

Reaching Out

Your chance to give your views on the future of day opportunities for adults with mental health problems

Introduction

Barnet Council and Barnet, Enfield and Haringey Mental Health NHS Trust are committed to delivering high quality services to its residents that both meet the assessed needs of individuals, and offer cost effective options that meet national guidelines and standards of best practice.

A key theme of current national policy is to develop individualised and personalised social care services. This requires a change from providing services in specific buildings to supporting people to access ordinary community facilities.

In addition a report prepared by the Social Exclusion Unit¹ in June 2004 identified the need to redesign and improve day services as a vital part of the drive towards more socially inclusive services.

The Community Network is a borough wide service with bases in North Finchley and Hendon, provided and managed by Adult Social Services in partnership with Barnet, Enfield and Haringey Mental Health NHS Trust. It provides a group work programme based both within the two buildings and at various community venues. There is also a limited programme of individual counselling available.

However, the current service model offers few opportunities to meet other people outside of the mental health services, or develop the skills necessary to engage in ordinary activities such as employment, volunteering and education.

Future Service - Purpose and aims

The main purpose of day opportunities following an episode of mental illness needs to have the following key objectives:

- Provide help to cater for needs of all individuals, including those with the most severe mental health problems
- Develop strong links and referral arrangements with community services and local partners especially in relation to work opportunities
- Provide support to enable people to access local services
- Involve people with mental health problems in service design and operation
- Focus on supporting people in their personal achievements and aspirations.

The priority is to enable people to continue to live as independently as possible and promote social inclusion.

In Barnet, we therefore need to develop opportunities that are based on the fact that people with mental health difficulties are equal members of the local community, and that any activity they engage in through social care services, should have a purpose that enhances their quality of life. The goal is to empower people as co-planners of their own health and well being.

¹ Mental Health and Social Exclusion, Social Exclusion Unit Report, June 2004

Shape of future services

Our intention is that the Community Network will become a key resource in relation to day opportunities and community based recovery programmes by acting as a central point for referral to other day services and arranging access to ordinary social, educational, employment and leisure activities for people with mental health problems. It will continue to provide some group programmes to support recovery from acute crisis episodes in preparation for this.

To deliver the required outcomes the new service model needs to consist of:

- Programmes relating to Individualised Plans (and in the future, Individualised Budgets*). This will create the base to supporting people to choose and access the level and type of support that best meets their assessed needs.
- A range of short term solution focused therapeutic services geared towards recovery and social inclusion such as confidence building. These will be based on the goals agreed with those who use the service.
- A service that provides culturally appropriate support to members of the local minority ethnic communities.
- Support to access a range of community based activities.
- Skills to build relationships with inclusive services to ensure that they can cater for people with mental health problems.

* An **Individual Budget** is the amount of money given to you to spend on support. Instead of being given 'services' you will be able to choose to take the money and spend it in the ways that will best meet your needs. This can be managed in the form of a Direct Payment, through a trust, or even by just telling the council how you want them to spend your budget on your behalf.

For more information about Individual Budgets please visit www.in-control.org.uk

Service Strand 1 - Planning and preparation

Historically people with mental health problems have been treated as being in need of care, rather than being recognised as full citizens who have a valuable role to play in their communities through work and active participation in local communities. This has meant that the response to needs has often limited choice and at times created dependency by offering a 'menu' type service. In the future, we will be offering a range of options that promote independence and extend opportunity that concentrates on a person's hopes and aspirations in working towards recovery from mental health problems.

'Enabling people to take the lead in assessments and responses to their needs helps create more personalised responses to those needs. Personalised responses mean that people are more likely to live independent lives, playing a full part in family life, contributing to their local community, and seeking employment or other valued activities'²

'Social care should be seen only as a means to an end, not as an end in itself, and judged on its success at extending freedom and control, supporting participation and promoting well-being, consistent with the goals of promoting human rights and eliminating inequality.'³

Range of services to support recovery and self management:

- Individual therapeutic needs identified through person centred planning.
- Group interventions that aim to develop skills to cope with identified barriers or blocks that have stopped a person from engaging with their life hopes and plans.
- Social inclusion planning to identify people's strengths, hopes and aspirations, and what support and activities they need to achieve these. Within this there will be an emphasis on longer-term planning to support people to return to work.
- Solution focussed groups that will explore techniques to support a person with what is useful in their everyday lives.
- Promotion of self help, by providing access to information, for example on managing medication and symptoms.

