
**Greater Manchester Health and Social Care Partnership
Mental Health Transformation Programme
Bulletin 1. April 2020**

Dear colleagues,

Welcome to the first edition of our e-bulletin. We've included updates from across our programme and would welcome your feedback. Do you find this useful? Is there anything else you'd like us to include? If you have any comments or suggestions, please send them to laura.blake10@nhs.net. As this is the first edition it is slightly longer than future editions will be.

Service updates

24/7 Integrated all-age mental health, learning disabilities & autism, substance misuse open access crisis line & expanded clinical assessment service (CAS)

NHS 111 is experiencing with very high call volumes due to COVID-19 resulting in: A high number of people abandoning calls – e.g. in one day 3000 answered and 6000 abandoned)

- Long waits for clinical call backs - often more than 8 hours
- Increased clinical risk for patients who require urgent clinical help – children, end of life, mental health, etc.
- Increased demand on Emergency Departments, 999 and in-hours primary care.

GM are working with mental health commissioners, providers and the voluntary and community sector to establish a 24/7 integrated all-age mental health, learning disabilities & autism, substance misuse open access crisis line. This service will:

- Be supported by an expanded Clinical Assessment Service (CAS) that will receive low acuity (category 3&4) calls from 999.
- Provide additional local call handling and clinical capacity to support the management of 999 calls.
- Help ensure certain patient groups (mental health, children and end of life patients) are directed to a local senior clinician without unnecessary delay.

We're working towards implementing a GM version of the well-established Cambridge & Peterborough model that's considered best practice by NHSE. They've seen around 75% of their activity managed by telephone through support, guidance and signposting, a 25% reduction in A&E mental health attendances and a 9% reduction in emergency admissions.

- Known service users will continue to utilise the 24/7 crisis lines already operational at GMMH, PCFT and NWBH.
- Unknown service users that ring 999 will have their calls categorised with category 3&4, low acuity calls, diverted to the CAS team.

- The CAS team will assess each call and offer appropriate support guidance and signposting.
- They will have access to a comprehensive Directory of Services providing details of local and national services the service user could be directed to.

The plan is for the project to be delivered in two phases. Phase 1 will be launched w/c 4th May 2020 with a team of GPs delivering the CAS. Phase 2 will be delivered towards the end of May 2020 with mental health provider staff delivering the CAS.

Key contacts: boby.raja@nhs.net and linsey.hall@nhs.net

Bereavement and end of life

The Greater Manchester Bereavement Service is due to start by the end of April. Six Degrees have been commissioned to run the service by the GMHSCP. It will have an associated website which is being built at this time and which will include details of bereavement support available in each of the localities along with national bereavement support.

- The GM Bereavement service will take calls from the public and accept calls from professionals.
- The phone line will be open Monday to Friday 9am-5pm, Wednesday 9am-8pm (except bank holidays).
- It will be for all types of bereavement at this time.

A National Bereavement Helpline is being created for families who lose a loved one as a direct result of Covid-19.

An NHS Wellbeing Support helpline number, including bereavement support, is also now available 7 days a week for NHS staff t: 0800 2600 400

Key contact: adele.owen1@nhs.net

Children and young people

In response to the coronavirus pandemic, CYP MH services and colleagues throughout the Greater Manchester (GM) system have been working hard to find different ways to ensure those who need support receive it in the safest way possible. Alternative and targeted mental health support is being made available via telephone and digitally (video consultations) - and where critical needs are identified, support in person is still offered.

Rapid Response Teams (RRTs) – which go to meet a CYP at the point of need – are now accepting self-referrals and all age liaison mental health services can also refer directly to RRTs. It will also be possible for Greater Manchester (GM) 24/7 helplines to offer direct access to RRTs too. Increasing the ways in which people can refer to and contact RRTs will ensure a child or young person experiencing acute mental health distress can get the tailored support they need to de-escalate in a crisis. This will also redirect activity away from busy Emergency departments.

GM have been at the forefront of embracing digital innovations to improve CYP MH service offers. Design and development of a digital front door to CYP MH services continues:

- A text messaging service named ChatHealth will be piloted in two GM localities in the near future.
- An app named Blue Ice app (to support those who self-harm) has been made available to CYP in contact with Child and Adolescent Mental Health Services (CAMHS) across GM.

- Kooth, an online counselling and emotional well-being platform for children and young people aged 11 to 18 years has been made available to all CYP in the region.

The current pandemic is an anxious time for all people. During the significant disruption, it has been important to make sure there are wellbeing, resilience and mental health support available for all those who may need it. Work is ongoing with the voluntary, community and social enterprise (VCSE) sector to plan for increased immediate support to CYP that will need to be available and for what may be needed as we move through the coronavirus pandemic. Health Innovation Manchester are also supporting our response by looking at new internet enabled therapies and digital technologies to improve the offer of CYP MH services.

