

# Futures in Mind

Adult mental health  
strategy (2019-2024)

Summary document



Cornwall and the Isles of Scilly  
Health and Care Partnership

# INTRODUCTION

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Having good mental health is important, and affects us all in one way or another – either directly, someone in our family, our friends or the people we work with.

In England one in four adults experience at least one diagnosable mental health problem in any given year. It's important to make sure that having good mental health is taken as seriously as our physical health, and we make sure people get the same help for their mental health as they would for a physical problem.

We want and need to do more to support people to manage their mental health – from making sure issues don't arise, getting help quickly and early when they most need it, and managing their condition.

Doing nothing to support people to manage their mental health is not only bad for people, but is expensive for society and our health and care system too – around £1 billion a year is estimated to be spent on people's mental health in Cornwall and the Isles of Scilly.

There are lots of things that can affect our mental health: trauma and difficult life experiences, stigma and marginalisation, problems with relationships, unhealthy lifestyles, employment, housing and the environment.

Preventing and addressing these factors earlier, requires a joined-up approach across the different organisations. Everyone needs to come together in our local areas if we are to deliver the changes we need to make to help adults from becoming unwell, and protecting their mental health.

Prevention is about taking action to improve people's quality of life and reduce the chance of developing a mental and physical health condition. It requires adults to take steps to help avoid things that can lead to poor mental health and wellbeing, and improve day to day living by adopting healthier and more active lifestyles, and developing personal resilience. This means getting better at spotting the early signs of mental ill health and intervening earlier.

To provide the type of joined-up care we all want, we need to know what is important to people, and where they live, and we need your help to make sure we're on the right track.

Mental health problems are widespread, at times disabling, and some people try to hide how they're really feeling.



We have spent the past year talking and listening to lots of different people across Cornwall and the Isles of Scilly to understand what things are important to people, what's working well, what we need to do more of, and what we need to change. We've used what people have told us to create our draft five year strategy for adult mental health services to explain how we will deliver this. We now want to check that we haven't missed anything important before we agree our plan.

## Who is our plan for?

This strategy is for adults, aged 18 years and older, who are experiencing issues relating to poor mental health and wellbeing in Cornwall and the Isles of Scilly. Its objectives sit alongside the work which is taking place to transform mental health services for children and young people.

The strategy will focus on the whole person and their individual journey through life. It emphasises prevention and the maintenance of healthy living, as well as the delivery of evidence based and specialist care.

We will pay particular attention to the needs of younger adults, and those who are moving from children to adult services, as well as those with more specific and long-term needs, people in higher risk groups, and older members of our communities who can feel vulnerable and lonely.

## Our vision

We want everyone in Cornwall and the Isles of Scilly to enjoy the best possible emotional and mental health and wellbeing during their life. This means we need to focus on the whole person, tackle mental health issues and the causes of them with the same energy and priority as people's physical health needs.

## Our ambition

Our overarching ambition is to ensure that:

- People will feel supported and able to access care and treatment.
- People will have choice in the support and care that they receive.
- People will reach their own personal recovery goals.
- People will live longer and in good health.
- People will feel positive about the services they receive.



**1 in 4** adults experience at least one mental health problem in any given year.

“WE WANT TO SUPPORT PEOPLE TO GET HELP QUICKLY AND WHEN THEY MOST NEED IT”



# THE NEEDS OF OUR POPULATION

The strategy has been informed by a review of the mental health needs of people living across Cornwall and the Isles of Scilly.

This shows that nearly nine percent of the population have been diagnosed with depression by their GP, and serious mental illness affects 0.9 percent of the population. In 2017/18 there were 40,886 people registered with depression, and a further 1,064 people with both depression and anxiety. More women than men are thought to have a mental health problem, and the numbers of adults with a mental health problem varies depending on where they live.

Adults with a severe mental health illness die on average 15 to 20 years earlier than those without. Two thirds of these deaths are from avoidable physical illnesses such as treatable heart disease, diabetes, respiratory disease, cancer and infections. Around 46 percent of people with serious mental illness also have one or more long term physical conditions – that’s about 4,922 people in Cornwall and the Isles of Scilly.

The combination of physical and mental health problems also increases the risk of an individual considering suicide. Cornwall has higher than average rates of people who self-harm, and one of the highest rates of suicide in the country.

People’s mental wellbeing is affected by a number of different factors, including lifestyle choices and access to help and support services.

