

EARLY INTERVENTION MATTERS

@EARLYINTERV SEPTEMBER 2021

MENTAL HEALTH IMPROVES EI OFFER



Mental Health is one of the five components within our Early Intervention programme. It is currently strengthening its services and mental health offer across the EI programme. Here we talk to three key colleagues from the Birmingham and Solihull Mental Health Foundation Trust (BSMHFT) about their work within the Early Intervention (EI) programme and their short, medium and long-term focus.

What services does BSMHFT provide within the EI programme?

Currently we have a focus on our older adult services which include our acute inpatient units at the Juniper Centre and Reservoir Court. Our Community Mental Health Teams have also supported pathways with EICT and discharge planning.

How does the mental health service integrate and complement the other four modules within the EI programme?

It complements EI services by promoting the integration of mental health and raising awareness that people with co-existing mental health and physical health problems need a joined-up approach to enhance and improve outcomes.

Mental health input within EI helps to improve knowledge and awareness around mental health and the impact that mental health can have on physical health – and vice versa. The key is to look to improve pathways and to support the whole concept around “home first” – to keep people in their own homes with an advanced offer integrating physical and mental health.

This is key to EI making a difference in terms of looking at the whole person and what their needs are. For us it is all about enhancing the concept of “no health without mental health”. This means that in all EI programmes people’s mental health should be considered as part of the overall offer across the Birmingham & Solihull health and social care system



Derek Tobin
Associate Director
BSMHFT



Charlotte Ward
EI Team Manager
BSMHFT

Did this change during Covid?

I think it did. One of the things that COVID did was that it got us to make decisions that would probably have taken a lot longer to make before. Initially, in the early part of COVID, we started an MDT with the Early Intervention Community Teams (EICT) to support in managing the impact for mental health and look at people who may have been discharged from hospital sooner due to COVID and whether there was any support that we could provide around delirium and challenging behaviours within nursing homes and discharge pathways.

COVID helped to move that agenda forward and advance the work that we were doing. This has helped in terms of how we take mental health forward, how we share our learning and how we develop the learning from COVID as we move forward and focus on recovery.



Anne-Marie Westwood
Clinical Nurse Manager
Specialist Mental Health
Services for Older People,
CMHT's, Memory
Assessment, RDS, Admiral
Nursing, OPIP and SPOA

What are the achievements to date?

The biggest achievement to date is that the EI program has been very supportive in terms of the development of an integrated approach to mental health. We've had our challenges along the way but my experience of working in EI is that the willingness for integration has been a major feature in terms of all of the programmes. Our colleagues across the programme do consider mental health and the need for us to provide quality services for all of our service users.

As we are emerging (hopefully) from Covid – what are the key priorities for the mental health service?

The key priority for mental health moving forward is to widen our offer. As I said previously, a lot of our focus has been on older adult services, which has been really positive. However, what we now need to look at is the impact for our adult services and links to the EI programme. It is important that we make this a collaborative process between BSMHFT and other EI partners. As we develop mental health and physical health integration we need to ensure that support to mental health from EI is also supported by mental health to the EI components, this will be an area of development over the coming months.

What current EI related initiatives are you working on at the moment to improve the offer to patients/service users?

We have a few areas of work on the go currently, some of that is ongoing work with EICT to enhance pathways and to establish better joined-up working between the various teams and across localities. We also have a pilot running between OPAL Plus and Reservoir Court to support decision making on serious physical health problems and the appropriateness of transfers to acute hospitals. We will look to really build on this. We are also very much involved in the revised processes around the integrated hub to enhance discharge pathways

What are the next steps for mental health within EI?

The next step is considering how we include our wider mental health services and mental health offer across all EI components. This will help to enhance a system wide offer of an integrated approach to mental and physical health and enable the BSol system to be innovative in this approach. I believe we have firm foundations in place and now need to take our opportunities to build and develop our approach.



A reminder of the different EI components that all link with each other.

BSOL MENTAL HEALTH TRANSFORMATION NEWS



BSOL Community Mental Health Transfc

← First Community Mental Health Transformation Programme newsletter

We are delighted to share the first Community Mental Health Transformation Programme newsletter for Birmingham and Solihull.

Community mental health services play a crucial role in delivering mental health care for adults and older adults with severe mental health needs as close to home as possible. The [NHS Long Term Plan](#) and [NHS Mental Health Implementation Plan 2019/20 – 2023/24](#) set out that the NHS will develop new and integrated models of primary and community mental health care.

This new community-based offer includes access to psychological therapies, improved physical health care, employment support, personalised and trauma informed care, medicines management and support for self-harm and coexisting substance use.

By 2023/24, this will enable at least 370,000 adults and older adults per year nationally to have greater choice and control over their care, and to live well in their communities.

This ambition is supported by an additional £1 billion new Long Term Plan funding per year by 2023/24 to ultimately transform the provision of community mental health care for adults and older adults with severe mental illnesses.

