

Tayside Mental Health & Wellbeing Programme

STRATEGY & CHANGE PROGRAMME 2020-2025

Generic Slide Pack for Further Engagement



Overview -Tayside Mental Health & Wellbeing Strategy






What are the Drivers for Change?

- **Demography** – more older people, higher demand
- **Complexity** – co morbidities (Physical and Mental Health)
- **Inequalities** – levels of deprivation
- **Workforce** availability – recruitment & retention
- **System change** & complexities – integration, patient/families navigation
- **National policies** – a range of priorities & demand for implementation
- **Social Determinants** – Housing, Employment, Family and Community Infrastructure deficits in resource, funding and change in social policy
- **Integration** - shifts and changes due to transformation **new models of care**

SCOPE & SCALE OF THE PROGRAMME

Population Health approach to System Wide change

- **Pre Birth**  **Older People**
- **Social Determinants**  **Mental Health Disorders**
- **Prevention**  **Recovery**

Mental Wellbeing

Mental Health

We all have Mental Health

Mental health relates to how we think, feel, behave and interact with other people





Isolation

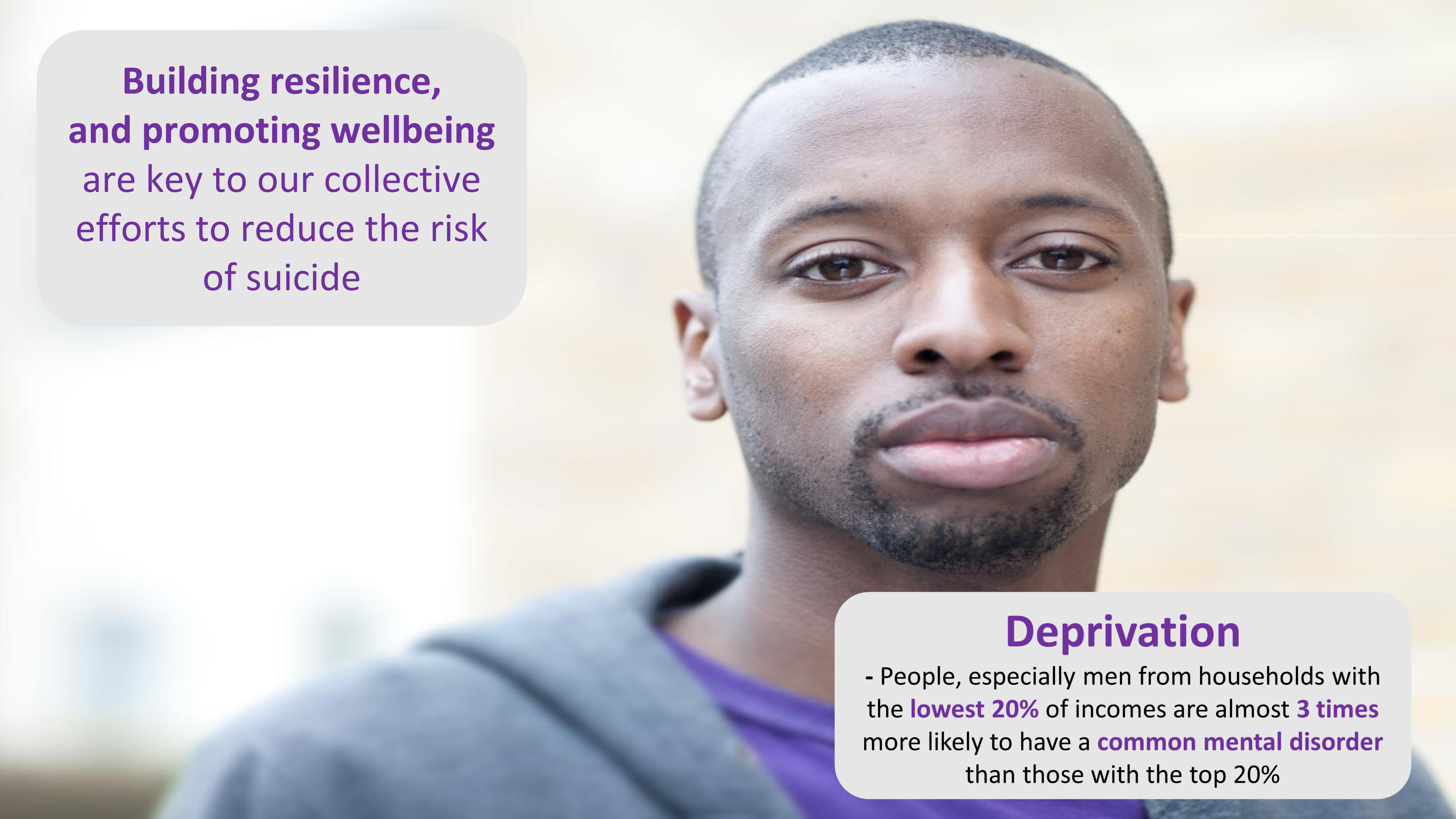
People with **less than three close relatives or friends** are more likely to experience mental health problems

People with **severe & enduring mental health problems** may

have their lives shortened by 15 – 20 years **because of physical health problems.**

The rate for **suicide** is substantially higher amongst men than amongst women

Rates of **depression** is **double** in those with **long term health conditions** than in the rest of the population