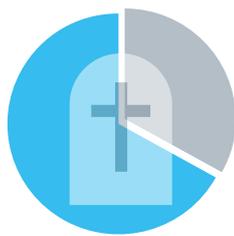
A recent survey of the mental wellbeing of 11,247 people across our communities, showed that people were more likely to have low mental wellbeing if they were younger adults, male, living in an area of deprivation and had poor general mental health. Other risk factors included the quality of housing and neighbourhoods.

People who were physically active and did things like volunteering or other activities where they were interacting with other people, tended to have good mental health.

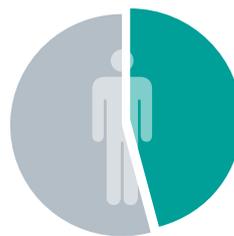
Mental health services must consider the needs of our communities and use the experiences and aspirations of people with mental health problems to develop future services.



**40,886**  
people in Cornwall  
and the Isles  
of Scilly are  
**registered with  
depression**



**Two thirds  
of deaths**  
from severe mental  
health illnesses **are  
from avoidable  
physical illnesses**



**46%**  
of people with  
serious mental  
illness **also have  
one or more long  
term physical  
condition**



**11,247**  
of those surveyed  
were **younger  
males living  
in an area of  
deprivation**

# THE NATIONAL PICTURE

There has been a transformation in mental health over the past few decades, with more focus on prevention and in the importance of treating physical and mental health needs with equal importance.

NHS England's [Mental Health Five Year Forward View](#) sets out key plans to improve and expand mental healthcare. These include:

- Increase access to psychological talking therapies.
- Reduce waiting times for talking therapies.
- Improve recovery rates for talking therapies.
- Specialist psychological support for long term conditions.
- Provide specialist perinatal mental health services.
- Provide 24/7 mental health liaison services in the emergency department.
- Improve crisis and home treatment services.
- Improve physical health for those with a serious mental illness.

The Mental Health Delivery Plan for Cornwall and Isles of Scilly 2017/18 sets out our ongoing commitment to deliver these aims.

The [NHS Long Term Plan](#), published in January 2019, also has major implications for mental health provision and the future of mental health services. The Plan recognises the importance of personalisation and prevention, with a specific focus on those from birth to 25 years.

## Specific national objectives

- £2.3 billion additional 'ring fenced' investment by 2023/24.
- Particular focus on the mental health of 0-25 year olds.
- Expanding crisis care and developing a single point of access.
- Recruiting and developing a skilled workforce.
- Expanding the availability of specialist perinatal services.
- Expansion of psychological therapy services.
- Testing waiting times targets for community mental health services.
- Developing a wider range of community based services such as:
  - Employment support.
  - Personalised and trauma informed care.
  - Support for self-harm.
  - Support for co-existing substance abuse and mental health.
- Targeted suicide prevention programme.

This strategy sets out how we will deliver these national priorities, and meet the local needs of our diverse communities during the next five years.

“DEVELOP A WIDER RANGE OF INTEGRATED COMMUNITY BASED SERVICES”

# THE LOCAL PICTURE

We know from previous consultations that people can struggle to find the help and support they need. Mental and physical health needs are often treated in isolation and there can be long waits to access assessments, diagnosis and treatment.

People can be confused by the different languages that different organisations use, and frustrated by multiple assessment and referral processes, and all the bureaucracy around these. They don't always get the same level of service and sometimes don't feel listened to or involved in decisions that affect them.

We asked the people we work with, those who are providing mental health services, people with a mental health problem and their friends and carers to share their views, experiences and aspirations with us. HealthWatch Cornwall also helped us by talking to 230 staff from 30 mental health teams to identify where we should focus our attention. We also met with students, teachers and leaders at Falmouth University and Truro College.

## What we learnt

- We should provide care which is holistic, flexible, inclusive, local and co-located.
- Our services should focus on the needs of people and offer choice, early help, and high quality comprehensive crisis and hands-on care.
- Our priorities should be early intervention, prevention and recovery, and providing consistent, compassionate and community focused care.
- Our services should be more joined-up and less fragmented.

## OUR PLANS FOR THE FUTURE

During the past two years around £6million of additional investment has been made into mental health services in Cornwall and the Isles of Scilly. While this has helped deliver improvements in our mental health system, we know we need to do more.

