



Mental Health Assessment and Support
WY-FI Calderdale Locality Group
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Insight Healthcare

Insight Healthcare is a not-for-profit organisation specialising in the delivery of primary care psychological therapies services.

Project Objectives

- 1) Provide 30 Beneficiaries with a full assessment of MH needs delivered by qualified High Intensity Therapists
- 2) Support beneficiaries to access treatment, either within Insight Healthcare or supported referral to secondary care and/or other services that would better meet their needs
- 3) For those offered treatment within Insight, support 40% (12) to move to recovery or achieve significant clinical improvement as measured by appropriate psychometrics (such as the PHQ-9, GAD-7 and others)
- 4) Provide evidence-based recommendations to improve mental health pathways for adults with multiple needs in Calderdale, including supporting people with a dual diagnosis

Targets

- Assessments within 5 days of referral from Navigator (appointment booked)
- Treatment offered within 10 days of assessment (appointment booked). Insight will provide up to 25 1.5hr treatment sessions of CBT/EMDR/Counselling as appropriate
- 40% recovery rate expected from those in treatment (either complete or significant improvement) shown by PHQ-9/GAD-7/other measures
- If a beneficiary is not contactable or is having difficulty engaging with assessment/treatment, they will be put on the 'paused' list, and reviewed every 6 weeks in conjunction with their recovery navigator.

Report on Activity from July 2017 to February 2018

The project initially had a High Intensity CBT practitioner (Katie), employed by Insight Healthcare from July 2017. Katie worked alongside the Navigator team at Foundation, accepting referrals and conducting assessments. Referrals were also made for beneficiaries through the Domestic Support Hub. Katie made a good start to the project, developing positive relationships with the Navigator Team, the drug and alcohol service, and taking up opportunities for joint working, for instance, she attended a beneficiary's psychiatric assessment which was valuable in reducing the number of assessments as well as co-ordinating treatment and re-assuring the beneficiary that services were actually being joined-up for them. Unfortunately, Katie left Insight in September 2017 to take up another post. This required Insight to recruit another practitioner to work on the project, leading to a gap of just over two months, before the new practitioner (Jayne) was able to start in November 2017. A detailed handover process was carried out, but nevertheless progress was affected by these unforeseen circumstances.

As anticipated, this group of clients have presented with greater complexity and higher levels of need than Insight's mainstream primary care patients. A more flexible and adaptive approach to working with this group has been conducive. Beneficiaries have responded positively at the opportunity to work on specific issues. The assessments conducted by the Insight practitioners have ascertained that most beneficiaries have multiple mental health issues. However, although there are underlying psychological issues that may require longer-term therapy, or that are not appropriate to treat at this time (such as severe and childhood trauma), the practitioner and beneficiaries are collaboratively identifying focused interventions to address unhelpful behaviours, to introduce coping strategies and to develop emotional resilience.

To date, 30 beneficiaries have been seen. Seven are currently in treatment, nine are at the assessment stage. Four beneficiaries have been discharged as it was identified that their needs would be most appropriately met by other services, 10 beneficiaries are on the "paused" list. More detailed information is provided in a monthly monitoring spreadsheet.

Challenges & Plan for the remainder of the Project

i) Unforeseen departure of Katie, requiring Insight to go through a recruitment process to appoint a new practitioner to work on the project. This led to an inevitable gap.

- This was addressed through the appointment of Jayne who started in November 2017

ii) Difficulties encountered by Insight in finding suitably qualified practitioners to work on the project in addition to the full-time practitioner, despite going through a recruitment process twice.

- This has been addressed by Insight internally recruiting High Intensity practitioners (Sara and Fiza) to commence work on the project recently. In addition, there is capacity within Insight's current workforce to utilise a Counsellor, as and when required. These measures should

ensure that there is sufficient clinical input to meet the needs of beneficiaries, and to fulfil the project objectives.

iii) Maximising client engagement

- Insight's practitioners to work closely with the Navigator team to identify a plan for each beneficiary that is currently on the 'paused' list, or where difficulties with engagement have been encountered, (approximately 47% of arranged sessions have been missed through either a late cancellation or a DNA). The individualised plan will focus on giving the beneficiary the best possible opportunities to engage, including focusing on joint-working with other services, particularly the alcohol and drug team.

iv) Developing a cohesive approach in order to meet the project objectives

- As this is a pilot project, and given the challenges of working with this client group, it is understandable and inevitable that progress has at times been affected. In order to develop more cohesion and closer working between Insight's practitioners and the Navigation team, the former will seek to have a greater presence at Foundation.
- Insight practitioners will provide training to the Navigation Team on areas that will be helpful.
- Insight practitioners to maximise opportunities to attend at the Multi-agency Practice Development Groups, MARB and Locality Groups as well as the Domestic Support Hub.

Appendix

WY-FI costings			
Total attended sessions	61		
Total DNAs/late canc	56		Approx. 47% of sessions are DNAs/LCs
Total sessions offered to 05/02/18	128		
	Clients	Average Sessions remaining per client	Total sessions remaining
Clients in treatment	7	20	140
Clients at assessment	9	25	225
Clients paused/under review	10	0	0
Clients discharged, service not appropriate	4	0	0
Total Clients seen by service	30		
Further referrals offered to WY-FI project	4	25	100
	34	70	465
Total clinical hours needed for remaining six months @ 1.5hrs per session			698
WTE needed for remaining six months			1.5
WY-FI staff @ 31/01/2017			
Jayne			1
Sara			0.4
Fiza			0.2
Total WTE assigned to WY-FI project for remaining six months			1.6
Training delivered to Navigators and mentors	Staff	Hours	Delivery date
Mental Health services in Calderdale	9	3.5	20.02.18
Intro to CBT	9	3.5	22.02.18

Training					
		Attendees (Navigators, Peer mentors, Home start staff	Duration	Delivered by	
20.02.18	Intro to Mental health services in Calderdale	9	3.5hrs	RH - Service Lead	
22.02.18	Intro to CBT including mindfulness and stress bucket activities	9	3.5hrs	RH-Service lead	