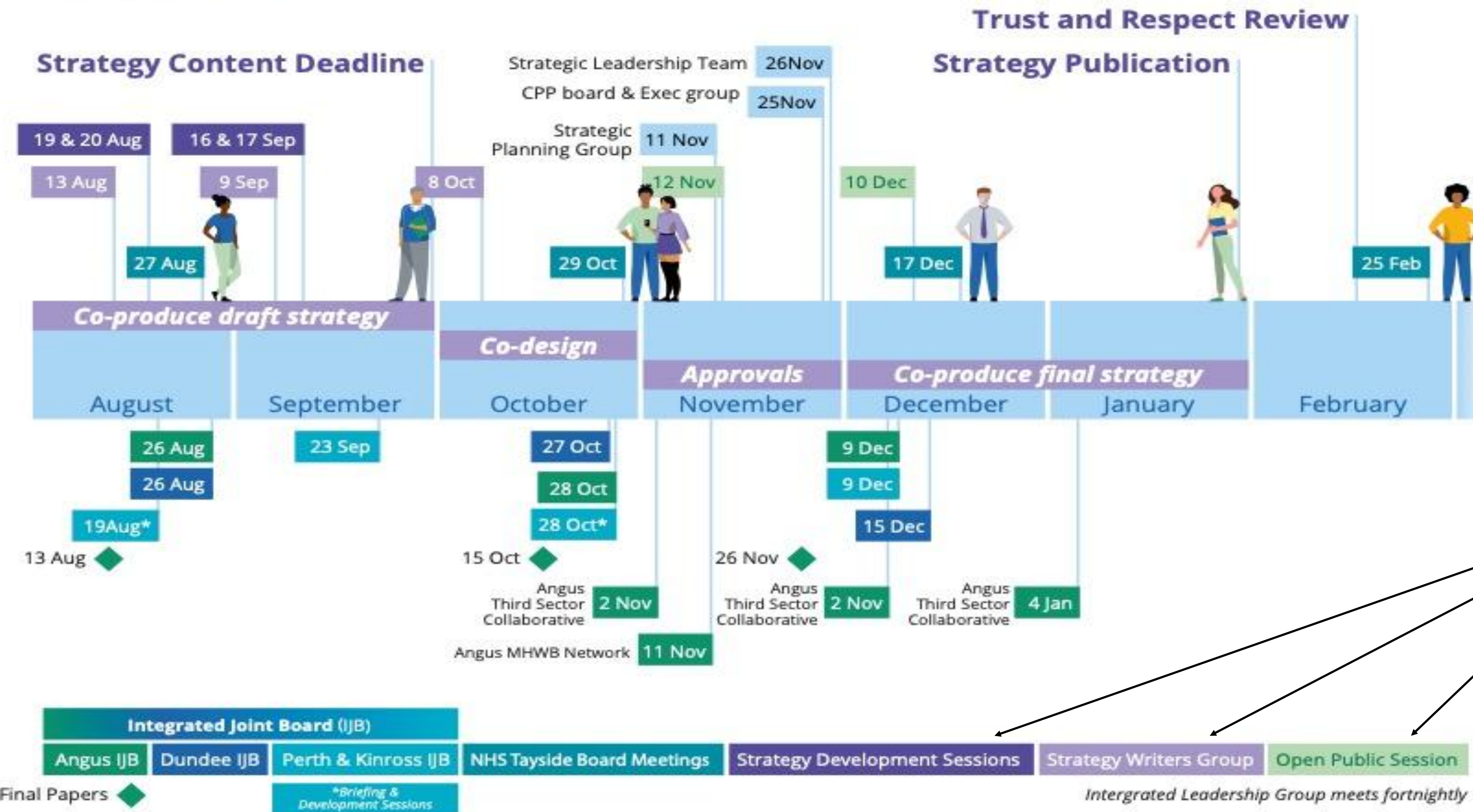
**Building resilience,
and promoting wellbeing**
are key to our collective
efforts to reduce the risk
of suicide

Deprivation

- People, especially men from households with the **lowest 20%** of incomes are almost **3 times** more likely to have a **common mental disorder** than those with the top 20%

Early development of the Strategy

Tayside Mental Health & Wellbeing Strategy Development Timeline



This Strategy Development Timeline maps out the process we are following to co-create the strategy and highlights key opportunities to share progress with key stakeholders.

Mental Health and Wellbeing Programme

This 'explainer' video provides a summary of why we are co-creating a Mental Health and Wellbeing Strategy in Tayside.

