



## **Devon & Torbay Development Project for Older People's Mental Health**

This important Project has been commissioned by  
The Devon Older People's Strategic Partnership  
and is funded by 10 local health & social care organisations

*Devon County Council  
East Devon PCT  
Mid Devon PCT  
Torbay Council  
Teignbridge PCT*

*Devon Partnership NHS Trust  
Exeter PCT  
North Devon PCT  
Torbay PCT  
South Hams & West Devon PCT*

**The Sainsbury Centre for Mental Health, a leading national charity, are the consultants for the Project which will:**

- ***Develop care pathways to improve the experiences of older people with mental health needs and their carers***
- ***Evaluate current services to see how well they are working and how they can be improved***
- ***Ensure that all agencies work together seamlessly to make the best use of resources***

**For further information  
please contact:**

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## **THE DEVON & TORBAY DEVELOPMENT PROJECT FOR OLDER PEOPLE'S MENTAL HEALTH**

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*This edition contains :*

- **Key Emerging Themes**
- **2<sup>nd</sup> Phase Workshops:**
- **Attendances & Participants' Comments**
- **Final Phase Processes**
- **Sainsbury Centre for Mental Health Comments**
- **The Devon Older People's Strategic Partnership**
- **Other News**
- **Contacts**

*Details about the Project's overall design and information on the 1<sup>st</sup> Phase Consultations and 2<sup>nd</sup> Phase Workshops can be found in previous Newsletters on the Project's website at:*  
***[www.devon.gov.uk/mental\\_health](http://www.devon.gov.uk/mental_health)***

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### **Key Emerging Themes**

**On 8<sup>th</sup> November David Seward, from the Project's consultants Sainsbury Centre for Mental Health (SCMH), shared emerging outcomes at a meeting of the Project's commissioners, the Devon Older People's Strategic Partnership. Approval was given for SCMH to proceed to Final Report, with the Project's Steering Group organising the final stage processes outlined later in this newsletter.**

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## **Themes :** Specialist Mental Health Services developing a community service model

- Specialist Integrated Multi Disciplinary CMHT
- Orientated in Primary Health and Social Care
- Direct Liaison, Support and Shared Care
- Provides Single Point of Access
- Initial Assessment, Early Detection, Direct Support
- Specialist Comprehensive Assessment of Need
- Care Management for Comprehensive Health and Social Care
- Integrated Care Programme Approach & Care Management: Provides Access to
  - General Health and Social Care Support
  - Specialist Older People's Mental Health Support
  - Dedicated Functional/Dementia Acute Beds
  - Access to Adult Mental Health Services
- Community & Recovery Based Service Model
  - Bed & Unit Review
  - Significant community service development
- Integrated Management and Aligned Budget
- Commissioning and Planning Process
  - Strategic Partnership Group sets service model and outcomes
  - Integrated commissioning with LA at PCT level to implement
  - Joint PCT working on more specialist service planning and commissioning
  - Input from Service User & Carer Input and other partners (OPMH LIG)
- Significant input from stakeholders
  - General sign up

**“The model is not new and comprises much good practice already existing around Devon which can be shared and developed across all areas”**

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## **2<sup>nd</sup> Phase Workshops:**

### **Attendances and Participants' Comments**

#### **Service User & Carer Workshops :**

While attendance at some of these four days of workshops was variable, the consultants report an excellent quality of comments and debate. Some common key messages were taken forward to inform subsequent workshops, and to help form underlying principles for a consensus service model.

The Steering Group has noted some important learning on how involvement with service users and carers can be organised in future. The Project has had to work with the challenges of a compact time frame and reliance on a few people across Devon to organise events around their already busy workload. This experience has demonstrated the need for all health and social care organisations to commit to developing sustainable service user and carer involvement for older people with mental health needs.

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**WORKSHOPS (with themes arising from the 1<sup>st</sup> Phase consultations):**

- ◆ **Primary Care**
- ◆ **Service Model Design**
- ◆ **Acute & Intermediate Care**
- ◆ **Whole Systems Working**
- ◆ **Integration**

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- ◆ Workforce Planning
- ◆ Commissioning & Planning
- ◆ Strategic Agreement

Considering how all the workshops were compacted into two weeks, attendance and commitment has been excellent. Numbers have ranged from 16 at Strategic Agreement (for Chief Executives and Steering Group representatives) to over 30 at each of the Acute & Intermediate Care and Integration Workshops. Across all the themes, all 7 PCT areas have been represented. As well as multi-disciplinary health and social care staff from the statutory organisations, attendance has included the voluntary and independent sector, carers and representatives of older people's forums and housing.

