Tower Hamlets Health and Wellbeing Forum

24th May 2018
10am – 12pm
Agenda

Welcome and Introductions – Jennifer Fear

• Mental Health Presentations
  • Scene setting and Borough Strategies – Sukhiit Sanghera and Abi Gilbert, LBTH
  • Community parents – Isabel White
  • Step Forward – Rebecca Clement-Nye/Jennifer Fear
  • Gateway Housing – Sue –Jane O’Keefe
  • ELFT – SU Goulding
  • Recovery College – Fiona Ball
  • Inspire – Charlotte Spirgel-Sinclair

• Q&A panel discussion
• Exercise: What are the challenges and opportunities moving forward

• Elections for steering group and reps

• H&WBF Updates –
  • Communities Driving Change
  • Networking Event
  • THCVS conference
  • QAF for Community Researchers – Organisations workshop

• Networking and lunch
Welcome & Introductions

Chair - Jennifer Fear
Step Forward
Mental Wellbeing in Tower Hamlets
Setting the public health context

Sukhjit Sanghera & Abi Gilbert
Public Health Programme Leads
Putting health and wellbeing at the heart of everything we do in Tower Hamlets 18/19 and beyond

Tower Hamlets Community plan 2015
Why this matters...

• The aspiration of Public Health is for more people in the borough to live healthy, fulfilling lives.

• Tower Hamlets has the lowest healthy life expectancy in the country for women and the fourth lowest for men.

• Tower Hamlets has a high burden of mental ill health

• This means people in Tower Hamlets spend a greater proportion of their lives in poor physical and mental health

• To address this requires putting health and wellbeing at the heart of everything we do
Health issues of concern

**Healthy Place**
- Deprivation and health
- Use of outdoor spaces
- Homelessness
- Air and noise pollution
- Serious injuries on the road
- Social isolation
- Violent crime
- Domestic violence

**Children**
- Infant mortality
- Child poverty
- Low birth weight
- Oral health
- School readiness
- Obesity
- Sexual health
- Safeguarding
- Transition

**Adults**
- Premature deaths – cancer, cardiovascular, respiratory
- Tobacco
- Sedentary lifestyles
- Substance misuse
- Sexual health, TB
- Screening
- Flu immunisation
- Old peoples health
- Falls

**HEALTHY LIFE EXPECTANCY, HEALTH INEQUALITIES !!!!**
Mental Health across the life course in Tower Hamlets


- 6th highest prevalence of severe mental illness (2015/16) and psychotic disorder (2011) in London

- 10th highest suicide rate in London 2013-15

- 4th highest estimated dementia diagnosis rate in London (2017)

- 2nd lowest recorded prevalence in London (2015/16)
Aspiration

More people in the Borough leading healthier lives

• A place that supports physical and mental health
  • Healthy environments
  • Healthy communities
  • Health promoting services

• More people
  • Valuing health
  • With foundations for healthy lives
  • Protected from health harms
Aspirations for change
Public Health on a page

A healthier place to live
- Healthy lives supported by good income, education, housing, employment
- Environments – safe, health enhancing, support physical activity and healthy eating
- Communities/families – strong networks supporting healthy lives
- Local services – integrated, prevention orientated, inclusive, accessible, high quality

More people in Tower Hamlet leading healthy, fulfilling lives through a whole system approach to improving health and reducing health inequalities

More healthy 0-5 year olds
- Excellent maternal health
- Strong early attachment
- Healthy early nutrition
- Foundations for oral health
- Good physical and social development through play
- Full immunisation
- Free from health harms of alcohol, tobacco, drugs
- Free from abuse or neglect

More health adults
- Good mental wellbeing
  - Living healthily – eating healthily, regular physical activity, good sexual health
  - Free from harmful health behaviours – tobacco, alcohol/drug misuse, risky sex
  - Aware of risk of health conditions and taking action to reduce risk
  - Aware of symptoms of health conditions and seeking early help
  - Free from abuse or neglect

