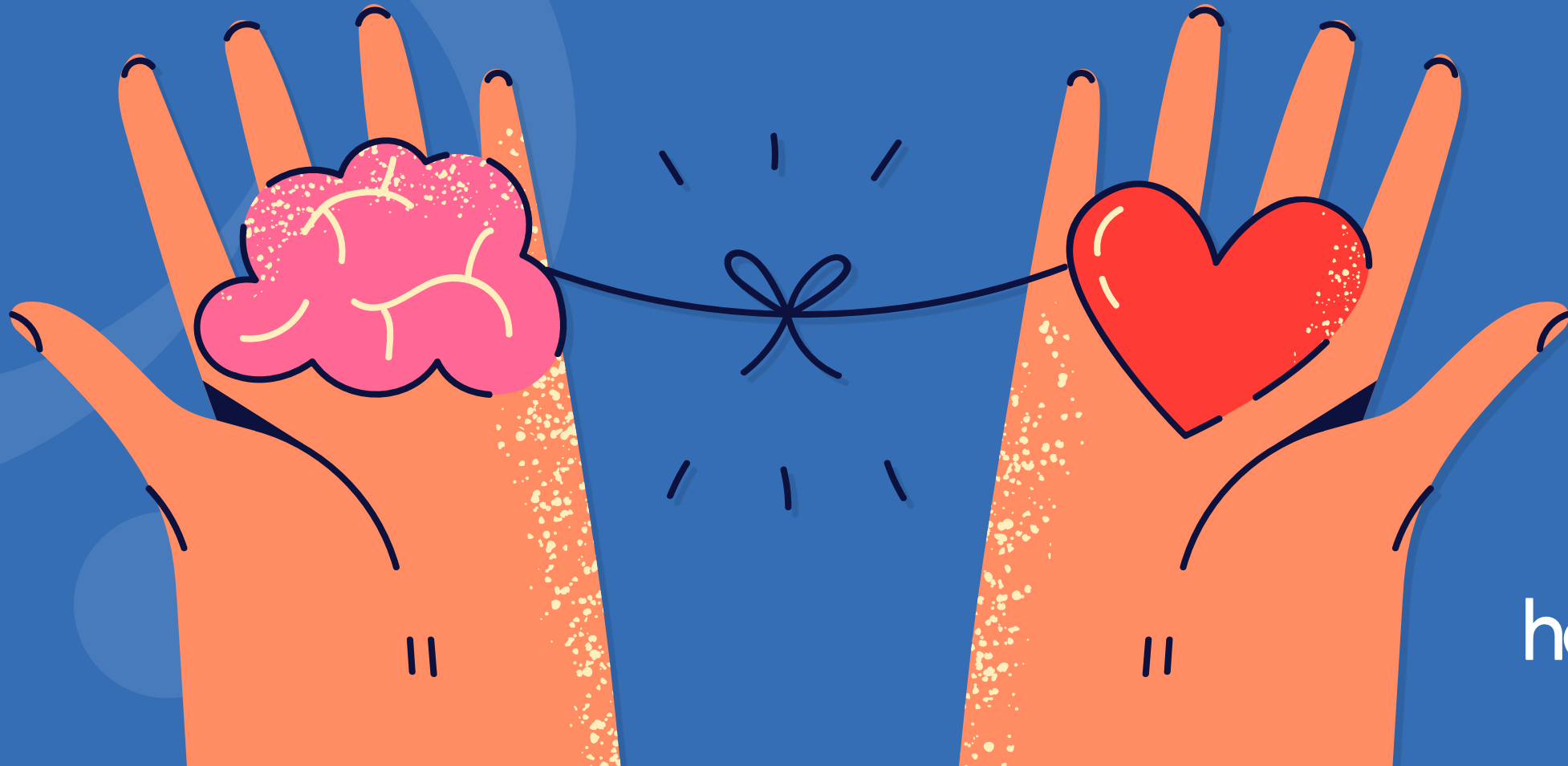


Mental Health Service Forum

For Managers, Team Leaders & Senior Staff



Introduction...