While the increased use of digital technology has brought many benefits, not all CYP have access to laptops/ tablets or computers or are able to engage well with digital platforms. Opportunities to help vulnerable CYP who need support in different formats is being considered by GM colleagues.

Although the picture of CYP receiving NHS funded mental health support across GM may have changed since COVID-19, data taken from the Mental Health Services Dataset (MHSDS) from January 2020 showed that GM had an access rate of 44.8% against a national target of 34% (access defined as 2 or more contacts with a service). This is far higher than the average access rate for England as a whole, which at January 2020 was 35.9%. GM mental health system colleagues are working hard to address any local variation in access to CYP MH services to ensure that all CYP receive the treatment they need in a timely way.

Key contact: stephanie.fernley@nhs.net

Homelessness

People who are homeless or have been rough sleeping have been accommodated in hotel or self-contained accommodation settings to support them to self-isolate during the period of COVID-19. GM Mental Health Providers have been working to support these individuals with their mental health needs during this time by continuing to provide services to people using different approaches and developing new access pathways to people have access to the support, advice or clinical services they need during this time. Resources and training are also being shared with our homelessness workforce.

Key contact: helen.simpson11@nhs.net

Learning disability and autism

The learning disabilities and autism programme continues to plan ahead despite the current crisis. We're continuing to work on the complex needs cohort although this has been slimmed down in order to concentrate our efforts where appropriate. Discharges and admissions into LDA services are happening with some amendments to ensure all around are safe. NWTDT/Pathways are completing daily video's to communicate any information which is wanted by the LDA community on the COVID19, you can follow these video's via twitter (@nwttdt) or Facebook and [NWTDT/pathways Associates CIC](#).

Key contact: helen.mcprice@nhs.net

Mental health in education

We know that for children and young people the disruption to their daily lives by the closure of schools, colleges and Universities has had, in many cases, a significant impact on their mental health.

- We've set up weekly COVID-19 response call for SEND representatives and Special School head teachers from across GM. This call provides a forum for sharing knowledge sharing and raising concerns for those most vulnerable children and young people
- Our Mentally Healthy Schools and Colleges providers, Manchester Foundation Trust and Pennine Care Foundation Trust continue to provide support to children and young people who were already known to their services through digital and telephone contacts. They're now beginning to consider how they can support children and young people during the crisis.
- The University Mental Health Service provided by GMMH is still supporting over 100 students who have remained in GM following the lockdown. The service is still accepting referrals from the university wellbeing teams and are delivering support through digital and telephone contacts where possible.

Looking beyond the COVID-19 crisis and the continued need to increase the number of Mental Health Support Teams working with education partners, we have, this month, completed an expressions of interest exercise for the development and deployment of new Mental Health Support Teams aligned to schools and colleges. The four successful localities are Manchester, Salford, Oldham and Rochdale.

Key contact: ann.hambleton@nhs.net

Mental Wellbeing

[Living Life To The Full](#) delivers online courses for people affected by low mood, anxiety or depression using cognitive behavioural therapy concepts. Materials have been designed to boost individual's ability to live well. Each course offers free modules including worksheets to print off and use and linked e-books to read.

Connect5 e-training. GM is making digital delivery of Session 1 of Connect5 workforce training available. This is a training session designed to increase confidence and offers tools to public sector workforce including volunteers who might be having conversations about mental wellbeing. Organisations that are keen to take up the training please contact Emma

Key contact: Balfe emmabalfe@togmind.org and cc in Charlene Mulhern charlene.mulhern@nhs.net & Jan Hopkins jan.hopkins@nhs.net.

Perinatal & Parent Infant Mental Health

We know that the perinatal period is a particularly challenging time for families during COVID-19 and a whole system response is needed more than ever to ensure that parents get prompt access to a broad range of support, and thereby ensure their babies are receiving the safe, nurturing care they need. Through prioritising the mental well-being of parents and the well-being and development of their babies, it is hoped to reduce the secondary impacts of COVID-19 on babies during pregnancy and the first years of life.

The GM Perinatal Community Mental Health Team is supporting more women than ever, the Parent Infant Mental Health Teams are working hard to reach families, PIMH IAPT services are also prioritising referrals, Home-Start is proactively reaching vulnerable families and Dad Matters is reaching dads through innovative use of technology. Universal services are also developing new ways of working on-line to reach as many families during this crisis. Resources are being added to the GM website for families and our colleagues working with them.

Key contact: pat.mckelvey@nhs.net

Resilience hub

GMHSCP have been working with the Manchester Resilience Hub to utilise their skills and experience in order to support our workforces at this challenging time. The Resilience Hub have submitted a proposal with an offer of how they could help the system respond at an individual, management and organisational level through the 'active phase' of our Covid-19 response initially and moving onto the 'recovery phase' using the stepped care psychological response model for the following keyworker groups:

- Front line staff- A&E ICU staff and the Nightingale hospital
- General Practitioners and Primary Care
- Blue Light service (NWAS, fire and Police)
- Adult Social care including care homes

Further information will be shared once the proposal is fully developed and agreed.

