


The LEAP Initiative - Testing A Different Way of Working In Mental Health

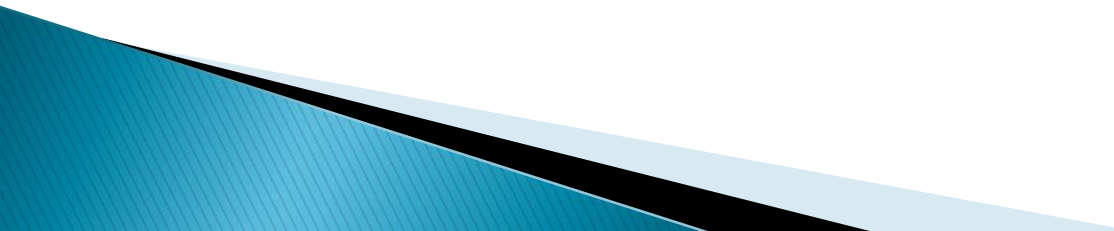
Mental Health Today Conference – 18th May 2016

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Kayleigh Hutton – Housing Support Worker – Gofal Cymru**

OUTLINE

- ▶ **LEAP – local initiative – learning for Gwent**
 - ▶ **Links to strategy/context**
 - ▶ **Vanguard method – how we are doing things**
 - ▶ **LEAP approach – in practice**
 - ▶ **Focus on Housing and Mental Health**
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CONTEXT

- ▶ **Together For Mental Health Strategy in Gwent**
 - ▶ **2013 – Focus shift from Organisational Integration to enquiry about improved integrated care delivery**
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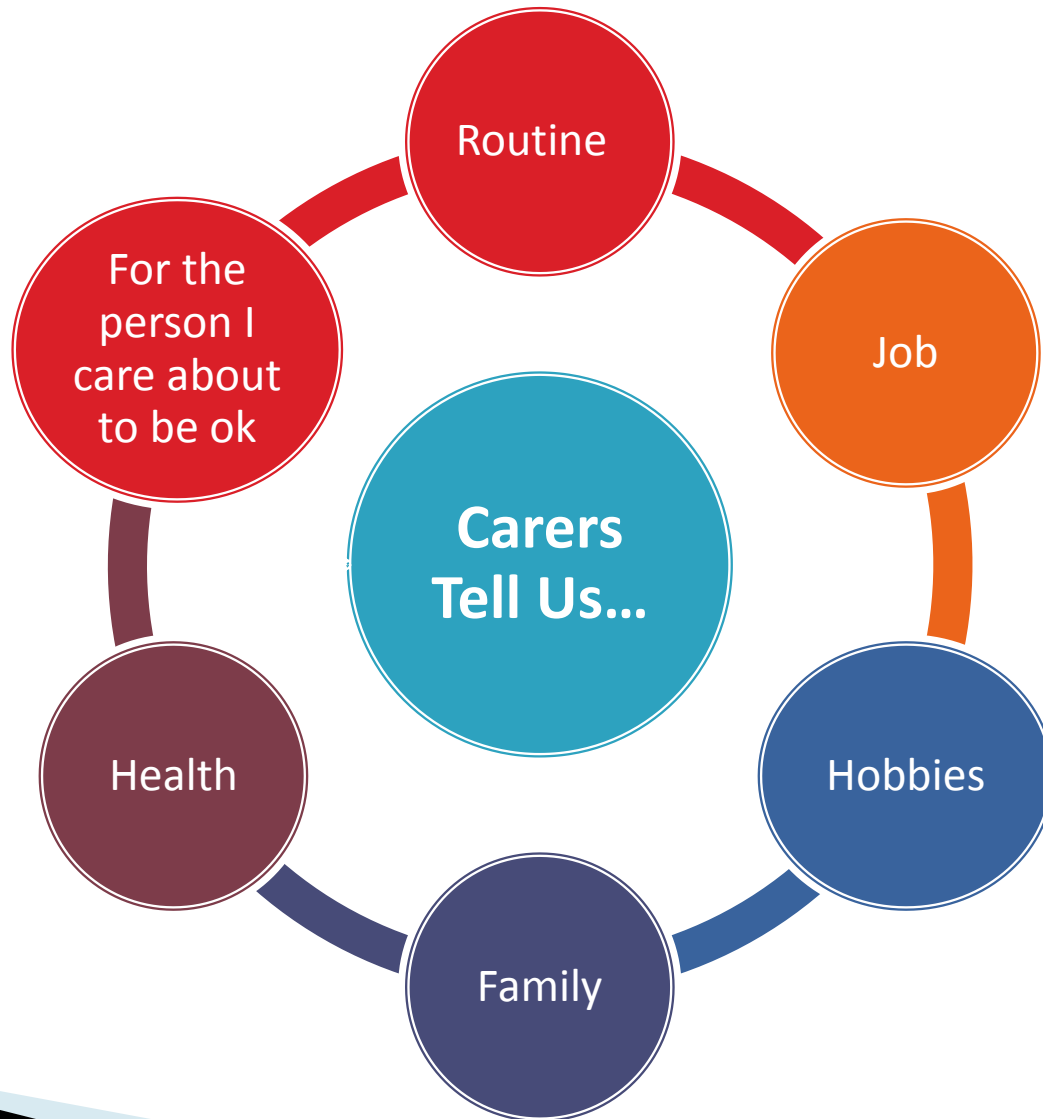
Vanguard Method – In Brief!