Joanna Zinczuk

Care Education Team Manager
Hertfordshire Care Providers Association



Housekeeping...

- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone
- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned



Agenda...

- Commissioning update: Contracts and Uplifts
- Monitoring- Themes and Trends
- Key Topic - HPFT 5-Year Strategy
- Key Topic - Overseas Sponsorship
- HPFT and HCPA Education update
- Breakout rooms
- AOB/Questions/Feedback



MS Form

Mental Health Forum



HPFT Commissioning Update



Commissioning and Contracts Team

- Commissioning
- Contracts
- Accommodation Based Quality Assurance
- Community Provider Quality Assurance
- Service Finder Team
- HCPA HPFT Trainer post



Contracts Update

Accommodation based services

- Contract engagement sessions 2022

Feedback heard from 11 providers over 4 sessions.

Separate contracts for:

- Residential
 - Supported Living
-
- New contracts to be sent out Q4 22/23



Contracts Update

Community based services

- **Current model**
 - Enablement at home Framework
 - Spot Providers
- Proposals to remodel community contracts submitted
- Proposed contract tender 23/24
- No changes to contracts until tender completed.



Service User Need

- Community
 - Challenging behaviour especially with EUPD
 - Remote locations- Kings Langley
- Supported Living
 - Challenging behaviour
 - Hospital discharge
 - High Level Res & SL experienced providers



Upcoming Commissioning Projects

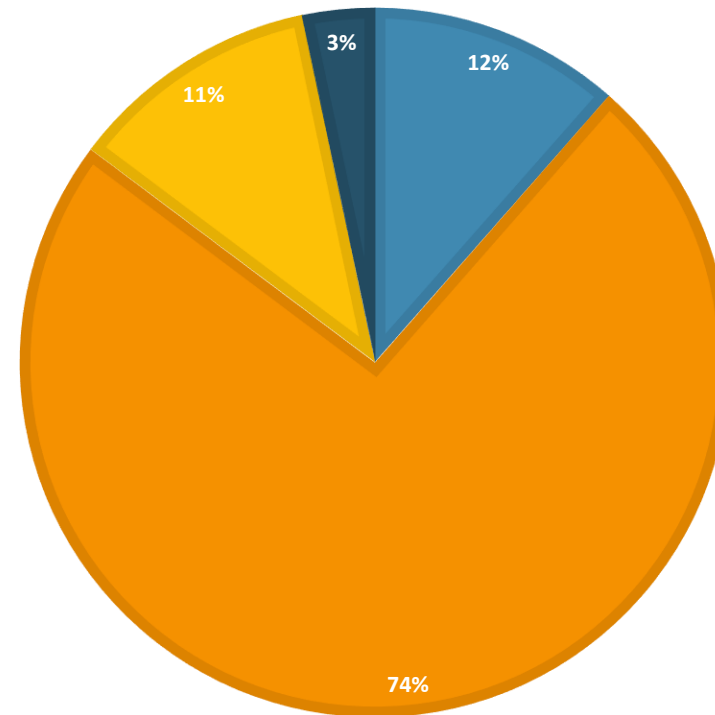
- Specialist Supported Living EUPD possibly Eating Disorder also
 - Opportunity of a 5 bed property in Hemel SL
- HPFT MH Commissioning Strategy
 - Objectives:
 - Standardised commissioning values across organisation
 - Clear workstream aims
 - Unify responsibility across organisation teams
 - Align organisation aims with service user aspirations
 - *Postponed* engagement work with service user and professionals
- Further develop community commissioning
 - Contract model
 - Community quality assurance



PAMMS Quality Outcomes

22/23 ACCOMODATION BASED PAMMS RESULTS

■ Excellent ■ Good ■ RI ■ Poor



2023/24 Service Uplifts

From April 1st

- Contracted Services Residential, Nursing, Supported Living and Community Support
9.25%
- Out of Area Services
Match host authority uplift
- Health Services
TBC

Letters will go out next week



Monitoring

- What contributes towards a GOOD/EXCELLENT PAMMS?
 - Consistent Management within the service
 - Personalised care plans – personal histories, goals and aspirations
 - Staffing – Knowledgeable through updated training, receiving regular supervisions and appraisals, regular staff meetings/discussions/sharing of ideas/ ensure staff are reading all policies (Safeguarding and medication are key areas in PAMMS)

