A Guide to Mental Health Services In Lewisham 2012

Presented by: Lewisham Joint Mental Health Partnership Board
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissioning</td>
<td>2</td>
</tr>
<tr>
<td>Adult Mental Health Services in Lewisham</td>
<td>7</td>
</tr>
<tr>
<td>Primary Care Mental Health Services</td>
<td>8</td>
</tr>
<tr>
<td>Community Mental Health Services</td>
<td>10</td>
</tr>
<tr>
<td>Social Inclusion &amp; Recovery Service</td>
<td>12</td>
</tr>
<tr>
<td>Inpatient Services</td>
<td>13</td>
</tr>
<tr>
<td>Specialist Services</td>
<td>14</td>
</tr>
<tr>
<td>Forensic Services</td>
<td>15</td>
</tr>
<tr>
<td>Mental Health &amp; Housing</td>
<td>16</td>
</tr>
<tr>
<td>Service User &amp; Carer Involvement</td>
<td>18</td>
</tr>
<tr>
<td>Carers &amp; Families</td>
<td>22</td>
</tr>
<tr>
<td>Advocacy</td>
<td>25</td>
</tr>
<tr>
<td>Voluntary Sector Support</td>
<td>26</td>
</tr>
</tbody>
</table>

**Appendices – Helpful Contact Information**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lewisham Clinical Commissioning Group &amp; London Borough of Lewisham</td>
<td>27</td>
</tr>
<tr>
<td>South London &amp; Maudsley NHS Foundation Trust</td>
<td>28</td>
</tr>
</tbody>
</table>
1. **What is Commissioning?**

Put simply, commissioning is “planning with money”. The role of commissioning is to identify the needs of the population in Lewisham, and to purchase services to best meet these needs, within available resources.

Commissioning is therefore the means by which we secure the best value for patients and taxpayers. By “best value” we mean:

- The best possible health outcomes including reduced health inequalities
- The best possible healthcare
- Within the resources made available by the taxpayer

(DoH-Commissioning framework)

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**Commissioning Mental Health Services in Lewisham**

In 2003 a Partnership Agreement was set up, between the London Borough of Lewisham, Lewisham Primary Care Trust and the South London and Maudsley NHS Trust. This resulted in a Pooled Budget, which the PCT and Council use to commission integrated adult mental health and social care services. In 2011/12 the value of the Pooled Budget is £46m. The majority of services commissioned are provided by South London and Maudsley NHS Trust although Oxleas NHS Foundation Trust is commissioned to provide Medium and Low Secure Forensic Services and there are a range of contracts with voluntary sector partners.

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2. **Changes to the commissioning arrangements within the NHS**

On 12th July 2010, the Coalition Government released a White Paper, “Equity and Excellence: Liberating the NHS” which set out changes to Primary Care Trusts (PCTs). Whereas PCTs were responsible for the commissioning of healthcare services, new organisations have been set up called Clinical Commissioning Groups (CCGs) to commission services instead of PCTs.

CCGs are groups of GPs that, from April 2013, will be responsible for planning and designing local health services in England. CCG boards are formed of GPs and in addition must have at least one registered nurse and a doctor who is a secondary care specialist. Every GP Practice must belong to a CCG and the area that each CCG is responsible for will be determined by the GP Practices that sign up as members.

Lewisham Clinical Commissioning Group has been set up with membership from all 46 GP Practices in Lewisham; therefore Lewisham CCG will have responsibility of commissioning services for the whole of the Borough. The CCG Governing Body is formed of the elected Chair, Dr Helen Tattersfield, and 7 elected GP Clinical Directors, commencing in shadow form on 1st October whilst the functions of Lewisham PCT are transferred.

To support the CCGs, Commissioning Support Services will focus on helping to improve services across a larger area. South London Commissioning Support Service will be one of 3 organisations in London that assist CCGs to meet their long term goals.
3. Commissioning Cycle

The diagram below shows how an effective commissioning cycle works:

The Annual Mental Health Stakeholders event plays an important role in commissioning Adult Mental Health Services. This event and the quarterly Joint Mental Health Partnership Board help to ensure that patient and public involvement influence the commissioning process.

4. Mental Health Need in Lewisham

To help ensure that we are commissioning services which best meet the needs of the Lewisham population we are updating our Joint Strategic Needs Assessment (JSNA). This assessment will review national and local data about the levels of mental illness within the borough and give an indicator of the types and amount of services that are needed. As part of this, we will use a range of different ways to gather feedback about the quantity and quality of services that people receive.

Local Assessment of Need

Prevalence of mental illness is high in Lewisham Factors such deprivation, a diverse population and being an inner city location all contribute to the high levels of poor mental health. In 2010 the Government published the Index of Multiple Deprivation which aimed to compare different areas across England by the level of deprivation.
The higher the score that a Borough received, the higher the level of deprivation. The above table highlights that Lewisham has the 10th highest level of deprivation in London and 32nd highest across England. The average deprivation score across Lewisham is higher than the London and National averages and this will have an effect on the need for mental health services.

Severe Mental illness (SMI) describes a range of disorders characterised by psychosis where individuals become apparently detached from reality. These include schizophrenia and bipolar disorder. The picture below of Lewisham predicts the need for psychiatric illness which from time to time may require admission to hospital.

