

CNWL Mental Health Services in Harrow

Robyn Doran – Chief Operating Officer
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Overview of Presentation

Services provided in Harrow

Funding and Activity

Payment by results Update

National and London Wide policy context

Recent changes and future plans

Engagement with Stakeholders

Recovery College in Harrow

Personal budget delivery in Harrow

Challenges Ahead



Harrow Services



1 Honeypot Lane Centre
839 Honeypot Lane,
Stanmore, Middx
HA7 1AT
Tel: 020 8951 3770

- Assessment and Brief Treatment Team
- IAPT Team
- Emergency Duty Team

2 Bentley House
Headstone Drive,
Wealdstone,
Harrow, Middx
HA3 5QX
Tel: 020 8424 7731 / 2

- Community Rehabilitation

3 The Bridge Day Centre
Christchurch Avenue,
Harrow, Middx
HA3 5BD
Tel: 020 8861 6390

4 Wiseworks Day Centre
Christchurch Avenue,
Harrow, Middx
HA3 5BD
Tel: 020 8863 8704

5 Atkins House
19 Marshall Close, West
Harrow, Middx HA1 4DH
Tel: 020 8861 6390

- Community Recovery Team
- Assertive Outreach Team
- Early Intervention In Psychosis Team

6 Northwick Park Hospital
Mental Health Centre,
Watford Road, Harrow,
Middx HA1 3UJ
Tel: 020 8869 2313 / 4 / 5

- Home Treatment Team
- Adult Mental Health Inpatient Wards (Ferneley and Eastlake)
- Older People Inpatient Wards (Ellington and Secole)
- A&E Psychiatric Liaison Team
- Liaison Psychiatry (general hospital)
- Clinical Health Psychology

7 Roxbourne Lodge and House
Rayners Lane,
South Harrow
Middx HA2 0UE
Tel: 020 8423 8200
or 020 8422 0828

8 Rosedale Court
75-79 Greenford Road,
Harrow, Middx
HA1 3QF
Tel: 020 8864 2925



Funding and Activity

Harrow CCG
£19,487,944

Harrow Council
£3,645,639

Total
£23,133,583

Adult Acute Beds	44 + 2 Intensive care
Adult rehab beds	44 + 2 Step down
Older people beds	13 beds
Adult out patients	800 new 4500 Follow ups
Community Teams	400 new per year 9000 Follow ups
Older people	4400 contacts per year
CAMHS	5800 per year
Liaison Psychiatry	2000 in A & E per year 1000 on general wards
Learning disability	3500 contacts per year
IAPT	2500 cases per year



Payment by Results

Update on Payment by Results

- PbR involves moving from a block contract to being paid for each patient, with the price dependent on patient's complexity & therefore the cost of the required care package
- Will it be implemented in its current proposed form (or at all?)
- DH clear it is still happening
- Name change to Payment & Pricing System

What does PbR involve?

A requirement to undertake a detailed, holistic assessment of a patient's problems and deliver a management plan which addresses all of these problem areas

Not just looking at psychological problems, but also social, occupational, relationship problems, risk et



How might PbR develop?

Development of MH Tariff.
This has allowed an opportunity for stocktaking and possible changes to implementation

RCPsych, ADASS, NICE and other stakeholders have become much more involved and are keen for tariff development to support and incentivise the commissioning and delivery of evidence based integrated care pathways



What might fully implemented PbR look like for Service Users?

- New patients referred in will have a detailed, holistic assessment of their MH problems
- They will receive a formulation of their presentation which includes diagnosis and needs assessments
- They will receive an evidence-based package of care to address those problems & needs
- Existing patients will have their ongoing care reviewed at 3-12 monthly intervals, to ensure their problems and needs are still being met
- CNWL will get paid to provide a minimum- standard package of care for each patient
- The quality of our care packages will be measured and published, enabling benchmarking



London Wide Initiatives that affect Harrow

- **Shaping a Healthier Future**
- **Shifting Settings of Care**
- **Changes in Health Commissioning pathways**
- **Urgent Access to Mental Health Services**
- **Police mental health concordiat**
- **Changes in Justice systems (ie court availability)**