- Good governance
 - Regular audits are taking place
 - Policies are updated
 - Satisfaction surveys, complaints and compliments recorded



- What contributes to a RI/Poor score in PAMMS?
 - High turnover of staff, therefore lack of staff knowledge, high agency use
 - Poor care plans and risk assessments (and lack of triangulation between care plans and risk assts) – no signatures, no dates, errors within the documents e.g. other service users name, very few risks recorded
 - Lack of activities and meaningful goals
 - Poor medication management



Trends

- Trends we are seeing
 - Recruitment difficulties
 - Providers recruiting from overseas on sponsorships



Good practice and areas of innovation

- Use of HCPA for its resources and training
- Use technology to minimise paper records. Digital care plans
- Involving service users /their families in their care plans, recruitment of staff/training, employment opportunities
- Champions across the service such as Infection control and safeguarding
- Celebrate and show your achievements and success stories



Looking Forward Together

Stakeholder Engagement



Outline of the overview session



- How we engaged
- What we heard
- Reflections
- Developing the themes
- Next steps



*Engagement with One Vision community group,
Watford*

About HPFT – What we do

- We provide health and social care for people with mental ill health, learning disabilities, dementia and autism across Hertfordshire, Buckinghamshire, Norfolk and North Essex.
- We employ around 4,000 people who deliver these services within the community and in inpatient settings.

Acute Services

Adult
Community
Services

Adult
Rehabilitation
Services

Mental Health
Services for
Older People
(MHSOP)

Child and
Adolescent
Mental Health
Services
(CAMHS)

Learning
Disability
Services



What are we doing & why is it important?

**We are
developing
our new Trust
wide Strategy
& Plans for
the period
2023-2028**

It guides what we do **together** to provide the best **care** and **outcomes** for our service users and carers

It **shapes** how we develop **services**

It informs how we **support** our **teams** and **staff**



‘Good to Great’ - our current strategy



Good to Great was created and coproduced with service users, staff and partners for the period 2016 – 2021

It has served us well and we want to build upon it as we set our plans together for the next five years



Involvement Phase



We focussed on people who are less likely to use services:

Homeless hostels, LGBTQ+ communities, Gypsy, Roma and Traveller, community groups in Watford and Stevenage working with people from Black, Asian and other minority communities



We held face to face events:

- Service User and Carer Councils
- Carers in Herts
- Viewpoint, MIND in Mid Herts
- Engagement with people with learning disabilities

We circulated a survey for users and carers to complete through local partners Alzheimer's Society, Age UK, Healthwatch, Carers in Herts, Viewpoint, local MINDs etc



Engagement with South Asian Heritage Conference and at Homeless Hostel

Involvement Phase

Staff

- Sessions for teams
- Sessions for professions – Nurses, Social Workers, Allied Health Professionals
- Sessions for staff networks
- Face to face events at major sites
- Survey and online website for contributions

