

# Live Well Kent

## Ashford Health and Wellbeing Board

### 16<sup>th</sup> January 2017

Emma Hanson  
Head of Commissioning Kent County Council  
Liz Bailey  
Programme Lead Live Well Kent



# Overview of Live Well Kent

- The **Live Well Kent** Programme provides a holistic offer of support for individuals living with mental health and wellbeing needs in Kent.
- Aim is to support wellbeing, self management, **promote recovery**, tackle social isolation and **reduce stigma**.
- Built on principles of '**a life not a service**' providing opportunities to help individuals manage issues in life that impact on their mental health and wellbeing.
- Focus on **prevention** and **early intervention** to reduce need for secondary mental health services
- It aims to help **prevent entry** into social care and health systems, reduce suicide and **prevent negative health outcomes** associated with poor mental health.



# Live Well Kent Delivery Model

- There is a **diverse network of providers** contracted to deliver the LWK programme.
- **Mandatory services** include Housing and Employment Support.
- Includes **alternative provision** of sports and leisure, arts and culture, volunteer groups, environmental groups.
- Development of a system that is both **affordable** and **sustainable**
- To encourage growth of **provider market** across the voluntary, community and social enterprise sector.
- To get the **best possible outcomes** within the resources we have available



# Live Well Kent Delivery Model

**At Live Well Kent your new life journey looks something like this...**



**Live well** Kent  
Community wellbeing



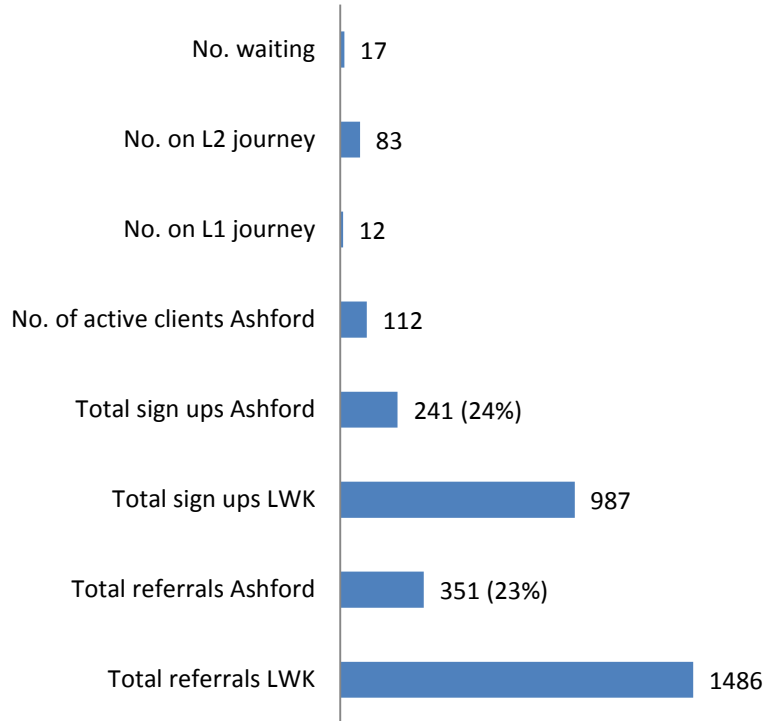
# Where we are now

- The programme has been in operation for 9 months and referrals to the service has been significantly higher than expected.
- We have had a 29% increase in the volumes of clients accessing the service across both our lots.
- The complexity of clients that are being seen with a serious mental illness is much higher than anticipated meaning clients are being seen for longer.
- 25% of the total referrals are for Ashford CCG area with over 50% aged between 20 – 45 yr
- Mental Health and Wellbeing services are delivered across a range of settings and locations in Ashford.
- We have three centres that we directly deliver services from, The Live Well Centre, and Ashford and Tenterden Umbrella Centre.
- LWK clients are also seen by the Community Link Workers and Community Navigators in other parts of the community including; the Gateway Centre, Library, coffee shops, leisure centre.

