

## Consultation on proposed changes to the CW&C In-House Mental Health Provider Services

January 2023

### How your feedback has made a difference – response to the key messages

The proposed changes to the In-House Mental Health Provider Service have been shaped by the need to deliver a modern and effective service that is able to meet the challenges of growing demand, increasing complexity and rising costs in mental health services. All the feedback received during the public consultation exercise has been invaluable and will inform the way in which the changes to the service are implemented.

A brief response to the overarching messages is shown in the table below.

Key Message	Our Response
There was positive feedback on the support provided by the current service from staff, service users and organisations – service users particularly value the consistency and stability it provides.	<p>The need to support more people with a wider range of needs, as well as helping people explore a greater choice of support options, is key to ensuring that the service can continue to meet increasing demand and operate against a challenging financial backdrop.</p> <p>The new model will retain the in-house service, recognising the positive work carried out by the service to date, ensuring a level of continuity for existing service users and staff, but also developing the offer further to provide support to more people. The existing day centres will continue to operate offering a long-term support option for service users.</p> <p>Primarily the in-house service will have a strong focus on intensive, short-term support focusing on recovery. Where longer-term outreach support is currently provided we will explore options on an individual basis, which may involve support being provided by external partners, community organisations or the day service to meet ongoing support needs. Residents at the two accommodation sites will not be required to move, however some service users may see a change in the organisation meeting their support needs. However, following feedback, both accommodation sites will continue to have in-house staff on site during the week to support individuals where needed.</p>

	<p>As the redesigned service develops and takes shape, we will ensure that a process of review and evaluation is kept in place to ensure that the service is effective and meeting the needs of service users. We will also work closely with service users and partners to make certain that an ongoing commitment to co-production is in place.</p>
<p>There is a level of concern about change in general amongst service users and the staff that will be expected to deliver the new service</p>	<p>Considering the feedback received during the consultation, we will work closely with all existing service users to ensure that their needs and wishes are fully considered in any decision making and where changes to ongoing support are recommended, a careful transition is planned and worked out with the service user.</p> <p>People who use the services will be fully involved in any changes around, for example, the activities offered at day centres, the locations of 'satellite' day services, or the operating and opening times. Decisions will be based on feedback, demand and considering what is proving effective and will be clearly communicated.</p> <p>We will ensure that the staff in the service receive training and guidance to enable them to continue offering a high-quality level of support, ensure that they are able to work as key workers with individuals, as well as making use of new tools, techniques, and ICT to ensure that processes run smoothly.</p>
<p>Questions were asked about the use of external providers and community / voluntary sector organisations, how we will work with them to ensure they are meeting the expected high quality of support required, and how we will address gaps in the current provider market.</p>	<p>We already work closely with a number of external providers who provide mental health support for individuals across the borough. We have been actively engaging with providers, alongside the community and voluntary sector, and will continue working to ensure that the required number of providers are in place to complement the proposed model and meet the longer-term needs of service users after April 2023.</p> <p>The providers and organisations will be expected to work closely with the Council to ensure that support is tailored to the individual's needs, continuing to work towards an individual's agreed personal goals and outcomes. All providers will be held to a high standard and their</p>

	performance monitored as part of the Councils contract management approach.
The importance of ensuring 'joined up' services with partners and the community was highlighted by several respondents, linking where possible into existing networks and community resources.	A key element of the new service will be close working with partners and the community and voluntary sector. This will ensure that service users have a range of options when considering their support options. Where appropriate service users will be signposted by staff to support that is available based on the individual's circumstances and support needs.
Some respondents challenged the use of the term 'recovery', with some service users feeling, or having been told in the past, that they won't 'recover' – however the term 'reablement' was seen more positively.	An aim of the new service will be supporting service users to achieve greater stability and confidence through intensive periods of support; however it is acknowledged that "recovery" will mean different things to different people. As such the service will ensure that all support is fully explained to service users from the outset, using terms such as reablement or recovery where appropriate to help explain the process when setting goals and outcomes to strive towards. Progression through the services will be planned, with regular discussions taking place between individual service users and key workers. Any decisions around a change in the support approach will be discussed openly and fully.
Questions were asked about the potential introduction of charging for services – pointing out that some service users have been attending and receiving services for some time without charge.	As described in the consultation summary document, the Council has an existing charging policy which sets out how charging for packages of support and care is applied following a social care assessment. Feedback from the consultation will be taken forward and considered alongside any decisions on the future implementation of this policy with regards to the in-house mental health provider service.