

The Shift from Hospital to Community

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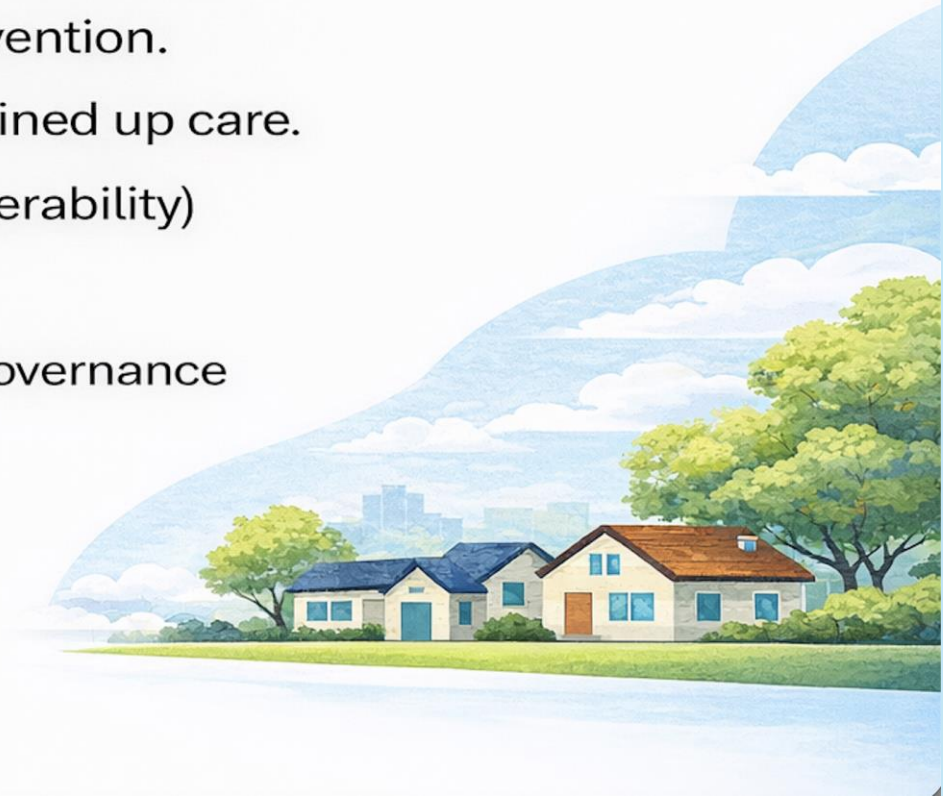
The NHS 10 Year Plan outlines three strategic shifts to modernise services

- From **hospital to community**: Making more care available on people's doorsteps and in their homes
- From **analogue to digital**: new technology will liberate staff from admin and allow people to manage their care as easily as they bank or shop online
- From **sickness to prevention**: Reaching patients earlier.



Neighbourhood Health: Core Principles

- Population based healthcare
- Addressing health inequalities
- Integrated Neighbourhood Teams
- Strong links with VCSE and local community assets.
- Focus on early intervention and prevention.
- No wrong door philosophy – more joined up care.
- Shared information systems (interoperability)
- Coordinated Care
- Local leadership and Collaborative Governance





The Community MH Transformation

Focused on meeting the wide range of individual needs and providing treatments for:

- people with severe mental health problems including those with a diagnosis of psychosis, bipolar disorder, personality disorder and eating disorder
- working age and older adults accessing community mental health services



Problems in mental health services that need to be addressed

- Services not joined up with people falling between gaps: people considered too complex for Primary Care but not severe enough for secondary care (people falling between the gap).
- Long waits for access to CMHTs and rejected referrals
- Care constructed around “traditional services”, rather than the needs of service users.
- Lack of choice: limited access to evidence-based treatments including psychological therapies for people with severe mental health problems.
- Illness/diagnosis focused treatment – focused on treating illness/symptoms alone as opposed to promoting wellbeing (i.e. considering and targeting wider determinants of mental health).
- Social needs often un-recognised and not met.



Key Principles of the Community Framework

- A personalised, recovery orientated and trauma informed approach that addresses needs and helps someone to live as healthy and fulfilling a life as possible
- Recognises the wide range of community assets (including families & carers) and dedicated services that may be involved in meeting needs.
- Integration & partnerships with other services (primary care; social care; VCSO; housing; community based services; education etc).
- Single, coherent, integrated & seamless model
- Interoperability across systems
- No wrong door: Removal of arbitrary exclusion criteria; proactive and inclusive care including for co-existing needs.



Key Principles of the Community Framework

- Enhanced, integrated support within primary care (including ARRS Roles) to help manage fluctuating needs with flexible ‘stepping up’ / ‘stepping down’ of care based on intensity of input required (moving away from concept of “discharge”.)
- Shorter waiting times to meaningful interventions – new waiting time metric
- Equalities: Ensuring the needs of marginalised groups and those who are often invisible to services are met.
- Access to full range of NICE recommended, evidence-based interventions including psychological therapies.
- A competent & confident workforce to meet the needs of the population it serves:
 - Should incorporate paid roles for people with lived experience, including peer support workers and lived experience practitioners.
- Services measuring outcomes that are meaningful to service users to find out if we are making a difference.

24/7 Neighbourhood Mental Health Centres Principles

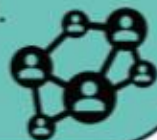
Trusted Relationships:

Everyone feels safe and cared for by the people providing support. People are supported to have ongoing relationships with staff who work hard to get to know them, what matters to them and earn their trust.



Continuity of Care:

People are not passed from one team or service to another. The same people support you whether you are at home, in crisis or need to stay in a bed.



Open Access:

People can get help when they need it, where they need it, there is no criteria or referrals needed. It is easy to get a bed when you need it, and easy to leave when you want to.



All Means All:

These services are for everyone. Nobody is excluded. We will work hard to respect and respond to the reasonable adjustments people need.



Co-Produced:

People and families who use the services will be part of designing them and delivering them.



Promote belonging and citizenship:

People who use services are seen as a whole person, just as important as anyone else in their community and are valued for who they are. Their human rights are upheld and protected and they will be supported to do what matters to them.



Close to Primary Care and System Partners:

There will be good links between your mental health care with your GP and other organisations or charities that provide support. They will work together.



Neighbourhood Based:

People can get the help and support they need close to where they live and in their own community.



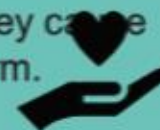
Promote Freedom, Autonomy and choice:

People are in control of their own care and make choices about what they do and do not want.



Do no Harm:

The services provided are aware that many people will have experienced difficult things in their lives and will ensure they cause no further harm.



24/7 Neighbourhood Mental Health Centres

Key Elements



Personalised Care Framework (PCF)

Key Principles

Ensuring people with severe mental health problems receive **co-produced, coordinated, outcome-focused care** that reflects their needs and goals.



Personalised care and support planning

Co-produced, personalised and dynamic **care plans tailored** to the person's needs, goals, and preferences.



A named worker and therapeutic relationship

Every person has a named worker they know and trust to coordinate care.



Dynamic, responsive care planning

Plans are reviewed routinely and support is flexible when circumstances change.



Outcomes and experience shape care

Outcome measures guide and shape care to ensure it is helping.