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The opportunity
to have your say
by completing
the pull-out
questionnaire

Step up to Great Mental Health

Public consultation about proposals to invest in and improve adult mental health services for people in Leicester, Leicestershire and Rutland when their need is urgent or they need planned care and treatment.

Leicestershire Partnership NHS Trust

Consultation Summary

The opportunity to have your say



What this publication is about

This is a summary of the proposals to invest in and improve adult mental health services in Leicester, Leicestershire and Rutland. It includes services needed urgently and for care and treatment that is arranged in advance.

The full consultation document is available at www.greatmentalhealthLLR.nhs.uk

Have your say on proposed changes to mental health services

Mental or emotional health problems represent the largest single cause of disability in the UK. One in four adults experiences at least one mental health problem in any given year. We have been listening to what people want from their local mental health services.

This public consultation sets out proposals to improve and invest in urgent mental health services for adults and, more planned and routine community-based mental health services within Leicester, Leicestershire and Rutland.

This is your chance to find out more about what is being proposed and have your say. This will help the local NHS to understand what the changes would mean for you and help us to make a final decision.

You can read the full consultation document and find out more about what is proposed and why at www.greatmentalhealthLLR.nhs.uk. Versions of the consultation documents can be provided in other languages and formats, including easy read, large print and video. These versions can also be found on our website. We can also post out a summary consultation document and questionnaire for you to fill in at home.

What changes are we proposing? We want to:

- 1 Join up and make it easier for people to access mental health care.
- 2 Provide more mental health care locally, including in people's home, meeting the needs of our communities.
- 3 Coordinate mental and physical health services to improve people's health and wellbeing.
- 4 Reduce long waits for services.
- 5 Provide high quality care locally close to home, leaving inpatient facilities to care for the most unwell people.
- 6 Work with individuals, their family and carers to assess needs and develop a care plan that meets those needs.
- 7 Help people to get the right care, first time, providing a seamless experience with no unnecessary delays or need to continually repeat their story.
- 8 Transfer people to different mental health service without them repeating their story and being reassessed.
- 9 Different staff to work together around the needs of people to best support their recovery.

Are we speaking your language?

Are we speaking your language?

Versions of the full consultation document can be made available in other languages, and are in easy read, video and large print. These versions can be accessed on our website: www.greatmentalhealthLLR.nhs.uk

अगर आपको इस दस्तावेज़ में शामिल जानकारी समझने में सहायता चाहिए तो कृपया 0116 295 2110 पर फ़ोन कीजिए।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਵਿਸ਼ਾ ਵਸਤੂ ਸਮਝਣ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ 0116 295 2110.

ਜੇ તમને આ દસ્તાવેજમાં આપેલ માહિતી સમજવા માટે મદદ જોઈતી હોય તો મહેરબાની કરીને 0116 295 2110 પર ફોન કરો.

এই ডকুমেন্ট'এর কোন বিষয় বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0116 295 2110 নাম্বারে টেলিফোন করুন।

Hadii aad u baahantahay in lagaa caawiyo fahmida qoraalka ku qoran documintigaan fadlan nagala soo xiriir telefoonkaan 0116 295 2110.

Jeśli potrzebujesz pomocy w zrozumieniu treści tego dokumentu prosimy o telefon pod numer 0116 295 2110.

"اگر آپ کو اس دستاویز کے مضمولات کو سمجھنے میں مدد کی ضرورت ہو تو براہ کرم ہمیں 0116 295 2110 پر فون کریں۔"

Caso pretenda ajuda para compreender o conteúdo deste documento, por favor ligue para o 0116 295 2110.

如果您在理解本文档的内容时需要任何帮助，请致电 0116 295 2110.

Jeï norétumète, kad kas nors padëtų supràsti šį dokumentą, skambinkite tel. 0116 295 2110.

Ja jums nepieciešama palīdzība, lai saprastu šī dokumenta saturu, lūdzam zvanīt uz 0116 295 2110.

About this consultation

What this consultation covers

The public consultation is about mental health services delivered by Leicestershire Partnership NHS Trust. These plans aim to improve support to adults and older people who need mental and emotional support urgently and for community mental health care and treatment planned in advance.

This consultation is being led by NHS Leicester City Clinical Commissioning Group (CCG), NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG.

What this consultation does not cover

This public consultation does not cover other mental health services such as inpatient services or services provided to children and young people.

How people need mental health services to improve

We have listened to what people have told us about their experiences of services and what matters to them. The feedback has helped us to develop these proposals. People told us:

I need an easy way of getting help and support at any time of the day or night.

