Mental Health & Wellbeing Plan for Guernsey 2017-2020

States of Guernsey



Introduction

This document outlines the implementation plan ('the Plan') developed to deliver the 'Mental Health and Wellbeing Strategy 2017-2020' ('the Strategy), approved by the States of Deliberation on 27 February 2013 (Billet d'État III).

The Strategy is a cross-committee, cross community strategy, led by the Committee *for* Health & Social Care (HSC), which outlines how the community will work together towards better mental wellbeing for islanders across the Bailiwick and ensure appropriate and effective treatment is available for those that need it.

The Strategy involves the whole community; therefore, whilst the States leads on the Plan, action will take place across all sectors and responsibility for the mental wellbeing of all residents will sit with the business community, the third sector, community organisations, individuals and carers.

The Strategy has three objectives:

1. To promote good mental health and wellbeing across the whole population;
2. To support people to manage their mental health better; and
3. To act to meet people's needs with appropriate and flexible services.

The Plan has identified four priority areas for 2017-2020 to meet the Strategy's objectives:

1. Priority area 1: A new model for Mental Health & Wellbeing
2. Priority area 2: Service delivery based on evidence based practice
3. Priority area 3: Increased awareness and access to information and services
4. Priority area 4: Effective partnership working, collaboration and joint learning

Welcome to the Plan

Welcome to this implementation plan for the Mental Health & Wellbeing Strategy, which I am delighted to recommend on behalf of the Committee *for* Health & Social Care.

Since the original Strategy was approved in 2013, the States of Guernsey has invested in the award-winning Oberlands building on the Vauquiedor site which serves as the home for our specialist mental health services. This has not only enabled us to improve our mental health in-patient service, but also to create a hub for the delivery of high quality outreach services, including our service-user run café.

The Committee also successfully led an amendment to the Policy & Resource Plan to give mental health the same importance as physical health for our islanders. We know that one is inextricably linked to the other and that both are fundamental to leading healthy and happy lives. Good mental health and emotional wellbeing are therefore broader issues than can be the responsibility of any one organisation. To be successful and improve health outcomes will require a whole community approach.

In 2016, the Policy & Resources Committee, with funding provided by the Guernsey Community Foundation, approved the secondment of the Chief Executive of MIND to consult widely on what an implementation plan for the 2013 Strategy could, and should, realistically set out to do within the unique nature and demographic of our islands. Informed by this work and with the support of the Committee *for* Health & Social Care, this Plan was developed. It reflects the core principles of the original Strategy but translates them into easily understandable language and actions that relate to the whole community. It links to existing States' strategies for children and older people and seeks to build upon what is already being done across the islands, so that we do not duplicate effort, but instead use our scarce resources to best effect.

The Plan is clear that emotional wellbeing is the responsibility of us all and that our communities, businesses, voluntary sector, public sector, private practice and individual citizens, each have a part to play. I therefore urge you not just to read it, but also to consider what you can contribute to making emotional wellbeing a reality for all islanders, as there will inevitably be times when every one of us has need of some element of emotional support. Not all of that can or should be provided by the States, as it will range from informal and preventative actions between friends and neighbours and in local communities where people care for each other, to the more formal and specialist help that is appropriately provided or commissioned by the States of Guernsey.

I would like to thank the Community Foundation, Guernsey MIND, and all of the stakeholders who took part in the consultation, in helping create this implementation plan. This is a plan for action to improve the emotional wellbeing of all islanders and to help us to achieve our goal of making the Bailiwick a healthy community and one of the happiest places for people to live.

Deputy Heidi Soulsby

Priority area 1
A new Model for Mental Health & Wellbeing

People with a mental health need should have access to flexible, quality services that are responsive to their needs at that point in time. We recognise that people's mental health is not static and there will be movement between better and poorer mental health during their life, regardless of their condition. We want people to be independent and resilient and to feel confident in managing their own mental health. We want people to have access to the appropriate mix of support and interventions according to their need.