- ▶ **Understand** end-to end system (from a person's perspective)
... by finding out/feeling it for yourself
- ▶ **Re-design** services around “what matters” to people:
in life and in contact with our services
- ▶ **Learn and Act** on the things that get in the way –
systems not people

WHAT MATTERS IN LIFE....



WHAT MATTERS IN LIFE....



What Matters To People When In Contact With Services

*I want to be **listened to***

*I want to be **seen quickly***

*I want to be able **to get hold of someone** when I need to*

*I want to know what **choice I have** and to make my **own decisions***

*I want to work with the **right person***

*I don't want to have to **repeat** my story*

*I don't want to be **bounced around***



What Matters To Carers When In Contact With Services

Knowing what's going on – having **information**

Being asked for an opinion “I’m the one who lives with him”

Openness and honesty

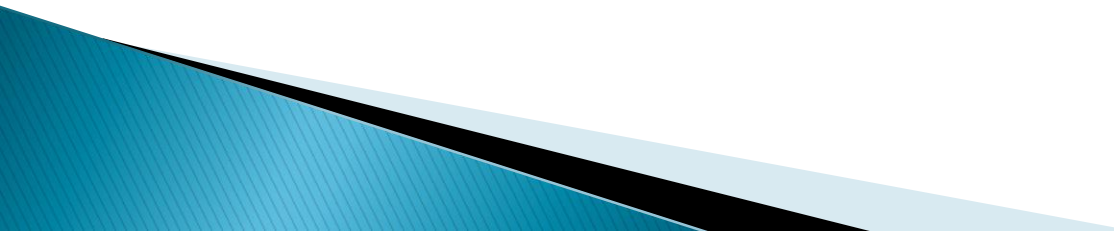
To be **listened to** and taken seriously (when concerned)

“You can obtain information from me without breaching confidentiality”

More **positive** publicity about mental health



ROOM FOR IMPROVEMENT IN SYSTEM CONDITIONS

- multiple points of referral, triage and assessment and handoffs
 - the “right person” not always available at early point
 - a focus paperwork and process not people
 - stronger focus on Recovery needed
 - stronger understanding of community resources, strengths and partnership approach with 3rd sector
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THE LEAP TEAM