I need help as quickly as possible and to know that it will be the best care possible to meet my needs.

I need staff to understand me and my family and friends and focus on my care needs.

I want to live the best life I can, achieve my goals and live independently.

When I contact mental health services, I need to be helped to get the right support and not be passed between staff and departments or services.

I need the staff to work together to help me achieve my goals and meet my needs.

I would like as much care as possible to be provided near to where I live and be organised around my needs and the needs of my local community.

What changes are being proposed?

Proposals at a glance

Service under consultation	How it is provided now	How we propose to provide it
Suite of self-help guidance and tools	Information is currently provided in separate places, is text heavy and difficult to navigate.	Provided in one place on the Leicestershire Partnership NHS Trust website.
Central Access Point	New service introduced temporarily during the pandemic.	Single telephone number and online access provided 24 hours a day, seven days a week, and staffed by voluntary sector and Leicestershire Partnership NHS Trust staff.
Crisis Cafes	We have 3 Crisis Cafes and wish to increase this to 25.	Crisis Cafes to be developed in community locations in Leicester, Leicestershire and Rutland offering a safe space. Created by working with voluntary and community services to develop a range of options for people.
Crisis Service	Provided by Turning Point and Leicestershire Partnership NHS Trust, around the clock, taking referrals mainly from GPs and handled by call handlers.	People would self-refer or be referred from their GP through the Central Access Point and be assessed in four hours if need is urgent and in 24 hours if less urgent. Up to three home visits a day could be offered. Also, people would be helped to be discharged from an inpatient facility with specific support in the community and at home.
Triage Car	Operates 10pm to 2am, taking calls from police incidents and providing support to manage situations. Calls are managed by staff operating the Triage Car.	Operates 8am to 2am, and would also provide support to ambulance crews. Calls would be managed by the Central Access Point, leaving operations staff to support incidents.
Mental Health Urgent Care Hub	New service introduced temporarily during the pandemic.	Sustain service long term. Located at the Bradgate Unit, taking referrals from emergency services, GPs and health and social care professionals. People with specific mental health needs would be quickly assessed and treated when their need is urgent and they do not need support from the emergency department.
Acute Mental Health Liaison Service	New service introduced in April 2021. Previously provided by Mental Health Triage Team, Frail Older Persons Advice and Liaison Service, Liaison Psychiatry and Psycho Oncology.	Create an Acute Mental Health Liaison Service by joining together the existing teams and basing them at Leicester Royal Infirmary, near the emergency department, to support people efficiently. Also support inpatients. Service available 24 hours a day, seven days a week.
Working with the community to provide more mental health services locally	<p>Various services delivered outside of hospitals. Often not working together to help people. Many of the services have not seen people in their local area.</p> <p>Long waits for therapy services, with people passed between services and professionals, which has contributed to some people becoming more unwell.</p>	<p>Bring together services into eight teams working in local areas supporting adults and working alongside eight teams to support the needs of older people. These teams will be supported by staff with experience in the care of:</p> <ul style="list-style-type: none"> ■ women who want to conceive a baby supporting them pre-conception to 24 months after birth ■ individuals with complex needs associated with a personality disorder ■ individuals who have had a first presentation of psychosis ■ individuals with complex needs that require enhanced rehabilitation and recovery support ■ individuals who are having difficulties with their memory

More about the proposals

This public consultation is seeking people's views on:

improving mental health care when the need is urgent

Building self-help guidance and support

Advice and guidance are key components of mental health support. There is a lot of information out there and we would bring this all together in a single place online. This would help people to find the information they need and receive further help.

Introducing a Central Access Point

When individuals need more help we recognise it is important that there is a place to contact 24 hours a day, seven days a week — whether by phone, text message, or using British Sign Language or interpretation facilities.

In April 2020, during the first wave of the Covid-19 pandemic, a new contact point was introduced in Leicester, Leicestershire and Rutland to help people who wanted support with their mental health. We are proposing on continuing this service. Anyone needing mental health support for themselves or others can call this service on 0808 800 3302.

Strengthening the role of Crisis Cafes

Crisis Cafes offer a safe space where people can get help if they are experiencing a mental health crisis. There are currently 3 Crisis Cafes. Over the next four years we would open a further 22 Crisis Cafes in Leicester, Leicestershire and Rutland. Through this consultation we want to know where people would like to see these located.

Improving the Crisis Service

When individuals are in a mental health crisis and need help in their homes we have a Crisis Service that can help them. During the Covid-19 pandemic improvements were made to the Crisis Service, enabling people to seek help directly through the Central Access Point without needing to contact their GP. This gave them easier access to a specialist, if needed. The most urgent assessments would be completed in four hours. Those with less urgent needs would be assessed within 24 hours.