We have agreed a set of local goals to help us build on these improvements and ensure that:

- We will work together to ensure that people stay as healthy as possible for as long as possible.
- We will support people to help themselves and each other so they stay independent and well in their communities.
- We will provide services that everyone can be proud of and remain as cost efficient as possible.

Based on these local and national priorities, and what people have told us, we have identified six important areas to focus on:

- 1 Preventative approaches.**
- 2 Easier access to treatment ensuring parity of esteem.**
- 3 Personalised care and greater choice.**
- 4 Recovery focused and resilience forming.**
- 5 Greater integration.**
- 6 Embracing new technology.**

This document sets out how we aim to achieve these goals and deliver services which are fit for our communities and the future health and wellbeing of the people who live within them.

# PREVENTATIVE APPROACHES

Prevention should be everyone's business. This means the council, NHS and providers working together and encouraging a locality approach to promote:

## Lifestyle

Help people to make healthier life choices, self-manage their health and wellbeing and maximise their independence.

## Connections

Encourage social connections, build community resilience and reduce loneliness and social isolation.

## Environment

Design healthy work environments and neighbourhoods and ensure people have access to appropriate housing.

Public Health looks to improve the health of the population. This is achieved by promoting and protecting health and wellbeing, preventing ill-health through tackling the wider determinants of health (e.g. housing, employment and lifestyles) for example. This approach is important because small improvements in wellbeing can help to decrease some mental health problems.

As part of our goal to help people feel happier and enjoy life to the full we are supporting the development and use of the Five Ways to Wellbeing approach to enable people to better connect, be active, keep learning, give to others and be mindful.

Public Health is leading on the local Prevention Concordat for the Better Mental Health Programme which focuses on preventing mental health problems, promoting good mental health. This will be delivered alongside the Health and Wellbeing strategy, which focuses on healthy communities, a healthy start, healthy bodies and health minds.

“HELP PEOPLE TO FEEL HAPPIER AND ENJOY LIFE TO THE FULL”

## Building on our successes

We will build on the successes of existing secondary prevention services which includes:

- **Crisis Café pilot project:** This project, run by Redruth-based charity Valued Lives, offers emergency out of hour care for people in distress. Increased early intervention and peer support.
- **Out of hours help and support:** Access to emotional and practical support via phone, text, email or web chat from 5pm to 9am on weekdays, and 24 hour a day on weekends and bank holidays.
- **Expansion of crisis support and home treatment:** Cornwall Partnership NHS Foundation Trust's Home Treatment Team's 24/7 service with increased access to face to face care and support between the extended hours of support from 8pm to 10.30 pm.
- **Psychiatric liaison:** Co-location of mental health specialists in Royal Cornwall Hospital's emergency department as part of the national CORE24 service to deliver holistic care 24/7 working across the emergency department and our acute wards.



# PROVIDING EASIER ACCESS TO TREATMENT

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Some people may need more time, care and support for a range of conditions. This means supporting people to achieve their own personal recovery and enjoy a quality of life while receiving ongoing treatment.

We will provide people with greater choice over their treatment, and ensure that services address the physical health needs of those with a mental health problem and vice versa.

## Specific actions

- Prioritising the physical health of people with a serious mental health illness.
- Developing systems to recognise the risk of suicide amongst people with serious mental health and physical problems.
- Increasing the uptake of annual physical checks for people with serious mental health illness.
- Providing access to integrated lifestyle behaviour change support (eg smoking/physical activity) for people with a serious mental illness who are at risk of cardiovascular disease.

## Providing acute inpatient care

While our recent commitment to commissioning the Cove ward, a 12-bedded rehabilitation and step down unit in Redruth, has meant that local people requiring mainstream adult care in hospital are now treated in Cornwall. We are aware that on some occasions Cornish residents are being cared for away from their home, and in another county, due to the absence of local highly specialised provision. We will explore local alternatives to provide sustainable, specialist in-patient services in Cornwall to prevent this happening in the future.

## Supporting people with complex needs

We will continue our ongoing focus on substance misuse and mental health improvement, to meet the needs of people experiencing multiple problems, including drink and drug use. We will also work with people to understand the needs of people with complex needs, and review the care and support available to them.

We are committed to ensuring that anyone with a co-existing mental health and learning disability and/or autism has equal access to services, with reasonable adjustments put in place to support their engagement, care and support toward personal recovery. This means ensuring all services work together and promote inclusion to prevent people from falling through the gaps or falling foul of competing thresholds and access criteria.

