

# VCS Report Brief

## Bristol Mental Health Update

### Background

Bristol Clinical Commissioning Group (BCCG) have commissioned The Care Forum to write 2 reports investigating how Bristol Mental Health (BMH) is interacting with local Voluntary and Community Sector (VCS) organisations. The first report was written in March 2015, following a meeting which was attended by a range of stakeholders. The report highlighted a number of areas which stakeholders felt were important and should be addressed. It should be noted that the initial report was created when services within BMH were very new.

We are now planning a meeting and report one year following the initial report. We are keen to address issues raised during the initial report and communicate how BMH has developed over the past year.

At the last meeting we had, in summary, the following feedback:

### Access to services

Access to services was the biggest theme to emerge from feedback on the new services. A significant number of the comments received related to service users experiencing delays while they wait for services and that VCS organisations and housing associations are having to bridge the gap during delays, which is not always ideal. There was broad agreement that the 'no wrong door' aspiration had yet to be fully achieved.

### Recovery Navigators

This was the second biggest theme that emerged from feedback on the new services and there are some outstanding information needs related to this new role. Questions were asked about the training, experience, supervision and job criteria for Recovery Navigators. Some concerns were expressed over a perception that Recovery Navigators are replacing Community Psychiatric Nurses (CPNs) and how appropriate it is for Recovery Navigators to work with people with more complex mental health needs.

### Crisis service

Positive comments were made about the success of the crisis service telephone number, but it was also felt that the volume of calls had been high and difficult to manage.

### Other services

Some comments were made about LIFT, Assessment and Recovery, SARI, Petherton and the Crisis houses. Comments were varied and no themes emerged.

## Carers

Comments on carers included concerns about delays in carers' assessments and a lack of support for carers.

## Partnership working

A range of comments were made on the need for partnership working, both within health and social care and Avon and Wiltshire Mental Health Partnership NHS Trust and the VCS. Two comments were positive about the involvement of the VCS; others recognised some of the challenges to partnership working.

## Geographical distribution of services

Three comments were made on the locations of services: about a lack of change and a delay in the South Hub.

## Miscellaneous comments

A miscellaneous group of comments have been grouped together and include comments about volunteers, the Child and Adolescent Mental Health Service, elected Councillors, wellbeing and engaging homeless people with mental health needs.

## What has happened since the first meeting?

**Recovery Navigators** – We would like to create a clarification document detailing the new roles within the system and the ways in which they work.

**Knowledge of services** – To improve knowledge of services both internally and externally a number of projects have been initiated.

- Bristol Mental Health staff inductions –
  - New a BMH staff induction has been designed to improve knowledge of other services within BMH amongst staff. The induction has now been piloted with two groups; feedback from the pilots has been collated and will be used to improve the content of the induction.
  - An induction for exiting staff member is also in the process of being designed.
- Service directories - Service directories have been create and distributed both internally and externally as a resource to aid the understanding of individual services functions.
- Bristol Mental Health Website redesign is underway as part of the No Wrong door project.
- Communication with GPs –
  - GP newsletter has been created to improve the communication & understanding of BMH within primary care.
  - Quarterly clinical forums and GPs education events have also been established as a means of improving communication.
  - Close working relationship have also been established within projects of joint interest. For example primary care referral to single point of access projects.
- No Wrong Door Project –
  - The project has identified key issues which need to be addressed. The project team has now been split into 3 main work streams, Communications, Values and Behaviours and Operational Protocol and Processes. Outputs from the project to date are, BHM quick reference sheet for staff, service directories and website re-design.

## Current State of Play

Currently a small planning group has been set-up to plan the next meeting and subsequent report. This group consists of Monira Chowdhury (CASS) Ronnie Wright (The Care Forum) Dean Ayotte (The Care Forum) Nicola Corrigan (BMH System Leadership) Paula Shears (Alzheimer's Society). The event is going to be run collaboratively between Avon & Wiltshire Mental Health Partnership (AWP), Bristol Clinical Commissioning Group (BCCG), Community Access Support Service (CASS) and The Care Forum (TCF) and will take place on Tuesday 24 May between 10am – 1pm in the David Baker Room at The Vassall Centre. The planning group for the event will be meeting on the Wednesday 13 April 2016 between 2pm – 4pm in the Woodward Room at The Vassall Centre, Gill Ave, Bristol, BS16 2QQ. If you are interested in attending the planning meeting please contact Dean Ayotte at:

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We are keen to ensure that the next meeting/report is solution focused, celebrating the joint successes of BHM & VCS and recognising areas which still require development. The report will focus on partner relationship across all services and will not be limited to those within the Recovery Bristol Partnership. Although we recognise that the RBP has partnership with a number of VCS organisations we also value the importance of partner relationships across all BMH services.

In order to achieve this we would like to request input from VCS organisations during the planning of the event.