Step up to Great Mental Health

Thank you for taking the time to give your feedback on our consultation proposals for the future of mental health services across Leicester, Leicestershire and Rutland.

Please read more about our mental health service proposals in our consultation document that can be accessed here: www.greatmentalhealthLLR.nhs.uk

This consultation questionnaire is your opportunity to give your views about the changes proposed which we believe will deliver higher quality and safer services to meet the needs of our service users, their families and carers.

The questionnaire is open to everyone: organisations, representatives and individuals including the general public, service users, carers and staff. All information received via this questionnaire will be anonymous and your feedback will be independently analysed.



To complete an online version of this questionnaire, please visit www.greatmentalhealthLLR.nhs.uk

The consultation closes on Sunday 15 August 2021 and all feedback, including completed questionnaires must be received by or on this date.

Data Protection statement

NHS Leicester City Clinical Commissioning Group (CCG), NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG would like to understand your views on proposals to invest in and improve adult mental health services in Leicester, Leicestershire and Rutland. It includes services needed urgently and for care and treatment arranged in advance. For further information please see the rest of this document.

NHS Leicester City CCG, NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG has commissioned NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) to collect, handle and process the responses gathered for this consultation. MLCSU uses a survey tool called Snap which is owned by Snap Surveys Ltd, an organisation specialising in the delivery and management of surveys. Any information you provide will be added to Snap for analysis and handled in accordance with UK GDPR and the Data Protection Act 2018.

The survey also asks respondents to provide their full postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the demographics of the whole local population. The postcode data will also be used to profile and segment those participating in this engagement by geography, CCG area and the Index of Multiple Deprivation. Participants' health, wellbeing and lifestyle will also be compared with the local population using the Acorn Profiler tool. The data will be available in its entirety to MLCSU, and NHS Leicester City CCG, NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG will be in receipt of some of the responses which will then be inputted into Snap. You do not have to provide this information to take part in the survey.

Any reports published using the insights from the questionnaire will not contain any personal identifiable information and only show feedback in anonymous format. These anonymised results may be shared publicly, for example on NHS public facing websites or printed and distributed.

Your involvement is voluntary, and you are free to stop completing the questionnaire at any time and if you are completing this online you can do so by closing this webpage. Only submitted responses will be included in the analysis. You can also refuse to answer questions in this survey, should you wish. All information collected via the survey will be held for a period of five years from the date of survey closure, in line with the Records Management Code of Practice for Health and Social Care 2016, which all NHS organisations work under. If you have any queries about your involvement with this questionnaire please email: mlcsu.involvement@nhs.net.

Please tick to confirm you agree with the Data Protection statement. If you do not provide your consent then we will not be able to include your feedback in this consultation.

Consultation questionnaire about you

Before starting the consultation questionnaire, please answer the following questions.

A. Which of the following best applies to you? Please select one answer.

If you wish to respond as an individual and an organisation, please complete the questionnaire on behalf of the organisation and then yourself.

- | | |
|--|--|
| <input type="checkbox"/> As a service users or member of the public (go to question D) | <input type="checkbox"/> On behalf of another public sector organisation (move to next question) |
| <input type="checkbox"/> As an NHS employee (move to next question) | <input type="checkbox"/> On behalf of a patient representative organisation (move to next question) |
| <input type="checkbox"/> On behalf of an NHS organisation (move to next question) | <input type="checkbox"/> On behalf of voluntary group, charity or organisation (move to next question) |

B. If you are replying on behalf of an organisation or as an NHS Employee, if you are happy to do so, please state the name of the organisation below:

C. Please confirm if this is an official response from the organisation?

- Yes No

D. If you are responding as an individual, please provide your full postcode. If you are responding as an organisation, please provide your organisation's full postcode - this should be the building which you're registered at.

E. How did you hear about this consultation?

- | | | | |
|------------------------------------|--|--|---|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Hairdresser/barber | <input type="checkbox"/> TV | <input type="checkbox"/> Through Leicestershire Partnership NHS Trust internal staff communications |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Leaflet through your door | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Other (please state below) |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> Leaflet picked up | <input type="checkbox"/> Email | |
| <input type="checkbox"/> YouTube | <input type="checkbox"/> Radio | <input type="checkbox"/> Through a friend or family member | |
| <input type="checkbox"/> Poster | | | |

M e n t a l h e a l t h

Improving mental health care when the need is urgent

Building self-help guidance and support

Advice and guidance are key components of mental health support. There is a lot of information out there and we would bring this all together in a single place online. This would help people to find the information they need and receive further help.

