

# **Mental Health Sharing Good Practice Event on 3.02.12**

**North Wrekin CMHT  
Telford Assertive Outreach Team**

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# Good Practice Identified By WMPR

- Good links with-
- Housing
- Employment
- Primary Care and GP's
- Dedicated Duty Worker with back up daily(9am till 5pm)
- Assertive Outreach and other areas of Service

# Assertive Outreach Team

- Close links to CMHT and other services-
- **Service User/Carer Involvement**
- Pharmacy involvement
- AOT now situated within same building as CMHT
- **Quarterly forum meeting held for Service Users and Carers- Transport and food offered to ensure attendance at meeting(Travel costs also reimbursed)**  
**Close links to Carers services/support locally**
- Hospital Pharmacist attends Weekly Team meetings to offer advice regarding medication

# Service User/Carer Involvement

- North Wrekin Community Mental Health Team (CMHT) Service User & Carer Steering Group meeting
- Facilitated by the CMHT Occupational Therapist (OT) and Community Support Worker (CSO)
- A Steering Group meeting takes place bi-monthly for 2 hours
- A Service User or Carer chairs the meeting on a revolving basis

## AIMS:

- To promote the involvement of Service Users & Carers in the improvement and development of mental health services locally
- To work in partnership with mental health workers to enhance the Service User & Carer experience
- We are committed to challenging the barriers of 'mental health stigma'

# Duty Service

- Managed by a Qualified Social Work Practitioner with over 20 years post qualifying, working in service areas across a variety of service areas.
- Attendance at formulation and pre-discharge meetings of unallocated cases.
- Carry out screening and initial (more detailed), Assessments.
- Dealing with enquiries and providing advice and support for Service Users and their Carers.
- Triaging all initial referrals from GP's mainly. Making all initial enquiries prior to deciding on appropriate sources of intervention and action.
- Triaging referrals prior to referral to crisis team by assessment on the day which may be telephone or face to face.
- Preparing all referrals for discussion at weekly referral pathway/allocation meeting. Attending meeting and presenting cases.
- No official ongoing caseload, but short term 'holding' caseload prior to allocation or short term pieces of work as required.
- Close liaison with a variety of professionals to seek out the most appropriate service area to meet client need.
- Providing support and advice to Service Users who receive Psychiatric outpatient service only.
- The Duty Service provides a pivotal role across the whole of the CMHT so that it is able to effectively support Service Users based on the knowledge of Service Users in need.
- Provide a point of contact for general enquiries.

# Mental Health & Housing Liaison Officer Input



# Housing Links

- Mental Health & Housing Liaison Officer
- In post since 2005
- Main aim is to prevent homelessness amongst MH client group.
- Covers Primary and Secondary Care
- Is a 'Link' between statutory and private sector housing and MH services
- Attends weekly referral meetings to 'pick up' clients with housing issues.
- Organises quarterly training sessions for housing and mental health colleagues to enable better understanding of each others roles.
- Housing and good mental well-being inextricably linked! Poor housing >poor mental health?

# Employment Links

- Integrated within the CMHT – spend majority of working week with the team
- Joint working to achieve positive outcome for client
- Regular attendance at referral pathway and team meetings
- One to one individually tailored support focused on real paid jobs as outcome
- In 6 months, Telford supported employment service has helped 17 clients into paid work.
- Excellent feedback from both clients and referrers as to positive impact of service.



# Primary care

- Lead GP for Mental Health Services and for AMHP work(GP is Section 12.2 approved and works closely with team)
- GP also attends local AMHP meetings to reduce barriers between services and provide a seamless service
- Primary Care representative attends referral pathway meetings to assist with triaging referrals into the CMHT and referrals back- Care of GP

# Finally

- Any Questions?