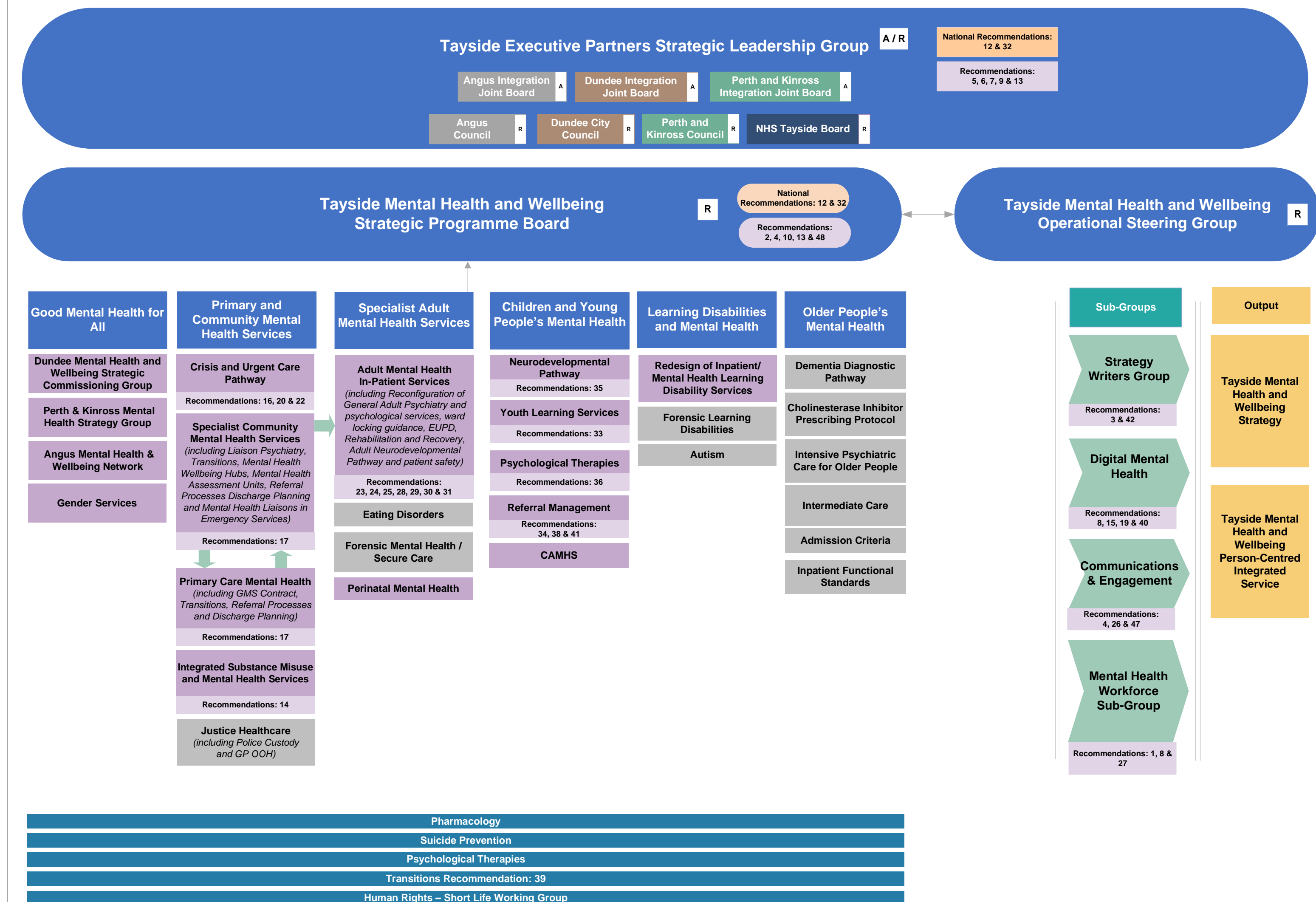
Right click on link above and choose open hyperlink

<https://vimeo.com/461014475/528ba2354c>

In Tayside, we're
redefining how we
care for people living
with mental ill health

Governance Chart

Governance Structure: Tayside Mental Health, Learning Disabilities and Wellbeing Whole System Change Programme



The Tayside Mental Health, Learning Disabilities and Wellbeing Whole System Change Programme structure encompasses the Listen. Learn. Change actions and implementation plans derived from the Independent Inquiry and 'Trust and Respect', the national Mental Health Strategy 2017 – 2027 and other associated Mental Health strategies as the drivers for change and improvement. The boxes in purple within the structure map the recommendations within 'Trust and Respect' to the appropriate governance meeting, project and workstream within the Change Programme.

Programme Phases
 - Linked Trust & Respect Projects & Workstreams
 - Additional Projects & Workstreams

Key (Strategy Board Governance)
 R – Responsible
 C – Consulted
 A – Accountable
 I – Informed

The strategy aims to: (1)

- Improve mental health & wellbeing of people in Tayside
- Speed up access to the most appropriate service
- Access to the right person first time
- Tackle stigma and discrimination
- Improved responses to common mental health problems
- More accessible community based mental health supports and services
- Seamless community, urgent, crisis and inpatient mental health services

**VALUED SUPPORTED STAFF,
WORKING IN STRONG TEAMS
= JOY IN AND AT WORK
+ Well cared for patients**



The strategy aims to: (2)

- Get patients home more quickly after inpatient treatment
- Integrate community, inpatient and crisis mental health services
- Services where staff are trained to deliver the most up to date care and in ways which are sustainable and patient-focused
- Highest quality care for an ageing population

Engagement in strategy development

PROGRAMME SUMMARY REPORT

Between January and July 2020 the Tayside Mental Health & Wellbeing Programme has focused on the co-creation and delivery of the **Listen Learn Change Action Plan** and the development of the Tayside Mental Health Change Programme.

Our work has involved significant stakeholder engagement with over 600 people contributing to how we can improve mental health services for those who need them and those who deliver them across the region.



Mental Health remained a key priority in Tayside during the Covid 19 lockdown with dedicated resource continuing to co-create the response to Trust and Respect and develop the Listen Learn Change Action Plan

Key milestones to date

Statement of Intent	Strategic Change Leadership Identified and Recruited	In-depth Stakeholder Engagement	Listen Learn Change Co-creation 1st Draft	Define scope of Tayside Mental Health and Wellbeing Change Programme	Delivery of final Listen Learn Change Action Plan
Jan 2020 Tayside Executive Partners formed Strategic Leadership Group Signed Statement of Intent Commitment to work together to improve mental health services for all	Mar 2020 Identified strategic change manager Senior Responsible Officer for Mental Health Programme of work Responsible for: <ul style="list-style-type: none"> Trust & Respect Inquiry Co-creating the Tayside Mental Health & Wellbeing Strategy Co-creating the Mental Health & Wellbeing Change Programme with the people of Tayside Held over 120 stakeholder meetings since appointment Led increased focus on co-creating strategy Programme team recruited for specialist expertise and support	Jun 2020 Over 200 stakeholders have been engaged with in 65 meetings (video conference, teleconference and face to face)	Feb -Jun 2020 Over 200 inputs from Tayside Mental Health stakeholders	Mar-Jul 2020 Held 8 virtual scoping sessions 175 stakeholders participated including Service Users, GPs, Consultants, Third Sector, Staffside and more Identified new areas of focus 600+ new stakeholder requests to contribute to the programme	Jul 2020 Engagement process and numbers 10 high impact changes formulated



Next Steps

Our focus is now on developing the Tayside Mental Health & Wellbeing Change Programme and Tayside Mental Health & Wellbeing Strategy. Our immediate work will be structured around the agreed scope of work set out in the Governance to identify all project leads and work stream members. We will set out a work plan to deliver the ten high-impact changes formulated during the engagement of the **Listen Learn Change Action Plan**.

