



Health and Social Security Scrutiny Panel review of Mental Health Services review – Mind Jersey response

1.0 Summary

1.1 Mind Jersey is the island’s leading mental health charity. Just 13.5% of Mind Jersey’s annual budget is funded by the taxpayer. Every year we help hundreds of islanders by providing family/carer and peer support, residential accommodation and a growing number of services for children and young people.

1.2 One in four of Jersey’s population, and one in ten of children and young people, are currently experiencing some form of mental health problem. With additional funding we could use our trained staff and expertise to deliver much needed services to many more islanders.

1.3 This paper provides recommendations for the scrutiny panel to consider. We hope the panel will support Mind Jersey’s ambition to become the Government of Jersey’s voluntary sector partner of choice in delivering low intensity, prevention and early mental health interventions to include the offer of training. We believe this will be critical if we are to achieve an improvement in the island’s collective mental health in a cost effective and sympathetic manner.

2.0 Context

2.1 Mind Jersey welcomes the opportunity to contribute to the 2018 Scrutiny review and submits these written comments in addition to forthcoming opportunities to brief the panel orally. The charity was very actively involved in the development of the Mental Health Strategy and continues to work constructively – albeit at times as a critical friend – with Health and Social Services.

2.2 We welcome the increased attention that mental health is receiving, both nationally and in Jersey. We lead campaigns that encourage more people to talk openly about their mental health. This raises awareness and increases understanding which is crucial in tackling stigma. Our current focus is to support these campaigns in workplaces, schools and colleges.

2.0 Prevention and early interventions

3.1 There is overwhelming evidence that prevention and early interventions can make all the difference, whether in adult (18-65), older people (65+) and most obviously in children and young peoples’ services. ‘Nipping things in the bud’ before they escalate can reduce suffering, save resources and take some of the escalating pressure off secondary services.

3.2 Both the Mental health strategy and the CAMHS scrutiny report in 2014 highlighted the importance that should be attached to early interventions and the provision of low intensity input, to include mental health awareness training and strategies to tackle stigma.

Mind Jersey believes that the voluntary and community sector, rather than government, can be more effective in realising this objective.

3.3 We have developed new services for children and young people and were the first to introduce peer support in mental health. Unfortunately there has been no financial investment from Health and Social Services in these important areas, where we have a good reputation and a solid evidence base for what we provide.

3.3 We strongly supported the introduction of an Improved Access to Psychological Therapies (IAPT) service, known locally as Jersey Talking Therapies (JTT). This is an excellent example of how working differently can improve access to services. The recent push to tackle unacceptable waiting times for JTT is most welcome and it is to be hoped that this progress is maintained.

Recommendation

The Government of Jersey should make sustained investment in prevention and early interventions delivered through strategic partnership with the voluntary and community sector where there is often latent talent, experience and capacity.

3.0 Getting things right so Carers thrive not just survive.

4.1 Mind Jersey is proud of the Family and Carers service it currently offers. Carers are given practical and emotional support, including representation in multi-disciplinary meetings, and have access to our educational programmes. We operate an active carers' forum that represents the voice of mental health carers and are an active member of the Carers' Partnership group; we helped drive the development of the Carers' strategy and we continue to campaign strongly for the introduction of a Carers' Law.

4.2 Our service has led on the introduction of the Triangle of Care model. This is a practical and evidenced based tool used to underpin successful partnership working between the health and social care professional, the service user and the carer. We strongly encourage increased engagement from health and social care providers and believe that, if fully embraced by all local mental health services, there would be very positive dividends for individuals, their families and the service provider.

Recommendation

The Government of Jersey should introduce a Carer's law which would bring recognition and protection to all carers, including those supporting loved ones with mental ill health.

The Triangle of Care model should be progressively rolled out by health and social services to all mental health areas as it has equal application and potential to support children and young people as well as older adults.

5.0 Old buildings and tired people

5.1 The mental health estate is in need of significant and urgent investment. In many service areas there are recurring and significant staff shortages; high turnover and sometimes poor morale. These difficulties are compounded by the generally poor working environment as the mental health estate has been much neglected during past decades.