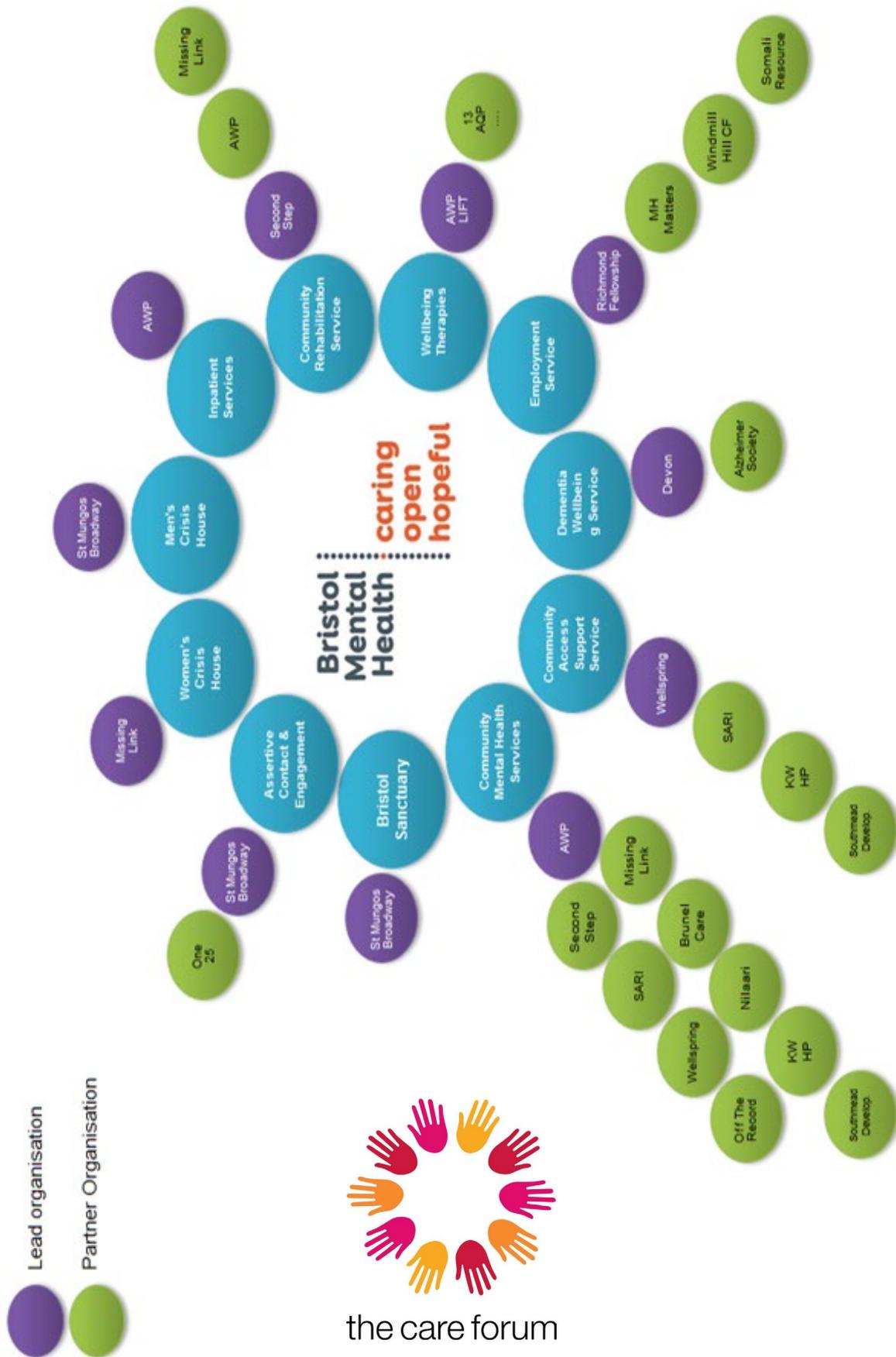
If you want to attend BMH2 please book here: <http://bit.ly/1LWPQG4>

## Inputs to the event and report

In order to better understand the working relationship between Bristol Mental health and VCS organisations, a survey will be issued to VCS stakeholders including partner and non-partner organisations in Q1 2016. Information gathered will be used as inputs to the report/event in April 2016. Outputs from the survey and VCS report will also be used as inputs in the wider Bristol Mental Health evaluation and will inform future change.

Points to be covered at the request of commissioners

- As commissioners of the event BCCG would like the feedback about the system as a whole...is it working?
- Are services tackling the issues that they were re-commissioned for?
- Is BMH actually delivering a more Bristol focussed service, is BMH delivering a service to a more diverse population, are BMH staff more empathetic?
- Can people/VCS notice a difference?
- Specifically whether or not the VCS feel more involved/ listened to as a result of the development of BMH.



the care forum