We will continue to work closely with our key partners and will hold two stakeholder strategy development events in August and September 2020 to gain critical insights to inform the production of the draft strategy which we will share for agreement and approval to the Scottish Government in October 2020.

This 6 months snapshot gives an overview of our preparatory engagement work to implement the Trust and Respect recommendations and deliver the co-designed draft strategy in October 2020.

Vision

Stakeholders on the Communication & Engagement Sub-Group collectively developed the preferred name and vision statement for Tayside's Mental Health and Wellbeing Strategy & change programme.

This is now being consulted on as part of the draft strategy review.

**LIVING
LIFE
WELL**

A LIFELONG APPROACH TO MENTAL HEALTH IN TAYSIDE

Website

A website developed by the Communication and Engagement Sub-Group is now live and will continue to evolve as the one-stop-shop for information on the Living Life Well Strategy and change programme.

The screenshot shows the NHS Tayside website page for the 'Living Life Well - Strategy and Change Programme'. The page features a navigation bar with 'Our Services', 'Going To Hospital', and 'Working With Us'. The main content area includes a large image of people sitting on a hill with speech bubbles saying 'Yes!' and 'THANKS'. Below the image, there is a video player with the title 'and one programme for change' and a play button. The page also contains text about the strategy and a link to a short survey.

Meet the Team



Job Vacancies



Programme Update

We are committed to providing regular updates with all our stakeholders, including people living with mental health conditions, their carers and health and social care staff who provide support, care and treatment for them.

'Creating Connections' is a new monthly bulletin which will share progress with the work we are co-developing to improve mental health and learning disability services across Tayside. Click on the image below to see the latest editions.



The screenshot shows the NHS Tayside website page for the 'Living Life Well - Strategy and Change Programme'. The page features a navigation bar with 'Our Services', 'Going To Hospital', 'Working With Us', 'Your Rights', and 'Getting Involved'. The main content area includes a large image of people sitting on a hill with speech bubbles saying 'Yes!' and 'THANKS'. Below the image, there is a video player with the title 'and one programme for change' and a play button. The page also contains text about the strategy and a link to a short survey.

Media

A media and events strategy has been developed in collaboration with stakeholders with lived experience on the Communication and Engagement Sub-Group.

The first news release has been issued to press announcing the publication of the first draft of the Living Life Well strategy.



2 November 2020

First draft Mental Health and Wellbeing Strategy launched

The first draft of a new Tayside-wide strategy to improve mental health and learning disability services has been published today (Monday) following a programme of work involving local stakeholders.

Media Information

Press Release



MONDAY, 2 NOVEMBER, 2020

Immediate release:

First draft Mental Health and Wellbeing Strategy launched

The first draft of a new Tayside-wide strategy to improve mental health and learning disability services has been published today (Monday) following a programme of work involving local stakeholders.

The first draft Tayside Mental Health and Wellbeing Strategy 'Living Life Well – A Lifelong Approach to Mental Health in Tayside' will be a live and developing document to continue to inform and influence the wider Mental Health and Wellbeing (MHW) Change Programme.

It is one of the key actions from the Listen Learn Change action plan which was developed in response to the Independent Inquiry into mental health services in Tayside and subsequent report 'Trust and Respect' which was published in February 2020.

People with lived experience have been fully involved in the co-creation of the strategy and change programme, alongside staff, third sector partners and representatives from mental health special interest groups. The name 'Living Life Well' has been chosen by stakeholders who are members of the MHW communications and engagement group.

The strategy is available to view on the new Mental Health and Wellbeing website at www.nhstayside.scot.nhs.uk. Members of the public are invited to give their feedback on the draft strategy by completing a short survey.

Interim Director of Mental Health and Learning Disabilities Kate Bell said, "We are fully committed to making this strategy reflect the needs of all and, in particular, reflect the voices of people living with mental health conditions, their carers and families. We will continue to work with all stakeholders, including all staff who provide support, care and treatment across our mental health services.

"Mental health affects us all and we want to make as many people as possible in Tayside aware of how we are changing how we care for those in need of our services and supports.

"We are seeking everyone's views on this first draft of the strategy so please get involved, share the strategy and survey, and give us your feedback to help us connect with as many people as possible.

NHS Tayside Press Release

Stakeholder Updates

A monthly news update has been developed to provide all stakeholders with the latest information direct from the Programme Team.

These will focus on real changes for service users and their carers.

The first update was issued in October 2020.

Creating Connections

The latest from Tayside's Mental Health & Wellbeing Programme

WELCOME TO OUR OCTOBER UPDATE! This is the first in a new series of monthly news bulletins to give a 'behind the scenes' view of the work going on to co-create Tayside's Mental Health and Wellbeing Strategy and co-deliver the Change Programme, which will enable major changes to how we care for people living with mental health conditions, and those who look after them, across our entire region.