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### Participants' Comments:

***“People, especially staff, keen to move forward ... opportunities for good networking”***

*“I saw a lot of cynicism and people worn down, talking about reviews in the past and how nothing has changed ..... this Project needs to maintain the momentum”*

***“It was useful having carers there. There was a great difference in what carers could say. Showed how we need to support some carers to be involved”***

*“Really interesting, very stimulating and well facilitated”*

***“It was really good to have six out of seven PCT Chief Executives, and a director from another PCT, actively engaged with and discussing older people's mental health at a three hour event”***

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*“There was a real buzz to the day and people were really interested in the debate – how can we make sure this is not lost and ‘sits on the shelf’*

***“It was a long day”***

***“I found the diagrams (circle and triangle) unhelpful and would prefer to see more emphasis on care pathways”***

*“There were some concerns in common ... particularly about financial recovery ..... for staff affected by change”*

***“for people in the process of change, I hope there will be less bureaucracy rather than more”***

*“interesting how many different people, working in different settings in different areas – we need to pick out and share the best practice”*

***“It was clear that there was so many examples already of good practice ... an opportunity to share and take forward”***

*“whole systems worked well with integration ... thought the shaping and cumulative effect of workshops worked well”*

***“Need to consider quality of life – not just the practical and mechanical aspects of service. Need to maintain services close to the local communities of people and carers who use services”***  
*“there were discrepancies in my notes with what the facilitator fed back and what we were saying”*

***“I think we were tough to facilitate ... a challenge to bring it together”***

*“It was a positive learning experience to hear people from other areas passionately advocating for their model of service”*

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## Final Phase Processes

The Project's timing through its different phases has been tight and timely, between May and November. This timetable has been important to maintain so that agreed outcomes inform Local Development Plans in the 2005/6 health & social care financial planning cycle. The Steering Group has organised the way forward through the Final Phase as follows :

<b>DATES</b>	<b>PROCESS TO TAKE PLACE</b>
08/11/04	SCMH presentation and approval to proceed from Project commissioners
17/11/04	Draft Report from SCMH to the Project Steering Group, which may lead to adjustments and evidence checking prior to wider dissemination
Nov - Dec	Final Report , timed to inform commissioners for 2005/6 Local Development Plans
Dec - Feb 05	Formal Approval of Final Report to Boards of health and social care organisations : 7 Primary Care Trusts, Devon Partnership Trust and 2 local authorities (Devon & Torbay)
January 05	PCT and Social Service Commissioner meetings to consider implementation issues
27/01/05	Presentation of Project Report to Devon Overview & Scrutiny Committee
February 05	3 open Dissemination events across Devon

## The Sainsbury Centre for Mental Health Comments

First phase engagement identified a range of issues and partner organisation aspirations. These issues were

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used to set the agenda for phase two workshops. Workshops were organised around these central issues and themes with the expectation that they would develop locally owned solutions that all stakeholders could sign up to. The workshops facilitated by SCMH were:

- **Service User and Carer Empowerment**
- **Role and Function of Primary Health and Social Care**
- **The Range of Older Peoples Mental Health Services**
- **Role and Function of Inpatient and Intermediate Care**
- **Whole Systems Working**
- **Integration**
- **Workforce Development**
- **Planning and Commissioning**
- **Strategic Sign Up**

The outcomes of these workshops will be used and built upon in terms of describing:

- **Key principles, including the value base for a proposed service model.**
- **Key service model elements with detailed proposals on core role and functions.**
- **Whole systems working which details how the service elements work together including access, referral and care pathways.**
- **Planning and commissioning arrangements including proposals on how partner organisations could work together in implementing any accepted proposals and recommendation.**

Sainsbury Centre is currently preparing a final draft report in which detailed proposals and recommendations will be made. The emerging model is very much the product of local ideas and as was required of SCMH one that enjoys wide ownership. It is specifically builds upon:

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- **Good practice initiatives across Devon and Torbay**
- **Service user and carer expression of need.**
- **Political and strategic sign up from senior managers within the partner organisations**

**However, Sainsbury Centre will also wish to factor in evidence emerging from data analysis, national policy and innovative practice across the UK. In respect of the latter, SCMH will be supported by a small reference group giving additional clinical, social and primary care expertise.**

**Much of what will be proposed exists in some form within various parts of Devon and Torbay. The various components at present do not come together as a whole in any one particular area, although some are much nearer than others are. However, what makes SCMH confident about the overall potential ownership of the model is the level of networking that occurred within the second stage workshops and degree of interest expressed across PCT areas as to what each was developing. There will be challenges for all in taking forward the proposed model and SCMH are aware that, as with any such process, there can never be full consensus. However, given the level of engagement, the degree of detailed thinking undertaken and readiness of delegates to explore new ideas, there is every chance that real progress can be made in raising the profile of older people's mental health and significantly developing the service. SCMH wish to thank all who attended the stage two workshops for your commitment to the project, enthusiasm to engage and exchange ideas made for a stimulating, enjoyable and very rewarding process.**

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**Th**  
**is Project was originally commissioned by DOPSP at its inaugural meeting in August 2003. Subsequently Torbay**

**Unitary Authority and Torbay PCT joined to form a 'Devon & Torbay' Project.**

**Below is a brief summary of both the Devon and Torbay Older People Strategic Partnerships.**

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## **The Devon Older People's Strategic Partnership (DOPSP)**

**What is the DOPSP?**

**The main aim of the Partnership is:**

**'To deliver better outcomes for older people and their carers by working more effectively together to improve services and make best use of our collective resources. '**