We will also work with partners to develop a flexible and resilient workforce, with additional specialised training.



## Improving access to talking therapies

We will focus on key points in people's lives to offer support and improve access to evidence-based psychological talking therapies, including cognitive behaviour therapy (CBT). We will also look at newer treatment options with an equitable prioritisation of veterans and pregnant women; and expand the delivery of specialist support for people with diagnosed long term conditions such as diabetes and coronary heart disease.

Other actions include:

- Improving the availability and delivery of specialist psychology support, including targeted interventions for psychosis, personality disorder and other more complex conditions.
- Building on the success of our specialist perinatal mental health service to provide a wider range of evidence based therapies to include parent-infant, couple, co-parenting and family interventions. We will offer fathers/partners, evidence based assessment for their mental health and signposting to support as required. We will deliver psychological therapy for women experiencing mental health difficulties in maternity outreach clinics. We will also continue to make it easier for women in our more rural communities to get the help they need.
- Developing our specialist early intervention psychosis services.
- Reviewing specialist pathways, including services to meet the needs of treatment resistant depression; eating disorders; psychological interventions for psychosis; personality disorder and complex trauma; crisis care and home treatment and specialist rehabilitation.
- Providing trauma informed support to those who have experienced adverse childhood experiences and promoting resilience and self-management skills.

## Treating physical and mental health problems equally

We are developing specific local actions to help us meet our target for ensuring that people with serious mental health conditions have access to the full range of physical health checks.

These include:

- Improving access to NHS Health Checks.
- Supporting mental health practitioners working alongside GPs and involving voluntary sector organisations.
- Supporting the 'Suicide Safer Primary Care' and the 'Get Set To Go' programmes.
- Expanding local psychological talking therapy services to deliver specialised and co-located support to people with long term physical health conditions.
- Embedding psychological therapy support across our physical health pathways to help people with medically unexplained symptoms.
- Delivering specially adapted CBT.
- Extending the work of the Transforming Care Programme to meet the needs of those with a learning disability who also have co-existing and complex needs.
- To develop local evidence based approaches to meet the needs of those with an eating disorder to ensure psychological as well as physical wellbeing.



# SUICIDE PREVENTION

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One of our key areas of focus is suicide prevention. Local plans are now in place to reduce the rate of death by suicide in line with the national target of 10 percent across Cornwall and the Isles of Scilly through the Zero Suicide Collaborative, and projects which provide support after self-harm.

These include supporting vulnerable younger men via the use of sports and offering support to GPs to better identify and manage vulnerable people, with a rolling programme of free training for GPs.

Other actions include:

- Developing a single safety plan approach to provide greater access and consistency to personal care and risk planning.
- Emphasising the need to support men who would otherwise not approach or contact mainstream mental health services.
- Establishing a multi-agency real time surveillance system to provide timely support for people who have been close to someone who suicides.
- Progressing our suicide safer towns initiative to deliver local support in key areas of need.
- Establishing a fully operational multi agency Prevention and Assessment of Crisis Teams (IMPACT) Hub at Royal Cornwall Hospital to provide timely and joined up care for people who are vulnerable to, experiencing or recovering from a mental health crisis.
- Providing 24/7 crisis care support and home treatment interventions.
- Developing a single point of access for adults as well as children with support across NHS 111, ambulance and emergency department services.

# RECOVERY FOCUSED AND RESILIENCE FORMING

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Resilience is defined as the ability to “bounce back” from setbacks. These can include traumatic life experiences such as physical, mental or sexual abuse, natural disasters, or war and conflict. As well as experiencing distress or discomfort following trauma, people can experience positive developments such as a new appreciation for life or newfound relationships with others.

This means we need to consider re-evaluating and reconfiguring our existing community based services to give people experiencing psychological distress the best chance to recover and lead meaningful lives.

A local Recovery College for Cornwall, funded by the European Social Fund, has been set up to research the effectiveness of developing a resilience based psychological model. We will be collaborating with the project and using the results of the evaluation to inform the future planning and design of services.

We will explore the development of trauma informed approaches which encourage people to be mindful of the effects of trauma and think about how to interact with people using the services to build safe, secure and trusting relationships, and avoid re-traumatisation. This includes providing counselling alongside other treatments to give individuals greater choice.