1. **To what extent do you agree or disagree with this proposal where 5 is strongly agree and 1 is strongly disagree. Please select one answer.**

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

2. **Please tell us why?**

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

3. **In your opinion, what self-help and guidance would support people (e.g. you, your family or friends) in managing their own condition?**

Introducing a Central Access Point

In April 2020, during the first wave of the Covid-19 pandemic, a new single telephone helpline for accessing mental health services in Leicester, Leicestershire and Rutland called 'Central Access Point' was introduced. This service is available 24 hours a day, seven days a week. Anyone needing mental health support for themselves or others can call this service on 0808 800 3302. We also propose to:

- develop the Central Access Point and introduce a call back service
- introduce online instant messaging allowing a real time online conversation with trained mental health staff
- incorporate accessibility features such as British Sign Language and language interpretation facilities into these services

4. **To what extent do you agree or disagree with making these change permanent where 5 is strongly agree and 1 is strongly disagree. Please select one answer.**

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

5. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Strengthening the role of Crisis Cafes

A Crisis Cafe offers a safe space for people, who are experiencing a mental health crisis, but do not require an immediate medical assessment. There are currently two Crisis Cafes in Leicester and one in Loughborough. Over the next four years, we are proposing opening a further 22 Crisis Cafes across Leicester, Leicestershire and Rutland.

6. To what extent do you agree or disagree with this proposal where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

7. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

8. Please tell us where you would like the new Crisis Cafes to be located?

9. Please tell us what mental health support services should be provided in the new Crisis Cafes?

Improving the Crisis Service

In 2020, during the Covid-19 pandemic, improvements were made to the Crisis Service, enabling people to seek help directly through the Central Access Point, without needing to contact their GP. This gave them easier access to a specialist, if needed. The most urgent assessments would be completed in four hours. Those with less urgent needs would be assessed within 24 hours. Home visits would be offered when appropriate. Services in community settings or at home would be provided to enable people to be discharged from an inpatient (hospital) bed.

10. To what extent do you agree or disagree with making this change permanent where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

11. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Expanding the use of the Triage Car

Sometimes, whilst at an incident, the police may require additional mental health support for individuals they are helping. To support the police quickly there is a Triage Car available staffed by mental health practitioners with experience of working with the police at these incidents.

In March 2020, we extended the hours of the Triage Car Service to run from 8am to 2am. We are also proposing:

- Adding a second Triage Car, which would be based in the community, enabling us to improve the service and response times
- Broadening access to the service to include ambulance crews
- Managing the calls through the Central Access Point to allow the service to focus on providing support to those in need

12. To what extent do you agree or disagree with making these changes where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

13. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Mental Health Urgent Care Hub

During the Covid-19 pandemic, we introduced a Mental Health Urgent Care Hub. The Hub is at the Bradgate Unit, on the Glenfield Hospital site. People are referred to the Hub by the emergency services, social care or health professionals. The Hub is staffed by mental health practitioners who have the expertise to treat people of all ages; this includes mental health nurses, support workers, and has consultant support. Those referred would be assessed within two hours to understand their needs. If required, immediate treatment would be given along with support and guidance.

14. To what extent do you agree or disagree with making this change permanent where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

15. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Improving the Acute Mental Health Liaison Service

An Acute Mental Health Liaison Service launched in November 2020. We brought together existing teams, to work as one team in the emergency department and on hospital wards. They provide support 24 hours a day, seven days a week to people of working age with mental health needs. The team offers a 1-hour response to patients who arrive in the emergency department and a 24-hour response to people in a ward.

Alongside making this change permanent our proposals would also see this team supporting older adults from 9am to 5pm, seven days a week.

16. To what extent do you agree or disagree with making these changes where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

17. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Joining up support for vulnerable groups

Leicestershire Partnership NHS Trust has three different teams working with vulnerable groups:

- The Homeless Service, which works in Leicester City
- Proactive Vulnerability Engagement Team that works with the police to support people who frequently present to the service
- Liaison and Diversion Service that works with the Criminal Justice System

We propose bringing these teams together into one dedicated service to help more vulnerable people access the care they need.

18. To what extent do you agree or disagree with this proposal where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

19. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

Working with the community to provide more mental health services locally

Our proposals have been designed to base more mental health services in local communities, making them simpler to access and navigate, and with greater emphasis on psychological care and treatment. At present our teams work separately, with some work being duplicated or triplicated resulting in long wait times because people are passed between different teams.

