

## APPENDIX C - MENTAL HEALTH BEST VALUE SERVICE IMPROVEMENT PLAN

Issue	Recommendation		Action	Lead Officer(s)	Timing (Start)	Measurable Outcome
<b>Communication &amp; joint working across services</b>	1	Facilitation of early discharge planning for people with housing needs	System to be put in place on Acute Unit for Housing to be notified of people with housing as soon as possible after admission.	Acute Team Manager, NPH	1 June 03	Reduction in delayed discharges
	2	Integration of Housing in work of residential panel	Housing representative to attend panel meetings		1 Sep 03	Improved partnership working
<b>Communication with service users</b>	3	Provision of more written information to service users and carers	Set up Mental Health Information Group including service user/carer representatives to produce leaflets	HUMHS Sector Manager	30 Sep 03	Leaflets produced
<b>Need for better transition between services &amp; increased independence for service users</b>	4	Creation of specialist post focussed on accommodation needs of mentally ill people	Bid for Accommodation Officer via Supporting People/Revenue Budget to: Facilitate discharges from hospital <ul style="list-style-type: none"> <li>▪ Match people to places in residential and supported housing units</li> <li>▪ Help users with Locata scheme</li> </ul>	Supporting People Manager, Joint Commissioning Manager, HUMHS Sector Manager, Head Of Finance & Contracting	30 Nov 03	Reduction in delayed discharges  More people moving to more independent living
	5	Improve operation of Residential Panel	Review operation of panel meetings in the light of the potential Accommodation Officer post. Adopt standardised matrix for matching people's needs to placements. Ensure Housing are represented at all meetings.	HUMHS Sector Manager (Panel Chair) Housing Assessment Team Manager	1 Apr 04  1 Apr 04	More people moving to more independent living, improved interface between SSD and Housing  More people enabled to live independently

	<b>6</b>	Development of Rehabilitation Team	(Additional funding already agreed via Supporting People). Plan reconfiguration of current Intensive Community Support Team to create Rehab Team Implement new service structure and publicise changes to link agencies, service users and carers.	Intensive Community Support Team Manager	30 Nov 03	
	<b>7</b>	Promotion of Direct Payments	Work to be done with service users and carers to build confidence in and promote the use of direct payments.	Direct Payments Co-ordinator	1 April 04 1 Feb 04	
<b>Availability of appropriate accommodation to meet the independent living needs of mentally ill people</b>	<b>8</b>	Development of increased housing capacity in the system	PFI bid for new supported housing scheme to include specific provision for 12 places for people recovering from mental illness to be submitted subject to a review of affordability and size of scheme with the ODPM.  Options to be considered for reconfiguration of existing residential provision to create women-only facility.  Additional support posts already agreed from SP funding to work in Intensive Community Support Team	Contracts Manager, Joint Commissioning Manager  Joint Commissioning Manager, Contracts Manager, Group Manager Provided Services  ICST Manager	Nov 03  1 Apr 04  1 April 04	Increased supported Housing capacity  Needs for women-only unit met  More people enabled to live independently
	<b>9</b>	Provision of direct support to assist mentally ill people with applications for Council and private tenancies.	Specialist Accommodation Officer post to be created. (See Recommendation 4 above).	See 4 above	1 April 04	As above

<b>Ensuring that the Needs of Black and Minority Ethnic Mental Health Service Users are met</b>	<b>10</b>	Identification of specific Mental Health service needs of BME communities	Undertake detailed needs analysis	Joint Commissioning Mgr, Local Health Implementation Team	1 April 04	Evidence provided to inform Mental Health Service planning for BME communities
	<b>11</b>	Improve provision of information and ensure availability in different languages	See actions under recommendation 3.			
	<b>12</b>	Draw on experience of BME Best Practice organisations to improve Harrow services and take account of DoH recommendations arising from Inside Out report	Set up working group to complete visits, look at applying relevant approaches within Harrow and develop strategies for the implementation of Government guidance.	Specialist CMHT worker	1 Apr 04	
<b>Employment and Social Inclusion</b>	<b>13</b>	Increase employment opportunities and support	Develop proposal and bid for local Employment Co-ordinator linked with CNWL proposal to create new Vocational Services Manager.	HUMHS Sector Manager, Joint Commissioning Manager	30 Sep 03	Increase in numbers of people with mental illness in employment or work placements Plan for new work placement scheme developed and endorsed by senior officers and Members.
			Work with managers involved with development of new corporate work experience programme for people with disabilities to secure placements for people with mental health problems.	Nominated HUMHS manager	1 April 04	
<b>Cost Effectiveness and Efficiency</b>	<b>14</b>	Ensure that current residential units provide value for money	Look at potential to reduce unit costs of in-house residential care by taking out day care element for homes which have residents too ill to go elsewhere for day care.	Finance and Contracting Teams Contracts Manager	31 March 04	Potential for savings in residential care costs identified
	<b>15</b>		Promotion of Direct Payments	Report outcomes of review of Assessment Unit (See Recommendation 9 above)	Direct payments Co-ordinator	30 Oct 03 1 Feb 04