



# Beyond the NHS Plan: evaluation of the transformation of adult mental health services from inpatient-centred to community-focussed



The Princess Royal Trust  
for Carers in Hampshire

Shanaya Rathod, DM, MRCPsych  
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UNIVERSITY OF  
Southampton



# Drivers for change

- No Health without Mental Health
- Need for efficiency within budgetary constraints
- Service users consistently express preferences for community-focussed services
- Personalisation and Recovery agenda
- Local commissioning priorities



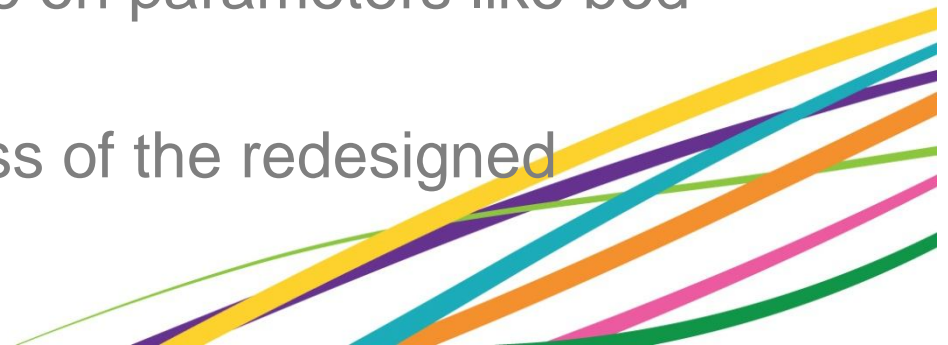
# Key objectives of the redesign

1. Improving access to services through a single point of entry.
2. Delivering improved assessments that do not need to be duplicated and are recovery oriented
3. Streamlining community teams in order to deliver a simplified pathway of care
4. Shifting acute care from inpatient to community settings
5. Embedding a recovery oriented culture
6. Improving relations with carers and other care providers



## Research Questions

1. Do the centralised and specialist assessment processes lead to improved quality and access to services for service users, their carers and referrers?
2. What are the experiences and perceptions of care outcomes for Service Users, carers and staff?
3. How does integration of Early Intervention & Assertive Outreach function into community teams impact on care delivery?
4. what is the impact of the move from bed-based to community-based acute care on parameters like bed usage?
5. What is the cost effectiveness of the redesigned services?



# Evaluation Methodology

- 6 months Before and after' evaluation
- Variety of data collection methods depending on question:
  - Audits
  - Surveys and Interviews with SU, staff and GPs
  - Focus groups with carers
  - Routinely collected data – e.g. performance data
- Evaluation of results as a whole by statistician
- Results available - Summer 2013



# Team

- Dr Shanaya Rathod –Interim Director of Research and Outcomes
- Prof David Kingdon –Prof Mental health Care delivery
- Jessamy Baird –Health economist
- Carolyn Asher –SU representative
- Kerry Hearsey –CEO Princess Royal Trust for Carers
- Enilson Mateus –Information analyst
- Avrill Lloyd is a research facilitator
- Jenny Leishman – Statistician
- Mental health Foundation



# Update

20 Nov

INSIDE: news of a major evaluation project for all AMH staff and service users



## Adult Mental Health Redesign: How was it for you?

If you have views on the recent redesign of our services, now's the time to have your say.

We also need your help to get the views of your service users.

The Southern Health Research and Development team is carrying out an ambitious project to evaluate the recent changes to our mental health services.

In the first week of December, the project will be capturing the views of staff, service users, carers and GPs across Hampshire.

The redesign has been a challenging time for many of us, and there are lessons to be learned.

The results of this project will be used to find out how successful the redesign has been, and to improve the way we implement change in the future.

### What's going to happen?

In the first week of December (3rd – 7th) is **Census Week**. The Research and Outcomes Department will be surveying service users, carers, clinicians and GPs, asking about their views and experiences of the services following re-design. Look out for the posters which will be out shortly.

### What's my role in this?

If you're seeing service users during Census Week, please give them the right survey for their needs. All surveys are anonymous.

**Reception Staff:** We would like to think that every Service User who comes to the reception area will receive a survey, they

are then free to fill it out or not as they decide.

**Clinical Staff:** If you are visiting a Service User please take the relevant survey with you and allow them time to decide whether they complete it or not. If they have come through reception, please check they've been offered a chance to complete one.

### Giving service users the right survey

There are **two** service user surveys depending on whether someone has used the AMH services before April 2012 or not. This is the first question on the front page of the survey and decides which survey they should do. Please ask this question of all service users you see at reception or on visits, then give them the appropriate survey.

**Yellow Survey** Printed on yellow paper. This is aimed at people who are **new to AMH services** and have not been treated before April 2012.

**Green Survey** Printed on green paper. This survey is for people who have experience of services **before April 2012**.

### What about MY views?

As a clinician you will be offered the chance to fill out a **clinician survey** yourself. These are on white paper and are also anonymous.

### Returning Surveys

Surveys can be returned to boxes left in reception areas or to Research and Outcomes Department, Tom Rudd Unit, Moorgreen hospital, West End, Southampton SO30 3JD.

### Any questions?

Contact Carolyn Asher, Service User Research Assistant: 023 8071 8540  
carolyn.asher@southernhealth.nhs.uk

## In this issue:

- Evaluating the redesign
- Carers support gets support
- Wireless In the North
- Wendy Turton gets recognition from RCN
- Dr Jenny Morgan
- Productive Mental Health Ward
- Intensive support programme
- Congratulations

## About this bulletin

The AMH Update is a newsletter designed to keep you in the loop with all developments across the division.

We also want to capture the great work that's happening every day in AMH. If you have any news that you want to share, please get in touch.

**communications**  
@southernhealth.nhs.uk  
023 8087 4106  
[www.southernhealth.nhs.uk/staff/amh](http://www.southernhealth.nhs.uk/staff/amh)

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