Stakeholders

- Engagement session today



Community leaders, Watford

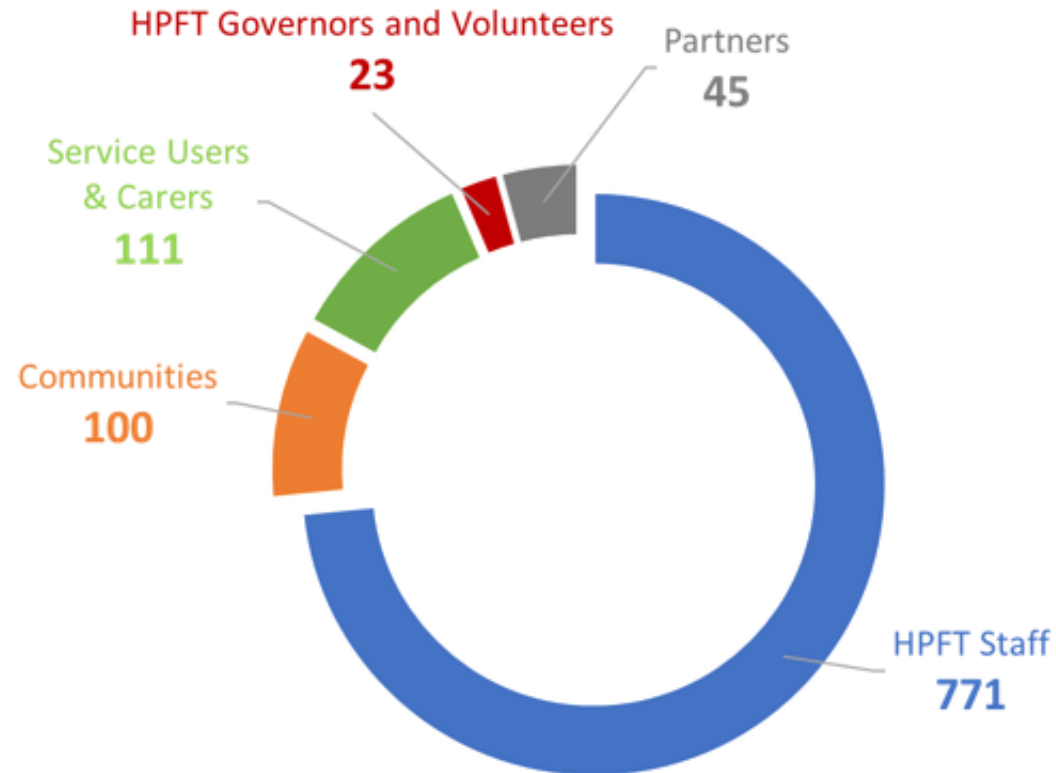
Involvement Phase - So far

 **26**
 SESSIONS FOR STAFF

 **11**
 COMMUNITY SESSIONS

 **8**
 SERVICE USERS & CARERS SESSIONS

 **2**
 GOVERNOR & VOLUNTEER SESSIONS



1050
 PEOPLE ATTENDED SO FAR

2087
 COMMENTS RECEIVED



What We Have Heard So Far

The top 3 themes from staff are the **values** (and their pride in the organisation), **staffing** and **service delivery**



- “Proud of the resilience and adaptability of staff during the pandemic“
- “Working for an outstanding organisation, the values are really visible - they are ingrained in the organisation”
- “Would like to see HPFT be nationally recognised as the go to organisation for mental health”
- “build on staff development and retention..... more resource; make our roles more desirable & competitive”
- “.... Involve service users in change processes. Don't make decisions without consulting service users and carers“

What We Have Heard So Far

- Better **communication** for people using services and their carers.
- Ensure **co-production** is authentic with experts by experience making decisions and working in true partnership with professionals.
- Adopting a **recovery focused** approach with support made accessible to people throughout their recovery journey.
- Develop a **peer support** workforce to support service users and carers.
- Providing adequate **support** for **carers**.
- Be innovative in our approach to removing artificial barriers to accessing mental health by **addressing mental health stigma**.
- Recognise the role of the VCFSE in supporting people outside of the **traditional mental health settings**.

"....support service users and carers journeys with clear communication and information"

".... Involve service users in change processes. Don't make decisions without consulting service users and carers"

"Provide peer support to reassure people"

"Service users and carers are separate people with different needs"

"Appropriately identify people who have caring responsibilities as carers and provide support accordingly"

"Implement Trauma informed care....Improve access to therapies and support for service users with severe, long term or lifelong mental health conditions."