There has been a step change in our activities since the publication of the Listen Learn Change Action Plan in July this year. This forms a strong foundation to build improved mental health services for everyone across Tayside, alongside the Trust and Respect Independent Inquiry and its 51 recommendations as our blueprint for ambitious improvements and whole-system redesign.

The most significant change has been the commitment to put people with lived experience at the heart of every aspect of work, alongside Third Sector partners and representatives from mental health special interests groups, to ensure that we co-deliver the right changes, in the right ways for the right people.

I am personally grateful to every one of our stakeholders for committing their time to work with NHS Tayside's Programme Team to write the Strategy, redesign our services and co-define a relational approach to how we all talk about the changes we're making and the impact they'll have on people's lives.

I'd also like to thank the Programme Team, healthcare staff and their partners for their continued hard work throughout the ongoing COVID-19 pandemic as we strive to co-create world class mental health and care services for all.

I'll not give anything else away, please read the update and share any feedback or ideas for future editions with us.

Kate Bell

Interim Director of Mental Health and Learning Disabilities, NHS Tayside



In Brief

Work is well underway to write Tayside's Mental Health and Wellbeing Strategy and begin to deliver real change for service users and their carers. Here are some highlights from the last month:

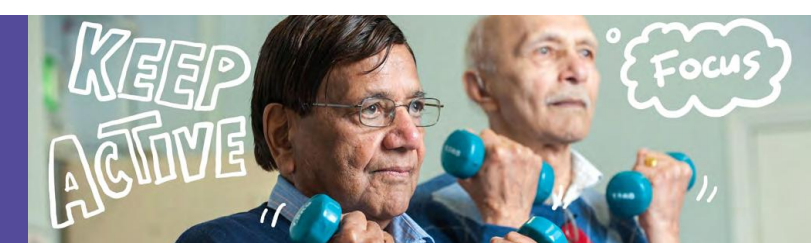
Communications & Engagement Sub-Group

We want everyone in Tayside to know about and feel involved in how mental health and wellbeing services are being prioritised and transformed. The Communication and Engagement Sub-Group is doing just that.

The group has members from Third Sector organisations, patient advocacy groups, the Stakeholder Participation Group (SPG) and NHS Tayside. They have met twice and are:

- building a website to help raise awareness
- co-creating a communication and media plan
- planning a public open event
- co-developing a vision for the Strategy and Change Programme

Find out more about these next month...



Integrated Mental Health, Alcohol and Drug Services

We're exploring the potential to streamline support and services across these three areas so it's easier for service users to make connections and access a range of services.

This work is being led by Dundee City Council on behalf of the Tayside Executive Partners and will look at new models of joined up services in line with recommendations in both the Trust and Respect Inquiry and also Dundee Drugs Commission report.

Mental Health Remobilisation

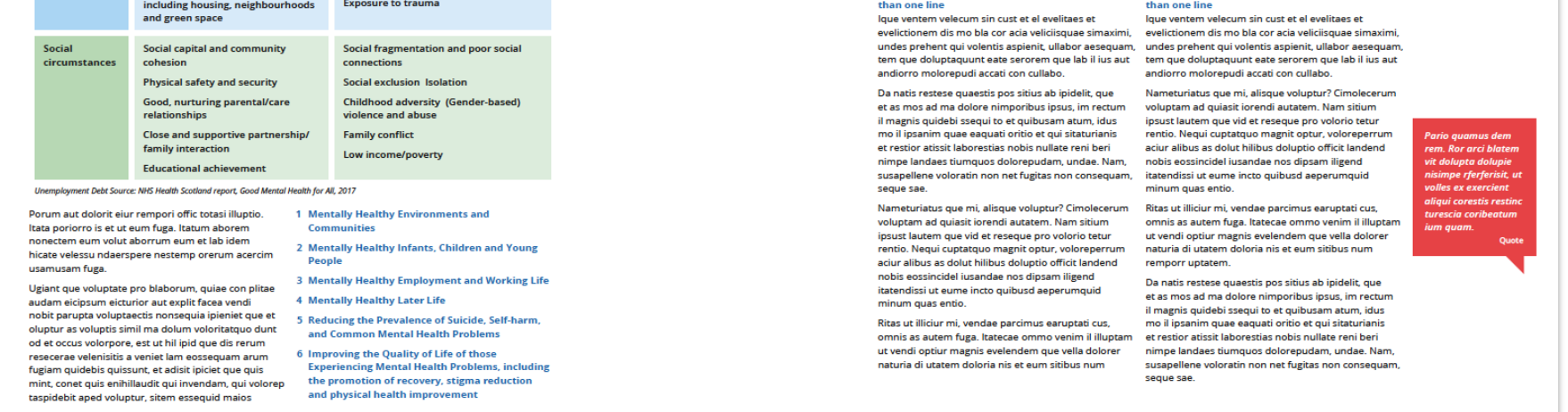
Tayside teams are linking with the Scottish Government on the national COVID-19 transition and recovery plan programme.



A key area for Tayside is the provision of an urgent assessment service. As part of the strengthening of the service, work is underway with Scottish Ambulance Service, Police Scotland, NHS24 and NHS Tayside's Emergency Department to consider a direct referral pathway to mental health services for people with no physical ill health issues. We are also redesigning the crisis home response team to align with the urgent assessment model.

Strategy Design

Work to develop the visual style of the strategy document is continuing with input from stakeholders.



2

Recruitment

A series of job adverts has been developed promoting key mental health positions in Tayside.

The roles are promoted on the Living Life Well website and other recruitment sites.

The template can be used to advertise future positions.

Director of Mental Health and Learning Disabilities

Executive and Senior Manager Grade (currently under review)

Salary: c£90,000 per annum

(Grade and salary are subject to NEC job evaluation)



Are you passionate about leading and delivering world class mental health care, shaping inclusive, mental health supports where the people who receive and the professionals who deliver our services are treated as equal partners?