- Valuing health
- Foundations for mental wellbeing and physical health
- Protected from health harms

More healthy children, adolescents
- Good emotional health
- Strong foundations for lifelong mental wellbeing
  - Having life skills for fulfilling social and emotional relationships
  - Eating healthily at home, in school and outside school
  - Enjoying regular physical activity
  - Having excellent oral health
  - Free from health harms of alcohol, tobacco and drugs
  - Free from abuse or neglect
Tower Hamlets Health and Wellbeing Strategy 2017-20

Shared Outcomes Framework

Priority 1
Communities Driving Change

Priority 2
Creating a Healthier Place

Priority 3
Employment and Health

Priority 4
Children’s Health and Nutrition

Priority 5
Developing an Integrated System

Shared Vision
People Place Health and Wellbeing Issues Services
Community Plan 2015

Ambition to make the borough:
• A great place to live
• A fair and prosperous community
• A safe and cohesive community
• A healthy and supportive community
Strategic plan LBTH

• **People are aspirational, independent and equal access to opportunities**
  - People access a range of edc training and employment opps
  - Children and YP are protected so they can realise their potential
  - People access joined up services when they need them and feel healthier and more independent

• **A borough that our residents are proud of and love to live in**
  - People live in a borough that is clean and green
  - People live in good quality affordable homes and well designed neighbourhoods
  - People feel safer in their neighbourhoods and antisocial behaviour is tackled
  - People feel they are part of a cohesive and vibrant community

• **A dynamic outcomes-based Council using digital innovation and p’ship working to respond to the changing needs of our borough**
  - People say we are open and transparent putting residents at the heart of everything we do
  - People say we work together across boundaries in a strong and effective partnership to achieve the best outcomes for our residents
  - People say we continuously seek innovation and strive for excellence to embed a culture of sustainable improvements
Strategies with Action Plans

• Community engagement strategy
• Open space Strategy
• Age Well Strategy
• Health and Wellbeing Strategy
• Drug and Alcohol Strategy
• Financial inclusion strategy
• Housing Strategy
• Autism Strategy
• Carers strategy
• Digital inclusion
• Adult Disability

• Suicide Prevention Strategy
• Food Poverty
• Poverty
• Drug and alcohol
• Community Safety
• Joint mental health strategy

• .......... not an exhaustive list
Desired outcomes

• More people will have good mental health

• More people with mental health problems will recover or maximise their wellbeing

• More people with mental health problems will have good physical health

• More people will have a positive experience of care and support

• Fewer people will suffer avoidable harm

• Fewer people will experience stigma and discrimination.
Priorities

High quality treatment for all

Building resilience: Mental health and wellbeing for all

Living well with a mental health problem
Examples of work across Tower Hamlets

Barts Health
NHS Trust
RAID Service Royal
London Hospital

East London
NHS Foundation Trust
Community Eating Disorder Service

Tower Hamlets Recovery College

Tower Hamlets
Clinical Commissioning Group

Mental Health First Aid Training

Time to change
let’s end mental health discrimination
Refreshed MH strategy action plan 2017-19

All ages

Being Born and Growing up in TH

Being an Adult in TH

Growing old in TH

Working across the wider system
Step Forward services for young people aged 11-25

Whatever’s on your mind.....
234 Bethnal Green Road
020 7739 3082
To improve the health, wellbeing and life chances of local young people

We offer a range of free therapeutic and developmental support services under one roof
Services

- Sexual Health
- Counselling
- LGBTQ group
- Schools Work
- Wellbeing Groups
Emotional Health and Wellbeing

- Group Wellbeing Workshops
- School Counselling
- 1-2-1 Counselling
- Mindfulness
We always request that the young person is made aware of the referral and agrees to it.
What kind of issues can you help with?