<table>
<thead>
<tr>
<th>Borough / Area</th>
<th>Index of Multiple Deprivation Score</th>
<th>London Ranking</th>
<th>National Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lambeth</td>
<td>31.15</td>
<td>9th</td>
<td>31st</td>
</tr>
<tr>
<td>Lewisham</td>
<td>31.11</td>
<td>10th</td>
<td>32nd</td>
</tr>
<tr>
<td>Southwark</td>
<td>29.97</td>
<td>12th</td>
<td>40th</td>
</tr>
<tr>
<td>LONDON</td>
<td>25.24</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>ENGLAND</td>
<td>21.67</td>
<td>-</td>
<td>-</td>
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</tbody>
</table>

Projected Need of Psychiatric Services Across Lewisham

A ratio of 1.00 suggests normal national average need, with 1.20 corresponding need 20% above the national average. This chart shows that the majority of Lewisham demonstrates high need for psychiatric services. For schizophrenia needing admission the score for Lewisham is 1.6, 60% higher than the England score but the same as London.
It is important to ensure that the assessment of need within the Borough is regularly updated so that the services provided are always consistent with the population. Lewisham CCG, led by the Public Health Team and in partnership with SLAM, reviewed and updated the Joint Strategic Needs Assessment in 2012. This provided an update of the profile of need for mental health services across the Borough which can now be used to shape the services that are provided in coming years.

5. Commissioning Intentions

The Mental Health Commissioning Priorities outline the main areas that we will be working on to ensure that Mental Health Services best meet the needs of the Lewisham population. The commissioning plans for 2012/13 are based on the Mental Health Commissioning Strategy, which was completed with input from a wide range of stakeholders in 2009. The plans are updated annually in response to stakeholder feedback and policy changes.

Commissioning Plans for 12/13

Lewisham CCG & London Borough of Lewisham commissioning intentions for 2012/13 seek to ensure a stepped care pathway and treatment model is embedded to make certain that service users are treated in the most appropriate and least restrictive care setting, i.e. at the right place at the right time.

Specific actions linked to these are:

- Implementation of the national Personalisation agenda and offering Direct Payments to eligible service users
- Review of care pathways and the appropriate referral route to secondary care
- Continue the development of the national Payment by Results agenda to commission mental health services based on the outcomes of treatment
- Further developments within the Lewisham Increasing Access to Psychological Therapies (IAPT) service to increase the number of people accessing the service that have a need for psychological interventions
- Review the population to ensure that the services in Lewisham are provided in line with the needs of the people living in the Borough

6. Financial Changes to the NHS

Nationally NHS and social care services face considerable operational and financial challenges over the coming years as the new Coalition Government sets ambitious plans to reduce the national deficit.

Lewisham CCG and London Borough of Lewisham recognise how challenging navigating the financial climate will be over the coming years. There will be considerable difficulty to meet savings targets however we are keen to work in partnership with our providers to use these challenges as an opportunity to transform the way we deliver treatment, care and support to those with mental health problems.

Lewisham Clinical Commissioning Group (CCG)

Due to increases in activity and cost across all service areas it is forecast that, without making changes to the way in which referrals are managed and care is provided, NHS organisations will be in large amounts of debt. As part of the process to manage this overspend it is necessary for Lewisham
Mental Health to make savings of £4.75m by the end of 13/14. Plans for next year are being developed by Lewisham CCG to explore referral management processes, redesigning care pathways, interface with primary care and control of over-performance in Acute services to try reduce overspend.

London Borough of Lewisham (LBL)
Over a 3 year period cuts in national Government funding mean that Lewisham Council will have to reduce it’s spending by approximately £60 million by the end of 13/14. All Directorates are currently considering savings options that will be considered by Mayor and Cabinet. The Community Service Directorate has tasked Adult Mental Health to make savings of £600k from its contribution to the Mental Health Pooled Budget by the end of 13/14. It is likely that this savings target will increase over the coming years.

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Adult Mental Health Services in Lewisham – Context & Overview by SLaM

Two years ago, local Mental Health service run by South London and the Maudsley NHS Foundation Trust were restructured to be provided through Clinical Academic Groups (CAGs). CAGs bring together clinical services, research, education and training for the benefit of patient care. One of the main aims of CAGs is to help us become much better and quicker at using the latest research to improve the care and treatment we provide.

The creation of CAGs supports King's Health Partners, the Academic Health Sciences Centre (AHSC) we have set up with King's College London, Guy's and St Thomas' and King's College Hospitals NHS Foundation Trusts. The aim of our AHSC is to improve NHS care for patients by putting research findings into practice as quickly and effectively as possible. It also involves providing high quality teaching for the next generation of clinical staff and scientists.

Many people have mixed needs and will need to receive services across a number of CAGs. We have set up CAGs to help us to organise and manage our services, research and education and training, for the benefit of patients. In addition, sadly research has shown that people with severe mental illness are likely to die up to twenty years younger than the rest of the population due to poor physical health. One of the key aims of KHP and therefore CAGs is to close that gap by providing better integrated physical and mental health care through our services. Building on this partnership, the boards of South London & Maudsley NHS Foundation Trust, Kings College Hospital and Guy's and St. Thomas' are exploring plans for an organisational merger and a strengthened partnership with Kings College London, their joint academic partner.