If so, then this role is a unique opportunity to make a real difference to the mental health of the people of Tayside by leading a team focused on improving the quality of experience, care, treatment and overall health and wellbeing of those living with mental ill health and learning disability across the region.

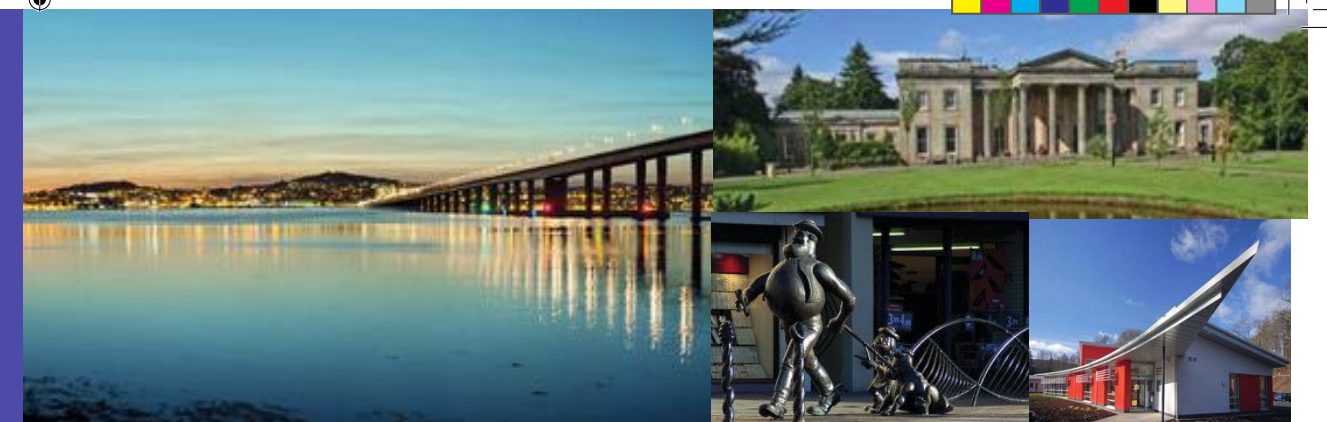
We are looking for a strong, resilient leader, with experience of working in a multi-agency environment and implementing large scale improvements across mental health services.



Someone who can direct a motivated and skilled workforce and who can actively promote the co-design and co-production of new services and ways of working together with mental health service users, their families, carers, staff and partner agencies in order to improve the lives of people requiring mental health and learning disability support.

In this role you will be a member of the NHS Tayside Executive Leadership Team and will be instrumental in leading the delivery of the Tayside Mental Health and Wellbeing Strategy and the Change Programme to redesign and transform our entire system of mental health services.

The successful candidate will already have experience of leadership at a senior level and will be supported to further enhance and develop their strategic planning, leadership and management skills. They will be professionally accountable to the NHS Tayside Chief Executive and will work closely with Executive Directors across Tayside, Chief Officers, Third Sector organisations, Carers and people with lived experience. They will lead a team including the Associate Director for Mental Health, Associate Medical Director for Mental Health and the Associate Nurse Director for Mental Health and the wider Mental Health Senior Leadership Team across the Health and Social Care Partnerships to provide oversight of all mental healthcare services. The Director of Mental Health will influence and assure progress against the commitments made in the Listen Learn Change Action plan, the Tayside Mental Health and Wellbeing Strategy and whole system Change Programme.



About Tayside

Tayside offers many opportunities for career development as well as work-life balance.

NHS Tayside is the fourth largest healthcare provider in Scotland and one of only four teaching Boards. With strong links to local Universities, the Board provides tertiary services to around 350,000 people across Tayside and North East Fife, employing over 13,000 staff across three hospitals and many other sites. Primary and community care services are currently organised into three Health and Social Care Partnerships (HSCPs) in Dundee city, Perth and Kinross and Angus which are overseen by Integration Joint Boards.

About Mental Health in Tayside

Mental Health is a top priority for NHS Tayside, and we have embarked upon an ambitious work programme to co-create, design and co-produce a Tayside Mental Health and Wellbeing Strategy that will:

- reduce health inequalities and improve health and healthy life expectancy
- support people to live independently at home and receive support and services through integrated health and social care working
- ensure access to community mental health services is the norm, avoiding admissions to hospital where possible and putting in place care plans that aim to return people home with sufficient care and support

Get in Touch

Please get in touch to find out more about the role and working for NHS Tayside. You can contact our team for information and an informal discussion.

- NHS Tayside Chief Executive, Grant Archibald
01382 660111
- Interim Director for Mental Health, Kate Bell
01382 496528
- Medical Director, Dr P Stonebridge
01382 660111

If you have any problems please contact Aspen People on 0141 212 7555.

An Independent Inquiry published earlier this year made 51 recommendations to enhance services and the service users' experience across Tayside. These are shaping the development of our Mental Health and Wellbeing Strategy and the Change Programme which will implement all 51 recommendations and result in significant improvements in mental health services and supports by 2024.

Our shared aim is to develop responsive mental health supports and a service everyone can be proud of; one that makes a real difference by honouring the experiences people with lived expertise have shared throughout the Independent Inquiry and in the course of our work, enabling current and future service users, their families and carers to experience improvements and have a positive and safe journey to care and recovery.

The staff working in Mental Health and Learning Disability services in Tayside have demonstrated a determination to provide high quality, person centred care over recent times, an effort recognised in the Trust and Respect Independent Inquiry published in February 2020 which concluded that Tayside had the potential to offer a 'world class' service.



