

Mental Health services

Prevention, Enablement and Self Reliance services in Barnet

The Network- Barnet's MH enablement service

- The MDT offers a complex client centred service that focuses on promoting independence, social inclusion and recovery
- We are a Social Care, borough-wide service, with staff from Barnet, Enfield and Haringey Mental Health Trust (BEH MHT) and Local Authority
- In line with the Care Act, our clients are at the centre of our intervention, retaining control, choice and independence throughout their journey with us and beyond
- We use self assessment tools to work collaboratively with people
- The core of the service is the Enablement groups
- To prevent escalation of need we can offer one-one support for up to 6 sessions
- There is an opportunity to build informal support, and offer feedback through a strong service user forum
- We work closely with the Wellbeing hub based at the Meritage centre and our other voluntary and third section organisations.

What does the Network provide

- The Network is the front door for all new MH safeguarding referrals in Barnet – supporting people with MH difficulties who have care and support needs.
- We also offer group and or individual one to one strengths based sessions
- Community Access Workers support people to engage with education, employment, voluntary work and accessing community resources
- We have developed the opportunity to be part of a thriving allotment community, started by the Network Forum and developed and facilitated by our Peer Support Worker
- We have developed a pocket wellbeing maintenance manual and have gone on to provide a programme designed around this
- We promote a strong collaborative practice, working in partnership with other agencies, including the Early Help Panel
- Drawing partners from secondary care, primary care and third sector through our Dream Team work

Education training, raising Mental Health awareness with other teams and services.

- We have hosted two cohorts of Think Ahead Mental Health Social Workers over two years. This exchange has increased a flow of information, theory and skills in the team supporting a whole service change
- We take part in the Early Help Panel
- We visit other teams and services to share information and to increase mental health awareness
- We are part of a multi agency referral process
- We offer brief awareness sessions to our Social Care colleagues

Some facts and figures

- The Barnet MH services were restructured in April 2018#
- BEHMHT changed from a diagnostic pathway to a locality pathway
- Primary care link workers were introduced to work closely with GP practices (and are now responsible for approximately 50% of referrals to the Network)
- Voluntary service collaborative was developed and we now work closely with our partners at the Wellbeing hub
- Adult social care developed a stronger social care model by increasing the capacity of the enablement staff, in our team for example, we took on Social Workers in April 2017. This complements the Enablement and Assessment Officers, Occupational Therapist, Community Access Workers, and a Peer Support worker as well as staff from a variety of backgrounds including psychotherapy and psychology, employment, art therapy and counselling). Staff utilise their broad range of skills to inform our model of creative practice

Some data and outcomes

Between April the 1st 2018 and January 31st 2019 we received 667 referrals to our service

Our safeguarding referrals for the same period stand at 86 (approximately a 20% increase from last year). We have noticed that our busiest time starts with the onset of winter, when safeguarding referrals double

Safeguarding in general requires intensive amounts of work

Since taking on all the new safeguarding for the borough in April 2017, we have applied and evaluated a process for managing the referrals, this has contributed to good feedback from the external live audit process

Some data and outcomes

For the period 1.04.18-28.2.19 The Network staff completed:

- 1033 assessments;
- 460 reviews;
- 35 Enablement groups were facilitated;
- 92% of clients who engaged with the service achieved one or more outcomes
- 57% of clients who engaged with the service made use of mainstream community and leisure opportunity
- 11 % of clients who engaged with the service are in education in training
- 9 % of clients who engaged with the service are in volunteering
- 22% of clients who engaged with the service are in employment

Looking after the MH of people supporting people with MH

- ▶ In line with supporting staff wellbeing, we introduced a wellbeing forum in 2018, to support all aspects of their own wellbeing, enabling them to be their best selves at work
- ▶ We have also introduced a staff gratitude book
- ▶ To enable staff to manage their cases we have a structured approach to clinical meetings in the form of mandatory weekly clinical discussions. For safeguarding we have clinical fortnightly meetings, debriefs take place after all groupwork sessions, and we use a supervision audit tool with all staff
- ▶ At the network we encourage learning by inviting specialists to visit and contribute to our team thinking
- ▶ More recently we have invited a specialist from another service to introduce to us a reflective model to support staff with challenging cases.

Sharing some stories

- ▶ Michelle and Deborah will share some stories with you relating to 3 people who have been through the service, include a safeguarding, someone with complex long term needs and someone at the beginning of their mental ill health journey, this will help you to understand how the service works for real people

Linking mental health with physical health- The allotment



Allotment continued.....

The community allotment project is for people in Barnet who have experienced mental health difficulties.

The aims are to provide:

- A safe space for users to rebuild and maintain social skills
- Regain structure in life
- To experience the therapeutic benefits of gardening, physical activity and co-production

The allotment is run by present and post mental health service users who volunteer their time.

Our project is very much in its infancy but has proven increasingly popular.

Our project allows for people to experience a group setting without feeling overwhelmed, to grow in confidence through learning new practical skills, and to improve their wellbeing by being physically active and eating good fresh organic produce.

