

Enter and View Report

**Burntwood, Lichfield and Mercian
Integrated Mental Health Team**

14th February 2023



Healthwatch Staffordshire

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Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 14 February 2023

Service Visited:

Burntwood, Lichfield and Mercian Integrated Mental Health Team

David Parry Suite, St. Michael's Court, Trent Valley Road, Lichfield WS13 6EF

Tel: 0300 303 3427

Context of Visit:

Since the Covid 19 pandemic and the cost-of-living crisis there has been a significant increase in reported mental health issues. Under the national mental health strategy there has been investment in mental health service transformation in Staffordshire including additions to this team. Currently there is a public consultation being undertaken by Staffordshire and Stoke Integrated Care Board on finding a long-term solution for the inpatient services previously provided at the George Bryan Centre in Tamworth which refers to investments in community mental health services locally reducing the need for inpatient care.

Review Method:

This visit was undertaken jointly between Midlands Partnership Foundation Trust who were conducting an internal quality visit and Healthwatch Staffordshire who were conducting an independent Enter and View. By combining the visits, the aim was to gain a comprehensive view of the service with minimal disruption to operational delivery.

Prior to the visit, the Involvement Facilitator had spoken to a range of service users by phone about their experience of using the service. The Healthwatch Engagement Officer had also heard from service users and carers via the Healthwatch Enquiries Line and from engagement with local community groups and voluntary organisations.

The visit consisted of an overview meeting with the operational manager and the review team, followed by the team splitting up and talking to various members of staff. Healthwatch and the Trust Governor met with an advanced care practitioner (ACP) while others met nursing staff and the team's business support officer. The review team then met up again with the operational manager and the locality lead for final clarification and feedback.

Both Healthwatch and the MPFT Quality Team are producing their reports individually and this report is an independent view from Healthwatch. Thanks goes to all MPFT staff who made us welcome and participated in the process.

The Review Team:

The visiting team consisted of:

- **David Bassett, Engagement Officer for SE Staffordshire, Healthwatch Staffordshire**
- **Quality Assurance and Effectiveness Manager MPFT**
- **Quality and Governance Lead, Adult Community Mental Health, Shropshire Care Group MPFT**
- **Modern Matron for Urgent Care, Shropshire Care Group MPFT**
- **Involvement Facilitator MPFT**
- **Public Governor MPFT**

Service Outline:

The Integrated Mental Health Team provides secondary community mental health services in the Lichfield and Burntwood Locality and was established through the merger of the previous Community Intervention Team and Community Psychosis Team just over a year ago. As part of the Community Mental Health Transformation, MPFT has positioned Integrated Mental Health Teams to work within neighbourhoods to deliver place-based care, based on need rather than diagnosis.

This is one of three teams in the Southeast Staffordshire District, the other two being based in Tamworth and Burton on Trent reflecting alignment with Primary Care Networks. All three teams are managed by one operational manager with locality leads in each team.

The team provides assessment, intervention, and treatments for people experiencing complex mental health difficulties which significantly impact their daily life. This may include anxiety disorders, complex trauma, mood disorders, psychosis, and other complex mental health conditions.

Staffing:

The team receives referrals from GPs, mental health liaison teams in general hospitals and other organisations, including self-referrals into the Access Team. The staff working within the service includes:

- **Community Mental Health Nurses**
- **Community Mental Health Practitioners (CMHPs)**
- **Healthcare Support Workers**
- **Psychologists**
- **Occupational Therapists**
- **Psychiatrists**
- **Social Workers**
- **Partners providing support with housing, financial well-being, support, and lifestyle services.**

We were informed that currently the team is fully staffed except for one clinical psychology post (8C). Staff retention is good, with support and wellbeing a high priority for both managers and clinical staff. As the pandemic has eased staff are working a mixture of from the office and remotely. This is working well with the only issue being the reliability of the Wi-Fi link in the office which can disrupt case recording and access to notes on occasions.

We were told by the manager that the team had worked together through the transition from a diagnosis-based service to a needs lead service, clarifying the changing role of medical staff for example. Staff were well motivated and working as a cohesive team.

Referrals and Wait Times:

Referrals are received by a duty worker and are discussed at a weekly Multi-Disciplinary Team Meeting (MDT) and action agreed and communicated to service users. The waiting list has been reduced from over 120 a year ago to under forty. Staff told us they are working with manageable caseloads and are now able to case manage, drawing on the full range of clinical resources across the team including those of wider partners, thus offering a more comprehensive approach.