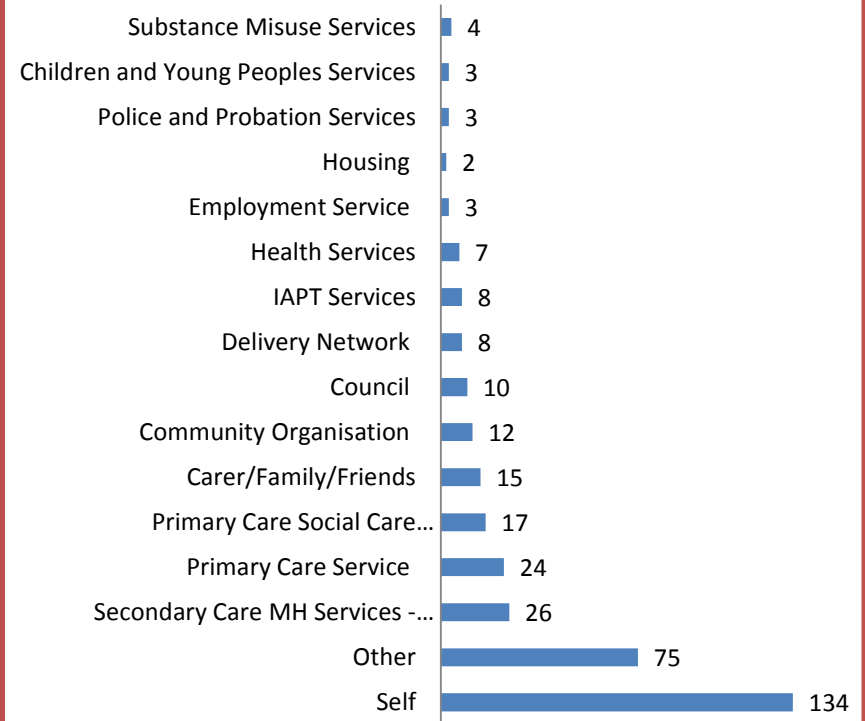


# Referrals to Live Well Kent (April – Dec)

## Client volumes in Ashford

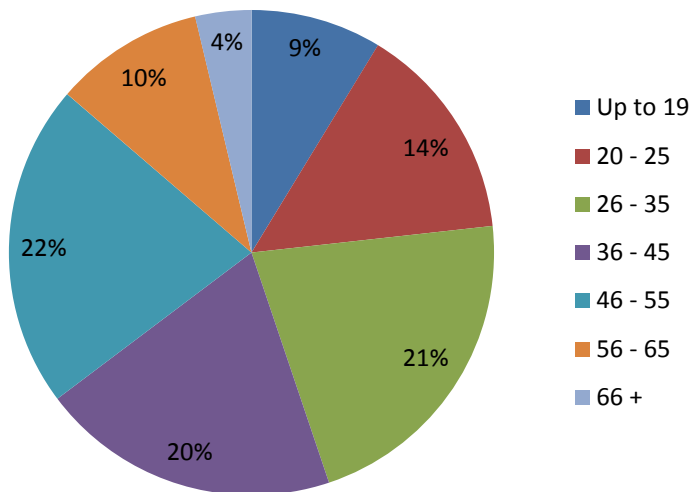


## Referral Source Ashford

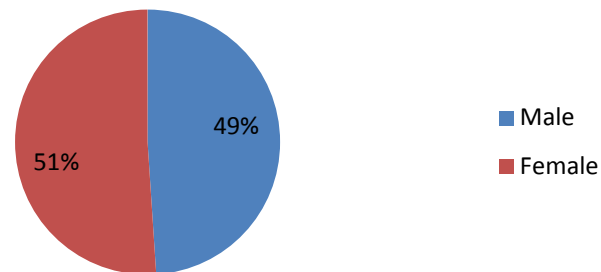


# Demographics of Ashford LWK clients (Apr - Dec)

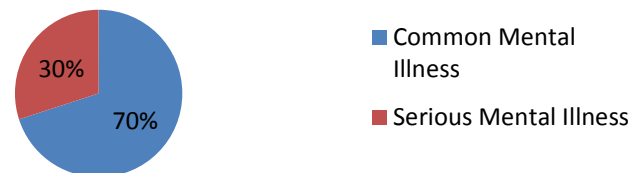
## Age Profile of Ashford LWK Clients



## Gender split of Ashford Clients



## Level of complexity of Clients in Ashford



# LWK Service Delivery in Ashford

## The following services are commissioned by Shaw Trust:

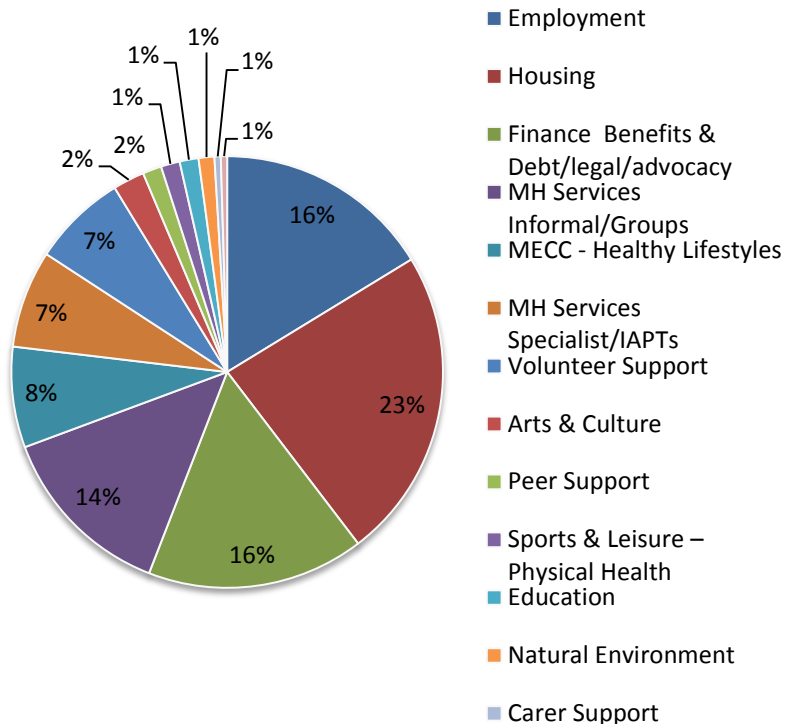
- **2 Community Link Workers** – hold a caseload of clients supported up to 8 weeks
- **1 Community Navigator** – hold a caseload of clients supported up to 12 months
- **MCCH** - deliver a range of wellbeing services both in the Centre and across the community
- **Shaw Trust** - provide a range of employment support services
- **Centra Care** - provide specialist housing support advice for service users in the centre and across the community
- **Ashford and Tenterden Umbrella Centre** – provide a range of social support activities in 2 centres
- **Live Well Kent IT Support Group** - a volunteer run activity within the Centre by clients