"Reducing mental health stigma in communities.... Changing cultures and behaviours to dealing with and support people with mental health needs"

"Role of the VCSE in local communities....provide a safe, confidential and independent space outside of the traditional NHS MH orgs"



Reflections on what we have heard so far

People, come to work everyday to provide the best care they can in support of our service users and carers. Our staff are proud of what they do to improve the lives of people

Research and Innovation excites people and gives staff and service users and carers hope for the future

People who use services want us to communicate with them in ways that are tailored to them and reflect their needs and preferences

Staff, service users and carers all said that deliver the best possible care is incredibly important

Partnership are really important to us and the people we serve – we cannot improve lives for people on our own

For service users and carers having good, consistent staff who they trust and can build a relationship with is vital

People from disadvantaged communities in particular agree that we should focus on addressing inequalities in the new strategy



Strategic Themes



Next Steps

Discovery Phase



Nov 22 – Dec 23

Key Milestones:

- 1) What we want to keep
- 2) What we already know
- 3) Plan engagements

Engagement Phase



Jan 23 - Mar 23

Key Milestones:

- 1) Send out surveys for:
 - Staff
 - Service Users
 - Carers
- 2) Engagement with:
 - Staff
 - Carers
 - Service Users
 - Local Partners

Co-creation Phase



Feb 23 – Apr 23

Key Milestones:

- 1) Review Feedback
- 2) New areas for the strategy
- 3) Draft new strategy
- 4) Sign off
- 5) Launch

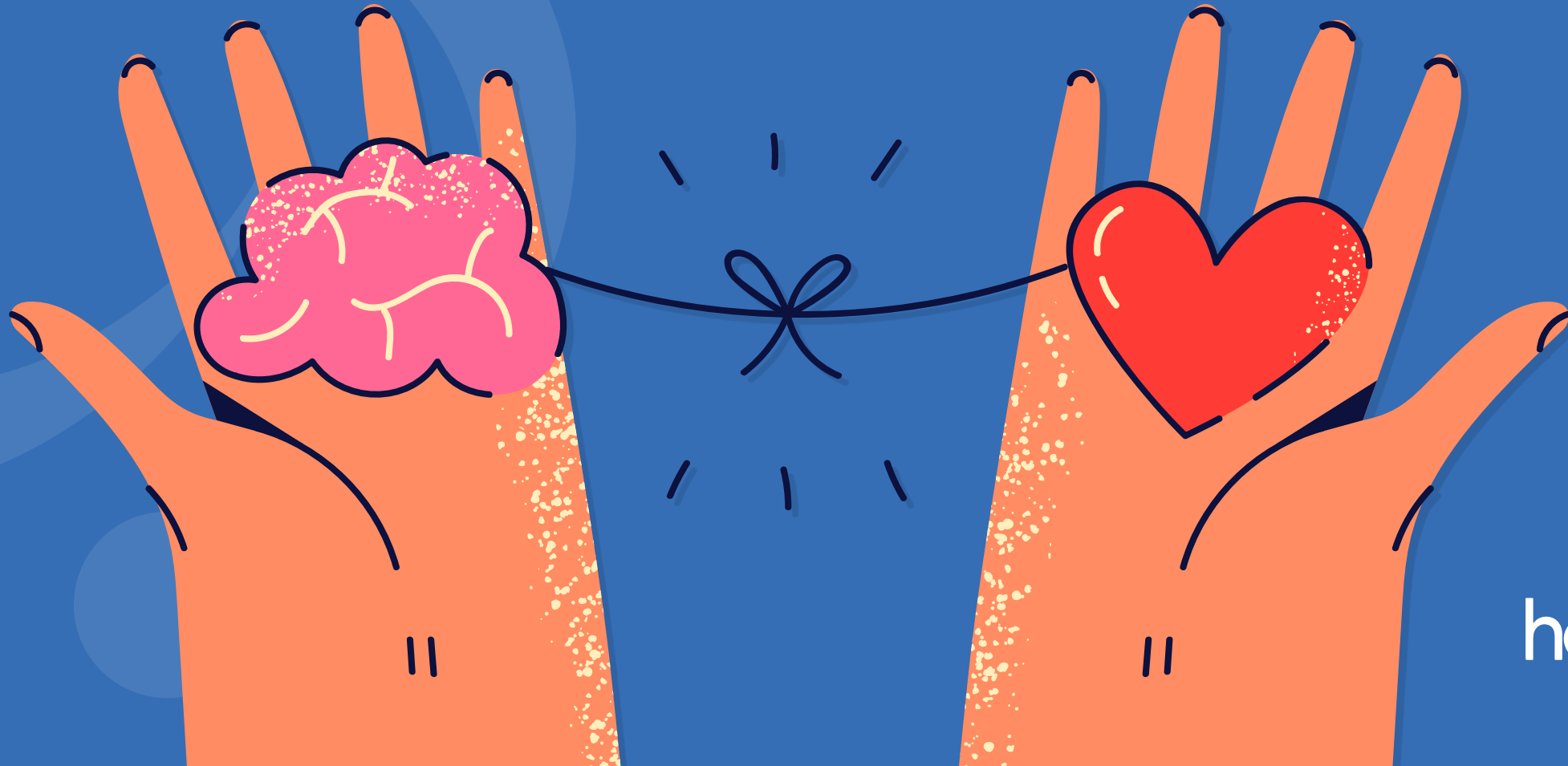
In the Co-creation phase, we will organise further sessions to feedback on what we have heard so far and ask for people's input to develop the themes in more detail. We would do this through HPFT staff, stakeholders, service users and carers. We will work with a design agency to develop the new strategy