To access the full candidate information, application form and details of how to apply, please visit the Aspen People website www.aspenpeople.co.uk

Closing date for receipt of applications is 26 October 2020

Completed application should be returned via email to kgall@aspenpeople.co.uk

Next Steps...

The work of the Communication and Engagement Sub-Group is continuing to:

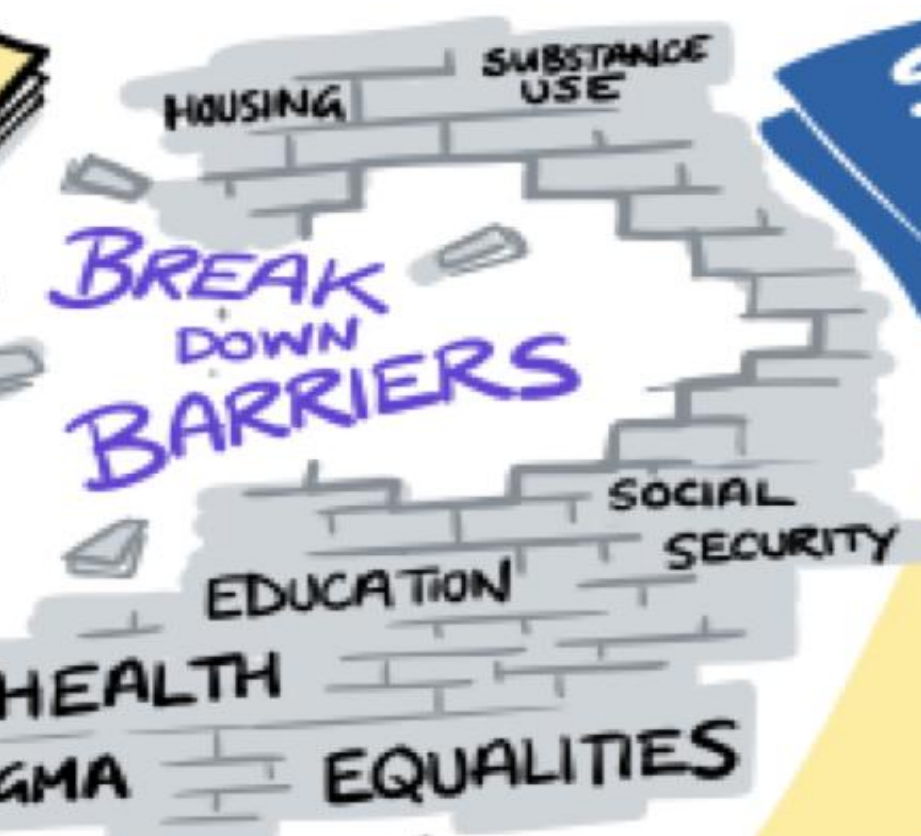
- Develop a regular Living Life Well podcast in partnership with individuals and organisations on the Communication & Engagement Sub-Group.
- Hold an open public session for Tayside residents to find out more about Living Life Well and give their views on the draft strategy.
- Continue to evolve all communication channels and products to keep all stakeholders involved, informed and inspired in the change.

TRUST & RESPECT

Shared Aim

Holistic CARE

Medical MODEL



STATEMENT of INTENT

Work Together to improve mental health services for those who need them & those who deliver them

our SUPERPOWER

Shared ownership
Optimised experience
more inclusive

FOCUS & DEVELOP



CLASS MENTAL HEALTH AND CARE SERVICES

TRUST
RESPECT
INTEGRITY

PEOPLE CENTRED CULTURE



TO HIGH IMPACT CHANGES

CENTRE OF EXCELLENCE

PUBLIC HEALTH PRIORITY #3

RECRUIT & RETAIN



A Tayside where we have good mental wellbeing

Mental Health LEADERSHIP



CHANGE STRATEGY



COMMUNITY

Life Circumstances

Lifespan



ADULT MENTAL HEALTH & LEARNING DISABILITIES INPATIENT REDESIGN

DATA AND INTELLIGENCE REVIEW

SUICIDE PREVENTION

See Me End mental health discrimination

SERVICE SERVICE

STIGMA FREE TAYSIDE



EXPERT by EXPERIENCE

URGENT CARE GET RIGHT 1st time



Engagement



Co-creation



LLC Submission



Draft Strategy



Publish



Launch



HICS Delivered

+3 Year Implementation



Key messages are driving our vision...

Our shared vision is to develop a culture where people can get the right help at the right time, expect recovery, and fully enjoy their rights free from stigma and discrimination.

Source: Scottish Mental Health Strategy, 2017

The people of Tayside must have access to high quality, safe and effective services and have trust and confidence in the services provided.

Create a Tayside where people will find it easier to talk about mental health, can access mental health and wellbeing supports and services and live with an improved sense of equality and boost their life choices, and in time, their life circumstances.

Tayside has the potential to become an attractive place for mental health service professionals to work, where the population are served with commitment and passion.

Co-create modern, evidence-based, people centred, multi generational mental health services which will see Tayside strive towards a world class mental health system recognised for mental health excellence.



There is no health without mental health.

Source: Listen Learn Change Action Plan

To deliver a mental health services that is world class, person centred, effective and safe.

So everyone can live life.