- **Live Well Kent Volunteer Gardening Group** - a volunteer run activity within the Centre by clients.





# Interventions and Services offered (Apr – Dec)

## Types of Interventions for Ashford Clients



## Organisations referred to for Ashford Clients

- Ashford Umbrella Centre
- Ashford Council
- Citizens Advice Bureau
- PIP
- Welfare officer
- CAB - Tenterden
- MCCH Wellbeing support
- Shaw Trust - Employment
- Kent Social Services
- Porchlight accommodation
- Porchlight rough sleeper service
- Sanctuary supported living
- Centra Housing Support
- Ashford council
- Think action
- Volunteer centre
- Insight Healthcare
- Community mental health team
- Maidstone and Mid Kent Mind
- Single Point of Access

# Mental Health and Wellbeing services in Ashford

## **Other services being delivered from the Ashford Live Well Building:**

- IAPT services – one to one counselling and CBT
- KMPT Recovery Group
- NHS Healthy Lifestyles Team – Stop Smoking service
- Primary Care Mental Health Social work Team
- Kent Enablement Recovery Service
- Speak Up Service User Forum

## **Well Being Café**

- This is run by Maidstone Mind and the CCG has agreed to continue funding it until September 17 when it is hoped further data on the impact on urgent care and other services will be available.