We want to invest and bring together some of our teams into a Community Treatment and Recovery Team. Professionals with different expertise would work together within the teams to provide care and treatment focused on individuals' needs. The teams would work across eight community areas based broadly on district council boundaries across Leicester, Leicestershire, and Rutland.

Alongside these eight Community Treatment and Recovery Teams there will be an additional eight teams focused on the needs of older people. Each Community Treatment and Recovery Team would be available seven days a week. From Monday to Friday this would be within working hours and at weekends there would be a flexible approach based on assessed need.

These teams would help to improve people's experience and care by:

- reducing waiting times for treatment and support
- improving support for individuals with a personality disorder
- improving services for people of work age and older people
- expanding Perinatal Services (for the time immediately before and after birth)
- developing a new maternal outreach service
- improving experience of individuals with potential psychosis
- reducing waiting times for dementia diagnosis
- providing community rehabilitation support to help people recover from complex psychosis

20. To what extent do you agree or disagree with these proposals where 5 is strongly agree and 1 is strongly disagree. Please tick the appropriate answer in each row.

	5. Strongly Agree	4. Agree	3. Neither agree or disagree	2. Disagree	1. Strongly Disagree	Not Applicable
Create eight teams each based in a local area to support adult's mental health needs. They would work alongside eight teams focused on the needs of older people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer a wider range of therapies for people with personality disorders which would support the majority of individuals within the new Community Treatment and Recovery Teams.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase access to perinatal services that support women with moderate to severe perinatal mental health difficulties. This would be from pre-conception to 24 months after birth (up from the current 12 months).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop a new maternal outreach service to support women who are experiencing a trauma or loss in relation to their maternity experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve assessment for people who may need Psychosis Intervention and Early Recovery service so they get the right support first time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve the Memory Service by offering online consultations to reduce unnecessary exposure of vulnerable people to a hospital setting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide community rehabilitation support to help people recover from complex psychosis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Please tell us why?

If relevant, for each proposal please explain the impact of this change on you, your family or any groups you are part of

21a. Create eight teams each based in a local area to support adults' mental health needs. They would work alongside eight teams focused on the needs of older people.

21b. Offer a wider range of therapies for people with personality disorders which would support the majority of individuals within the new Community Treatment and Recovery Teams.

21c. Increase access to perinatal services that support women with moderate to severe perinatal mental health difficulties. This would be from pre-conception to 24 months after birth (up from the current 12 months). Also, please explain how we can ensure our perinatal services meet the cultural needs for our diverse communities across Leicester, Leicestershire and Rutland.

21d. Develop a new maternal outreach service to support women who are experiencing a trauma or loss in relation to their maternity experience.

21e. Improve assessment for people who may need Psychosis Intervention and Early Recovery service so they get the right support first time.

21f. Improve the Memory Service by offering online consultations to reduce unnecessary exposure of vulnerable people to a hospital setting.

21g. Provide community rehabilitation support to help people recover from complex psychosis.

Telephone and video call appointments

We believe that the use of technology will provide a helpful alternative way of receiving mental health support and care for some people. We propose to introduce the choice of having appointments by telephone or video call. This could reduce: the stress of attending a consultation in person, the need to travel to appointments, the possible spread of infection, and increase access to support to enable people to self-care.

22. To what extent do you agree or disagree with this proposal where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

5. Strongly Agree 4. Agree 3. Neither agree or disagree 2. Disagree 1. Strongly Disagree Not Applicable

23. Please tell us why?

If relevant, please explain the impact of this change on you, your family or any groups you are part of.

24. If you have any other specific comments about the proposed changes to the Mental Health Services, please use this space to tell us what they are.

Equality monitoring questions

Your answers to equality monitoring questions will help us to make sure that everyone who already receives or who may need our services in the future has had the opportunity to get involved in this consultation. For example, if we find that working age people say that they find it difficult to access our therapy services we can explore how we provide these services. Equality monitoring data also helps us to make our services better. For example, if we find that a certain group of people had a worse experience of particular services, we can work with them to make improvements.

Completing the equality questions is optional, but please spend a few moments telling us more about you, so that we can improve the care we provide through this consultation.

25. What is your sex?

- Male Intersex Other
 Female Non-binary Prefer not to say

26. What is your gender identity?

Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)?

