings, and a questionnaire.

To request a copy of the consultation summary and a questionnaire for you to fill in at home or to arrange to complete the questionnaire with a member of staff, telephone us on **0116 295 0750** or email **[beinvolved@LeicesterCityCCG.nhs.uk](mailto:beinvolved@LeicesterCityCCG.nhs.uk)**

Email us your views at **[beinvolved@LeicesterCityCCG.nhs.uk](mailto:beinvolved@LeicesterCityCCG.nhs.uk)**

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