# LWK Programme Outcomes

## Personal Outcomes:

- Access a wide range of opportunities to support their personal recovery
- Connect to their communities and feel less lonely and socially isolated
- Have choice, control, and feel empowered
- Report and optimise physical and emotional wellbeing
- Stay in or enter employment
- Be supported to be independent and manage their long term conditions
- Be in stable accommodation and managing their life
- Achieve economic wellbeing.
- Be appropriately supported to manage their recovery

## System Outcomes:

- Reduce the number of people entering hospital in crisis and residential care admissions
- Reduce the numbers entering secondary mental health care
- Increase numbers of people accessing support including information, advice and sign posting
- More people in employment
- More people in stable housing and managing their tenancies
- More people supported to achieve emotional wellbeing
- Reduce stigma and discrimination
- Increase levels and models of mutual/peer support



# LWK Outcomes for Ashford

- Outcomes for clients supported by the LWK programme are recorded using 2 different questionnaires.
- These are recorded at the end of the clients journey to demonstrate distance travelled according to their goals.
- Improvement rates in Ashford are significantly higher than in other CCG areas within Lots 2 and 3 and across the Shaw Trust LWK programme as a whole.
- Services being delivered within the Ashford LWK programme are having a positive impact on the mental health and well being of those services users accessing them.

<b>Total with both Start and End SWEMWBS &amp; Wider Wellbeing Scale completed (in period)</b>	<b>Ashford</b>	<b>LWK</b>
% improvement in "I've been feeling optimistic about the future"	44%	35%
% improvement in "I've been feeling useful"	38%	28%
% improvement in "I've been feeling relaxed"	42%	28%
% improvement in "I've been dealing with problems well"	42%	30%
% improvement in "I've been thinking clearly"	42%	29%
% improvement in "I've been feeling close to other people"	29%	20%
% improvement in "I've been able to make up my own mind about things"	28%	19%

# Key Issues

## Funding to MH services in Ashford

- Concerns raised over social care and public health spend in Ashford (45% reduction)
- Kent County Council and the allied CCG's across Kent took a decision to realign the delivery of Community Mental Health services across the County.
- Funding was allocated according need with areas with the highest levels of deprivation receiving a bigger proportion.
- Ashford having fewer residents living within the bottom quintiles received proportionately less funding based on the estimated need.
- The service commissioned has been designed to provide community support and progression predominantly to service users with a common mental illness as opposed to serious mental illness.
- Figures indicate that then profile for Ashford closely follows the planning assumption of 75% common Mental Illness and 25% serious mental Illness.



# Key Issues

## How are Shaw Trust spending the funding?

- The LWK funding for Ashford CCG area is being used to commission the following services:
  - 2 Community Link Workers
  - 1.2 Community Navigators
  - MCCH Wellbeing services
  - Shaw Trust Employment services
  - Centra Care Housing services
  - Ashford and Tenterden Umbrella Centre
  - Live Well Kent IT Support Group and Volunteer Gardening Group
- Since commencing services in April 16 the numbers of referrals to our service has been significantly higher than anticipated. In Ashford we have received 351 referrals, almost twice as many as under the previous funding arrangements
- Despite the funding realignment we are still managing to significantly increase the numbers of people in Ashford being supported with their mental health and wellbeing needs in their communities