Source: Listen Learn Change Action Plan

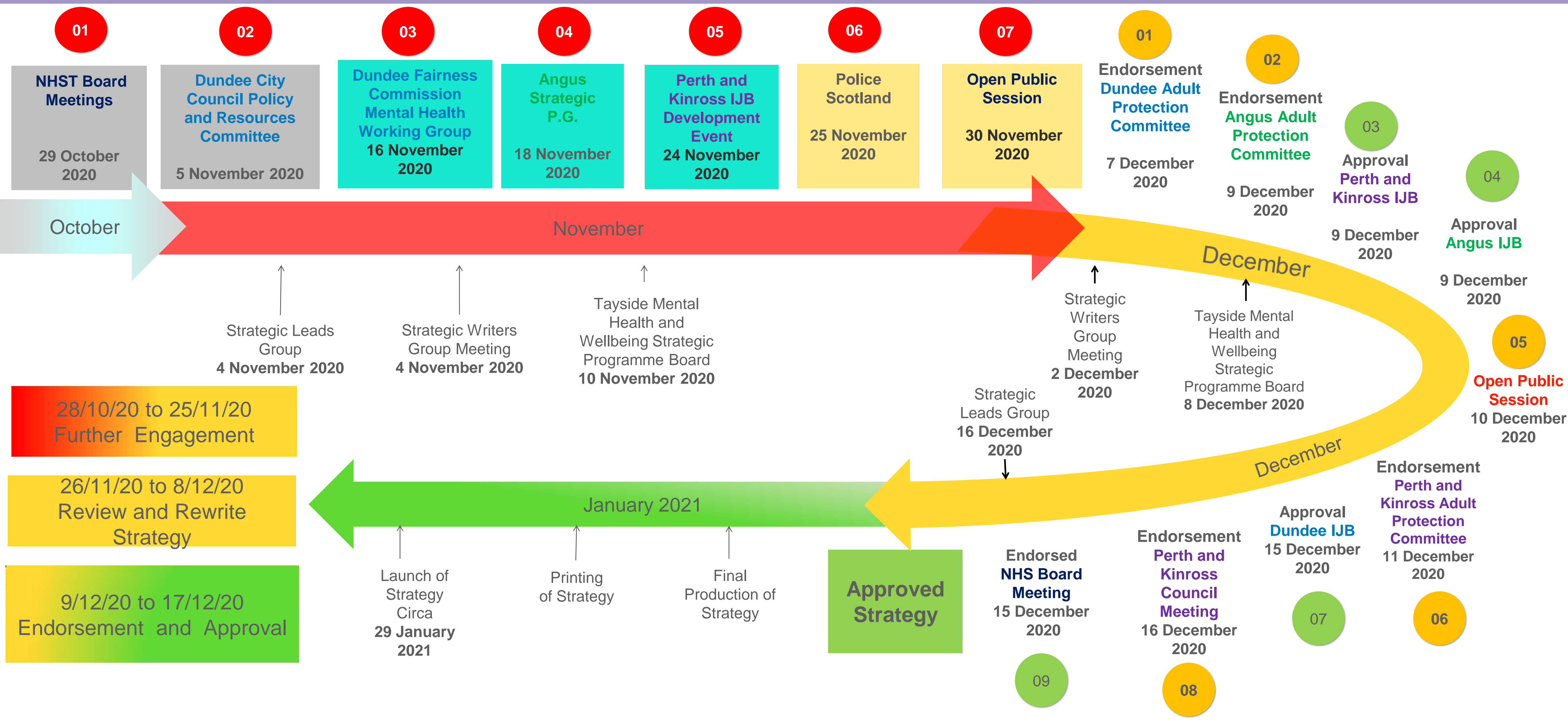
Work together to improve mental health services for those who need them and those who deliver them.

To co-develop world class mental health care and services.

MHW Programme – Core Projects



Tayside Mental Health and Wellbeing Strategy – final plans for development



What will be different for individuals?

People will:

- Be equal partners with their clinicians.
- Be supported to reflect on and express their preferences
- Receive less intervention, if simpler options would deliver the results that matter to them.
- Be supported to have the confidence, knowledge, understanding and skills to live well
- Have access to greater support from a range of supports and services,
- Encouraged to self-care/self-esteem and build resilience to promote people's wellbeing.

What will be different for individuals (2)

People will:

- See Health and social care professionals working closer together
- Older people/ complex needs receive the right support at the right time, Live well and independently by managing their conditions themselves.
- Hospitals will focus on the acute medical support and stays in hospital will be shorter.
- Individuals will benefit from more care being delivered in the community, and where possible, at home.

The Workforce Plan will:

- Integrated workforce planning to deliver better outcomes for people
- New Ways of working introduced
- Improved team working
- A workforce for children and young people's mental health
- Engagement with key community, voluntary, third sector organisations
- Building Mental Health capacity and capability into communities and local GP Practices

What will be different in communities

- Mental health & wellbeing in all Localities
- Care closer to home
- Easier access to the right supports, services and treatment
- Families will receive more mental health delivered in primary and community care settings.
- Specialist Mental Health services and supports at hospital sites when necessary

Tayside's Mental Health & Wellbeing Strategy Vision

Over 300 experts by lived experience have been involved in co-creating the new Mental Health and Wellbeing Strategy for Tayside. This work has involved co-developing a name and vision for the strategy.

A group of Tayside service users, carers, representatives from support organisations and medical professionals have been working together to find new ways to create greater awareness around the Strategy and changes taking place in Tayside.

As part of this work, they shared their views on the strategy name and vision, co-developed ideas and voted on their preferred choice. The majority voted for:

Living Life Well

A lifelong approach to mental health in Tayside

Now they're asking you what you think?

Please share your views on the name and vision statement for Tayside's Mental Health and Wellbeing Strategy.

The strategy is available to view on the new Mental Health and Wellbeing website at www.nhstayside.scot.nhs.uk.

THANK YOU

Any Questions



Thanks for Listening

CHEERS

