



Market position statement for Mental Health



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Good mental health is about feeling good about your life and being able to cope with problems when they happen.

“Newcastle makes me happy by having lots of parks and open spaces, being near to the countryside and the coast.”



“Poor mental health is the largest cause of disability in the UK.”
Making mental health services more effective and accessible (DH 2013)

What is a Market Position Statement?

Newcastle City Council aspires to be a cooperative council; this means we want to:

- deliver services in cooperation with communities,
- enable communities to inform choices about the Council's priorities,
- involve communities in deciding how services can be delivered in the future and how to achieve a balance between those services which are available to everyone and those that are for people with an assessed social care need.

Market Position Statements are the first step towards achieving a cooperative approach to the commissioning of services. These documents are designed to help Adult Social Care providers and the people who use Adult Social Care services in Newcastle understand what services are currently on offer in the City, and also what we think Adult Social Care services should look like in the future.

We are producing a range of these documents looking at different client groups and service models in the City.

In developing these documents we have spoken to people that use Social Care services, the people that work in services and the organisations that run them to

National drivers for change

- Closing the Gap: Priorities for essential change in mental health (DH 2014)
- Making mental health services more effective and accessible (DH 2013)
- Mental Health Crisis Care Concordat: Improving outcomes for people experiencing mental health crisis (DH 2014)
- No health without mental health: implementation framework (DH 2012)
- White Paper – ‘Caring for our future’ (HM Government 2012)
- Putting People First Concordat (HM Government 2007)
- Mental Capacity Act Deprivation of Liberty Safeguard (OPSI 2007)
- A Vision for Adult Social Care: Capable communities and active citizens (DH 2010)

Local drivers

- Reduction in hospital beds.
- Moving away from residential care.
- Budgetary pressures

Does Newcastle have higher than average needs for specific types of MH problems?

Newcastle Population	2012	2020	% Change
<18	54,200	58,000	7.01%
18 - 64	188,200	194,300	3.24%
65+	40,100	45,300	12.97%
Total	282,500	297,600	5.35%

Crown copyright 2012 Source: Poppy & Pansi

understand what they think of what's currently on offer and how they would like to see it change.

We want to use these documents as the start of a conversation with providers, carers and people who use services, about the vision for the future of our Social Care market in Newcastle.

Who is it for?

This document is aimed at:

- Existing and potential providers of mental health care services and/or accommodation, to aid them to develop their future business plans.
- Service users and their carers to understand the direction of travel which Newcastle is undertaking.
- Health colleagues who will be crucial partners in ensuring the delivery of the co-operative approach which is fundamental to Newcastle City Council approach.
- Voluntary and community organisations can learn about future opportunities and what would enable them to build on their knowledge of local needs in order to develop new activities and services.

Key Messages

One in four people will experience a mental health problem at some point in their life and one in six adults has a mental health problem at any one

Newcastle City Council offers:
In-house [Scrogg Road]:

- Rehabilitation
- Crisis support
- Outreach support to those who live in the community, Monday to Sunday, 9am-6pm
- 24/7 staff presence at our resource centre

Commissioned services:

- Specialist Care Homes
- Specialist Home Care
- Advocacy
- Supporting Carers

Funding:

- Funding to the Voluntary and Community Sector via the Newcastle Wellbeing Fund.

“Newcastle City Council have ran a high quality service for the people of Newcastle for many years. We are now at a significant point in transforming the service as we prepare to build a brand new fit-for-purpose building [Scrogg Road] which will help people in Newcastle recover or cope with mental health problems.”

Cllr Veronica Dunn, portfolio holder for Adult Social Care – July 2012

Scrogg Road “.....designing a fit for purpose building that meets users’ needs.”

Sheila Winter, Mental Health Manager

In Newcastle there are approximately 43,373 people aged 18-64 with a mental health condition (short and long term).

In 2011/12, Newcastle Council supported 639 people with mental health issues, 70% live independently and 8.4% are in paid employment.

time. Common mental health problems include: stress, anxiety and depression.

This document doesn't deal with the causes of mental health nor the impact of social isolation or housing on Newcastle's population. It is instead aimed at the provision of services for those with complex fluctuating support needs and/or challenging behaviour.

Social isolation is dealt with in the Day Care Market Position Statement.