- Yes No Prefer not to say

27. What is your age category?

- | | | | |
|----------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> 16 - 19 | <input type="checkbox"/> 35 - 39 | <input type="checkbox"/> 55 - 59 | <input type="checkbox"/> 75 - 79 |
| <input type="checkbox"/> 20 - 24 | <input type="checkbox"/> 40 - 44 | <input type="checkbox"/> 60 - 64 | <input type="checkbox"/> 80 and over |
| <input type="checkbox"/> 25 - 29 | <input type="checkbox"/> 45 - 49 | <input type="checkbox"/> 65 - 69 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 30 - 34 | <input type="checkbox"/> 50 - 54 | <input type="checkbox"/> 70 - 74 | |

28. What is your religion or belief?

- | | | |
|--|-----------------------------------|---|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh |
| | <input type="checkbox"/> Jewish | <input type="checkbox"/> Any other (please describe in box below) |

29. What is your ethnic group? Choose one option that best describes your ethnic group or background?

- | | | |
|--|--|--|
| <input type="checkbox"/> Arab | <input type="checkbox"/> Black/African/Caribbean/Black British: Any other Black/African/Caribbean background, please describe in the box below | <input type="checkbox"/> White: English/Welsh/Scottish/Northern Irish/British |
| <input type="checkbox"/> Asian/Asian British: Indian | <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Black Caribbean | <input type="checkbox"/> White: Irish |
| <input type="checkbox"/> Asian/Asian British: Pakistani | <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Black African | <input type="checkbox"/> White: Gypsy or Irish Traveller |
| <input type="checkbox"/> Asian/Asian British: Bangladeshi | <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Asian | <input type="checkbox"/> White: Any other White background, please describe in the box below |
| <input type="checkbox"/> Asian/Asian British: Chinese | <input type="checkbox"/> Any other Mixed/Multiple ethnic background, please describe in the box below | <input type="checkbox"/> Any other ethnic group, please describe in the box below |
| <input type="checkbox"/> Asian/Asian British: Any other Asian background, please describe in the box below | | |
| <input type="checkbox"/> Black/African/Caribbean/Black British: African | | |
| <input type="checkbox"/> Black/African/Caribbean/Black British: Caribbean | | |

Pregnancy and Maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

30. Are you pregnant at this time?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

31. Have you recently given birth? (within the last 26 week period)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

32. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- | | | | |
|---|--|-----------------------------|--|
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|---|--|-----------------------------|--|

33. Do you consider yourself to have a disability?

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day-to-day activities).

- | | |
|--|---|
| <input type="checkbox"/> Physical disability (please describe in box below) | <input type="checkbox"/> Learning disability or difficulty |
| <input type="checkbox"/> Sensory disability e.g. deaf, hard of hearing, | <input type="checkbox"/> Long term illness (please describe in box below) |
| <input type="checkbox"/> Blind, visually impaired (please describe in box below) | <input type="checkbox"/> Other (please describe in box below) |
| <input type="checkbox"/> Mental health need | <input type="checkbox"/> Prefer not to say |

34. Do you provide care for someone? (Tick as many as appropriate)

- | | | |
|---|---|--|
| <input type="checkbox"/> Yes - care for young person(s) aged younger than 24 years of age | <input type="checkbox"/> Yes - care for adult(s) aged 25 to 49 years of age | <input type="checkbox"/> No |
| | <input type="checkbox"/> Yes - care for older person(s) aged over 50 years of age | <input type="checkbox"/> Prefer not to say |

35. What is your relationship status?

- | | | |
|--|---|--|
| <input type="checkbox"/> Married | <input type="checkbox"/> Divorced | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Civil partnership | <input type="checkbox"/> Lives with partner | <input type="checkbox"/> Other |
| <input type="checkbox"/> Single | <input type="checkbox"/> Separated | <input type="checkbox"/> Prefer not to say |

36. What is your sexual orientation?

- | | | |
|---|--|--|
| <input type="checkbox"/> Heterosexual (people in a relationship with someone of the opposite sex) | <input type="checkbox"/> Gay (both men) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Lesbian (both female) | <input type="checkbox"/> Bisexual (people of either sex) | <input type="checkbox"/> Prefer not to say |

37. Have you ever served in the Armed Services?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Have you ticked the box at the start of the questionnaire to agree to the Data Protection statement. If you do not provide your consent then we will not be able to include your feedback in this consultation.



Expanding use of the Triage Car

The police may need to help individuals whose mental health is contributing to their behaviour. Sometimes mental health expertise can help people through such incidents. A Triage Car that has police and mental health practitioners working together to support people has been in place for some time. We propose to increase the number of hours the car operates and work with ambulance crews as well as the police.

