

# Our plans to provide mental health care and support

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“ For far too long, people of all ages with mental health problems have been stigmatised and marginalised, all too often experiencing an NHS that treats their minds and bodies separately. With chronic underfunding many people with mental health needs have received no help at all. In recent years, this has started to change. Public attitudes towards mental health are improving, and there is a growing commitment among communities, workplaces, schools and within government to change the way we think about it, with a real desire to shift towards prevention and transform NHS care. ”

Mental Health Taskforce, informing the five year forward view for mental health

# The facts that show why we need a mental health strategy

- ◆ 1 in 4 people in the UK will experience a mental health problem each year
- ◆ 1 in 8 adults with a mental health problem are currently receiving treatment
- ◆ People with mental health conditions in our area live up to 20 years less than the general population and are around 2-4 times more likely to die of cancer, circulatory or respiratory disease than the rest of the population
- ◆ 20% of emergency admissions to hospital are for people with mental health conditions
- ◆ Access to children's and young people's mental health services is below the national standard throughout our geography
- ◆ The number of local residents living with dementia is expected to double in the next 20 years
- ◆ 1 in 5 older people living in the community are affected by depression
- ◆ 40% of older people living in care homes are affected by depression
- ◆ If 25% of the population are affected by mental health conditions we should assume that at least 25% of patients accessing our services every day have other needs over and above the care we provide. Some people will already be receiving care from mental health services but many will not.

There is no health without mental health and we are determined to make a lasting difference for local people and our staff.

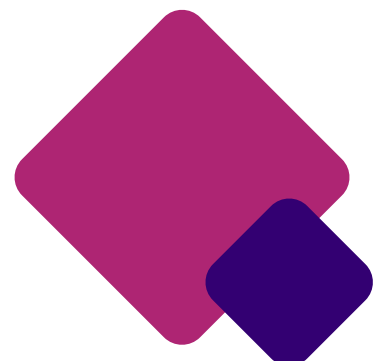
The following pages summarise our strategy, which can be read in full on our website. The strategy was developed over several months with lots of feedback from patients, the public, staff and other local organisations. Thank you to everyone who contributed.

# Our pledge

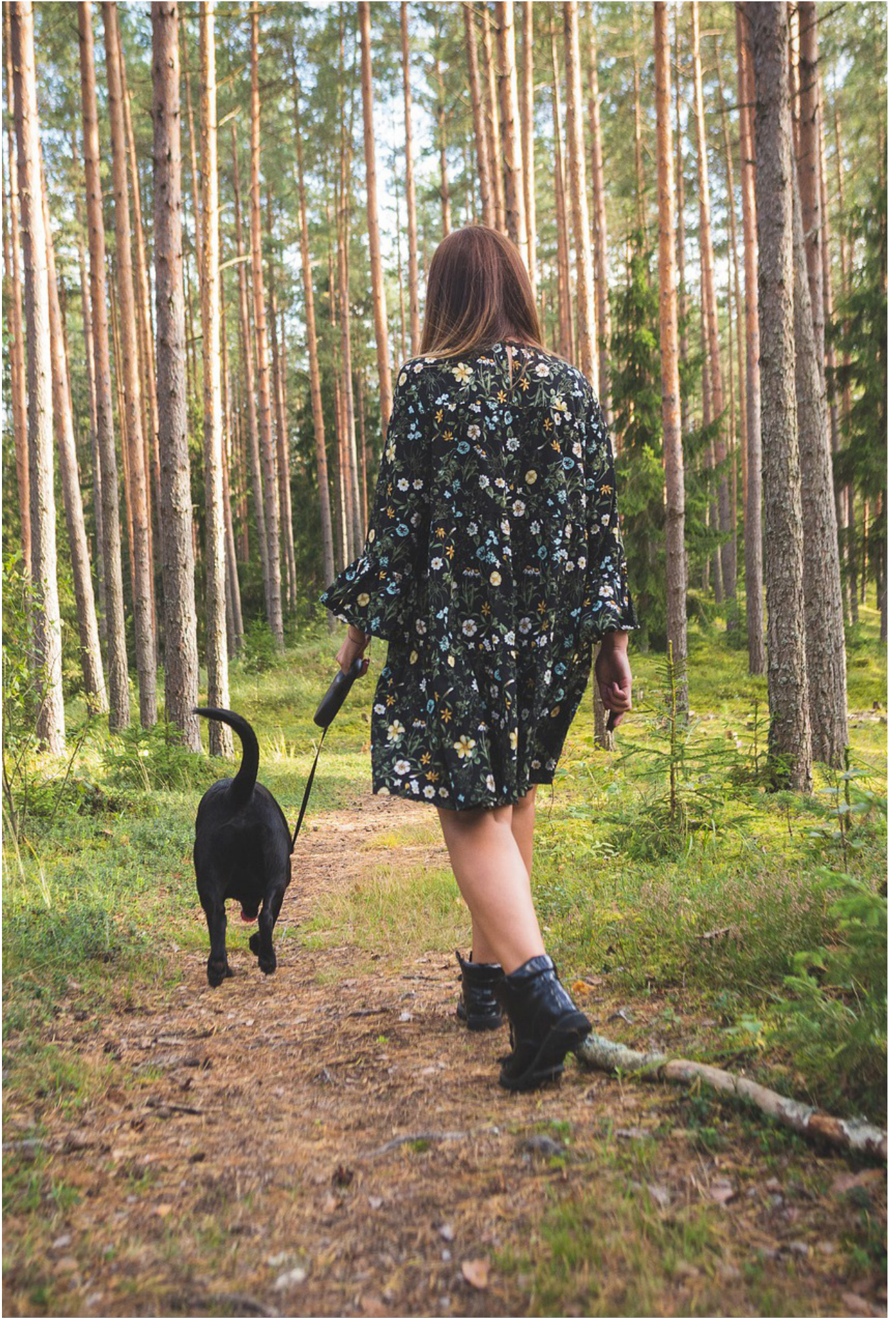
All of the people we  
look after should be  
able to say:

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- ◆ Services and professionals listen to me and do not make assumptions about me.
- ◆ Those who work with me bring optimism to my care and treatment, so that I in turn can be optimistic that care will be effective.
- ◆ The staff I meet are trained to understand my condition (be it mental, physical or both) and able to help me as a whole person.
- ◆ Staff support me to be involved in decisions at the right level. They respond flexibly and change the way they work as my needs change.
- ◆ Wherever possible, there are people with their own experience of using services who are employed or otherwise used in the services that support me.
- ◆ As far as possible, I see the same staff members during a crisis.
- ◆ I do not have to keep repeating my story to get the help and care I need.
- ◆ My culture and identity are understood and respected when I am in contact with services and professionals. I am not stigmatized as a result of my health symptoms, diagnosis or history, or my cultural or ethnic background.
- ◆ The strengths of my culture and identity are recognised as part of my recovery. My behaviour is seen in the light of communication and expression, not just as a clinical problem.









# Six improvement priorities



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## 1

### Staff mental health and wellbeing

Our staff work incredibly hard and their wellbeing is extremely important. Like everyone, they experience mental health issues and challenges and we must make sure they are supported.

We will:

- ◆ Develop a health and wellbeing strategy that focuses solely on our staff.
- ◆ Focus on support for healthy living, availability of exercise at work, stress management, and support following difficult or traumatic experiences.
- ◆ Create staff ambassadors for mental health and wellbeing.

## 2

### Mental health training for staff

We want our staff to feel confident in supporting our patients with their mental health needs and for this to become a reality we recognise that we need to give them support, training and permission.

We will:

- ◆ Develop information that supports staff to signpost patients, families and carers to the right services. It can be complex and difficult to understand and identify all of the different ways to get support from such a variety of organisations. We will strive to make that easier for staff and patients.
- ◆ Work with expert partners such as mental health trusts, public health, charities and voluntary sector organisations to develop a mental health training programme. This will include specific training for individual services, such as those working with children and young people or those more likely to work with people experiencing crisis.

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- ◆ Promote wellbeing to all patients, with staff able to give advice about areas such as diet, exercise, alcohol and substance misuse, social networks, social prescribing and the impact of isolation.

## 3

### Meeting the needs of our patients

It is vital that we are able to identify those patients with a mental health need, respond to that need quickly and track our progress. To do this we need better data and to be more joined-up with other services outside of those we provide.

We will:

- ◆ Make sure our systems can easily collect helpful information throughout our patients' time with us.
- ◆ Develop tools that help all local health and care organisations get better at planning what services are needed so that we can meet our patients' and carers' needs more quickly, with fewer delays and gaps.
- ◆ Develop joint policies with other organisations for areas such as medication, restraint, mental health act implementation and rapid tranquilisation.