The NHS provide the majority of social care expenditure on mental health, they aim to support people in the least restrictive setting, focusing on early interventions and strengthening community services.

Newcastle City Council's ambition is to help people live independently with the best quality of life open to them, with the understanding that some people will require long periods of rehabilitation to enable such a level of recovery.

To aid this ambition our social workers provide intensive support via our rehabilitation resource centre on Scrogg Road which is also the base for the teams work in the community. □
Scrogg Road supports independent living through 12 rehabilitation flats and 4 crisis / respite flats.

Demand on mental health services is expected to increase in line with working age adult population growth (just over 3%) over the next few years.

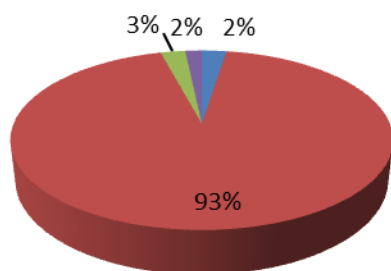
The number of working age adults predicted to have a common mental disorder in 2012 was 30,151 of which:

- 841 borderline personality disorder
- 668 an antisocial personality disorder
- 749 with a psychotic disorder.

The majority will not require, or are not eligible for statutory funding, however they are likely to need some form of support at some time.

In-house Mental Health Care Packages

Care at Home Community Based
Day Care Residential Care



We and our partners provide help to residents to sustain their independence through prevention services, emergency responses and targeted support to avoid repeat episodes of crisis.

What this means for providers

Providers in Newcastle need to respond to:

- The increasing use of personal budgets.
- The private market funded by individuals.
- Funding opportunities around prevention such as the call for community schemes to prevent social isolation.

Promotion will be crucial in reaching the people who have personal budgets as well as responding to the flexibility people are seeking.

Currently 11.7% of our users manage their own care provision through direct payments and this figure is expected to increase in line with personal choice.

To enable people maintain or develop independence Newcastle will encourage independent, not-for-profit and user-led sectors to develop a wide range of opportunities and activities to attract customers with access to personal or private budgets.

What's happening in Newcastle?

Newcastle City Council funds social care for people that are deemed as having a Critical or Substantial need under the Fair Access to Care (FACS) criteria. People with low or

Local residential and nursing care homes:

- Milldene (Anchor) – 13 single rooms
- McGowan Court (Mental Health Concern) – 12 single rooms
- Cragston Court (Care UK) – 20 single rooms
- Jubilee Mews (Mental Health Concern) – 12 single rooms
- Fairfield (Mental Health Matters) – 11 single rooms

Being homeless is incredibly difficult both physically and mentally and has significant impacts on people's health and wellbeing.

Crisis [December 2011]



“ ... offering high-quality, safe care in the community, that reflects what patients want and need and focuses on recovery.”

Making mental health services more effective and accessible (DH 2013)

moderate needs pay for their own care and support, although we will signpost people to appropriate services.

We support a number of Voluntary and Community Sector organisations to provide services through a variety of funding streams, including the Newcastle Fund and the Wellbeing Fund which is Public Health monies. Many of these services support people with lower level needs, in the short or long term, and prevent people's needs escalating to the critical or substantial level, resulting in reduced demand for statutory services.

In-house support accounts for 28% of our budget which is primarily used for social work staff and the offer at Scrogg Road which is delivering community based support. Newcastle City Council's preferred delivery model is support in the community.

In 2013 48% of those categorised with a mental health issue received a specific mental health package, 34% received older person packages and the remainder received learning disability or physical disability support packages.

The NHS self-harm team who comprise senior mental health nurses trained in psychosocial assessment and a consultant psychiatrist, meet on a daily basis and provide an assessment service to patients admitted to hospital

27% of working age adults in England with a mental illness are in employment compared with around 70% of the population as a whole. Research has suggested that less than 40% of employers would consider employing someone with a Mental Health Needs (Stand to Reason, 2009: Breaking glass ceilings in mental health).

Around 85-90% of people with a mental illness who are not employed would like to work.