Over the past two years, CAGs have worked to develop "care pathways" across all of our services to help people to understand what they can expect from our services, what happens next and what treatment options are available to them. These ‘care pathways’ will provide a clear and thorough description of every stage of receiving care and treatment at SLaM. It will also mean that there will be a clear process for moving between different services, and different CAGs, if that is what someone needs. At the moment, these care pathways are being piloted to make sure they work in practice. Once the pilots are complete they will be put into place across all SLaM boroughs including Lewisham.

A group of clinicians and managers from across the CAGS now meet to collectively address issues that affect the Ladywell Unit. A link-worker (someone with experience of using services who is paid to attend the wards once a week) has also been invited to attend this group to ensure the service user perspective is included in all discussions. This group is known as the Ladywell Site Group and is run by Steve Davidson (service director for the MAP & Psychological Medicine Clinical Academic Groups).

Over the last year Lewisham have developed an integrated psychological therapy service with the full range of therapies available from one team at the Ladywell Unit. This is a great improvement for Lewisham service users as they will no longer need to travel to the Maudsley Hospital for treatment.
Primary Care Mental Health Services

The ‘Improving Access to Psychological Therapies Programme’ (IAPT) was first presented as a new National Health initiative at the 2008 Mental Health Stakeholder event. Its principle aim was to ensure ‘NICE recommended interventions’ were easily accessible to those presenting with ‘common mental illness’ (e.g. depression & anxiety) in primary care. At the 2009 Stakeholders event we reported that Lewisham had been successful in securing funds to offer an IAPT service, which came in the form of 28 new trainees, 13 Cognitive Behavioural Therapy (CBT) trainees and 15 Psychological Wellbeing practitioners.

In 2012 we are pleased to report that the IAPT Lewisham service has been operating for three years and has been highly commended as one of the top 5 performing sites in London. Self-referrals are also accepted online via the service website.

The service achieved a 94% user satisfaction rating during 2011. The service treated 4729 people between September 2011 and September 2012. During the same period 150 people who used the service moved off sick pay and benefits, 2\textsuperscript{nd} best in London.

IAPT Lewisham: Psychological Therapy in Primary Care Service

Managed by the South London and Maudsley Mental Health Foundation Trust (SLaM) within the Mood Anxiety & Personality CAG, the service has a single point of access and four neighbourhood based teams who provide the service across the borough, in GP practices, Health Centres and other community sites. A specially designed IT system (IAPT-us) supports coordination of the referral pathway and captures outcome data to measure the effectiveness of the interventions as well as equalities data.

Key design principles of the service model:

- **Professional and self-referral access**
- **All referrals are sent to a Single Point of Access**
- **Teams include a range of workers:** Psychological Well-being Practitioners, CBT therapists, Clinical Psychologists, Couples Therapists, Psychotherapists, Counsellors and Employment advisors.
- **Offering a broad range of services** and treatments, including guided self-help, counselling, cognitive behavioural therapy (CBT), computerised cognitive behavioural therapy (CCBT), couple’s therapy, well being workshops and groups, vocational advice and signposting to local support and advice organisations.
- **Employment advisors** are integral to this service and offer support in retaining people in employment as well supporting people return to work.
- **Stepped care approach to care,** beginning with the least intensive treatment where appropriate and stepped up to more intensive treatments if required.

The service has a diversity strategy which aims to ensure improved engagement, access and appropriateness to a range of BME and vulnerable communities, the service continues to engage with a range of local services to encourage and support referrals. Partnership working has been established with community organisations where IAPT workers are now offering a service within their organisations.
**Who is the service for?**  
Adults (18 years and over) residing in Lewisham or registered with a Lewisham GP who are experiencing depression or anxiety and may include low mood, stress, sleep problems, sorry caused by work, low self-esteem or confidence, feeling low due to unemployment, panic attacks, sadness that won’t go away, excessive worrying or anxiety, relationship or family problems, a medical condition (e.g. diabetes, chronic pain or fatigue) that is affecting your mood, experience of a traumatic event.

**For more information:**  
Please visit the service website at [www.slam-iapt.nhs.uk](http://www.slam-iapt.nhs.uk) or email slm-trIAPTLewisham@nhs.net

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**Main Contacts:**  
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Community Mental Health Services

Community Mental Health Teams (CMHTs) offer specialist assessment, treatment and care to people in their own homes and other community settings. Services in Lewisham are managed through clinical academic groups and continue to be delivered through the three Community Mental Health Centres:

Southbrook Road Community Mental Health Team
1 Southbrook Road, Lee, Lewisham, SE12 8LH, 020 3228 1200

Northover Community Mental Health Team
98-102 Northover, Downham, BR1 5JX, 020 3228 0600

Speedwell Community Mental Health Team
62 Speedwell Street, Deptford, SE8 4AT, 020 3228 9200

The following services fall under the management of the CMHTs:

Assessment & Treatment Service
Dealing with new referrals to the service, urgent intervention and short term work. This service is provided through the Mood, Anxiety & Personality CAG.

Early Intervention
Working with young people with a first or second episode of psychosis from 14 to 35 years old. This service is provided through the Psychosis Clinical Academic Group

Forensic Service
Working with ex-offenders and others possibly with a history of violence who have serious mental health difficulties. This service is provided through the Behavioural & Developmental Clinical Academic Group.

Home Treatment Team
Community based acute treatment at home as an alternative to treatment in hospital. The service mainly provides crisis planning, support in maintaining & improving social networks and also looks to prevent a relapse.