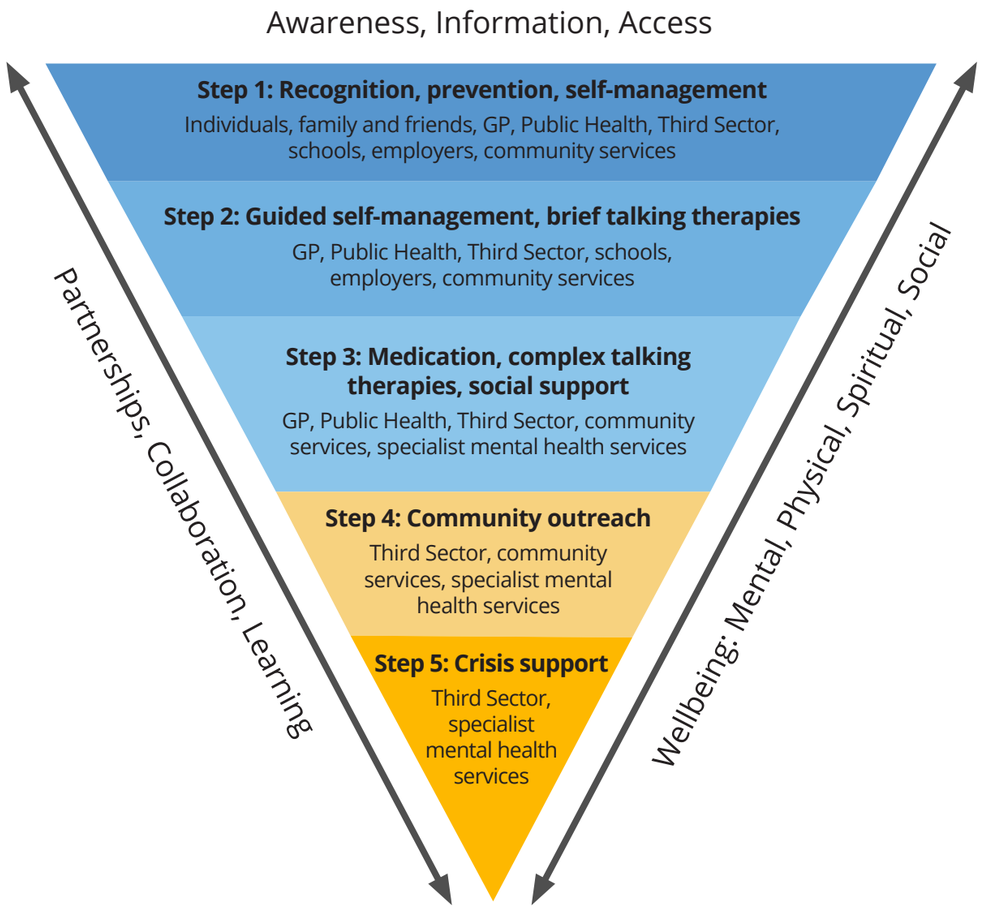
Outcomes

People with a mental health need have access to a range of services to support their resilience, independence and personal recovery goals that are flexible and appropriate to their needs.



Policy directions

- A five-tiered model is adopted as a framework to describe the provision of mental health and wellbeing interventions for those people experiencing mild to moderate symptoms to those with the most serious difficulties.



- Services, where needed, will be personalised to the individual with a range of support options offered.
- Access to different levels of service are assessed according to need and not diagnosis. An individual may access interventions across different tiers at the same time.
- Embed public health across all services focusing on prevention, early intervention and building resilience at a community level.
- All services are provided for all ages across all tiers by a range of organisations.
- Options for self-referral are a priority and offered as early as possible.
- There is a presumption of an individual's responsibility for their own wellbeing, and that more resources spent on prevention support people to self-manage their own mental wellbeing.
- No one is discharged from a service without a clear plan about what help and support is available.
- Data is shared across all services appropriately to ensure effective transition and a seamless delivery of care and support for the individual.
- Seek to offer free services to all users, where possible.