22% of carers care for someone with mental health problem(s)
9% of carers suffer from a mental health problem

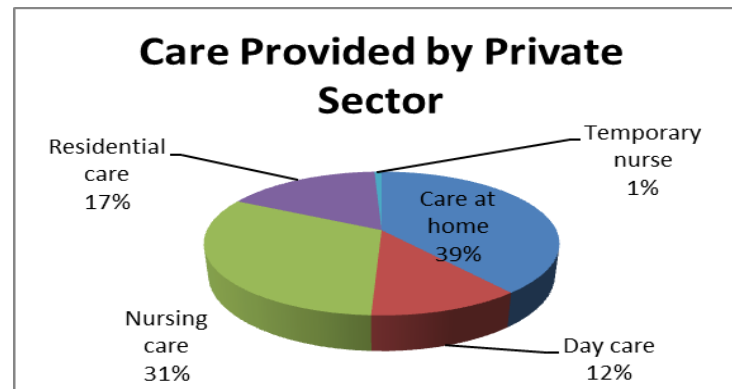
Source: NCC Carers Survey 2012

“We’re worried that there will be no more ‘lifetime support’, even to help with medication and finance.”

Service User



following an episode of self-harm. Being based in the mental health unit, the team is able to link patients into continuing mental health care when necessary.



The private sector provides 60% of mental health service user support for Newcastle City Council with care at home being the largest of these.

Finances and funding

In 2012-13 £6.7 million was spent by Newcastle City Council on Mental Health services for people aged 18-64 in Newcastle. This is out of a £72.4 million adult social care services budget and is a decrease in spending from 2011-12 of £0.5 million.

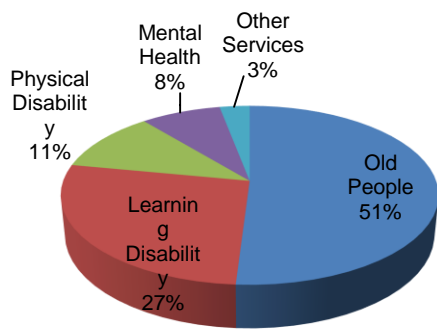
The challenge to Newcastle and its providers will be to deliver high quality value for money services with fewer resources.

In 2011 the Council’s committed to providing at least £10.25 million in grant aid over four years via the Newcastle Fund to the Voluntary and Community Sector. The Voluntary and Community Sector

In Newcastle the average spend per working age person with Mental Health needs per week are:

- Residential care £846
- Direct payments £75
- Home care £103
-

How we spend our money



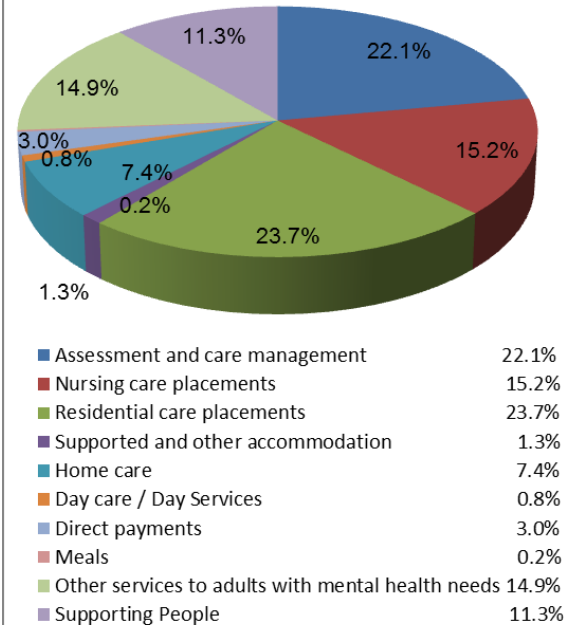
Mental health problems can affect anyone, anywhere.

make an enormous contribution to the quality of life for people in Newcastle, but 60% have relatively small incomes of less than £10,000 with few employees while providing significant community benefit and social action.

The Newcastle Fund is one of the Council’s primary grant-giving vehicles, and a key source of core running costs and project funding for many small and medium sized Voluntary and Community Sector organisations.

The Council recognises that this fund continues to be an important form of support for the voluntary and community sector. In recognition of this, the Council has continued to protect investment in the Newcastle Fund.