We will continue to prioritise evidence-based care and support for anyone with a trauma. We will also explore alternative approaches where research has demonstrated value but where the evidence base is still emerging/ode greater choice.

# PERSONALISED CARE AND GREATER CHOICE

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We want to empower people to have greater choice over the way their health and care is delivered and will work with them to develop a personalised support plan.

Key actions include providing people with the information and support they need to manage their own mental health and wellbeing, or support family members or friends; using social resources and therapists from the community to enable care planning the ability to adapt and be flexible, and providing environments which are therapeutic and conducive with the delivery of personalised care

We will expand the use of Personal Health Budgets to enable people to access the services they need to improve their health, including accessing complimentary therapies, creative opportunities, intensive psychotherapy and hydrotherapy.

This means co-producing services with clinicians, experts by experience, families and carers and developing integrated, effective and accessible services for all which are provided with humanity, dignity and respect. We will encourage services to ask people 'what matters to you?' and work with criminal justice partners to support people with mental health problems.

We will also collect, share and provide information more effectively and develop innovative ways to support hard to reach groups across our communities. We will aim to reduce the likelihood of people relapsing, help build their resilience and ability to recover. Improving continuity of care and providing better support for people discharged from acute services will remain our goal.

## Supporting carers

We are committed to ensuring the best possible support is available to our carers, who are often directly involved in supporting the choices of their vulnerable family members, friends and loved ones. This means ensuring that their individual needs are identified by any mental health service which they may come into contact with. This support is inclusive to all those with a caring role and seeks to encourage resilience building for carers and those they look after.

It is also very important that carers have an opportunity to feedback and comment on the services they receive. We will work with all our mental health services to ensure they adequately identify, signpost and support people to access the range of targeted services available to them and maintain the principles set out in The Carers' Triangle of Care (Carers Trust 2010).



# GREATER INTEGRATION

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We want to change the balance of healthcare provided in hospitals and in the community (where appropriate) so more people receive care closer to, or at home.

This means delivering high quality ‘place based’ community services which are wrapped around people, not systems, and involving those who can help to support others including their family, friends, neighbours and volunteers.

This will enable us to:

- Empower people to take control of their own lives with help from supportive workers.
- Provide person-centred care as close to home as possible.
- Operate without barriers across different teams and organisations.
- Include members of the community working in partnership with NHS, social care, independent and voluntary sector colleagues.

A new coordinated mental health integration role, funded by the Better Care Fund, has been set up to develop a single, joined-up health and care service across the Isles of Scilly.

We will deliver high quality ‘community-based’ services which are wrapped around people by:

- Developing an asset based approach which looks at “what makes us healthy” rather than focusing on “what makes us ill”. We will work with key partners and stakeholders to support people and their communities to manage their own care and promote healthier lifestyles.
- Expanding the use of social prescribing and social inclusion services by working closely with GP surgeries, Active Plus, Volunteer Cornwall and other voluntary groups and charities to promote activities such as walking groups and arts based activities.
- Work with the voluntary and community sector to build capacity to offer wellbeing support and access grants to set up local projects to reduce loneliness and social isolation.
- Supporting employers to promote positive mental health and support those experiencing mental ill health through initiatives such as the Mindful Employer programme.
- Review the current services providing employment and community links to help people prepare for, access and maintaining employment.
- Supporting the development of the Peer Support movement.
- Exploring opportunities to develop appropriate accommodation to meet the needs of people with complex and enduring needs.
- Reviewing the demand and supply of supported housing for complex and vulnerable people who require additional support in the community.

“ PLACE BASED  
COMMUNITY  
SERVICES WRAPPED  
AROUND PEOPLE  
NOT SYSTEMS ”



# EMBRACING NEW TECHNOLOGIES

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Advances in the use of highly specialised technology is offering new opportunities to millions of people around the world who experience a range of mental health conditions. Greater collaboration has enabled us to develop more efficient and sustainable services, including the design of alternative crisis services, and processes to reduce attendance at our accident and emergency departments.

The benefits of new technology will be balanced against the need for tried and tested approaches which people rely on. We will strive to push boundaries and nurture innovation and advance.

Specific projects include exploring and developing improved web based support for local residents; using technology to create and develop new models of care that can be delivered 'locally'; developing new digital systems to share care planning; consolidating GP systems to enable practices to work collaboratively and expanding online consultation.