Areas for action

a. Create a Mental Health and Wellbeing steering group, reporting to the Committee *for* Health & Social Care and including representation from all sectors to:
    i. Identify resource requirements for each element of the Plan, and seek engagement and alignment with existing work within the States, as well as through corporate, high net worth and social enterprise development.
    ii. Develop task and finish inter-agency working groups and multi-disciplinary teams to carry out the actions within the Plan.
    iii. Create links with other States of Guernsey social strategies with Key Performance Indicators (KPI's) for mental health and wellbeing.
b. Identify a strategy lead to be responsible for delivery of the Plan.
c. Explore with Alderney how the model can best be adopted there to meet the needs of residents and ensure that they have access to all services.

Priority area 2
Service delivery based on evidence-based practice

We recognise that people with a mental health need deserve to receive the best care possible. We want people to expect to reach their personal recovery goals. We want services to be of the best possible quality and for mental health practitioners to be trained to deliver innovative and evidence-based interventions. We recognise that islanders have mental health needs related to their own community and environment and we need to understand what they are. We know that vulnerable people need to feel safe and have trust that they are effectively supported and protected.

Outcomes

People with a mental health need can access safe, effective and innovative services that are person, recovery and outcome focused, with greater protection and support for vulnerable people.



Policy directions

- The collection of local data to drive service delivery and evidence improvements in the Islands mental wellbeing is a priority.
- Mental health and wellbeing is intrinsically linked to the Health Intelligence Team, so that decision making is always based on the most recent evidence available and subject to high levels of clinical governance.
- There is an agreed measurement for mental wellbeing across the community to enable effective interagency working and assessment for referrals.
- Where specialist interventions are file:///Users/James/Downloads/42994820.jpg required, the quality of service provision is assessed and performance of service providers consistently monitored.

Areas for action

d. Investigate assessment of current levels of individual emotional wellbeing as part of the Healthy Lifestyle Survey.

e. Investigate and agree individual measures of wellbeing that can be used consistently across steps and sectors.

f. Adopt an Island-wide evidence based quality framework to be applied across all five steps where appropriate.

g. Seek to publish a Mental Health and Wellbeing Report, at least every two years, to include:

   i. Island wide service delivery and needs analysis and projections of future needs.

   ii. Links into other States of Guernsey social strategies that have relevant KPI's and actions.

   iii. A system for ongoing recording and collection of data.

   iv. Measurement of the social impact of interventions over the long term.

Priority area 3

Increased awareness and access to information and services

We recognise that the provision of adequate information about available services will support people with a mental health need to make their own choices and understand where to access the help they need. We know that support for mental health should be entrenched throughout the community, in workplaces, schools, at home, in GP surgeries and within ourselves. We want to remove the stigma attached to mental health and create an environment where mental health is discussed openly in the community, as a part of everyday life. We know that improving access to mental health interventions will help us achieve that goal.

Outcomes

People with a mental health need know what services are available, can access appropriate information, treatment and support safely and are enabled to make their own choices and where the community has a greater understanding of the importance of mental wellbeing.

Policy directions

- Liaise with agencies already working in this area to provide information in the most effective way possible and without duplication.
- Coordinate services for prevention and early intervention to ensure early access to services in non-stigmatised settings.
- Seek to reduce pressure on specialist services for those with complex needs.
- Prioritise closer working between agencies and sharing of information to develop clear care pathways across the community.
- Focus on working with the community and individuals to do everything possible to raise awareness, change negative attitudes towards mental health and decrease the stigma attached to seeking help.
- Introduce processes for self-regulation, minimum standards and registers of approved providers to enable individuals to choose from the range of services available across the community safely.
- Incentivise employers to work with local agencies to adopt appropriate workplace interventions to support staff mental wellbeing.