Step Forward works with prevention, mild and moderate cases:

- Family issues
- Mild to moderate emotional and behavioral difficulties
- Anxiety, depression, stress, low self-esteem
- Simple phobias
- Self-harm – where this is mild to moderate
- Bereavement
- Bullying
- Anger management issues
- Relationship problems

Please note that this list is not exhaustive but provides an example of the types of areas in which we may be able to offer support.
Referral Pathways

- Referral made
  - Referral not accepted
    - Young person is sign posted to appropriate service or re-referred
  - Referral triaged by the Counselling Team
    - Young person is assessed
      - Young person is deemed to be above threshold
      - Young person is placed on the waiting list
  - Referral accepted
Struggling

• Do you work with referrals out of borough?
• How long is the waiting list?
• Do you provide long term counselling?
• Are the services at Step Forward confidential?
Step Forward is turning 30 this year! Help us to celebrate by fundraising or coming to one of our events. More details on the website.
MENTAL HEALTH
- A community Housing Provider's approach

(Sue-Jane O'Keefe)
First steps - Fact Finding ...
How do we categorise mental health?

Mental Health: Your general state of well-being & state of mind. Something that should be looked after

Mental Illness: Something that disrupts your mental state and interrupts how you feel, think, communicate and behave
So how can we help residents?

Don't Reinvent the Wheel!

Partnerships are built on trust.
Listen, Learn & Review...
Questions?
Tower Hamlets Adult Mental Health, Older Peoples Mental Health and Community Learning Disabilities Service

People Participation

PPL Team

East London NHS Foundation Trust
A Word or Two about ELFT

• The East London NHS Foundation Trust (ELFT) provides a wide range of mental health (in-patient and community) and community health services. We deliver services to the City of London, Hackney, Newham, Tower Hamlets and Luton and Bedfordshire.

• The Trust provides local services to an East London population of 820,000 and provides forensic services to a population of 1.5 million in North East London.

• In Tower Hamlets the Trust provides mental health services to children, young people, adults of working age and older adults. It also provides some community health services, the adult community learning disability service and a drug and alcohol service.
People Participation?

- People Participation simply means people using East London Foundation Trust’s services and their carers’ and staff at all levels of the organisation working together to improve services.
- It’s about getting involved, sharing decisions, empowering service users and carers to have more influence over the way the Trust runs.
- Plays a part in ensuring those who use our services and those who care for them voices are heard at all levels of the organisation.
- Some of those who get involved tell the Trust that People Participation can help them in their Recovery Journeys.
- Supports professionals by experience and health care professionals by training, (and both!) to share their knowledge and experience and learn from each other.
The Nuts and Bolts

The People Participation Team

Every Directorate and Borough has a People Participation Lead who is based within their Borough and is also a member of the Trust Wide People Participation Team.
The People Participation Leads work with people who are using an ELFT Service, or caring for someone who is.
Expert by Experience Interview Panellist

ELFT’s target is to have an expert by experience on every interview panel across the Trust.
As an interview panellist you use your knowledge and experience to help select the members of staff you’d be happy to work with

Working Together Group

Join the Working Together Group for an opportunity to

- Influence the Strategic Direction of the Trust
- Work on the Identified Priorities for Tower Hamlets
- Be informed about and get involved with the work of People Participation across the Trust
- Share your knowledge and experience with others
- Work together to improve services
- Share your ideas on how to make things better
ELFT Service User and Carer Representative

Be an Tower hamlets ELFT service user or carer representative at a variety of internal and external meetings and committees

**Audits and Inspections**
- Co-designed and produced In-patient Service User led Audits
- (PLACE) Patient-led assessments of the care environment

**Research**
- Work with the Unit for Social & Community Psychiatry a collaboration between Queen Mary University of London and ELFT.
- SUGAR; a Service User Reference Group funded by ELFT, hosted by the Centre for Mental Health Research, City University.
The Trust is running a Quality Improvement (QI) programme to help shape services for the better. Service users and carers are very important for this to be successful – and the aim is for every QI project to have service user and carer involvement.