Promoting Recovery Service
Originally the Support & Recovery service and Assertive Outreach, this service is for Service Users who suffer severe and enduring mental disorder and who meet the criteria for inclusion for the Care Programme Approach. Promoting Recovery provides interventions and treatment to engage people with complex needs who have difficulty engaging with services and often require repeat hospital admission.

Psychological Therapies
Assessment, psychological therapy and consultation within secondary care
### Main Contacts:

Community Mental Health Services – South London & Maudsley NHS Foundation Trust

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**Wendy Lofthouse / Jeremy Walker**  
Joint Clinical Service Lead, Lewisham Mood & Personality CAG  
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Lewisham Home Treatment Service – South London & Maudsley NHS Foundation Trust

**Stella Davis**  
Clinical Service Lead, Lewisham & Southwark Psychological Medicine CAG  
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Social Inclusion & Recovery Service (Lewisham)

The Social Inclusion and Recovery service (SIRs) was launched in April 2012. The Team provides a service to Lewisham residents who are receiving support from secondary mental health services. The team comprises of Vocational Specialists, Occupational Therapists and Support Planners.

Following an assessment to identify areas of need with the service user, they will be offered up to 12 weeks intervention to support them to obtain recovery focused goals. Where possible this aims to broaden participation within their communities.

The Team will work with people who have been assessed and allocated an Individual Budget to ensure that people make the best use of their budgets and maximise their choices.

**Vocational Interventions**
- All service users referred to the team will be offered a full vocational assessment and will also receive advice on maximising their welfare benefits.
- Support will be given to enable people to access employment, training, education and voluntary work. Those in work but experiencing difficulties will be offer job retention support to enable them to remain in employment.

**Occupational Therapy Interventions**
- Where appropriate people will be offered an assessment of daily living activities.
- Assessment, advice and support planning for service users being considered for discharge from inpatients services.
- Assessments and interventions to support service users to develop their occupational skills and roles.
- Self-care and independent living skills assessments and interventions.

**Support Planner Intervention**
- Will support people to make best use of their budgets by offering practical support to overcome any barriers that may prevent people from engaging in community activities. This could include travel training and community exposure, practical support to access services in the community and helping people to attend their appointments.

**Improving Access to Psychological Therapies (IAPT)** - The IAPT Employment Worker Team provides vocational support for people with mild to moderate mental health issues who are receiving assistance from primary care services.

**Main Contacts:**

Sharon Killick  
Vocational Services Manager/ Self Directed Support Manager  
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Social Inclusion and Recovery Service (Lewisham) 32 34 Watson’s Street, Deptford, SE8 4AU  
0208 694 6519 - South London & Maudsley NHS Foundation Trust
Inpatient Services

Lewisham Adult Inpatient Services are provided by SLaM and based at the Ladywell Unit on the Lewisham Hospital Site.

Clinical Academic Groups (CAG)
The management of inpatient services now sits within the Clinical Academic Group structures which operate across the whole Trust area.

The Johnson Unit, Clare, Wharton, and Powell wards will be managed through the Psychosis Clinical Academic Group

Triage ward and Psychiatric Liaison Service will be managed through the Psychological Medicine Clinical Academic Group

The system of Locality Inpatient Wards, which promotes continuity of care between inpatient and community services, will remain in place. Similarly, the triage ward system will remain and will be rolled out across the Trust.

SLaM Main Contacts:

Psychosis CAG Inpatient Wards (Clare, Wharton Powell):

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Lewisham Triage Ward:

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Specialist Services

Lewisham CCG commission SLaM as the main provider of nationally available tertiary services.

Tertiary Care Services
E.g. Neuropsychiatry & Personality Disorders

Secondary Care Services
E.g. Community Mental Health Team (CMHT) and local inpatient services (Ladywell Unit)

Primary Care Services
E.g. GP and Counselling

As not all peoples’ needs can be met by Primary and Secondary Care it is therefore vital that specialist Tertiary services are available for people who require high level input and for whom the risks are significant if their needs are not met.

The Lewisham Tertiary Referral Panel (TRP) has been established to ensure that people, who have a primary diagnosis of mental illness and who have been assessed as having needs that cannot be met by other forms of care, have equitable access to highly specialist services.

The Lewisham TRP operates on behalf of:
- Lewisham CCG
- London Borough Lewisham (LBL)
- South London and Maudsley NHS Foundation Trust (SLaM)

A review of the referral pathway to tertiary outpatient services was carried out and in 2011 a second TRP was implemented, this time focusing specifically on outpatient services. The new panel is similar to the inpatient panel, aiming to identify more appropriate and alternative provision for the best interest of the patient where possible.

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Forensic Services

Forensic mental health services are aimed at people who are in or have been through the criminal justice system. They are referred to as Mentally Disordered Offenders (MDOs). The aim of the forensic service is to ensure that Mentally Disordered Offenders are assessed and treated in the most appropriate way and in the least restrictive environment, consistent with their clinical and safety needs.

Lewisham CCG commission Oxleas NHS Foundation Trust as main provider of inpatient forensic services. Treatment is provided to patients at the Bracton Centre in Dartford, Kent. In addition, Lewisham CCG spot purchases a number of beds from other providers due to case complexity or restrictions placed by the Ministry of Justice (MoJ).

SLaM retains clinical responsibility for forensic patients. Patients return to the care of a SLaM consultant upon inpatient discharge and retain a SLaM care coordinator for the duration of their inpatient treatment.