Introducing a Mental Health Urgent Care Hub

There are times that individuals need more intensive support. During the Covid-19 pandemic, we introduced a Mental Health Urgent Care Hub. We now wish to consult on making this permanent. The Hub is at the Bradgate Unit, on the site of Glenfield Hospital. People are referred to the Hub by emergency services, social care or health professionals. It is staffed by mental health practitioners who have the expertise to treat people of all ages; this includes mental health nurses, support workers, and consultants. The Hub is an environment specifically for people with mental health needs that don't need physical health support provided in an emergency department.

Introducing an Acute Mental Health Liaison Service

When individuals with mental health needs go to the emergency department for help, it is important that mental health expertise is available to them. An Acute Mental Health Liaison Service launched in November 2020. We invested in bringing together existing teams to work as one team in the emergency department and on hospital wards providing support to people. The service is available 24 hours a day, seven days a week, helping adults with mental health problems.

Joining up support for vulnerable groups

There are individuals who are particularly vulnerable who need mental health support, but for various reasons do not access it. There are currently three teams working with vulnerable groups, including homeless people and individuals that present in the criminal justice system. We propose to bring these teams together into one dedicated service to help more vulnerable people access the care they need.

More about the proposals

This public consultation is seeking people's views on:

working with the community to provide more mental health services locally

People told us they want more mental health services delivered locally and designed to work for local needs. We propose to join up more services and base them in local communities. This would allow people to get a better experience of care that meets their needs and places a greater emphasis on psychological care. Staff will provide care that focuses on the needs of the individual and their goals and recovery. People will not have unnecessary duplicate assessments and won't experience long waiting times. The joined-up teams will work with the voluntary sector, social care and other physical health services to focus on all of people's needs.

This is intended to be delivered through:

New Community Treatment and Recovery Teams

We have a number of teams working separately, with some work being duplicated or triplicated, and long waits as people are passed between different teams.

We want to bring together a number of teams into a Community Treatment and Recovery Team, working in eight areas. These communities will be based broadly on district council boundaries in Leicestershire, the City Council and Rutland County Council boundary. Professionals with different expertise would come together within the teams to provide care and treatment focused on individuals' needs.



Alongside these eight Community Treatment and Recovery Teams there will be eight teams targeting the specific needs of older people. Each Community Treatment and Recovery Team would offer a service seven days a week, within working hours. A flexible approach would be taken to weekend cover, once the need is assessed.

These teams will help improve the experience and care including:

Reducing waiting times for treatment and support

Currently, more than 300 people have been waiting over a year for therapy and support. We would bring together expertise into the new teams, reorganising the way therapy is provided and investing additional money to recruit more staff. This is expected to reduce waiting times and improve people's experience.

Improved support for individuals with a personality disorder

Individuals with a personality disorder have had particularly long waits for treatment and support with only a small number of people each year able to get targeted therapy.

We would invest in over ten additional staff to create a greater range of treatments to support the different needs of individuals with personality disorders. We would support the majority of individuals within the new Community Treatment and Recovery Teams. Additional therapy would also be offered to individuals who are the most unwell. We expect people to have better outcomes from their care, an improved experience and quicker access to support.

Improving services for people of work age and older people

We want the experience and health outcomes for people needing routine mental health treatment and support to improve. We want the right expertise provided to people at the right time, in their local area that focuses on their needs. We would bring together different teams that have not always worked well together and provide additional investment to create eight Community Treatment and Recovery Teams organised to support local communities.

We would also ensure that older adults have their needs met by staff with the right expertise. We would move from six older people-focused community mental health teams to eight focused Community Treatment and Recovery Teams. These teams would work locally in partnership with the wider Community Treatment Recovery Teams.

Expanding Perinatal Services (for the time immediately before and after birth)

In line with health systems across England, we would invest in our Perinatal Service (before and after birth) over the next two years. This would support women with moderate to severe perinatal mental health difficulties to access specialist psychological therapies in the community. This would be available for those women from pre-conception to 24 months after birth; an increase on the current 12 months' care. This investment would allow us to double the size of the Perinatal Team.

Developing a new maternal outreach service

We would develop a new service to support women who have, or are, experiencing trauma and loss in relation to their maternity experience. Currently, women have limited access to specialist care if they are suffering from Post-Traumatic Stress Disorder relating to a traumatic birth or previous experience of childbirth that has been triggered by a current pregnancy. The service would be provided by Leicestershire Partnership NHS Trust, working closely with Leicester Hospitals' midwifery team. The service would be provided both in clinics and in the community. The actual locations have not been decided – we want to hear your thoughts through this consultation.

Improving experience of individuals with potential psychosis

There is an existing service focused on assessing and supporting individuals from 14-64 years of age who have potentially experienced first symptoms of psychosis. This is called the psychosis intervention and early recovery service (PIER) which currently works separately from other services.