## 4

### Consistently excellent care for our patient

There are lots of different organisations involved in providing mental health and support services. Our organisation works with lots of partners across both Sussex and Surrey, but for our patients it is crucial that they get consistent care when they need it, regardless of where they live.

We will:

- ◆ Develop standard pathways, protocols and support information for families and carers regardless of postcode.
- ◆ Work with partners to develop a plan for commissioning services once (as an integrated care partnership), simplifying the system for the benefit of our patients.
- ◆ Develop a long term strategy for the Integrated Care Partnership outlining how mental health services should support the population of the future.

## 5

### Targeted intervention

There are three areas that need our specific attention in order to make rapid improvements for patients.



We will:

- ◆ Develop services that meet the needs of children and young people who need support whilst within our care. This will include ongoing support for helping young people and their carers and families to access the support they need in order to prevent them needing hospital care in the first place
- ◆ Systematically review the support available to all patients with long term conditions and work with staff and partners to ensure training and pathways meet their needs
- ◆ We will work with our psychiatric liaison team and learn from what is working elsewhere in the country to develop an approach to suicide prevention.

## 6

### Addiction services

It is important that there are clear ways for people to access advice and support for a range of needs relating to substance misuse. From helping people to drink responsibly to accessing specialist support for the most serious addictions, we want there to be clear information about services that truly meet people's needs. There are a range of organisations doing excellent work in this area across our region, so we need to make sure there is real understanding of how that support can be easily accessed and where there might be gaps that can be filled.

We will:

- ◆ Work with partners to establish better pathways for substance misuse providing support for patients in the community.
- ◆ Work as a system to address rising levels of alcohol consumption and admissions to hospital for detox purposes, while providing alternatives that help people to manage their addiction.
- ◆ Improve our data and information in both of these areas to aid understanding and planning for the future.



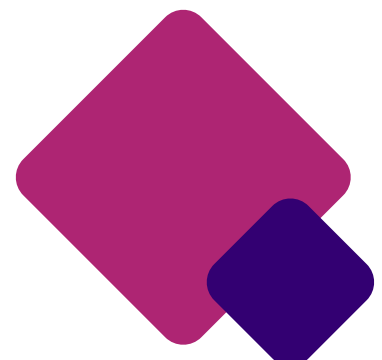
We look forward to working with the local community, partners and staff to meet the ambitions set out in this strategy. Through its delivery, mental health care and physical health care will be treated as one in an environment and by a team that focuses on:

- ◆ Safety and quality
- ◆ One team
- ◆ Dignity and respect
- ◆ Compassion



The NHS Long Term Plan was published in 2019 and set out a national commitment to improve mental health care. Historically mental health has not had parity of esteem with other health conditions and that has to change. That's why we have developed this strategy. In response to the Long Term Plan, we are committing to providing improved access to services for patients with mental health problems, better integrated care through treating mental health alongside physical health and giving our staff the skills, knowledge and support they need to provide this care.

Dr Ed Cetti, medical director



# Case study

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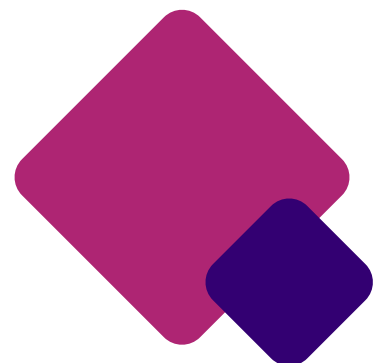


Owen\* suffers from bipolar disorder. To help him manage his condition he is taking drugs that help his symptoms but they also lead to weight gain. Owen also smokes. This means that Owen is high risk for diabetes, heart problems and cancer and will also likely have a poorer quality of life.

In our integrated healthcare system of the future Owen will have access to advice, treatment and support to give up smoking, he will receive cancer screening at the appropriate times and he will have access to dietary information to help him make the right choices about food, diet and exercise. These services will be provided by a combination of healthcare professionals all working seamlessly together. Owen will be supported so that we tackle the potential health problems he might have before they even start.

\*Owen is a fictitious character

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# More information

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For more information about our plans to provide mental health care and support please contact Anouska at [sash.communications@nhs.net](mailto:sash.communications@nhs.net)