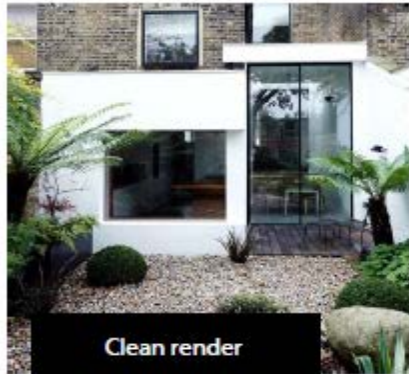
# Key Issues

## Ashford Live Well Building Refurbishment

- In April of last year we took over the Ashford Live Well Centre from MCCH and re-established most of the service provision on-site.
- The Ashford Centre is in a fairly poor state of repair and does not represent what we believe people deserve within a modern community mental health setting.
- Shaw Trust have committed to investing a limited amount of funding to bring the building up to a basic standard ensuring that everyone using the Centre can do so in a safe, modern environment.
- Consultation has started with Service Users, Volunteers and Providers using the building, to seek views and opinions on the redesign of the building from a design and utilisation perspective.
- Shaw Trust see the Centre as a fantastic community asset that should be developed over a period of time into a central hub of provision of community health and wellbeing in Ashford.



# Ashford Design Concept



Clean render



FHR10



Garden features



Decking to annex



Outside gazebo activities area



Dark grey windows



Glazed linked walkway



Glazed entrances



# Ashford Design Concept



Usually bold contrast between walls and doors



Modern take on the traditional



Enhanced existing features



Calm but bolder colour palette



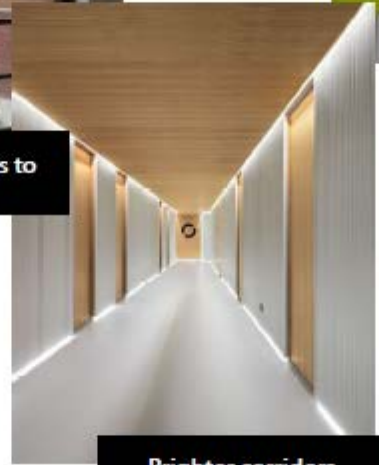
# Ashford Design Concept



Display/IT equipment



Bi-fold patio doors to deck



Brighter corridors



Folding dividing screens



Clean lines furniture

# Ashford Design Concept



Nature based wall murals and artwork



Quirky details



Tactile hangings



# Future Service provision

- The programme is nine-months into a five year contract and we are working across a range of providers and organisations to establish two things:
  - A firm baseline around the level of demand, in terms of the volume of service users likely to require support and help over the longer-term.
  - A more needs-led and responsive community-based service provision
- This will focus on prevention and progression, helping people move away from statutory mental health service and function independently in their lives.
- We have already worked with service users to gauge what's working well and what services are required from the LWK programme in the future.
- We will continue to engage with existing service user forums, accessing service users who are not part of any forum, engaging with carers and engaging with providers at Network Interface meetings.
- Intelligence gathered from engaging with these groups will provide us with continual feedback to help shape the future service provision for the duration of the contract.



# Future Service Provision

- We will continue to work across the wider community and network of providers to market and promote the services within LWK.
- This will included an engagement programme to work with GPs in the area to ensure the pathways for mental health and wellbeing services are understood.
- LWK services are working with the KERS team, IAPTs, PC Social Workers, PC MH Nursing teams to establish a more robust integrated approach.
- This includes reviewing the assessment process to reduce duplication, enabling referrals between agencies to happen more quickly to improve the client journey
- We will be working more closely with colleagues in NHS Adult Mental Health Services, CAMHS, and Adult Social Care to ensure pathways in and out of the community are clearly defined and the journey for the patients and service users and their families is a positive experience.



# Service User Experience

I will use what I've learned to improve my mental & physical wellbeing, being here has also helped me to move past issues in my creative life! Which is very important to me!"

When I came to Shaw Trust, I was in a bad way, but you helped me stand on my own two feet. I have been working for 7 months and could not be happier."

"For the first time I can truly say I'm on a journey from a sexually abused child to an adult survivor thank you Caroline."

"This service has given me hope, when I had given up, it is based on care and professionalism. If the staff I have worked with are the quality supporting this service then I can only see it being a success, I held out my hand and they held it and supported me"

"After being quite ill and having a stay in hospital, Tim has successfully secured a place at Canterbury Christ Church University, completing a Doctorate. Has also successfully found more stable accommodation, after being in totally unsuitable accommodation"

Questions,  
Comments and / or  
Thoughts ....