The Wellbeing Maintenance Manual: The Journey



The Community Access Worker (CAW) role at the Network

We promote social inclusion and Mental Health Awareness, by being visible in the community.

Networking with voluntary and non-voluntary organisations through community engagement, partnerships and innovation. We can deliver more joined up working opportunities and smoother pathways that make life better for our clients. We also work alongside the keyworker to empower clients to achieve their goals.



CAW Projects and Collaborations

2018 Community access worker community Engagements			
Collaborations	Event	when	
Heartreach	Silver week	Oct	Ongoing
Public Health - Suicide prevention	Manual		Ongoing
Wellbeing Hub	Wellbeing Café	May	Ongoing
Multicultural Centre	Silver Week	Oct	
Outreach Barnet	BHM	Oct	
NLBP	BHM	Oct	
Bread Of Life Face Muswell Hill (St James Church)	Silver Week	Oct	
Copthall and Burnt Oak Leisure Centre (Better Gyms)	Planning MH Awareness info Moring	Oct	
City Lit	Mental Wealth Festival to showcase Manu	Sep	
Prevention & Wellbeing	MH Support meetings		Ongoing
Meetings			
Community advisory meeting		Jan	Southgate college
Black History month planning event		July	Outreach Barnet
Employability group meeting		July	Barnet House
Silver week planning meeting collaborating with Heartreach		July	Barnet House
Communities Together Network meeting		August	West Hendon Hub
Prevention and wellbeing Network forum		August	Colindale
NLBP equalities team		Sept	NLBP
Collaboration meeting with Wellbeing Hub re development of community café		Oct	Wellbeing Hub
VCS Barnet & community cesector conference		Dec	Anne Owen centre
Events			
Experts by Experience			Dugdale centre
Wellbeing event		feb	EC1
International women's day		March	Barnet House
One stop shop - reintroduction courses for men		March	Graham park
Dragon Café in the City		May	St Pauls
Mental health different ways of supporting in the community		May	EC1
Mental Health awareness day at Camden recovery college		May	Camden
Proud to be different		June	Middx uni
Understanding BME cultures in MH		June	Middx uni
Co-production forum		June	Chase farm
Recovery college co-production event		July	Camden
Mosaic Clubhouse		October	Brixton
Black History event NLBP		October	NLBP
Wellbeing focus group Pop up event		Dec	Wellbeing Hub
I am Normal Festival - Arts Depot		Sep	

Feedback from our clients

Do you think that being at The Network has helped you?

100 % of clients think that being at the Network helped them

(A lot – 63.41 ; A fair bit 24.39; Average so – 7.32; A bit – 4.88; Not at all -0)

How likely are you to recommend this service to friends and family if they needed similar care or treatment?

Approximately 98% of people who discharged from the service would recommend this service to friends and family.

(Extremely likely 68.29; Likely 26.83 ; Neither likely or unlikely 2.44 ; Unlikely 0 ; Extremely unlikely 2.44 ; Don't know 0)

*Feedback figures from clients discharge questionnaires between 1/04/18-28/02/19.

Community Access Worker & Co-production at the Network

- In its simplest essence, to co-produce is to make something together
- Co-production aims to review, develop public services in a genuine partnership between those who manage and fund services and those who use them and an opportunity create innovation about how services are designed and delivered
- Why is it a useful practice?
- It is estimated working co-productively and involving the community can save up to 7% of budgets by ensuring that services are ones that are needed, wanted and will be used www.nesta.org.uk/project/people-powered-health)

What our clients say

“ Since attending the Network my life has been more fulfilled. The transformation from which I was when I first attended is remarkably different, others have also noticed this. My condition is more balanced, my anxiety calmer and I am happier than I have been in a long time. The enablement programme has steered me onto the right path towards a healthier, happier lifestyle. I have gained self-love and respect and in the process have started accepting who I am. The knowledge that I have learnt and will take away with me is invaluable. It will enrich me daily when I continue putting all the information into action. The groups have improved my self-esteem and confidence but also my trust in others. I have met some interesting people, a key worker and facilitators who are all genuine, kind and empathic. They have left their imprint. A group of members, which I know will become and remain good friends. The Network is a great service that is much needed in the community to help people with recovering from an illness.”

“I feel like I have been through a rehabilitation experience. It's the Priory experience for local Barnet residents. The Network has helped give structure and progress to my recovery. The Network has been a safe space and has supported in easing me back to the real world. I wish there was more of it. The Network has brought me to the pass mark for my recovery and the rest is up to me. That's credit to the work that's been done here.”

Some happy endings

We received more than 500 compliments over the last year.....

“The help and information I have received at the Network has helped my confidence and improved my understanding and management techniques in regard to my mental health, the support has been very helpful and has been delivered in a way that is easy for me to understand and access. I gained a great deal of knowledge from the courses I attended. Very helpful and professional support from my keyworker and ALL those who ARE involved with providing service, information and support at the Network”

“Network has provided me with structure and tools to take control of my life and to give myself permission to move forward and succeed”