We are exploring the potential for Technology Enabled Care to deliver better care and support and help improve the quality of life. This means making it easier for people to order medicines online or access online treatment via Skype; exploring the use of Apps and innovative IT functions such as remote clinics and the use of avatar therapy, and the emerging use of screening and assessment technology as well as the use of Artificial Intelligence (AI) in areas such as diagnostics and predictive planning.

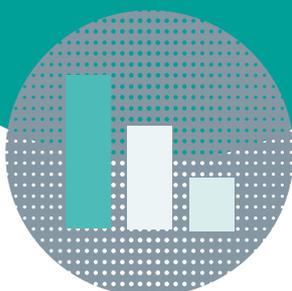
We are also developing new ways of sharing information between health and care services. This will ensure care is tailored to the needs of each individual, and support people to look after themselves better and make informed choices about their own health and care.

“ACCESS ONLINE TREATMENT ON THE GO”

## OUTCOMES

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We want to look at the way we measure the value and effectiveness of our service, to enable us to compare outcomes, the quality of services and people's experiences.



Delivering new approaches requires us to think imaginatively to use our resources and work collaboratively to maximise potential.

We want to be a voice for mental health on the national stage, providing leadership and striving for the highest quality standards.

We will review our existing measurement tools and work with our service providers to develop a consistent means of measuring and achieving positive health and wellbeing outcomes.

We want people to value their experience of care and feel able to recommend local services to friends and family.

By working with people with mental health needs, their families, loved ones and friends as well as those delivering care and support, we can ensure that we are truly co-designing the future of some of our most important services.

# SUMMARY

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The development of this strategy has identified a set of clear intentions which will enable us to work together to deliver high quality services which meet the needs of people and communities.

## Delivering our strategy

How will you know we have delivered our strategy:

- People will know what support is available and where to access it.
- People will receive support at the right time, in the right place.
- People will feel listened to and at the centre of their care and support.
- People will feel supported by the services who work together.
- People will enjoy healthier and more hopeful lives.
- People will receive support which feels meaningful and valuable.

## Our commitment

Our commitment to people across Cornwall and the Isles of Scilly is:

- We will aim to prevent people becoming unwell.
- We will provide easier access to treatment.
- We will ensure that mental health is as important as physical health.
- We will support personalised care and greater choice.
- We will support people toward their own recovery.
- We will help develop people's resilience.
- We will develop integrated, local services
- We will strive for better outcomes and improve experiences.
- We will strive for excellence in everything we do.



## Have your say

Have your say on our priorities and adult mental health plans. From 10 October 2019 to 21 November 2019, we want to engage with people on the work so far – the priorities, principles and emerging ideas.

Find out more at:

[www.kernowccg.nhs.uk/mentalhealth](http://www.kernowccg.nhs.uk/mentalhealth)

You can also return the survey on page 15 to:

FREEPOST RTES-UZ XK-SHBG  
C/O Adult mental health team  
NHS Kernow Clinical Commissioning Group  
Sedgemoor Centre  
St Austell  
PL25 5AS

# SURVEY



Have your say on the Cornwall and the Isles of Scilly adult mental health strategy 2019-2024 available at [www.kernowccg.nhs.uk/mentalhealth](http://www.kernowccg.nhs.uk/mentalhealth)

**1) Do you think our strategy clearly explains our plans for mental health?**

Agree  Neither agree or disagree  Disagree  Don't know

**2) Do you think our strategy describes a set of objectives which seem meaningful and of value?**

Agree  Neither agree or disagree  Disagree  Don't know

**3) Do you think our plan will help us achieve positive change?**

**4) How do you think we can improve our plan?**

**5) Do you think our plan shows what we are doing to prevent people from becoming unwell?**

Agree  Neither agree or disagree  Disagree  Don't know

**6) We want to know about things that affect your mental health and wellbeing when you are in your community. Please can you briefly describe something that happens in your local community that helps improve or maintain your mental health and wellbeing.**

What is it? What makes it good? What impact does it have on you and others?

Please use blank sheets for any more comments. Return this survey to: FREEPOST RTES-UZ XK-SHBG, C/O Adult mental health team, NHS Kernow, Sedgemoor Centre, St Austell PL25 5AS

## HAVE YOUR SAY

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To get this information in another format call:

 **01726 627800**

If you would like this information in another format or language please contact:

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