MS Form

Mental Health Forum



Comfort Break



Overseas Sponsorship

Overseas Sponsorship



HCPA Education and Funding

“

The HCPA Team value each provider as individuals, working alongside each organisation to develop values skills and objectives. Bridging gaps between statutory and non statutory organisations

”

**2023 - 2024**

THE NEW MEMBERSHIP YEAR. WHATS NEW 2023 - 2024

- New pricing
- Updated benefits to Silver and Gold
- New membership brochure and others
- New fully funded projects and initiatives
- 'Ask Us Anything'!
- All your usual HCPA benefits plus more



Brochure will include the following:

- Promoting membership
- Members benefits
- Services HCPA provide
- Services our strategic partners provide

"The HCPA Team value each provider as individuals, working alongside each organisation to develop values skills and objectives. Bridging gaps between statutory and non statutory organisations"

Booking Training Via HCPA - www.hcpa.info/training-zone

Website page is currently being re-designed for ease of searching.

Training Area breakdown

Care
Certificate

Care

Leadership

Prevention
and
Enablement

Clinical

Education for
Trainers

Succession
and
Governance

Events and
Seminars

For queries email assistance@hcpa.co.uk. Care Providers must be members to book!

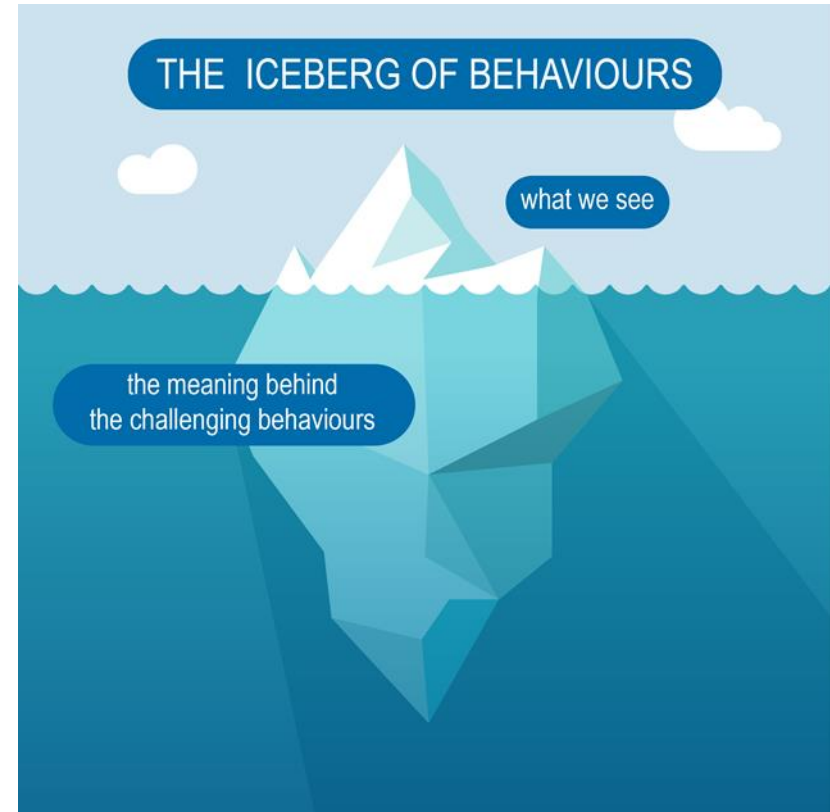
HPFT Mental Health Education at HCPA-Jason