Lewisham CCG has developed a new triage model in 2011 so that all patients are automatically transferred to SLaM’s River House at the Bethlem Royal Hospital for up to 3 months. This rapid assessment of need ensures the most appropriate treatment model is determined. Patients will then be treated in the right place according to their clinical need and not automatically transferred to medium security.

Lewisham operate a Forensic Panel to approve all inpatient admissions and the triage model was developed to ensure all admissions are clinically appropriate and in the patient’s best interest.

Main Contacts:

Residential Services – South London & Maudsley NHS Foundation Trust

Shorayi Nyamupanda
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Lewisham Mental Health & Housing

Lewisham Mental Health Service recognise that obtaining secure and suitable accommodation is crucial for mental health service users and that we need a spectrum of accommodation options in the community, with support ranging from the very high to the minimal. We also recognise that high support accommodation options are expensive and must be for the people with the highest needs and that service user needs will change over time. We are therefore seeking to ensure that there are effective mechanisms to assure service users can move up and down the spectrum of support according to their needs and wishes.

The spectrum of accommodation consists of:

- **Independent Hospital**
  Services for those service users with the highest care needs.

- **Lewisham Rehabilitation and Forensic Service High Support Accommodation Projects**
  In the last ten years we have commissioned a number of schemes from Housing Associations for service users with high needs, whereby the service user has an independent flat but with intensive (i.e. either 12 or 24 hour) support on site. These places are funded by Housing Benefit and Supporting People with a mental health service ‘top up’ contribution, but with service users receiving their full welfare benefits entitlement.

- **Private and Voluntary Sector Residential Care**
  Residential care operates as a ‘free market’. Not all places in accommodation located in Lewisham borough are funded by Lewisham. Other Local Authorities can place in our area. Similarly we have about 18 people placed in out of borough residential placements for various reasons.

- **Hostel Schemes**
  Lewisham has a number of Council, Voluntary sector and private “hostels” in the Borough for people with mental health problems.

- **Adult Placement Service**
  There are two types of placement: 1) Adult placement: where service users live with a family as a lodger. 2) Supported lodgings: whereby usually two or three people share a house with the accommodation owner living elsewhere, but providing visiting support usually daily.

- **Other Supported Accommodation Schemes**
  In addition, there is further accommodation in the Borough owned by Lewisham Council or Housing Associations with a level of support ‘built in’. The level of support varies from a few hours a day, to a weekly support depending on the project.

Finally of course many hundreds of people with mental health problems have independent accommodation with support being provided by their CMHT Care Co-ordinator as part of their CPA care programme. There are also floating support services which provide visiting support to people with a mental health problem.

**Update on Priorities from 2012/13**

(a) The Joint Supporting People Framework Agreement has been in place since April 2010 and lasts for four years. This has been used and will continue to be used to procure housing related support services in Lewisham. This facilitates services to be commissioned in a more flexible way, including new services responding to changing needs. The Joint Supporting People
Framework Agreement is also a key tool to achieve efficiency savings and drive up service quality.

(b) The Lewisham Users Forum (LUF) is in the process of compiling a questionnaire for service users to complete about housing and mental health, to identify gaps in provision and service users’ concerns. To develop the questionnaire, LUF has consulted with service users, providers and commissioners, for example, by attending supported housing schemes’ house meetings and holding workshops. The results of the questionnaires will be passed onto service commissioners to inform commissioning strategies.

(c) This last year we have worked closely with the LB Lewisham SHIP (Single Homeless Intervention and Prevention) service and Supporting People to ensure that people with mental health problems can access the accommodation matching their support needs. There is also now a clear pathway for people in supported accommodation to access independent living accommodation via SHIP, with floating support if appropriate.

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Service User Involvement in Lewisham

What is it?
Service user or carer involvement is when people who have experience of services help to develop, improve or provide services. It can be paid work or voluntary. It is flexible and can fit in with people’s recovery.

If you have used SLaM services, or have supported someone who has, you will have developed your own views about them, and you will have a real understanding of what it is like to ‘go through the system’.

Why?
For the service….
The insight that you have is really useful and can help people working in the services to make improvements or develop services that better fit the needs of people who use them.

For you….
Some people find that service user involvement can help in their ‘recovery’ as you can meet new people, try new things or brush up on old skills, help other people, do training, earn a bit of money. It can be very flexible as you choose what and how much you do.

What sort of things can I do?
- Giving feedback via groups, questionnaires, or informally to staff
- Leaving comments in suggestion boxes
- Getting involved in research or audit, thinking of ideas, helping with or running projects
- Being a member of SLaM
- Helping with recruitment and staff training
- Representing the views of other service users at meetings
- Telling staff or other service users about your experience of using services
- Coming up with ideas about improving services

A couple of quotes from service users…..

‘You don’t need any academic qualifications – bring yourself, just as you are and by making a contribution, you will grow into the role’

‘I wanted a more proactive role in managing my wellbeing’
# Contact Details

## Involvement Register

Aims to ensure that we reward service users and carers for their involvement in a consistent and fair way. Most paid opportunities go through this register, but people can also join and get involved in voluntary opportunities.