Recent Changes and future plans

Service lines –

- Why and what have we learnt
- How are we now reviewing

Day Services reconfiguration

Rehabilitation Services review

- Repatriation of local people

HUB for services centrally

Recovery College in Harrow



Service User and Carer Involvement

HUG Forums, led by service users

Quarterly telephone surveys, carried out by service users

National patient Survey

LA quality Strategy

Carer Forums, local and Trust wide

Health watch involvement

Commitment to co production of services at all levels



Engagement with Statutory Partners

Transformation Boards

GP Engagement and Proposed Training

Section 75 and integration of teams

Member of Urgent Care Board

Sector Wide engagement with Integrated Care programmes

Networks with Neighbouring Trusts



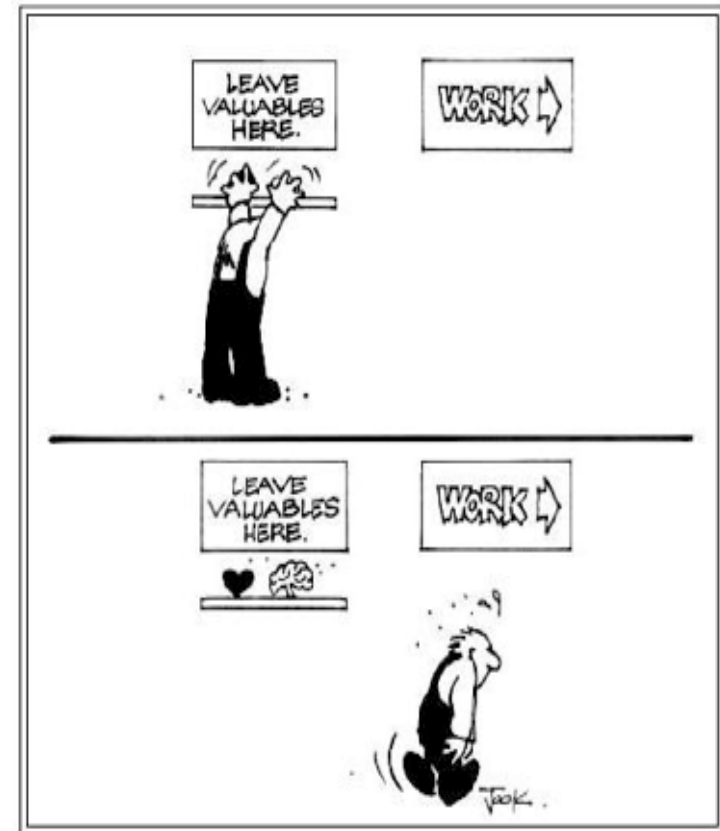
What is the CNWL Recovery College?

- The CNWL Recovery College is a **shared learning environment**
- Supports individuals to recognise and develop their **talents and resources** in order to become **experts in their own self-care**, to ‘self right’; and do the things they want to do in life...beyond services
- Creates learning opportunities which **span physical and mental health/wellbeing**
- Underpinned by the principles of ‘**co-production**’



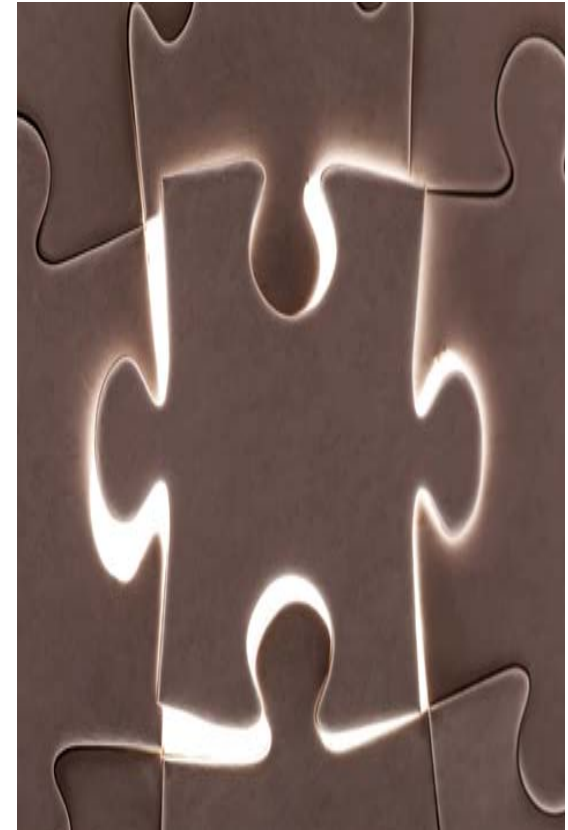
Impact on the culture of the organisation