Areas for action

h. Create a complete directory of mental health and wellbeing services across the community and make available through a range of media.

i. Investigate the options for a Mental Health and Wellbeing Centre of Excellence – whether physical or virtual – that:

    i. Integrates access to Steps 1-3 and provides equality of access to services;

    ii. Coordinates access to community and third sector organisations;

    iii. Focuses on all four pillars of wellbeing: physical, mental, social and spiritual; and

    iv. Links clearly to developments within the Supported Living and Ageing Well Strategy (SLAWS) and Health & Social Care (HSC) in relation to single point of access to coordinated care.

j. Agree an Island wide network of care pathways and referral criteria for service delivery throughout the model.

k. Investigate the adoption of self-regulation for private providers of services, creation of minimum standards and a register of approved certified providers, where appropriate, linked also to the work underpinning the SLAWS.

l. Build on work ongoing to establish a coordinated 'champions' programme in the community to raise awareness of mental health and wellbeing.

m. Prioritise delivery of Happy and Healthy States Employees Wellbeing Plan.

n. Support and adopt an Island-wide Mental Health and Wellbeing Charter for employers and a set of quality standards for mental health and wellbeing in employment.

o. Investigate and promote the provision of a range of vocational support services for mental health and wellbeing to ensure an early return to work.

p. Ensure that the model reflects the Emotional Wellbeing and Mental Health in Schools Plan being delivered by the Committee *for* Education, Sport & Culture through the Children and Young People Plan (CYPP).

Priority area 4
Effective partnership working, collaboration and joint learning

We recognise that people with a mental health need want to access services from a wide range of agencies and to choose the option that works best for them. We know that mental health deserves equal consideration and priority with physical health. We recognise that the best way to provide this, in a small community with limited resources, is for us to work together. We know that practical, flexible services rooted in the values of the community will lead to the best mental health outcomes for people. We will enable the whole community to act and to prioritise mental health together.

Outcomes

People with a mental health need to live in a safe, supportive community environment where everyone prioritises good mental health.



Policy directions

- A presumption that service delivery will be based on interagency working across sectors, supported by shared: resources, decision-making, skills, knowledge and integrated working.
- The States of Guernsey will direct the commissioning of services, but responsibility for the delivery of the Plan is a joint one.
- The delivery of services will be by those agencies who are the most effective in the identified area.
- All agencies will work together to ensure the best possible outcome for the individual.
- Build a way to effectively co-ordinate mental and physical health provision to ensure services are wrapped around the individual.
- Provide opportunities for the community to connect through shared learning and the adoption of internationally recognised models of care and support.
- The needs and views of services users and mental health professionals are recognised and effectively listened to in all areas of service provision.
- Peer support is a fundamental part of personal recovery and requires the building of supportive networks outside of States service provision.
- Provide access to safe spaces to support the mental health needs of individuals 24/7.

Areas for action

q. Officially, adopt and coordinate an inter-agency approach to Guernsey Mental Health Week through public mental health, and organise a Bailiwick-wide stakeholder conference annually during that week to develop collaboration and share best practice, seeking private sector sponsorship.

r. Ensure that mental health and wellbeing are reflected within the HSC transformation programme, specifically in relation to:

   i. Multi Agency Safeguarding Hub (MASH) arrangements for adults;

   ii. Care plans for adults with complex needs that coordinate the input of all professionals; and

   iii. The inclusion of carers needs in plans for individuals with complex mental health needs.

s. Prioritise the early inclusion of Mental Health and Wellbeing within Care Watch, a community and staff forum developed by HSC.

t. Create a collaborative on-line platform to share best practice between services and create community links for services providers and service users.

u. Build on ongoing work to adopt a Mental Health First Aid training model. Prioritise training in workplaces and schools.

v. Adopt a peer led, support training model. Prioritise the development of peer support groups and mentoring as part of service delivery across the model.

w. Investigate the options for HSC practitioners within mental health services to have access to occupational health provision outside of the service.

x. Establish a model for 24/7 support based in the community using interagency working.



States of Guernsey