For more information about the NHS Long Term Plan and mental health services <https://bit.ly/EImentalhealth>

○ THANK YOU TERESA ANCILL

This month we share a thank you email received by EICT North EICT North (Perry Tree) Social worker Teresa Ancill.



Just a short note to thank you so much for everything you have done and helped me with since you first made contact.

I was very worried and to be honest slightly scared as to what would happen going forward with Jane's care.

You made things very easy to understand and kept in touch with me on every step which made all the difference, again thank you so much for all the help.

Regards

Husband

○ NEW LOM APPOINTMENT FOR PERRY TREE EICT

Shwetha Radhakrishnan (pictured) has been appointed as interim Locality Operational Manager (LOM) at Perry Tree Centre in Birmingham to help lead the EICT through the next phase of its growth.



Formerly the EI service improvement lead for the Perry Tree rehabilitation centre, Shwetha has considerable understanding of the Early Intervention programme and is well experienced in the day-to-day operation of the EICT.

Shwetha is a physiotherapist by profession. Commenting on her new role, she said: "I am proud to be joining a team that contributes so much to helping older people to recover in their own home rather than be admitted to hospital or long-term residential care.

"We are the largest integrated team of our kind in the UK, spanning a population of around 1.3 million people . Although the service is only 18 month sold, we are making huge strides in the numbers of people we are supporting and I look forward to helping the team continue with its success.

Bobby Chal, EI operational lead and head Of Community Nursing (Transformation and Partnership) at BCHC said: "The LOM's continue to play a pivotal role in developing the EICT and I have no doubt that Shwetha will excel at her new challenge. Her experience in our patient units and intermediate care beds will also help to strengthen the link between the services.

Her knowledge of the challenges faced by the EICT and the continuous improvements that we continue to introduce is also invaluable and I am delighted to welcome her on board."

○ EICT QUALITY REVIEW RESULTS



A recent review of the Early Intervention Community Team (EICT) service has revealed that staffing, care plans (including Rio and other digital systems) and a reliance on separate IT systems are the three key areas where staff feel that quality improvements should be made.

The review, undertaken by the EICT Quality Team in June and July, was undertaken across the five EICT localities. Colleagues who did not work in EICT, and therefore independent of the service, willingly agreed to spend a day at each site and complete a set of Quality Review (QR) questions with EICT site staff members to help inform the report. The review team held daily debriefs to discuss any immediate concerns.

The review looked at the front-line service delivery and non-clinical processes to see what needs to change. The questions asked were co-designed with staff across the three key organisations involved in the service: Birmingham City Council, University Hospitals Birmingham (UHB) and Birmingham Community Healthcare Trust (BCHC). Each professional group was also consulted to ensure that the right data would be captured.

The EICT quality team (pictured below) includes Kerry-Lynn Allmark, Amy Allen and Fahad 'Ash' Ashraf. The role of the trio is to work with staff to evaluate the service and how it impacts on patient outcomes.

"This was a very comprehensive review. Nearly 40% of EICT colleagues fed into this process which is a great feedback result."

'Bobby' Chal, Head of Community Nursing BCHC, Head of EICT/SPA and IV services

Kerry explains: "This was a very comprehensive review. Not only did we spend time at each of the localities but all 200+ staff who attended the EICT celebration events in July were invited to submit questions and comments on where their concerns lay – as well as in what they thought was working well and could work better."



"In total, more than a third of EICT colleagues fed back which is a great result. All the data was collated and themed into the three main areas of staffing, care plans and separate IT systems."

Action plans have been developed for each locality and were shared with the Locality Operations Managers last month (August). Task and finish groups will be in place by the end of September.

Amy Allen continues: "To ensure standard practice across the localities, five working groups will be created during September to support frontline staff engagement in trialling different approaches to a number of areas including

the lone working process, shift lead process, MDT process, huddle process and Datix themes and recording."

Other areas that were raised include the health and wellbeing of staff, accessing other services and estates and facilities. Ash added: "We are finalising a three-month plan to support the themes that have come from the three areas identified. This will be shared with all staff to ensure engagement and quality improvements continue throughout."

LONG COVID SEMINAR 28 SEPTEMBER

Our colleagues at the Royal Orthopaedic Hospital have organized an event to help people experiencing the long-term effects of COVID-19. Here at EI Matters we thought this might be of interest to some readers. Sign up to the on-line event here <https://t.co/eijSEa9MN0?amp=1>



EI STAFF UPDATE WITH CHRIS HOLT – SRO FOR EI

Chris Holt, BCHC's Chief Operating Officer and Birmingham's Early Intervention Lead, will give his monthly update to staff on the EI Programme on Monday 25 October 1.00pm-1.30pm
[Click here to join the meeting](#)

GOT A QUESTION OR A STORY IDEA?

Every month we bring you stories about our Early Intervention team and programme. We want to hear from you too. If you have any story ideas or stories and photos that you would like to share, or questions that you would like to ask, please email Jennifer.chatham@uhb.nhs.uk.