- **Challenges** the dominance of professional expertise
- Raises expectation from ‘Yes - but...’ to ‘Yes - how?’
- Shifts the ‘**silo**’ mentality
- Serves as **reminder** of why staff chose to work in mental health
- **Connects** the clinical with the non clinical



Impact on the individual

- Breaks down the **'them and us'** and validates **'lived experience'**
- Changes the nature of **conversations** and facilitates shared decision making
- Equips individuals with skills and knowledge to **self-right**
- Encourages **responsibility** for management of conditions and general wellbeing
- Extends **opportunities** for greater participation in communities i.e. citizenship



Innovative work in Harrow

Recovery College

Transit Lounges

Liaison Psychiatry Projects

Personal Budgets

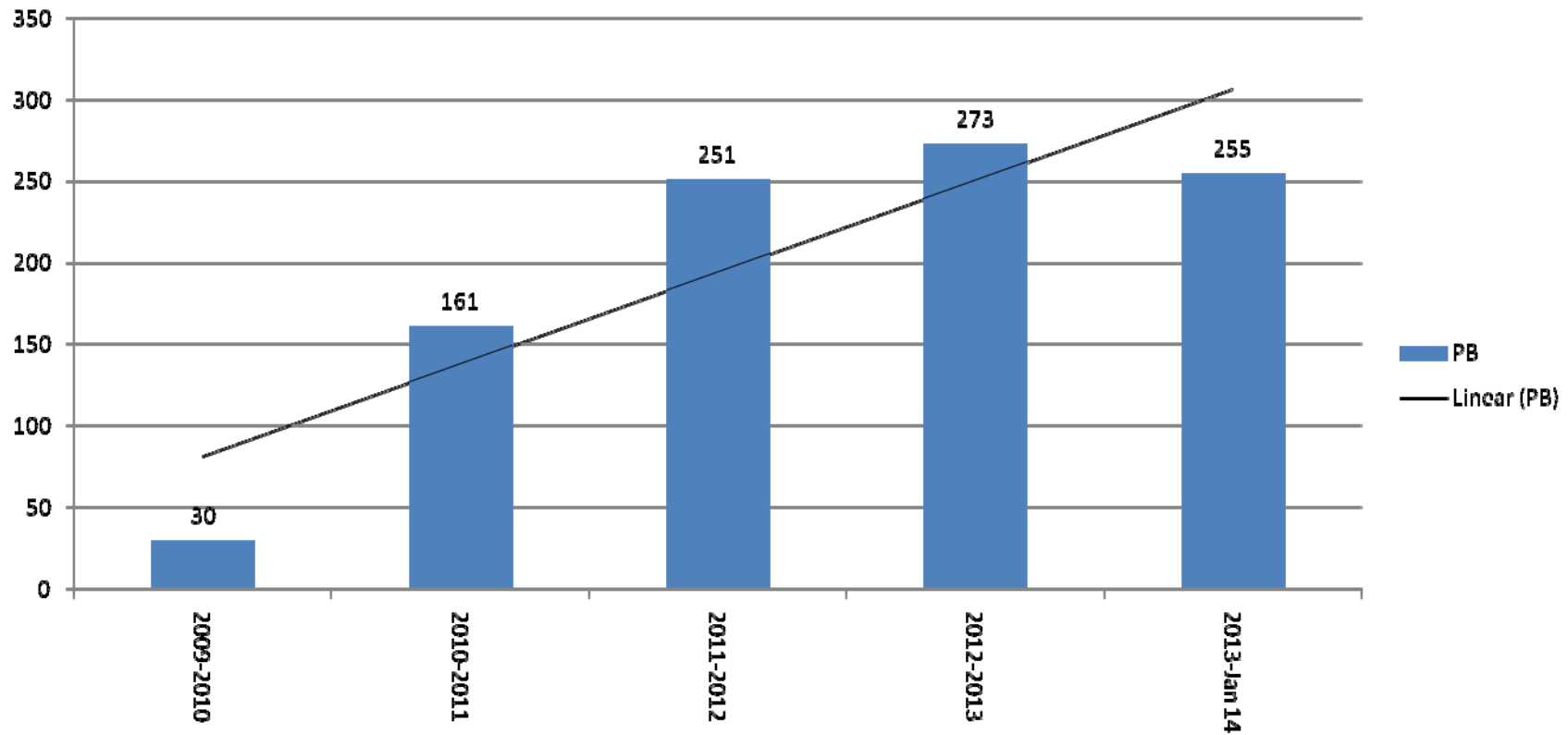
PEP repatriation

Older People Strategy



Personal Budgets — Harrow used as an exemplar across London

Personal Budgets growth over 5 years



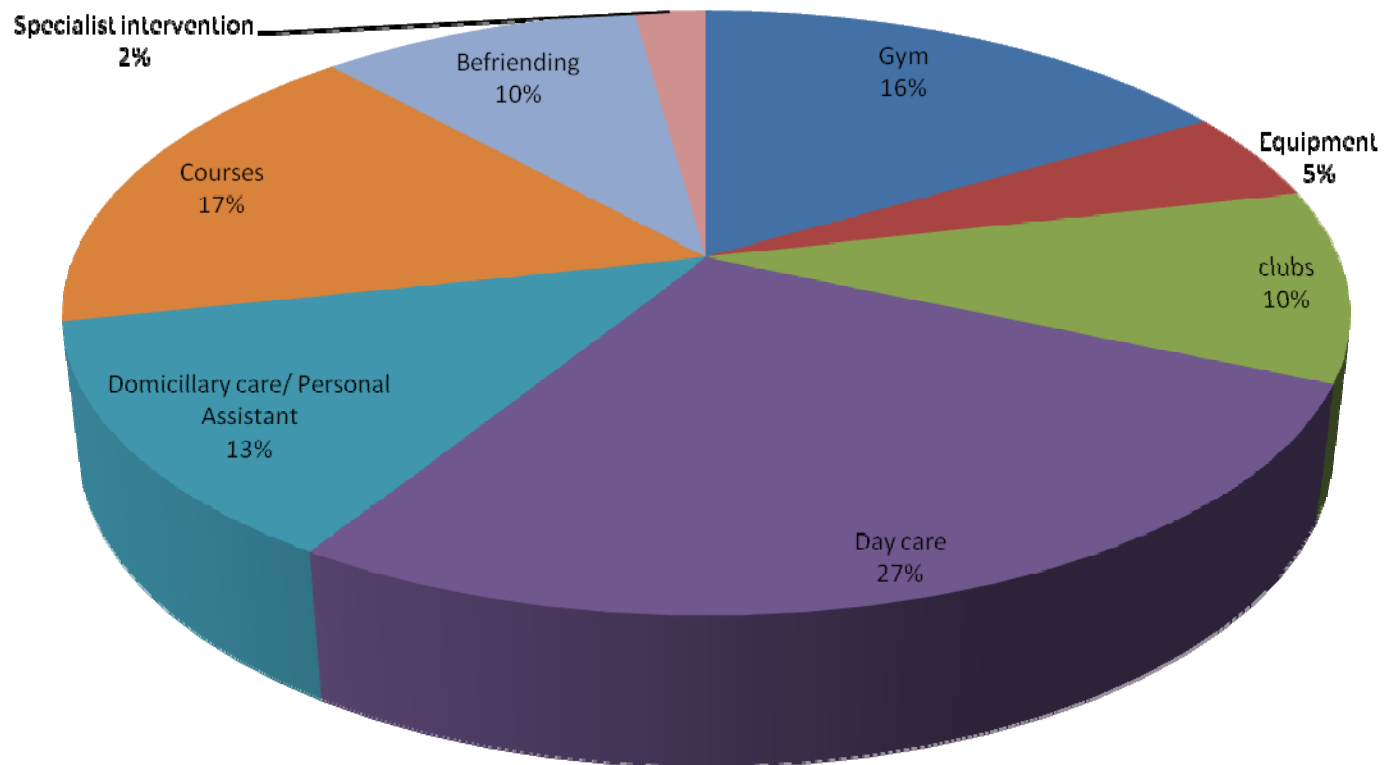
London Wide Benchmarking

Borough Position out of 33 Boroughs

	Proportion of people using social care who receive self-directed support	Proportion of people using social care who receive direct payments
2011-2012	11	8
2012-2013	9	3



Allocation Of PB's



Challenges for the way forward

Resource allocation for Mental Health

Internal cost improvements

Communication and information sharing

Ageing population in Harrow