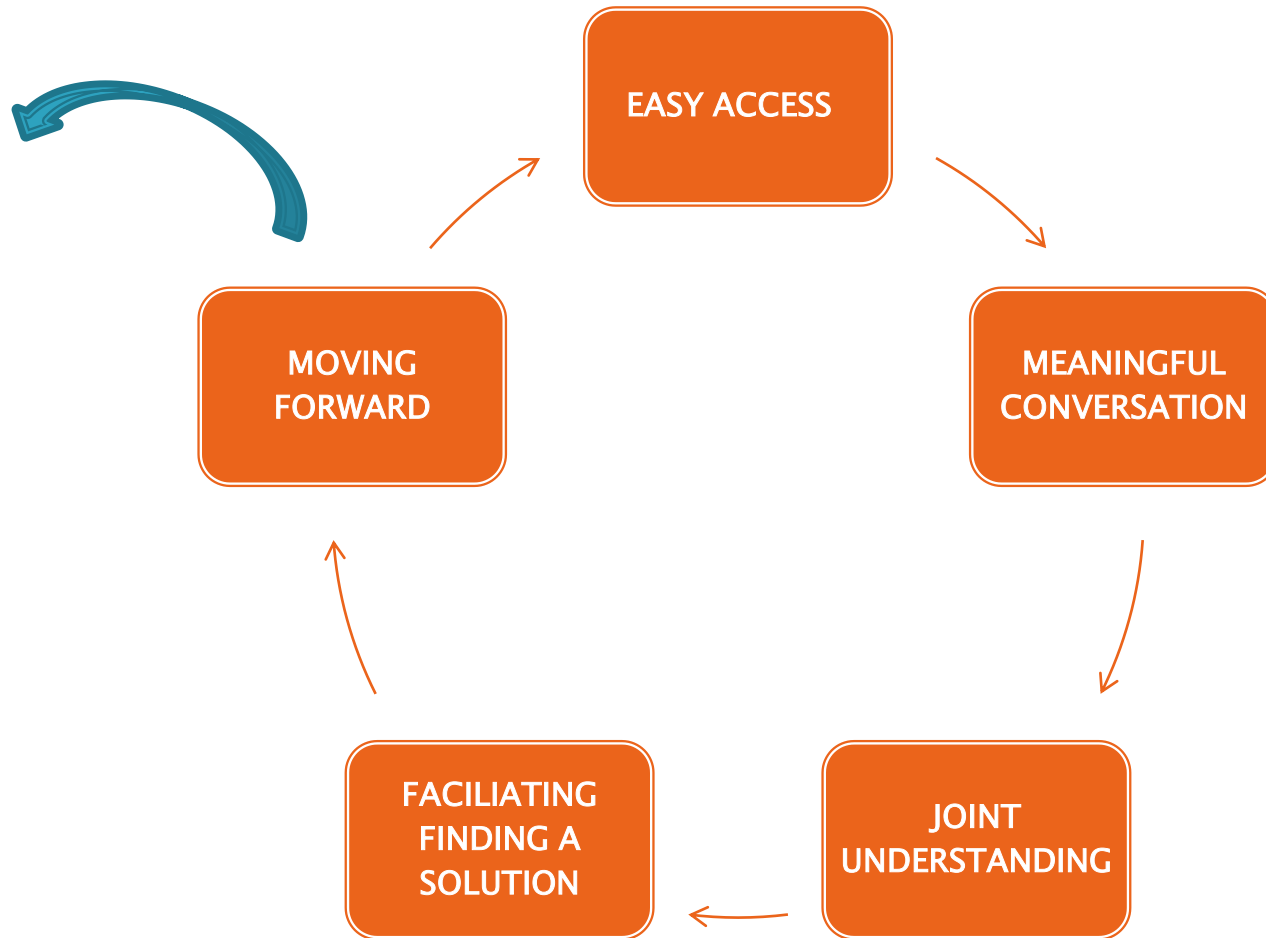


Housing
Support
Worker

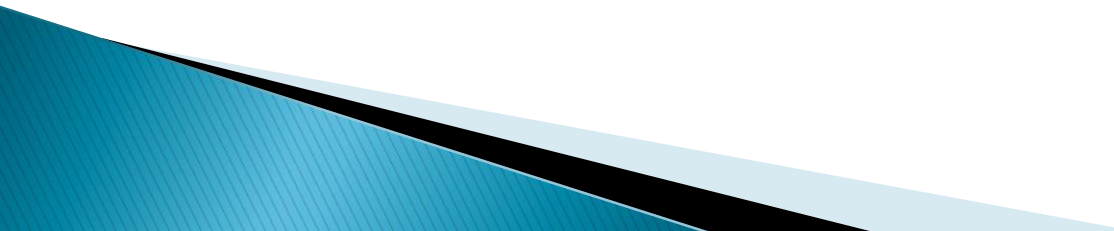
Gofal Cymru



VALUE STEPS

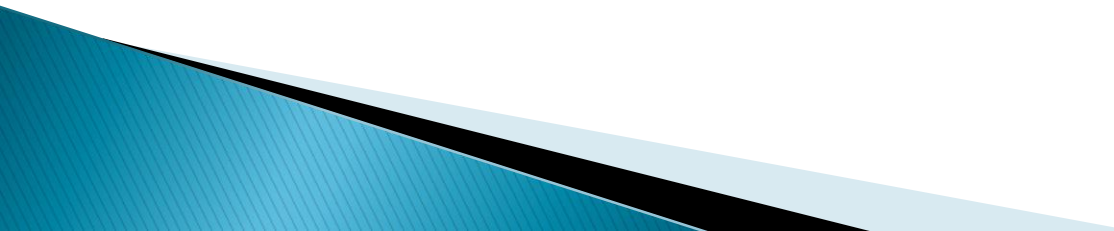


Josie's Story

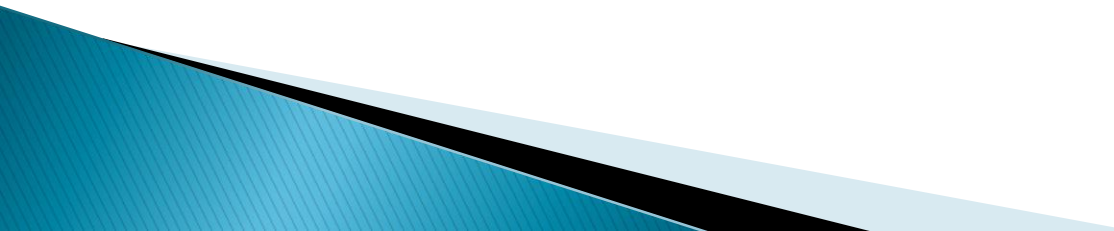
- ▶ 21 years old woman, living alone in Rhymney in private rent
 - ▶ Mother to 2 children under care of grandparents