**It oversees joint planning in the areas of Devon covered by Devon County Council.**

**It links to the work of both the Devon wide Strategic Partnership and the local partnership groups.**

**Who is involved in the DOPSP?**

**The DOPSP was set up one year ago. Its membership is wide and includes older people, carers of older people, voluntary sector, independent sector and the statutory agencies such as District councils, Supporting People, Police, Primary care Trusts, Acute Trusts, Devon Partnership Trust, Devon Social Services and Devon County Council education.**

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**At present it meets four times a year and is co-chaired by Jill Smith, Chief Executive of Exeter PCT, and David Padfield, Deputy Director of Devon Social Services.**

**What has it worked on?**

**During its first year, the DOPSP workplan has included :**

- **All members receiving training to improve their effectiveness in working with older people**
- **A framework agreement for modernising and developing older people's services using a whole system approach**
- **Commissioning a report on Devon-wide older people's involvement**
- **Commissioning the Devon & Torbay Development Project for Older People's Mental Health**
- **Contributing to the work of the Devon Strategic Partnership**
- **Receiving reports and presentations on a range of developments for older people, for example :**

**The Devon & Torbay Falls Prevention Project**

**Chronic Disease Management**

**Police work for safer communities**

**The Prevention Project (Devon Social Services)**

**The Local Public Service Agreement and Local**

**Authority Agreement and their impact on**

**services for older people**

**Social Services Modernisation**

**Transport issues in Devon**

**overview of the work of the Devon Strategic partnership**

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For further info on this group contact: Helen Imber on 01392 383298, [helen.imber@devon.gov.uk](mailto:helen.imber@devon.gov.uk) or Jennie Stephens (see Contacts)

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In Torbay, the Older Persons Board is a subgroup of the Torbay Partnership Committee, which takes responsibility for the Community Plan and the health improvement role of the Local Strategic Partnership.

The focus for planning of Older People's Mental Health services has been a Forum which links into the Local Implementation Group for Mental Health for Torbay and to the South Devon Older People Mental Health Group. This is a complex system, but the aim is to ensure that older people are able to access appropriate mental health services without discrimination in terms of age or disability. One of its tasks has been to draft a strategy, which will be reviewed in the light of the Sainsbury Centre's report.

The Forum has representation from local statutory, independent and voluntary sector services and from carers. It has given its full support to the Project.

Torbay is currently consulting on a plan to merge Torbay Social Services with the Primary Care Trust to form an Adult Care Trust. The idea behind this is to provide an integrated health and social care service to vulnerable people in Torbay, with services arranged in zones around clusters of GP practices. The Sainsbury Centre report will inform the way in which mental health services will be developed in the future.

For further info on Torbay contact Julie Hickey (see Contacts)

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### Other News

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The National Institute for Mental Health in England (NIMHE) is currently advertising a 4<sup>th</sup> National Conference Celebrating Good Practice & Innovation in Mental Health Services for Older People. The conference is free of charge.

**VENUE:** The Hilton Hotel, Leicester

**DATE:** 28<sup>th</sup> February 2005.

**CONTACT:** Karen Harrison phone: (0116) 225 3692

**Email:** Karen.Harrison@leicspart.nhs.uk

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**EAST DEVON PRIMARY CARE TRUST**, working in partnership with Devon Social Services, have produced a Statement of Intent for commissioning integrated health and social care services for older people with mental health needs. Implementation plans will be informed by the Devon & Torbay Development Project. A copy of the Statement and Supporting Information is available from the PCT's website:

[www.eastdevon-pct.nhs.uk](http://www.eastdevon-pct.nhs.uk)

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**THE DEPARTMENT OF HEALTH** have published a major national report on Community Mental Health Teams for Older People. This Report is available from the website:

[http://www.nimhe.org.uk/downloads/CMHT\\_OPs\\_June%20042004JL.pdf](http://www.nimhe.org.uk/downloads/CMHT_OPs_June%20042004JL.pdf)

A summary of this Report will be placed on the Devon & Torbay OPMH Development Project's website :

[www.devon.gov.uk/mental\\_health](http://www.devon.gov.uk/mental_health)

**The Black and Minority Ethnic Mental Health National Census, March 2005.**

**Title:** Count me in.

**Census Sponsors:** National Institute for Mental Health (NIMHE)

**Healthcare Commission**

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## Mental Health Act Commission (MHAC)

**Project Board:** Chair: Professor David Sallah.  
**Members:** Audit Commission  
SHA's  
NHS Trusts  
DH  
NGO (Sainsbury Centre for Mental Health)  
BME user groups  
NIMHE  
Healthcare Commission.

### What is the census?

1 Phase 1: Census of all inpatients at 31 March 2005.

Phase 2 : further information awaited due to occur end of 2005-06. Will most likely focus on community services.

Phase 3: further information awaiting

More information at: [www.nimhe.org.uk](http://www.nimhe.org.uk)

## CONTACTS

The website is at [www.devon.gov.uk/mental\\_health](http://www.devon.gov.uk/mental_health)

### Steering Group Members

NAME	ORGANISATION	TELEPHONE & EMAIL
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