**Focus Groups and Work-streams**

Take part in a variety of focus groups and work streams:

- Internally, from influencing the strategic direction of the Trust to care planning and service delivery
- Externally, from data sharing to integrated health and social care
Staff Training

Design and Deliver expert by experience training to Staff and professionals both inside the Trust and beyond, this includes

• Staff induction
• Nursing development programmes
• The Docklands Light Railway
• University Courses
• Conferences and Events
• And many more

Carers

We would love more carers to get involved

Getting involved in People Participation can offer an opportunity to influence ELFT and help make services better for carers and their loved ones

Reward and Recognition

The Trust really values the input of experts by experience in the planning, delivery and development of its services

We ensure that people who give of their time, knowledge and experience are rewarded for doing so through our Reward and Recognition Policy
Using or caring for someone who is using an ELFT service and interested in getting involved? Please Contact:

Su Goulding,

People Participation Lead Tower Hamlets

Mobile or Text; 07584 273903,

Email: su.goulding@nhs.net

Useful Links

External website;  
https://www.elft.nhs.uk/Get-Involved

Quality Improvement; 
https://qi.elft.nhs.uk/get-involved/
Tower Hamlets Recovery College

Fiona Ball Peer Tutor Lead fiona.ball2@nhs.net 0207 4262416
Recovery

Expectations

Reality
The Role of the Recovery College

• Supporting recovery through education for service users, carers, staff and the local community of Tower Hamlets

• Breaking down barriers and the ‘othering’ of those with mental health difficulties

• All our Courses are co-produced, co-delivered, co-received and co-assessed

• we leave our differences at the door, and come to each of the courses from a place of equality.
Recovery College and Co-production

• Coproduction lies at the heart of everything we do, from the inception of the college, through course design and delivery.

• We believe in an equality of Expertise – that the knowledge gained through lived experience is equally valuable as professional knowledge.

• Everyone has something to learn and something to offer.
Co-production standards for courses

- Educational
- Collaborative
- Strengths-based
- People-centred
- Support progression
- Inclusive

HELPFUL GUIDE TO CO PRODUCING A RECOVERY COLLEGE COURSE IN TOWER HAMLETS

Tower Hamlets Recovery College
Guide to Co-production and Co-delivery
Four Learning Domains

• **Discover Yourself**  Understanding Recovery, Tree of Life, Recovery and the Natural Environment, Mental Health and Different Cultures

• **Understanding Health**  Making your Medication Work for You, Getting the most out of your GP Appointment, Understanding Psychosis, Dealing with Depression

• **Life Skills**  Parenting and Recovery, Coping for Carers, Confidence and Communication Skills, Dealing with a Crisis

• **Getting Involved**  Understanding Coproduction, Train the Trainer, Volunteering and Service User Involvement
What else do we do?

• We do individual Learning Plans for students.
• We Signpost to other organisations and local resources.
• ELFT, Inspire, Mainstream educational opportunities
• Courses are run in neutral community venues.
• Volunteering and paid work roles, opportunities to facilitate courses.
• Library, specific mental health resources and computers.
Feedback from the Courses

• “Interesting, informative and inspirational”

• “Really appreciated the humane and respectful approach of service users and providers together.”

• “I was extremely engaged so much that I did not have disturbances with hearing noises/voices.”

• “I thought the course was well put together very thorough and it covered all aspects of being a carer - I left the group feeling more motivated and positive about being a carer and have a more realistic view of myself and who I care for.”

• “It really was one of the best afternoons I’ve had doing “teaching”, though I learnt an awful lot myself from the audience”
Involvement and Co-Production Service
Who is this service for?

The service is for people who are:-

18 and above or who are in transition.

Interested in and passionate about contributing to the on-going design and delivery of Mental Health and Wellbeing Services in Tower Hamlets
How to access this service?