 - ▶ Very artistic and identity expressed through tattoos and piercings
 - ▶ Social network – friends, gigs, indie music
 - ▶ Upfront – seems confident. Underneath – significant anxiety and low self-esteem
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Josie's contact/experience of MH services

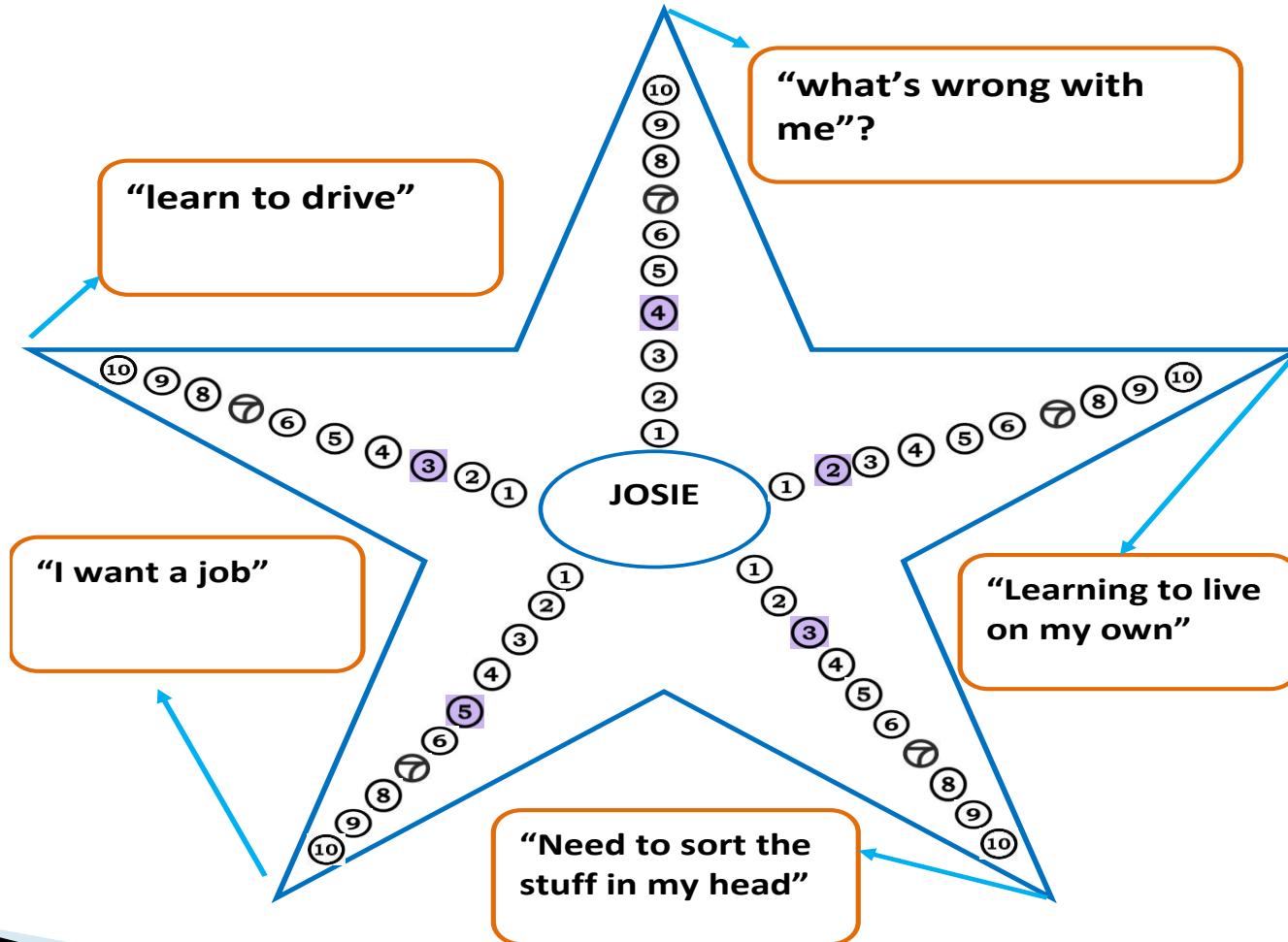
- ▶ First contact – 13 years old – CAMHS. Self-harming and family conflict over religion and “rebellion”. Emotional distress – father's own difficulties.
- ▶ 2nd contact – 18 years old. First Access – domestic abuse, self harm and involvement of Children's Services. Several assessments – no intervention. Children removed from her care