Spend on Mental Health Services on 18-64 Adults 2012-13

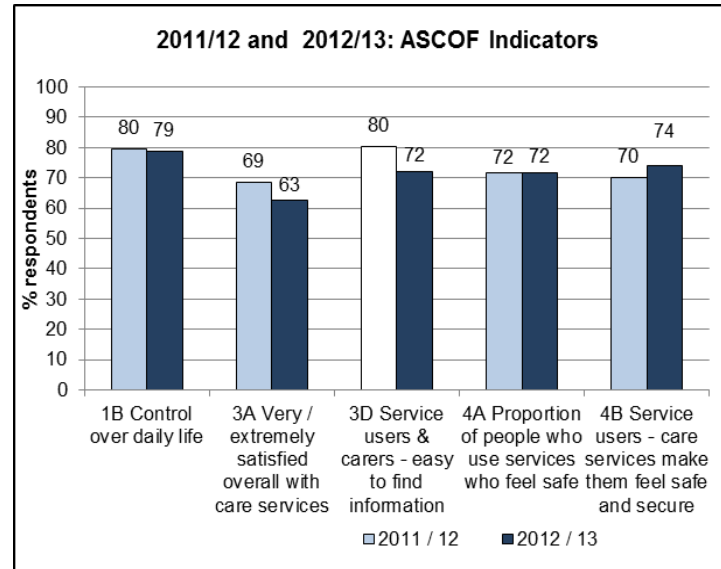


No health without mental health (DH 2011)

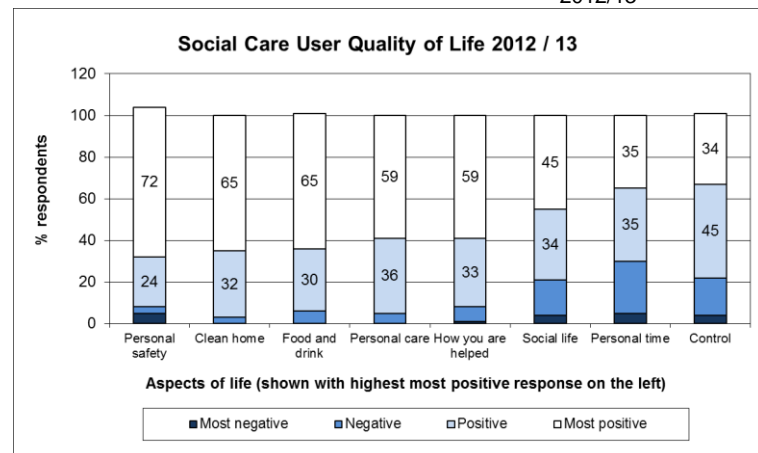
- 1 in 10 children aged 5 to 16 years has a mental health problem, with the problem continuing into adulthood.
- Almost half of all adults will experience at least one episode of depression during their lifetime
- 1 in 10 new mothers experiences postnatal depression
- About 1 in 100 people has a severe mental health problem
- Some 60% of adults living in hostels have a personality disorder
- Some 90% of all prisoners are estimated to have a diagnosable mental health problem (including personality disorder)

Respondents to our annual service user survey show our services help with:

- control over daily life
- social contact with others
- spending time as they want to



Newcastle City Council
Social Care User Experience Survey
2012/13

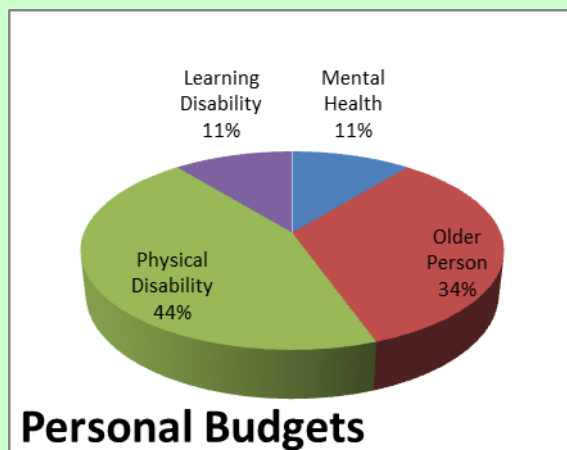


Newcastle City Council
Social Care User Experience Survey 2012/13

What do people who use services, and their carers say?

“[The welfare reforms] creates tremendous stress and anxiety. Exacerbates depression in those suffering from mental health”

Big Squeeze survey, Newcastle CVS



Newcastle spends more on mental health than the rest of the region and England.

Area	2012-13 Spend on Mental Health per 10,000 population
Newcastle	£295,000
North East	£250,000
England	£270,000

What do providers say?