Anyone can access this service

You can self refer or be referred by a healthcare professional

We would then ask you to complete a registration form which will indicate your interests.
What we do:

The Involvement and co-production service gives people a chance to have a voice and be involved in shaping and contributing to the on-going design and development of recovery and wellbeing services in Tower Hamlets.
We achieve this in different ways:

- Peer Support
- Involvement meetings, forums including working Groups
- Recruitment and Selection
- Co-Production
- Training
- Consultation
- Awareness Events
What people can expect

People will:

- Be registered with the Involvement and Co-Production Service and matched to opportunities based on interests, skills, and experience.

- Work with Mental Health Professionals, peers and staff on an equal footing.
What people can expect

People will:

- Be able to Champion Co-Production and Involvement
- Have access to training, guidance and support focusing on what you would like to achieve.
- Be able to Represent, Participate and facilitate groups, meetings and events
- Improve in confidence and wellbeing
Peer Support

We have 2 peer workers that work within the Involvement and Co-Production service.

They offer Involvement peer support this can involve meeting people on a 1:1 basis, providing emotional support, listening to peoples needs, sign posting and identifying someone's skills, and interests.

The worker then looks at how the individual can get involved in the Involvement and Co-Production service.
Training

We work with the recovery college to co-produce courses.

We have co-designed and delivered an Involvement and Volunteering Course.
Mental Health Awareness Events

We are commissioned to put on x2 Mental Health Awareness events each year.

A group of people come together to plan these events.

We have put on events around Employment, Co-Production, Mental Health Awareness, Health Wellbeing and Spirituality.
Sun Network (User led groups)

We provide support to the Sun Network

The Sun Network consists of 16 user led groups funded by the Clinical Commissioning Group.

The groups are all different and provide a variety of different activities that people can get involved in.

We support these groups with training, financial and qualitative returns and governance of these groups including policies, procedures, risk assessments, development and sustainability plans.
To get involved please contact:-

Charlotte Spirgel-Sinclair
Co-Production and Involvement Manager
07703472588
Charlotte.s-sinclair@community-options.org.uk
What are the opportunities and challenges

• **Opportunities**
  • How can we strengthen care pathways across sectors and organisations?
  • How can we reduce the stigma around mental health issues?

• **Challenges**
  • How can the statutory and voluntary sector work effectively together for the best outcomes for the local community?
  • How can we create and ensure accessible services for BAME communities in the borough?
Participants
Updates
All
ELECTING NEW STEERING GROUP

Please take a voting slip and let us know who you would like to vote for ... you can support any or all the candidates.

You can also be co-opted if you would like to get involved ... just let us know.

For more information about role descriptions, look on the THCVS website – H&WBF pages - or contact: peter.vittles@thcvs.org.uk
Other updates....

• Community researchers – organisations workshop – 23rd May
• Networking event 12th June
• THCVS conference
Networking Event 12th June 2018

THCVS invite you to our June Networking Event. We want to facilitate new partnerships and consortiums who are equipped to take advantage of both borough and external commissioning opportunities, as well as other funding opportunities. The event will bring commissioners and voluntary sector organisations together to learn about:

- The Joint Strategic Needs Assessment (JSNA) that underpins the commissioning approaches
- The commissioning framework and timescale
- Outcomes Focussed Commissioning
- Tower Hamlets Together work streams
- Network to find new partners with which to strengthen your commissioning offer

There will be opportunities to showcase the work of the voluntary and community sector directly to commissioners, highlighting and demonstrating how you add value - not just to residents, but to the health and social care sector.

If you would like to attend please register below if you would like to showcase your work please contact Alison.robert@thcvs.org.uk
Transformations

THCVS Conference
10th July
PDC
229 Bethnal Green Road
If you are interested in having a stall contact Peter.vittles@thcvs.org.uk
Networking

ALL

Next Health and Wellbeing Forum – September 2018
at PDC, Bethnal Green Road