- ▶ GP referral to LEAP (anxiety linked to housing).
 - ▶ LEAP referred to Gofal (Aug 2016). Disengaged from LEAP (pattern) and linked in with Gofal (fluctuating engagement)
 - ▶ Referred to 2 separate systems
 - ▶ Co-location of Gofal working in LEAP (Dec 2016)– contact with Josie brought with me
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Usual service arrangements.....

- ▶ Worked with Gofal – crisis management – prevention of homelessness due to rent arrears.
 - ▶ 3 months' service – discharge after 3 DNA (service spec)
 - ▶ Transferred to Tenancy Support if ongoing housing need
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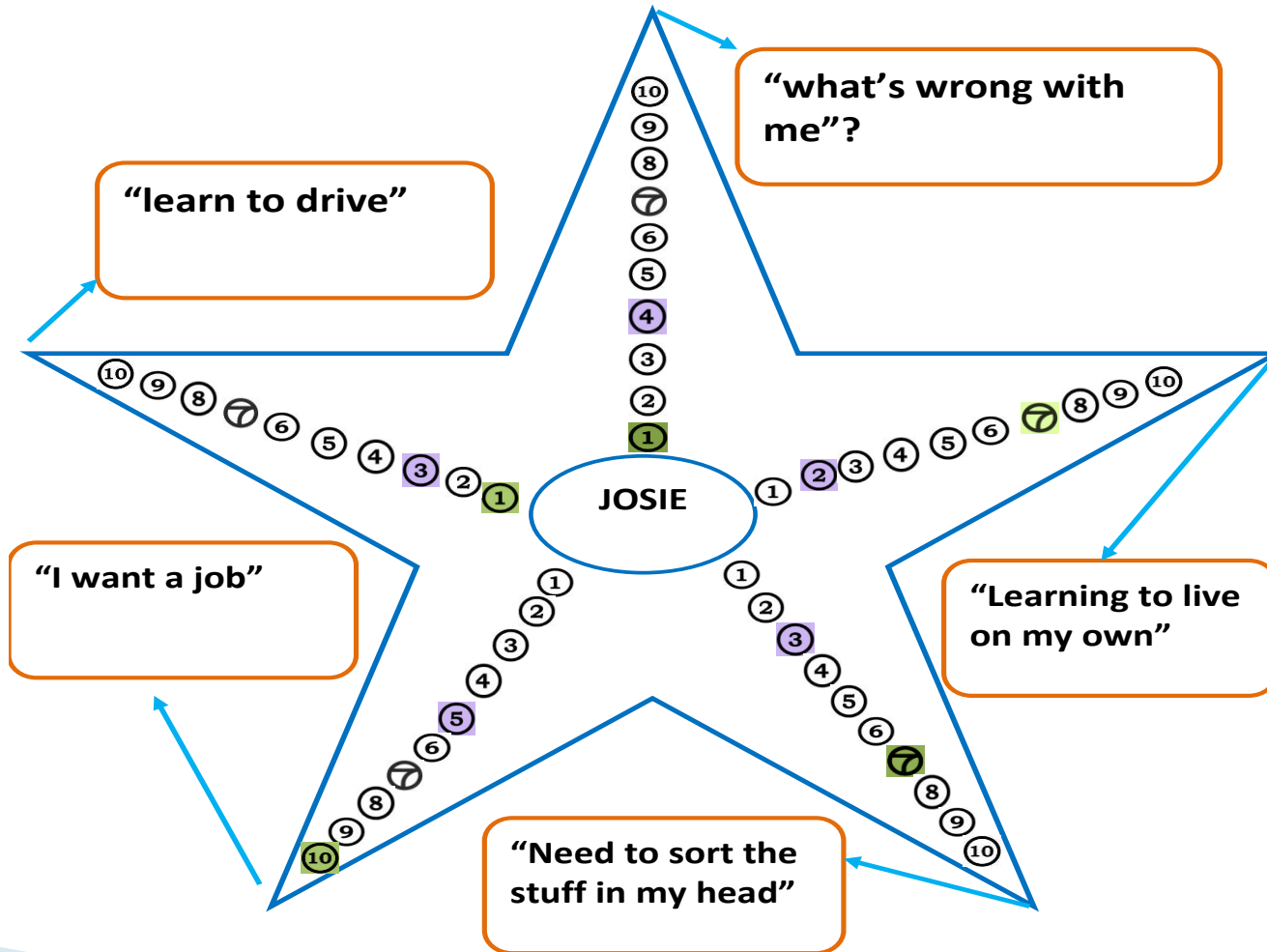
WHAT'S IMPORTANT TO ME



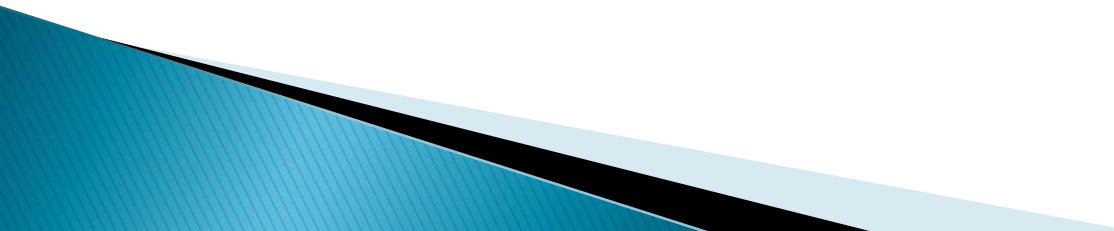
How we were able to work differently

- ▶ Joint visits – preferred by Josie – support/interventions (Housing + MH at same time)
 - ▶ 1:1 on confidence building and prep for Living Life to the Full Programme
 - ▶ Intervention re: arrears/risk of homelessness
 - ▶ Consultant pulled in rather than further referral – eg Gofal to CMHT
 - ▶ DNA's not relevant (service spec). Working with engagement pattern and easy communication
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WHAT'S IMPORTANT TO ME



Impact of LEAP approach.....

- ▶ 1 point of contact for Josie – “everything under 1 umbrella”. Improved engagement
 - ▶ Everyone round the table – team around a person approach
 - ▶ Shift from referrals/DNAs in different systems – supported Josie to achieve personal outcomes – 8 months
 - ▶ Overall impact in LEAP – early learning - definite shift from crisis to prevention/early intervention
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▶ **Final words from Josie.....**

**“ LEAP has given me the
motivation and
confidence to start
work”**

ANY QUESTIONS?



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