<table>
<thead>
<tr>
<th>Who can join the register?</th>
<th>People who have experience of using SLaM services and have been out of hospital for 6 months.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I have to be referred?</td>
<td>No, but you will need a member of SLaM staff to sponsor you and give you a reference.</td>
</tr>
<tr>
<td>Who do I contact?</td>
<td>To find out more contact Sue Folan. Tel: 020 3228 1592</td>
</tr>
</tbody>
</table>

## Service users involvement in training and education (SUITE)

“We believe that everyone who has used or is using SLaM services has a valuable contribution to make towards the training of mental health staff.”

You can get involved in the design and delivery of training for staff. Training & support, personal development plans & opportunities to observe, are provided to help you.

T: 020 3228 3722 M: 07816 165670
E: angela.mitchell@slam.nhs.uk

<table>
<thead>
<tr>
<th>Who can get involved?</th>
<th>People who have experience of using mental health services and have been out of hospital for 6 months.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I have to be referred?</td>
<td>No, but to get payment, you will need to be a member of the involvement register.</td>
</tr>
</tbody>
</table>

## TWIG OPS BLOG

Promoting, providing and enabling best practice in service user involvement for the South London and Maudsley NHS Foundation Trust and beyond. "A powerful weapon for positive change, engaged in the front lines of extending opportunities, improving services, and transforming lives."

Blog – with many opportunities for involvement – events, training, campaigns etc. Developed & run by SLaM service users

http://slamtwigops.wordpress.com

## Membership

Membership of the South London and Maudsley NHS Foundation Trust is free and anybody who is over 16 and who lives in England may join.

You can register on-line: [https://members.slam.nhs.uk](https://members.slam.nhs.uk)
Tel. 020 3228 2441
Email. membership@slam.nhs.uk
Feedback about services - through questionnaires
This year in Lewisham we have received at least 500 completed satisfaction questionnaires which help us to get a picture of how people are experiencing services. This is approximately double the level of feedback that we received in this way last year.

Helping to develop services – some examples...

- **Integrated Psychological Therapy Team.** During the early part of the year service users, carers and other stakeholders were invited to contribute to the development of an Integrated Psychological Therapy Service in the borough. This was part of some work across Lambeth, Southwark & Lewisham. There was a large event in May, in Southwark followed by a smaller workshop in Lewisham to develop an evaluation framework for the new service. In November, a service user consultant attended Family Health Isis to talk to service users about how best to make psychological therapies accessible to all. To find out more about any aspect of this work, please contact: Alice Glover Tel: 020 3228 3633 email: alice.glover@slam.nhs.uk

- **Changes to how community services are provided.** During November service user / carer consultants facilitated 4 ‘focus’ groups where people who use services and carers were asked to come & give their views on how best to make changes to how community mental health services are provided.

- **Developing peer support services.** 130 Lewisham Service Users completed questionnaires to help Bromley Mind develop peer support services in the borough

- **Lewisham IAPT.** The IAPT team holds a quarterly meeting where people who use the services can give direct feedback and come up with ideas to improve the services. As a result of this, a booklet has been developed to give people information about local support services that might be useful when someone has finished using IAPT.

- **The Joint Mental Health Partnership Board.** This group includes representatives from the link-working scheme, the local mental health users’ forum, and other local mental health voluntary organisations, as well as senior managers from SLaM, GP’s and mental health commissioners. The group has a remit to oversee the development of all mental health services for adults across Lewisham.

- **Clinical Academic Group Advisory Groups.** Services have been reorganised into groups of services that are managed across the trust. Service user and carer consultants are members of advisory groups which have been set up to make sure that the service user perspective is central to developments.

Running or delivering services – some examples

- **Link-working at the Ladywell Unit.** People with experience of using mental health services are paid to attend the wards at the Ladywell Unit to support patients to express their views & to get information. Themes that link-workers pick up in the course of their work are fed back to the ward and unit managers.

- **Running Groups.** People with experience of using services are paid to run some of the group activities that happen in the community. An example of this is COSMO newsletter which is developed and produced by people with experience of using services.

- **TimeOut Project.** The Time Out Project recruits, trains & supports volunteers with experience of using mental health services to befriend other mental health service users in the community.

- **Volunteering on the Ladywell Unit.** A small team of volunteers, (some of which have experience of using mental health services themselves or are carers) work on the Ladywell Unit helping to run the art group, music group, poetry, computer room, arts and crafts groups etc. A new poetry group is being set up which will also use volunteers. Volunteers attend the volunteers training programme which includes mental health awareness, listening skills, boundaries & confidentiality.
Main Contacts:
Patient & Public Involvement (PPI) Team – South London & Maudsley NHS Foundation Trust

Alice Glover
PPI & Patient Experience Lead for Mood, Anxiety & Personality Disorders, Crisis and Specialist Services
alice.glover@slam.nhs.uk
Tel: 020 3228 0959

Marie Clough
PPI & Patient Experience Lead for Psychosis
Marie.clough@slam.nhs.uk
Tel: 020 32285397
If you care for and support someone who has a mental health problem there is help in Lewisham for YOU! You may request an assessment of your needs by a Community Mental Health Worker who can talk through the impact of caring for you and your family and what support may be provided.

Support offered by local health and social care services
Many people with mental health problems receive the help they need at their GP surgery. Many GP surgeries also offer Carers support groups. If the person you care for is in the age group 18-65 and receiving treatment from a Mental Health Professional their care will normally be followed up by one of three Community Mental Health Teams. There is information for families and carers in the reception area in each team. The teams can provide someone to go through Carers Needs Assessment forms with you; it is usually the care co-ordinator for the person you care for.