5.2 Service users and their families have reported upheaval and cancellations to appointments due to staff changes and lack of resources. Patients and carers have often felt that discharge from Orchard House has been rushed with insufficient support being scheduled and delivered from the community teams as part of a comprehensive discharge package. This inevitably can cause significant distress and lead to early readmission which is in nobody's interest.

Recommendation

A comprehensive redevelopment plan for the mental health estate is urgently required to bring together disparate services onto a new health campus – co-located with other services – in order to improve patient experiences, increase efficiency, retain staff and reduce stigma.

6.0 Listening and learning from the voices of experience

6.1 The success of the mental health strategy, in contrast with the implementation process that has followed, was that real attempts were made to engage with service users to develop ideas and define priorities.

6.2 Mind Jersey is proud of its 'Youthful Minds' group which includes upwards of 30 young people, aged between 11 and 25 years, many of whom have lived experience. This group has advised us about how we might reach their contemporaries and created a campaign with age appropriate and accessible messages and designed a range of training packages. They work with CAMHS and Education to develop and review the services they provide. The group also commissioned a drama production that has toured local schools. Together they have pioneered the concept of real youth participation and we believe that this is a model of effective service user involvement that is worthy of replication in adult and older people's services.

Recommendation

Service users and their families should be much more closely involved in the design and delivery of services. The participation model, as developed by Mind Jersey in relation to children and young people, should be extended to encompass adult mental health services.

7.0 We could do so much better if things could be joined up

7.1 To date there has been little or no support, from a strategic level, to ensure that the statutory services work in partnership with the voluntary and community sector. The many changes in key personnel, taken together with a plethora of different initiatives and the introduction of a complex and time-consuming commissioning process, do not reflect well on one of the key priorities in the strategy – namely to provide leadership and accountability. The voluntary and community sector should be treated as equal partners. Until this happens, and communications improve, there will be many missed opportunities and a potential loss of effectiveness and efficiency.

Recommendation

The Government of Jersey should identify and maintain key points of contact within the mental health services so that partners in the voluntary sector know who to talk to

Appendix 1

About Mind Jersey

Mind Jersey is a small and independent local Mental Health charity affiliated to Mind UK. Its vision is of a society that promotes and protects good mental health for all and treats people with experience of mental distress, fairly, positively and with respect. The charity provides support and help so that people can take control of their mental health and live full lives.

Annual expenditure is approximately £573,000 whilst income is £503,000. Of this 13.7% (£79,000) comes from Health and Social Services as part of our service level agreement in partial support of the Family and Carer's support service. Mind Jersey employs 18 full time equivalent staff and over 40 volunteers work in support of the charity on a very regular basis.

Appendix 2

The table overleaf gives further indication of the range of services provided.

Range of Mind Jersey Services and Activities

Children and Young Peoples' Services	Education, Information and Training	Family and Carers Support	Fundraising, and Retail	Peer Support	Residential Services
<p>Youth Participation and coproduction including Youthful Minds tackling stigma campaign</p> <p>Interface with CAMHS, Adult (18-25 years) and Education services</p> <p>Education and training including Youth MHFA</p> <p>Family SMILES</p> <p>Workshops for 7-12 year olds</p> <p>Signposting and support for parents and professionals</p> <p>1 to 1 support for teenagers Wellness Recovery Action Plan (WRAP)</p>	<p>Awareness Raising</p> <p>Campaigning</p> <p>MHFA</p> <p>Social media content and management</p>	<p>One to One support</p> <p>Carers' group</p> <p>Triangle of Care</p> <p>Interface with Adult services</p> <p>Carers' self-advocacy training</p> <p>Partnership working with Recovery College</p>	<p>Fundraising</p> <p>Retail and therapeutic services based in New Street</p>	<p>One to One purposeful support</p> <p>User participation</p> <p>Co-production</p> <p>Partnership working with Practice Education Facilitator College</p> <p>Partnership working with Recovery College</p>	<p>Camelot – 24 hours registered home with respite facility</p> <p>Oakville – Independent accommodation</p>