Proposal 1

To offer people the opportunity to devise their personalised social inclusion plan with agreed goals. In order to support people in achieving these goals, especially in an initial recovery phase, the Community Network will offer a range of short-term group interventions aimed at restoring confidence, introducing new skills and improving existing ones.

² Improving the Life chances of Disabled people – Prime Minister's strategy unit 2005

³ Independent Living discussion paper – Disability Rights Commission 2005

Service Strand 2 - Self management and peer support

A significant but informal role of the current services at the Community Network, has been the social networking and peer support, available in a safe and non-judgemental environment. It is possible that there may be a small, but significant number of people who, for various reasons, may be unable or choose not to use ordinary activities.

Range of services to be available to support self-management:

- Support to help people to self-assess their needs
- Support to use Direct Payments
- Support for self-advocacy
- Peer support, advice and information
- User led groups with long arm support from staff
- Community Newsletter and website.

Proposal 2

That a committee made up of people who use the service is formed. They will take responsibility for the organisation of user run groups and activities. This committee will be supported by a member of the Community Network staff. As well as acting as an advisory body in the design of future services, it is envisaged that the committee will assist in monitoring and evaluation. This committee will act as a resource for their peers, on the availability and nature of services, especially important for those people considering Direct Payments.

Service Strand 3 - Community access

The Community Network currently provides a very limited outreach service, supporting a few individuals to access local sports and leisure facilities by using Direct Payments. Many of the current group activities could be available through ordinary facilities with support for people to attend these. The staff would identify and review these activities at regular intervals to ensure that they are welcoming and inclusive to people with mental health problems.

Range of services to support community access:

- Creation of “community bridge builder” roles to map, promote and support mainstream social, educational, employment, volunteering and leisure facilities.
- Introduction of Individual Budgets and Direct Payments to enable wider choice.
- Support for people to build their own social inclusion plan.
- Support to access mainstream facilities (for example, accompanying people to other ordinary activities).
- Referring to voluntary day services so that service users no longer have to undergo multiple assessments (for people who qualify for services under the Fair Access to Care criteria).

Proposal 3

- That Community Network staff will identify and work closely with ordinary activity services (for example, leisure, employment and the arts) and offer support to people to access these throughout the week.
- Such activities will be encouraged to develop the accessibility and inclusiveness of their facilities, with specialist support and training from health and social care staff.

The Community Network will also refer people to the range of voluntary and grant supported day services that are available locally.

People who have identified goals in relation to obtaining employment or accessing education will be referred to the organisations who specialise in these areas.

Proposed changes in service delivery to deliver new service model

The following is a summary of the main changes, that we consider are required to achieve the focus for future service delivery.

- 1.** Staffing support will be reshaped to focus on either therapeutic support/individualised social inclusion planning or Community Bridge Building, with an allocation of clients for each member of staff to act as named link worker. Each staff member will work across the differing 'Service Strands', based on the personalised programme for their individual clients. There will also be a need for a new role of support worker.
- 2.** Building based activities supported by staff, will focus on:
 - Individual assessment and support planning
 - A limited number of group activities that support recovery and self management of needs.
- 3.** Options for an alternative building base(s) will be explored, given the physical condition of the existing facility.

Tell us what you think!

We want to know what you think! You can send us your views by:

- Completing the short questionnaire attached, which you can return in the pre-paid envelope provided (you do not need a stamp).
- Sending your views via email to Natasha Rogers - natasha.rogers@barnet.gov.uk
- Completing the online survey at www.barnet.gov.uk/consultations

You can also contact Barnet Voice to help you tell us your views on the proposals by Elsie Lyons on:

☎ 020 8371 9678

Email elsie@bvmh.co.uk

Focus Groups

There will also be a series of focus groups held throughout the consultation period. If you are interested in being part of one of these discussions, can you please speak to Natasha Rogers on 020 8359 3230 or email natasha.rogers@barnet.gov.uk.

Prize Draw

Every person with a mental health problem or their carer, who sends in their response including their contact details, will be automatically entered into a prize draw to win a £50 gift voucher for the shop of their choice.

The prize draw will take place on **Friday 31 October**. The prize winner will be contacted by phone and the voucher posted out by recorded mail.

Consultation Period

We are seeking your response to the above questions during the consultation period which runs from **28 July to 24 October 2008**.

Following the receipt of feedback, the comments will be considered by the Community Network Project Board and the outcome notified direct to individual contributors and posted on the Barnet Council website (www.barnet.gov.uk) within 1 month of the closing date.

**Thank you for taking the time to complete this questionnaire.
We value your comments.**