• South and South West Lewisham
  Northover Community Mental Health Team 020 3228 0600
• Central and Eastern Lewisham
  Southbrook Community Mental Health Team 020 3228 9200
• North Lewisham
  Speedwell Community Mental Health Team 020 3228 1200

Carers Support Groups
There are three Carers Support Groups open to those who care for people aged 18-65 with mental health problems. The groups offer an informal opportunity to meet with other carers and to discuss relevant topics with a range of speakers.

• Northover Carers Support Group from 5.30-7.30pm on the second Thursday of each month (contact Catherine Collins on 07791156348).
• Deptford Carers Support Group from 5.30-7.30pm on the last Tuesday of each month (contact Sandra Hopley on 07969587529 or Jey Siva at Carers Lewisham on 020 8699 8686)
• Carers Lewisham Mental Health Drop-in/Advice Session from 10.30 – 12.30 on the first Wednesday of each month at Carers Lewisham – (contact Jey Siva at Carers Lewisham on 020 8699 8868 or Sandra Hopley at SLaM on 07969587529)

Support offered by Lewisham Adult Mental Health Services
We have 2 dedicated staff members who are Carers Support Development Workers. It is their job to ensure that Carers Needs Assessments are carried out by teams, to update and improve information for carers, to involve carers in the Trust and generally to increase the awareness of carers issues within the Lewisham Adult Mental Health Services. They would be pleased to hear from any carer in Lewisham particularly if you have ideas about how to improve services for carers. Contact details are at the end of this section.
Ladywell In-Patient Family and Carers Support
This is a service which offers families and carers the opportunity to meet with family support nurses on the wards at the Ladywell Unit. At the meetings carers can find out how the ward works and discuss their issues and concerns. Carers can book an appointment by contacting the nurses on the ward or the service co-ordinator Eunice Adeshokan on 07969 587338.

Ladywell Carers Information Stall
On the last Wednesday of each month from 2-5 pm there is a table in the café on the ground floor of the Ladywell Unit with information for family members and carers of service users. The table is run by carers together with the Carers Support Development Workers who can offer support to family members and carers and help them to access the information and ongoing support they need.

Family and Carers Handbook
This handbook is full of useful information about hospital treatment, mental health act, local services etc. that carers and family members of our clients should know. You can pick up a copy from the Ladywell Unit any of our Community Mental Health Centres or by calling PALS on 0800 731 2864.

What to do in an emergency
If there is an emergency or you are worried about the person you care for during office hours, the first place to ring is your GP or your local community mental health team (ask for the duty desk). The duty desk deal with any urgent emergencies on a day to day basis from Monday to Friday from 9-5pm.

For important information and advice about mental health you can call the South London and Maudsley NHS Trust Patient Advice Line (PALS) on 0800 731 2864 this number is answered 24 hours per day. They can advise you on what to do in a mental health emergency.

There is a 24 hour Accident & Emergency psychiatric liaison service operating at the A&E in Lewisham Hospital, contactable via the Hospital Switchboard on 020 8333 3000 or you can simply take whoever you are caring for down to A&E at Lewisham Hospital and they will be seen.

Social Care and Health have an Emergency Duty Mental Health Worker available 24 hours a day to make Mental Health Act assessments. They can be contacted through the Council switchboard on 020 8314 6000

Carers services commissioned by Lewisham CCG:

| Carers Lewisham, Lewisham Carers Centre, Waldram Place, Forest Hill, SE23 2LB |
| Offers a range of services for mental health and all carers including |
| • Advice, information and support |
| • Mental Health Drop-in/Advice Session first Weds of every month 10.30-12.30 |
| • Wellbeing/assertiveness/self-esteem sessions |
| • Benefits checks and help filling in forms e.g. housing |
| • Advocacy and help accessing services |
| • Support groups for carers in GP surgeries |
| • Short courses |
| • Counselling |
| • Respite provision |
| • Young Carers: including free helpline on 08000 198 841 or text 07906 368143 or e-mail youngcarers@careslewisham.org.uk |
| • Carer Support Worker – who caters specifically for those who look after persons with dementia through advice, support and signposting - aykut@carerslewisham.org.uk |
| Helpline 020 8699 8686 – available until 8:30pm on a Monday otherwise 9:30-4:30 |
| info@carerslewisham.org.uk |
Mindcare  10 Catford Broadway, SE6 4SP (Age Concern building)
Offers wide range of advice, advocacy and support to dementia sufferers and their carers
info@mindcare.org.uk

Family Health ISIS 183 – 185 Rushey Green, Catford, SE6 4BD
A community mental health project which works specifically with the local African and African Caribbean community. The ISIS carers’ group arranges activities based on the needs of individual carers
020 8695 1955

The Vietnamese Carers’ Support Project Evelyn Community Centre, Wotton Rd, Deptford SE8 5TQ
Offers a support group to Vietnamese carers of people with Mental Health problems. Open daily, Monday to Friday
vietnamesemhs@aol.com
020 8694 0952

National carers’ organisations: these organisations can offer you guidance and general information about caring for someone with a long term mental illness.

