



## **Community Mental Health Summit Report**

Suggestions and actions following the  
NCL Mental Health Summit - 10 November 2021





## **Introduction**

As part of the North Central London Community Mental Health Transformation Programme, we want to hear from service users and the wider community to see what actions people want, so that we can truly co-produce our services. As part of this engagement, on 10 November 2021, we hosted our first Community Mental Health Summit online, using Zoom. The summit was widely advertised and was open to all, aiming to find out what people thought about our services and hear their ideas and priorities for change. Those ideas are summarised below, with details of what we are doing to achieve them.

Key features of the Summit:

- More than 200 people attended, including 186 online and up to 20 staff and service users at St Ann's Hospital
- Breakout rooms where people discussed ideas in small groups were facilitated by experts-by-experience
- More than 100 ideas were put forward
- The complete lists of ideas and comments were published in full and in summary on the BEH and C&I websites within days of the event
- Our experts-by-experience said that they enjoyed being involved in the organisation of the event and hearing from people directly in small groups
- Attendees liked putting their ideas directly to staff in the groups. They said they felt they were listened to and their points were really taken on board.



### **Community Mental Health Summit – Thematic Breakdown**

Following the summit, we examined the feedback and suggestions in greater detail and broke them down into different themes, then rated them according to how well we are doing in addressing each need.

#### **Criteria for rating each theme:**

<b>Green</b>	<b>We are working on this already and are on track</b>
<b>Amber</b>	<b>We are planning to work on this, but it has not started or needs attention</b>
<b>Red</b>	<b>This is not in our current plans, and we are considering whether it should be</b>
<b>Purple</b>	<b>This is more complex; we are looking at whether it is being provided by our partners. In some cases, this is out of scope for this programme and needs to be addressed as part of other work.</b>

It was encouraging that most of the suggestions raised were areas that fall into the green and amber categories i.e. we are working on these and they are either on track or have started making progress.

### **Green-rated themes – areas we are working on, and are on track**

- Closer to home
- New mental health provider networks
- Trauma informed
- Effective information sharing
- Person-centred, holistic care
- Fund and involve grassroots organisations and communities
- Involve communities at the earliest stages
- Greater focus on prevention
- Help to manage triggers
- More staff, training for staff and time
- More resources for eating disorders

Easier access is one of the key aims at the heart of the Community Mental Health Transformation Programme model and we have already made good progress in this area and we are actively working to make further improvements with clear plans and funding committed, for example:





- The Core Teams are closer to where people live
- We are investing in Voluntary Community Sector organisations and people who will link us to the community
- There is an increase in staff training, including a Trauma Informed approach
- The introduction of the Health Information Exchange, HealthIntent, and patient-held records will enable joined-up care across all services
- Eating Disorders is part of the Year 2 roll out

We are aware of the need to keep residents, service users and carers informed about our work and we plan to keep checking in with them to ensure that the changes have the intended improvements.

**Amber rated themes - we are planning work on these areas, but it has not started or needs attention**

- Shorter waiting times
- Self-referral
- Listen to, train and support carers
- Training for VCSE staff
- Recruit more BAME staff
- Services for residents who do not speak English
- New approaches to be developed with communities
- Transparent, genuine co-production
- More support for autism and learning disabilities
- Services for those who are digitally-excluded

The Amber themes are areas where we would like to make improvements, and in some areas work has already begun. However, we are aware that these need more explicit attention with a more detailed plan and a clearer narrative. Some areas to note:

- Under NHS guidelines, waiting times should be under four weeks from referral and we are working to deliver this. We also want to reduce the waiting time for referral to other services – sometimes referred to as “secondary waits”
- The ability to self-refer is part of the Community Mental Health Programme but we do not, at this stage, have robust plans to deliver this. We will continue to look at this.
- Carers’ interventions are not a consistent, nor explicit, area of focus in our plans but we really value the work done by our carers and the role that they



play and we want to look at this in greater detail to ensure that we are offering support

- We want to recruit a diverse workforce that is representative of the communities we serve and we will continue to work on this as the programme develops
- Although we have made progress on co-production, there has been feedback that suggests it needs more work and we have taken this on board and will be looking at how we can do more in this area
- We will be exploring how to support people who have learning difficulties or autism in the core teams. We know there is a cohort of residents who do not meet the threshold for specialist services, but do have needs that make it difficult for them to access our services
- We are aware that digital exclusion is a barrier and are working to address this and some progress has been made

**Red-rated themes - these are not in our current plans and we are considering whether they should be.**

- Drop-in facilities
- Training to protect mental health
- More peer led services

It is worth noting that as part of the Community Mental Health Transformation Programme, we are working with organisations who do provide drop-in facilities, support and more peer-led services and we are looking at what else could be offered in this area.

We do have a peer-workforce and we have been looking at how best we can use these experts-by-experience.

Some of our Voluntary Community Sector partners do offer drop in facilities, and some have advice around mental health recovery and protection, The C&I Recovery College also runs courses designed to enhance mental health.

These are areas that we will be looking at in future to determine what more can be done to meet the need for these services.

**Purple rated themes – these areas are more complex and need greater examination**

- Day centres
- Make crisis cafes a one stop shop

- More resources for CAMHS
- More resources for perinatal mental health

These areas require further examination to determine the level of need and how it can best be met. In some cases, the areas are not currently part of the Community Mental Health Transformation Programme, which is focussed on adult mental health. However, it may be possible to give additional focus to these areas under other improvement programmes, by partner organisations, or by other means.

- On CAMHS, in Barnet, Enfield and Haringey Mental Health NHS Trust additional investment and recruitment in CAMHS is underway. (Note: Camden and Islington NHS Foundation Trust does not have a CAMHS.)
- Work is ongoing across both trusts to address issues with transition from CAMHS to adult services, this includes appointing to some new roles.
- We will also be working with CAMHS to ensure that the programmes are joined up across both trusts

Where appropriate, we will ensure the “purple-rated” themes are fed into the appropriate programmes and bear them in mind for future development work.

## Summary

The Community Mental Health Summit was a valuable exercise to gather suggestions and feedback on priorities. We would like to thank everyone that attended it, supported it, and made valuable suggestions. There is some reassurance that the majority of themes put forward are already being worked on or are already in our plans.

There were three themes rated red, and four rated purple, and we acknowledge the need to look at those areas in more detail and consider how they can be addressed as part of other work.

## Next steps

We are planning to hold a second Community Mental Health Summit and will report on what we have done to address the needs and suggestions made in November. We will also be asking for feedback on our progress so far and suggestions to inform the future development of the programme.

Full details of the next summit and how you can get involved will be available on the [BEH website here](#) and [on the C&I website here](#), where you can also find out about the latest developments in the Community Mental Health Transformation Programme.