This has led to a high number of individuals being sent to other teams for a duplicate assessment of need. In the future PIER and the new Community and Treatment Recovery Teams would work closely together. We expect that this would allow individuals' needs to be assessed once and for people to be offered the right support for their needs first time. Ongoing care would be seamlessly provided.

Reducing the wait for diagnosis of dementia

We have a Memory Service that supports the diagnosis of dementia. During the Covid-19 pandemic it was essential to introduce a temporary new way of providing the service. This included supporting people online ensuring they were kept safe and stayed physically well. It also provided additional advice and guidance to GPs enabling them to support their patients. We believe that these have been helpful ways of supporting people who do not need or want to be seen face-to-face. We are now consulting on this change to understand the impact of providing online contact through our wider services permanently.

Providing community rehabilitation support to help people recover from complex psychosis

We have historically supported some individuals with complex psychosis and other severe and enduring mental health difficulties in inpatient services. Some people could have their needs met in a community setting. During the Covid-19 pandemic we temporarily invested and introduced a community team, called the Enhanced Recovery Team, which supports rehabilitation in the community, for those people that could benefit. We now propose to expand this service and the Enhanced Recovery Team would work with the Community Treatment and Recovery Teams offering consultation and support.



How are the improvements being funded?

There has been a national commitment of significant investment in improving mental health services. We want to both reorganise services to make them work better together and make a multi-million pound investment to strengthen them. The combination of this investment and reorganisation is expected to enable significant improvements to services improving the health and wellbeing of people.

How we arrived at the proposal

We have continuously involved patients, service users, carers, staff and other stakeholders in a conversation about health services since 2014. Specific engagement on mental health services was undertaken between November 2017 and May 2019, adopting a phased approach.

The engagement on mental health services has included:

- hearing from more than 1,000 people across Leicester, Leicestershire and Rutland
- four week-long workshops attended by 84 staff, service users, carers and people from other agencies, and a further 48 face-to-face and online sessions with staff, service users, carers, the local authority and the voluntary sector
- 207 online responses and more than 90,000 social media posts
- feedback used to co-design key features of the proposed new services
- new service proposals reviewed by the East Midlands Clinical Senate
- ongoing engagement with service users, family, carers and staff is continuing throughout the Covid-19 pandemic.

Ensuring equality of care

As a legal requirement, but also as a moral duty to people, we have tried to get in touch with everyone who has an interest in the proposals and encourage them to get involved.

We did an equality impact assessment at the beginning of 2021, so that we could make sure that we were making it easy for everyone to take part and we weren't unintentionally excluding anyone. We will keep looking at this throughout the consultation so that we can do something about any gaps. The initial assessment, which considered the requirements placed on the NHS through the Public Sector Equality Duty, will be reviewed and revised at the end of the consultation.



Step up to Great Mental Health

How to get involved

This consultation will run from Monday 24 May 2021 to Sunday 15 August 2021. We want to know what you think about these proposals to improve some adult mental health services in Leicester, Leicestershire and Rutland. Please fill in the questionnaire in this document. You can also:

- Find out more about the consultation, what is proposed and why on our website at **www.greatmentalhealthLLR.nhs.uk**. The website will also have details of consultation virtual events and meetings. You can complete the questionnaire in this document or on the website
- Telephone us on **0116 295 0750** if you require support to complete the questionnaire or email **beinvolved@LeicesterCityCCG.nhs.uk**
- Email us your views at **beinvolved@LeicesterCityCCG.nhs.uk**

For up-to-date news on the consultation, follow us on social media:

 **Facebook:** [@NHSLeicester](https://www.facebook.com/NHSLeicester)

 **Twitter:** [@NHSLeicester](https://twitter.com/NHSLeicester) [#GreatmentalhealthLLR](https://twitter.com/GreatMentalHealthLLR)

What happens after the consultation ends?



All the feedback we receive from the consultation will be independently evaluated by an external organisation. The organisation will also do a review half-way through the consultation and advise the CCGs if there are communities that are not being reached. If the review shows gaps, then we can adjust our communication plan to address them.

A final report of findings from the consultation will be sent to the three CCG governing bodies in a public meeting and the feedback from the public consultation will be considered and taken into account in any decisions they make.

All decisions will be made public after the governing board meeting. Leicestershire Partnership NHS Trust would then undertake further work with service users, their families and carers, and staff running the service to co-produce the improvements.



Step up to Great Mental Health LLR Consultation

Leicester City CCG, 4th Floor, St John's House, 30 East Street, Leicester, LE1 6NB