Carers Direct - Information on carers rights/support etc.
0808 802 0202 Open Mon-Fri 8am-9pm and Sat/Sun 11-4pm,  www.nhs.uk/carerdsdirect

Carers UK - All a carer/family needs to know regarding caring
0808 808 7777  www.carersuk.org

Partners in Care - Specifically about mental health and caring.
www.partnersincare.co.uk

Mental Health Care - Reliable up to date information about psychosis
www.mentalhealthcare.org.uk

Young Carers
www.youngcarers.net

Carers Trust
0844 800 4361  www.carers.org

Main Contacts:

Carers Support Team – South London & Maudsley NHS Foundation Trust

Sandra Hopley
Carers Support Development Worker
sandra.hopley@slam.nhs.uk
07969587529

Eunice Adeshokan
Ladywell Unit Family and Carers Support Service
eunice.adeshokan@slam.nhs.uk
07969587338

Catherine Collins
Carers Support Development Worker
catherine.collins@slam.nhs.uk
07791156248
**Advocacy**

From 1 April 2009 under provisions introduced by the Mental Health Act 2007, qualifying patients in England will have access to help from an Independent Mental Health Advocate (IMHA).

The purpose of the IMHA service is to provide additional safeguards to patients who are subject to detention under the Act.

An IMHA will also help qualifying patients to exercise their rights. This help may include:

- Supporting patients in accessing information and better understanding what is happening to them
- Supporting qualifying patients in exploring options, making better-informed decisions and actively engaging with decisions that are being made
- Supporting qualifying patients support in articulating their own views
- Speaking on the patient’s behalf and representing them
- Supporting patients in other ways to ensure they can participate in the decisions that are made about their care and treatment.

Qualifying patients consists of:

- Those detained under the MHA (apart from sections 4, 5(2), 5(4), 135, 136)
- Conditionally discharged restricted patients
- Subject to Guardianship under the Act
- On Supervised Community Treatment (SCT)
- Those being considered for section 57 treatment
- Those aged under 18 being considered for section 58a treatment

Lewisham CCG commissions Voice Ability to provide the IMHA service in Lewisham and Rethink to provide the IMHA service to all national patients accessing specialist inpatient services at SLaM.

<table>
<thead>
<tr>
<th>Main Contacts:</th>
<th>Rethink – Specialist patients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voice Ability – Lewisham service</strong></td>
<td><strong>Richard Mascarenhas</strong></td>
</tr>
<tr>
<td>Alex Dimond</td>
<td>Service Lead</td>
</tr>
<tr>
<td>Service Manager</td>
<td><a href="mailto:nicola.lee@rethink.org">nicola.lee@rethink.org</a></td>
</tr>
<tr>
<td><a href="mailto:alex.dimond@voiceability.org">alex.dimond@voiceability.org</a></td>
<td>Tel: 020 3228 4555</td>
</tr>
<tr>
<td>Tel: 020 3355 7116</td>
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</tbody>
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Voluntary Sector Support Service

The voluntary sector mental health services in Lewisham are culturally specific and as such there is no generic voluntary sector provision in the borough. A generic voluntary service has been consistently requested by stakeholders at the annual Lewisham Mental Health Stakeholders’ Event, and along with feedback from service user forums in Lewisham it is clear that there is a need for service users to be able to receive support away from statutory secondary care mental health services. This is particularly necessary for those that are not FACS or CPA eligible.

New Service

Commencing in 2013, a new service is to be commissioned by the London Borough of Lewisham and Lewisham CCG. The service will case-manage people with a mental health problem through short-term intensive support. Service users will be provided with the necessary skills to live independently in the community, ensuring that where possible, patients are treated in the most appropriate setting.

It is anticipated that the service will be formed of 3 main areas: information & advice, social support and signposting. Through 6-monthly reviews, the service will be able to determine the ongoing needs of service users and the requirements for any further input.

Further Details

Once the service has been set up a launch event will be held in Lewisham with wide promotion to ensure that as many people as possible know the details so watch this space!
Helpful contact information

Commissioning Contacts at Lewisham Clinical Commissioning Group & London Borough of Lewisham

Main switchboard – 020 8314 6000

Joint Commissioning Contacts
Dee Carlin
Head of Joint Commissioning, Lewisham CCG & LBL
dee.carlin@nhs.net

Hilary Entwistle
Clinical Director, Lewisham CCG
Hilary.entwistle@nhs.net

Eleanor Davies
Associate Director Joint Mental Health Commissioning, Lewisham CCG & LBL
eleanor.davies@nhs.net

Sam Madden
Senior Joint Mental Health Commissioning Manager, Lewisham CCG & LBL
sam.madden@nhs.net

Other Contacts
Ruth Hutt
Public Health Consultant, Lewisham CCG
rythutt@nhs.net
Helpful contact information

Mental Health Contacts at South London & Maudsley NHS Foundation Trust

Main switchboard – 020 3228 6000

Lucy Canning
Director – Psychosis CAG
lucy.canning@slam.nhs.uk

Steve Davidson
Director - Mood Anxiety & Personality CAG and Psychological Medicine CAG
Steve.Davidson@slam.nhs.uk

Paul Calaminus
Director – Behaviour & Developmental Psychiatry CAG
paul.calaminus@slam.nhs.uk

David Norman
Director – Mental Health of Older Adults & Dementia CAG
david.norman@slam.nhs.uk

Alice Glover
Patient & Public Involvement Lead - Mood Anxiety & Personality CAG and Psychological Medicine CAG
Alice.glover@slam.nhs.uk