- Exciting opportunity to develop a new Mental Health training framework for providers in Hertfordshire.
- The framework will be informed by some national Mental Health trends and awareness.
- We want our framework to go a step further and be informed by local need – intelligence gathered from providers, HPFT Teams and the overall commissioning cycle.
- The framework will eventually offer a mix of general training for all and targeted/bespoke training for individual or small groups of providers.
- To achieve this, I need to build strong relationships with you all, have ongoing honest conversations about the issues and challenges you face when delivering Mental Health support.
- Email me at j.sadler8@nhs.net or jasonsadler@hcpa.co.uk

Positive Behaviour Support Education

Content page title here

- **Positive Behaviour Support Awareness- 1 day course**
- **Positive Behaviour Support Managers Responsibilities- Half day course**
- **ASD Positive Behaviour Support Champion-4 day course**



Oliver McGowan Mandatory Training

Requirement under CQC Regulation - The Oliver McGowan mandatory training has been designed based on the **Core Capabilities** Framework for Supporting People with a Learning Disability and Supporting Autistic People. It includes relevant learning outcomes and competencies from each core capabilities framework.

Other training - Oliver's training is intended to provide a **minimum requirement** and does not include training everything each member of staff will require.

Health and Care Act 2022 -The Government has now introduced a **requirement** for CQC registered service providers to ensure their employees receive learning disability and autism training appropriate to their role.

The government is also required to **publish a code of practice** to provide guidance about how to meet this new legal requirement for training on learning disability and autism. This code of practice is still being developed and will need to be consulted on before it is available

Tier 2

Tier two (T2) training is for people with a responsibility for providing care, support or healthcare and includes social care and other professionals with a high degree of autonomy. This is any member of staff who requires tier two or tier three capabilities in the course of their work.

It is a blended learning approach and consists of:

- 90-minute e-learning session and an associated electronic handbook as pre-learning
- One-day face to face training. Co-delivered by a facilitator and people with lived experience of autism and learning disabilities

Subjects covered include:

- Tier one subjects
- Avoiding diagnostic overshadowing and frequently co-occurring conditions (co-morbidities)
- The laws including Mental Capacity Act, Human Rights Act, Autism Act...
- Reasonable adjustments – additional competencies and learning outcomes delivered in T1 training
- Communication
- Learning from LeDeR, annual health checks

HCPA will be offering Train the Trainer and Open Courses from April 2023

The HCPA Member's Zone

Everything you need, all in one place.

Visit: hcpa.info/members-zone

- Available to everyone
- No login or password required
 - 24/7 access
- Includes local and national resources, tools, guides, guidance, policies, and contacts in a wide variety of areas
- Perfect tool to support your business



Welcome to the HCPA Members Zone

The Member Zone is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.

Search the Members Zone



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INSPECTIONS



RUNNING YOUR
CARE BUSINESS



SAFEGUARDING
& CAPACITY



HEALTH &
WELLBEING



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HCPA EVENT
RESOURCES



TECHNOLOGY
& EQUIPMENT



ADULT DISABILITY
& MENTAL HEALTH

Breakout rooms

Please join the preassigned breakout room

If you are in the wrong break out room,
please click leave and select Leave Breakout
room and you will be taking back to main
event to be reassigned

Q&A...

Call: 01707 708 108 (9am - 5pm | Mon - Fri)

Email: assistance@hcpa.co.uk

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The HCPA Care Provider Hub providing Peace of Mind...

ASK US ANYTHING!

We are your support service, here to answer your questions on all topics Adult Social Care related.



- Govt guidance, laws, standards and expectation.
- Covid: PPE, vaccinations and infection control.
- Liaison with Herts County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and Recruitment.
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HCPA: 'Sharing best practice in care through partnership'



Thanks for joining us.