Key contact: adele.owen1@nhs.net

Substance Misuse (Mark)

Drug and Alcohol Services remain open across Greater Manchester though some have had to reduce opening hours and prioritise new referrals in line with clinical risk and need. The vast majority of assessments are now conducted by phone with one-to-one and group work being conducted virtually and online support groups promoted. Commissioners and providers share service developments through a weekly GM team call. We have developed harm reduction priorities for working with rough sleepers in ABEN accommodation with a particular focus on distributing naloxone to reduce the risk of opiate overdose.

Key contact: mark.knight@greatermanchester-ca.gov.uk

Support for frontline staff

We've attached a document outlining current mental health and wellbeing support for frontline staff. We will send out an update when any new services become available.

Key contact: laura.blake10@nhs.net

Suicide

We've developed new social media communication messages to reach those who may be struggling with thoughts of suicide at this time; signposting to Samaritans and www.shininglightonsuicide.org.uk Your communication leads have full details of this campaign and are supporting it.

The GM Suicide Bereavement Information Service continues to run t: 0161-983-0700 Monday to Friday 10am-4pm (except bank holidays).

Information about local support for those suicide bereaved can also be found at www.shininglightonsuicide.org.uk

Private Facebook group and the Greater Manchester Suicide Memorial Quilt Project

The planned group meetings in localities, for those in GM bereaved or affected by suicide, had to be cancelled when social restrictions came in. We've now developed a private Facebook group which provides an opportunity for some peer support.

The Speak Their Name: Greater Manchester Suicide Memorial Quilt Project is going ahead on-line. New skills are being taught by a textile artist, Rebecca Jackson. She's also a mum bereaved by suicide. Rebecca is teaching skills to help members create a quilt square to remember a loved one lost to suicide. Perfect for beginners, the videos talk members through some of the basic skills needed and highlight a range of ideas to help them to create a personal square that will be stitched with others to create the main quilt. Manchester Art Gallery have agreed for it to be exhibited to the public on the 10th September 2020 on World Suicide Prevention Day. A memorial to remember those lost to suicide across Greater Manchester now and for the future. There's no limit to the numbers that can take part if you could please share and raise awareness of the group.

The social media hashtag is #speaktheirname and the Facebook link is:

<https://www.facebook.com/groups/523604958349233/>

Key contact: adele.owen1@nhs.net

Workforce

A centralised recruitment task and finish group has been set up to support the recruitment of IAPT trainees across Greater Manchester. The group comprises of the three NHS IAPT providers in GM, Health Education England and the Universities of Manchester, Cumbria and Chester and the Greater Manchester Mental Health Psychological Therapies Training Centre (IAPT trainee education providers); with support from the Greater Manchester Health & Social Care Partnership. The centralised recruitment will commence in late May 2020.

Key contacts: sherida.collins@nhs.net and babatunde.rosanwo1@nhs.net

Digital services mobilisation

Greater Manchester health and care providers and the voluntary sector are stepping up support for people with mental health needs, learning disabilities and autism during the COVID-19 crisis. Mental health services across Greater Manchester have considered the digital options available to continue to deliver care. We are now mobilising an expanded range of digital support offers across Greater Manchester including:

- **[Shout crisis service](#)** – a 24/7 all-age text service with trained crisis volunteers who will chat using trained techniques via text responses
- **[Kooth](#)** – an on-line counselling and emotional well-being platform for children and young people
- **[Living Life to the Full](#)** - one of the world's most used wellbeing support packages and aims to provide key information using everyday non-complex language
- **[Bluelce](#)** – an evidenced-based app to help young people manage their emotions and reduce urges to self-harm. This is only available on 'prescription' from a clinician working in child and adolescent mental health services.
- **[SilverCloud](#)** – an online therapy programme for adults proven to help with stress, anxiety, low-mood and depression.

Key contact: karen.clarke34@nhs.net

VCSE leadership

The VCSE mental health leadership group is meeting weekly. It is operating as a key conduit between activity being undertaken on the ground within the localities and Greater Manchester strategic decision making. It is also providing a real time temperature check of the emerging issues being faced within communities across Greater Manchester. The expectation is that this regular sharing and pooling of information will lead to a much more co-ordinated and connected response.

Key contacts: Simone.Spray@42ndstreet.org.uk and stewart.lucas@manchestermind.org

Website

We have a COVID-19 resources hub available. This is public facing.

<https://hub.gmhsc.org.uk/mental-health/covid-19-mental-health-and-wellbeing-resources/>

All resources have been quality checked and we will continue to add resources as they become available. If you know of any useful resources please send them to laura.blake10@nhs.net and we will review them. We have a new page with gambling addiction resources and will be adding a new page for drug and alcohol addiction shortly.

Get in Touch

If you have any further question about items discussed in this bulletin please reply to the original email or contact laura.blake10@nhs.net