Providers have asked Newcastle to be:

- Up front about their expectations.
- To challenge providers to find innovative solutions around efficiencies and meeting service users diverse needs.
- To define areas Newcastle are not looking to commission.
- Attach outcomes to the future.
- To define how Newcastle’s specialist provision links to Newcastle, Tyne and Wear NHS Foundation Trust.

“to be added after consultation”

What we will do

Newcastle will:

- Focus on enabling approaches that maximise peoples independence and reduce reliance on long-term services.
- Continue the use of telecare technology to help people lead the independent life that they want.
- Continue to deliver support in the community.
- Provide 16 bed Scrogg Road rehabilitation resource centre.
- Enable service users to have choice and control by moving from care to support planning, introducing outcome measures and direct payments from personal budgets.



What services in Newcastle will look like?

Newcastle City Council's focus is on "enabling services" to help people maintain or develop independence.

The provision of services will be based on a close working relationship between health, and social care, delivered in the community by a range of commercial, community, social enterprise, user and carer-led organisations.

Newcastle City Council will be commissioning mental health services around:

- Specialist Care Homes
- Specialist Home Care
- Advocacy
- Supporting Carers

We will additionally be providing grants through the Wellbeing Fund to reduce social isolation

(<http://www.newcastle.gov.uk/communities-and-neighbourhoods/grants-and-funding/wellbeing-fund>).

Service users will control the market through the use of personal and private budgets.

“All too often, attitudes to mental health are stuck in the dark ages; full of stigma and stereotypes. It’s time for us to bring mental health out of the shadows and to give people with mental health conditions the support they need and deserve.”

The Rt Hon Nick Clegg MP, Deputy Prime Minister



What business development opportunities will this create?

There is a need for community groups or providers to support people to maintain or develop their independence as well as improve social inclusion within the community. These services should be directly targeted at service users who will pay for them through their personal or private budgets.

Tailored support for under-represented groups such as black and minority ethnic communities is also required.

Enabling independent living by developing alternative housing options is seen as a real opportunity. The options would include step down housing to facilitate recovery for those currently in secure settings as well as those going through rehabilitation after an episode of care in a hospital.

However, there are currently no clearly defined models for what such accommodation should look like. To help define models, the government are allocating £43 million from the Care and Support Specialised Housing (CASSH) Fund to support the construction of a small number of housing projects. These projects will be designed in close conjunction with mental health and learning disability policy experts and representatives of relevant charities.

Key contacts

Commissioning

Write to:

Room 104,
Newcastle City Council,
Civic Centre, Barras Bridge, Newcastle
Upon Tyne,
NE1 8QH

Tel: 0191 211 5394

e-mail: adult.commissioning@newcastle.gov.uk

Community Mental Health Resource Service

Allendale Road, Byker
9am - 9pm, seven days

Tel: 0191 2788202

Northumberland Tyne and Wear NHS Foundation Trust (NTW)

Write to:

Communications Department
Northumberland, Tyne and Wear NHS
Foundation Trust
St Nicholas Hospital
Gosforth
Newcastle upon Tyne
NE3 3XT

Tel: 0191 213 0151

Crisis Assessment and Home Treatment Service (CAT)

Tel: 0191 2194646 or
0191 219 4647

Community Mental Health Social Workers,
Westgate Community Complex, NE4 9LU,
Tel 277 2355

**TO BE AGREED AT
CONSULTATION WHO OTHER KEY
CONTACTS SHOULD BE –
NEWCASTLE FUND / NCVS?**

The government's ambition is to receive bids from potential developers by 2015 with homes available from 2017.

How Newcastle Council will help providers be fit for the future

The Council will assist the market in the development of the services described in this document by:

- Creating a close working relationship with Newcastle, Tyne and Wear NHS Foundation Trust.
- Hosting regular events for providers to meet and discuss future plans with other providers and also Commissioners of services.
- Continuing to provide support to organisations to run networking groups through the Newcastle Fund.
- Providing information on what the plans are of other local authorities in the region.
- Help support capacity building of the Voluntary and Community sector through the provision of advice and by signposting to training and support from community infrastructure organisations such as Newcastle Council for Voluntary Services.

Key Contacts [Continued]

TO BE AGREED AT
CONSULTATION WHO OTHER KEY
CONTACTS SHOULD BE –
NEWCASTLE FUND / NCVS?