

Mental Health Services

Supporting people aged 18-64
with mental health needs

The next five years



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Message to our providers

Hampshire County Council is entering a new phase in the commissioning of social care services for people aged 18 to 64 with mental health needs.

- **We want to work in positive collaboration with our mental health social care providers,** developing strategies for the future and sharing our plans with the market
- **We expect demand on our services from the population in this care group to increase** over the next few years meaning we will need to change the way we provide for them
- **Our aim is to enable as many adults with mental health needs as possible to live in the community,** participate in mainstream activities and be supported into employment

We invite you to join with us to shape a sustainable future for the provision of care in Hampshire during this challenging but interesting time.

In this document the County Council:

- Sets out our plans and priorities for the coming years
- Asks providers to think about how they can best prepare to work with the County Council in a positive and sustainable way
- Asks providers to be prepared to engage with the County Council, because although it is not anticipated that the direction of travel will change, we will want to revisit aspects of our plans as circumstances dictate. It is also recognised that both the County Council and its providers need reasonable time and support to make any planned changes successfully

Commissioning priorities: A five-year look ahead

We are commissioning all our services in line with the **Strengths Based Approach** that supports recovery by drawing on individual's personal skills, strengths and assets to maximise what they are able to achieve. The aim is to ensure that people remain independent and socially connected whilst continuing to meet eligible social care outcomes through the provision of inclusive and accessible services that are in line with the Equality Act (2010). This includes a commitment to work attentively with younger people who are developing from childhood to adulthood with a view to ensuring as smooth a transition as possible.

- We also continue to work closely alongside our colleagues in the NHS to develop a consistent commissioning approach towards the health and social care needs of people in need of mental health services
- We will continue to commission support services that promote recovery day opportunities for younger adults with mental health needs with a view to integration into the community and preparation for work
- We will encourage more adults with mental health needs to move to supported housing including Extra Care housing as an alternative to residential care. We will seek alternative living arrangements for this group. Specialist Help to Live at Home Services will be needed to support people in these living arrangements
- For the most vulnerable people living with mental health issues there will only be an exceptional requirement for residential and nursing home accommodation in Hampshire, purchased from the private and independent sector
- Support will be offered to carers through the development of peer support, support groups day services and respite care

The **key features** of what we want to achieve are:

Day Opportunities

- **Wellbeing Centres** currently provide support to 2,000 people with mental health needs in Hampshire. The Wellbeing Centre 'offer' will continue to focus activity on lifestyle, with an emphasis on the physical health needs of clients with mental health needs through promotion of more healthy lifestyles in relation to physical exercise, substance use, smoking cessation and healthier diets. Wellbeing Centres will also carry out work on preparation for employment and help and advice for carers
- Those with mental health needs are the most likely group of disabled people to be economically inactive despite reporting the highest number of people who aspire to gain employment. We will need to work more effectively with other agencies to support more people into employment, training and education
- We will commission supported employment initiatives

Accommodation

- We want to reduce reliance on residential care by commissioning a range of short and long-term supported housing services for people with mental health needs. We will work with NHS colleagues on this
- We will bring 'out of county' placements back into Hampshire
- We will continue to commission accommodation for a short-term need supporting the recovery model (reablement) in line with the Strengths Based Approach. The focus will be to help people to regain their function after a hospital admission or other crisis so they can live in their own home or in the community with support
- Time limited respite placements are required to help carers to have a break
- For the most vulnerable people there will still be a long-term accommodation need either in a residential, supported living, Extra Care or other placement
- We will require short-term accommodation for a small number of people who are subject to Social Supervision, (as regulated under the Mental Health Act 1983)
- We will develop access to **Extra Care housing** schemes for people living with mental health issues. A more detailed document for Extra Care providers has been produced
- **Shared Lives** is where a person lives with a family at home and shares their life. We will develop this option for people with mental health needs over the coming years
- Other forms of accommodation will also be investigated. These will include public or private sector renting, shared and home ownership schemes, along with other innovative options

Help to Live at Home/ Care at Home

- In line with the Strengths Based Approach, Help to Live at Home packages will be designed around the individual with a view to increasing independence and encouraging people to do as much as they can without help. The aim will be to enable people to manage with fewer hours of support as they become able to do more for themselves. Appropriate review processes will ensure that the correct support is being provided for the person's circumstances
- We want to normalise the use of **care technology** in all the mental health accommodation we purchase, to ensure that staffing resources are used as effectively as possible
- We will continue to engage closely with providers on the cost of care and undertake to pay a rate for care that achieves the outcomes we seek for vulnerable people and best value for the public money we are entrusted to spend

Direct Payments, Personal Budgets and Personal Health Budgets

- People may choose to organise and fund their social care through a Direct Payment, Personal Budget or Personal Health Budget. We intend to encourage the growth of this option in Hampshire. We will encourage the use of Direct Payments which will reduce the need for the County Council to directly commission services. Personal assistants may be used by individuals in any of our user groups receiving Direct Payments, Personal Budget, or Personal Health Budget. We will encourage the growth in the market for personal assistants

Resources

Hampshire County Council continues to face unprecedented financial and workforce challenges over the coming years that will impact on the resources available to meet the growing needs, especially as service demand – ageing population, people living longer and complexity, remains on the increase.