The team takes “trusted referrals” from other teams and agencies ensuring that, wherever possible, service users must share their personal information once. This is better for the user and more efficient in use of time.

Feedback from service users to this changing approach is positive with a more personalised response that attempts to address the issues that are causing them mental distress rather than treating the symptoms alone.

Contact Details for Professionals and the Public:

- A small number of people who have spoken Healthwatch have been unclear as how to contact services out of hours. This would suggest that there is still some work to do on helping the public to understand how to use the single point of access. This applies both to service users and carers.
- One carer told Healthwatch *"One Saturday evening I felt I couldn't cope with my husband's intense mental health issues and was at breaking point, I didn't know who to call, so I rang the Samaritans, and they were engaged!"*
- Another service user e-mailed Healthwatch over a weekend expressing some suicidal thoughts. After following up with the duty worker on the Monday morning, it became clear that the person was already known to the team who were able to respond in a timely manner.
- The contact details for mental health services in Southeast Staffordshire are widely advertised and are set out on the next page:

"Access is a Freephone service ([0808 196 3002](tel:08081963002)) receiving mental health referrals for all the Trust's adult mental health services, including people with dementia. The Access team helps people get the right support, in the right place, at the right time. They can help you get support from a variety of services that can support you, from financial well-being support to social care and many more.

If you are already open to any mental health services at MPFT only contact Access during out-of-service hours.

If you are calling between the hours of 9 am – 5 pm, you will need to call the Admin Hub. ([0300 3033 427](tel:03003033427))"

Service User Experiences:

- Patients have confirmed that the service they have been receiving from the community team has gradually improved over the last year as the team has become more established and some of the limitations imposed because of Covid-19 have been eased. A choice of face to face or online appointments are available and where appropriate, home visits are taking place. A change to a needs focused approach was appreciated.
- Calls to the Healthwatch Enquiries Line have included concerns about a small number of missed appointments that on following up were due to staff sickness. One service user felt they did not get on with their support worker and sought assistance elsewhere. Another service user reported increased anxiety after moving into the Lichfield area and experiencing a delay in her previous medical details transferring across.

New Partnerships:

- Following new funding through the Mental Health Transformation Programme additional resources covering social and economic support have been secured. These include Financial Wellbeing, Housing, Lifestyle, Future Focus and Co-occurring needs. The Trust has produced a video describing these developments which can be accessed at: <https://vimeo.com/719438539/8d955b27d5>.
- These partnerships commenced in the summer of 2022. Healthwatch spoke to the Future Focus Team Leader who reported over 120 referrals for their new service across SE Staffordshire since its inception in July. Service users and staff are feeding back positively that the service is making a positive contribution to sustaining recovery.
- The Locality Lead described how when the team were discussing a recent referral it was clear that housing was key issue. This was immediately picked up by the housing partner.

Maintaining People in Community Settings:

- There is currently a public consultation taking place on future mental health inpatient provision for the area due to close on 26th March 2023. Healthwatch took the opportunity to ask the question "Is this service preventing more people from being admitted to inpatient services?"
- It was reported that being able to offer a more personalised and integrated approach to supporting and treating service users locally means it is now possible to successfully case manage more people at home. Staff recruitment and retention has improved, and combined with the addition of partners, has made it possible to

deliver consistently a more effective community service. Although it was not possible to provide specific team figures, inpatient admissions have been reducing over the last 18 months.

Summary

- This was the first time Healthwatch has done a joint quality visit with MPFT's Quality Team. It was a positive visit, with the developing Integrated Mental Health Team able to demonstrate considerable progress in meeting the challenges of moving from a Diagnosis led service to an approach that is Needs led.

Strengths:

- Successfully integrating two teams into one.
- Improved staff recruitment and retention.
- Investment in a range of partners that can address the wider determinants of mental health and showing a positive impact.
- Developed a more integrated approach to case management.
- A significant reduction in the waiting list from over 120 to around forty.
- Proactive management of referrals by the multi-Disciplinary team on a weekly basis.
- Evidence of positive team management that has created a supportive environment within which staff and partners operate.
- A recognition from service users of a much-improved experience and less reliance on inpatient stays.

Needs:

- Staff report that they have issues with the reliability of the Wi-Fi system in the office that they rely upon.
- More timely communication with service users when appointments cancelled due to staff sickness which has been an issue for some patients.

Next Steps

The report will now be published on our website and copies will be forwarded to MPFT, Stoke and Staffordshire Integrated Care Board and Staffordshire County Council Health Scrutiny Committee.

The report will also be submitted as part of our response to the public consultation on the future provision of mental health services in Southeast Staffordshire.