Financial

The County Council's available budget to meet growing adult social care needs will reduce further between now and the end of the decade, with the downward pressure on public sector finances set to continue into the next decade. That said, the Department budget for 2019/20 for adult social care still amounts to **£333million** and throughout a typical year will be sufficient **to support on-going care services for circa 16,500 clients** across a range of different care groups.

Although there have been some recent high profile increases in funding, such as the Social Care Precept, the Improved and Better Care Fund and winter pressures funding. These are significantly more than offset by overall reductions in County Council funding that in turn will affect the social care budget. The Adult social care budget is set to further reduce by a net **£16million** by 2021/22.



Adult Social Care Cumulative Net Budget Reduction since 2015

Workforce

The estimated number of adult social care jobs in the Hampshire area in 2015/16 was 35,000. The requirement is predicted to rise by between 18 per cent and 20 per cent over the coming years due to the increase in the number of older people, higher demand for mental health services and the increasing numbers of younger adults with learning and physical disabilities. The County Council is very aware that growing the workforce to this level will not be achievable or affordable. We also recognise that the National Living Wage, other changes to employment law and the uncertainty surrounding BREXIT have all made workforce issues even more challenging.

As part of our strategy for meeting this challenge the County Council will work with partners to focus

more closely on demand management initiatives and will seek ways to create optimum conditions for professional operational staff to be more productive. This will include improving business processes, increasing the use of technology and allowing for greater flexibility and agility in terms of day to day delivery. We will also work with system partners and the independent sector on a new workforce strategy aimed at improving recruitment, retention and training across the different workforce groups.

As part of this we will continue to develop the Partnership and Care Training (PaCT) activity and work programmes.

Current Mental Health and predicted future requirement

Client group places/provision 18 to 64 mental health	Now	Future
Supported in the Community using Strengths Based Approach	2,000	3,000
Domiciliary (Home) Care	380	300
Extra Care housing	40	80
Supported living	400	600
Shared Lives	20	50
Long-term residential	150	50

The market provision of help to live at home is not evenly distributed across Hampshire for people who need support for their mental health:

- There is a good supply in the more urban and suburban areas surrounding Portsmouth and Southampton in the South of the county
- An increased level of supply is required in more rural areas, particularly the New Forest District, and the South Downs areas of Winchester and East Hampshire Districts. This will require market stimulation to ensure sustainable care delivery for the future, including consideration of more innovative solutions for broadening the available workforce e.g. micro-enterprises
- Supply is also more of a challenge in the North of Hampshire, where competition from London and other counties increases the workforce challenge. Innovative approaches similar to those being considered in rural areas will also be explored



What this means for providers

We anticipate that the number of younger adults requiring mental health social care will increase. The nature of the provision we require for them, however, will change.

Promoting independence and self-reliance

- Our commissioning of Wellbeing Centres across the county will promote activity on healthy lifestyle, preparation for employment and advice and support to carers
- We want to increase the employment rate for this group of people and will commission for supported and actual employment schemes
- We will also develop models that facilitate choice and control for people with complex needs

Accommodation

- Whilst demand on services is expected to increase we will aim to facilitate sufficient levels of accommodation to enable people to live as independently as possible. We will require less residential home accommodation although we will still require residential and nursing home accommodation for the most vulnerable users
- We will bring 'out of county' placements back into Hampshire
- We will require short-term accommodation for a small number of people who are subject to Mental Health Act regulations (i.e. under Social Supervision s37/41)
- We will commission short-term reablement or respite placements in all our accommodation types, as well as longer term placements
- We will commission supported living accommodation

- We will require additional Extra Care housing capacity as we reduce residential accommodation numbers
- We will develop Shared Lives accommodation for people living with mental health issues
- In the longer term we will consider developing a market for rented accommodation and for shared ownership or full ownership properties for this group

Help to Live at Home/ Care at Home

- An additional specialist Help to Live at Home/ Care at Home service will be required to support people in their own homes, in Extra Care housing, Shared Lives and similar accommodation
- Regular reviews will be undertaken to ensure that the appropriate number of hours are being allocated
- We want to normalise the use of care technology to assist people to take more control of their own lives and ensure that your staffing resources are used as effectively as possible
- We will continue to engage very closely with providers on the cost of care and undertake to pay a rate for care that achieves the outcomes we seek for vulnerable people and best value for the public money we are entrusted to spend

Our promise to you

Hampshire County Council makes eight commitments to providers that work with us in the provision of services for younger adults with mental health needs in Hampshire. These are:

1

Greater certainty:

by continuing to share our future plans

2

Payment of realistic rates:

offering flexibility in the awarding of contracts and taking account of the impact of the national living wage on costs

3

Payment on time:

payments will be increasingly automated. New, improved payment arrangements will be introduced. Where invoices continue to be the chosen payment method, these will be paid electronically within 30 days and issues resolved efficiently and effectively

4

Simplified processes:

including procurement processes and improvements in information and communication technology

5

Better communication:

improved relationship management through your usual senior contacts at Hampshire County Council

6

Improved engagement:

closer working and improved recognition of the contribution of the independent market to the delivery of care for adults who have mental health needs

7

Support in key areas:

such as workforce development and training to promote care as a career, recognising the vital nature of the role and promoting the professional nature of care. Additionally the use of technology and safeguarding responsibilities

8

Working together:

collaborating with key providers to develop a programme of knowledge sharing, access to technology and training to help build the resilience of service provision in Hampshire

