
Report to: Housing, Health and Care Committee

Date of Meeting: 28 January 2016

**Subject: Clackmannanshire Integrated Mental Health Service -
Annual Report - 2014/15**

Report by: Service Manager, Partnership

1.0 Purpose

- 1.1. The purpose of this report is to provide the Committee with a brief overview of the context of Clackmannanshire Integrated Mental Health Service by highlighting specific outcomes identified within the Annual Report for 2014/15. It is particularly relevant to showcase, as this year coincides with the sixth anniversary of the report and offers an opportunity to celebrate the longevity and continued success of this remarkable partnership that exists locally between Clackmannanshire Council, NHS Forth Valley and our Third Sector Partners.
- 1.2. Locally Clackmannanshire Council and NHS Forth Valley's partnership together with the Scottish Association for Mental Health has initiated and maintained integrated planning for, and delivery of, mental health and social care services since 2003.
- 1.3. Further, with the introduction of the Public Bodies (Joint Working) (Scotland) Act 2014, much of the learning associated with the Integrated Mental Health Service has been shared and utilised to help inform and extend integration approaches to delivering health and well being outcomes to include mental health services and wider models of service delivery in neighbouring areas and other parts of Scotland.
- 1.4. This report will illustrate some good practice examples and show how the integrated approach adopted by Clackmannanshire Council has strengthened existing partnership working, improved performance and significantly increased service user, stakeholder and staff satisfaction levels. Financial and resource efficiencies are also referenced.

2.0 Recommendations

The Housing, Health and Care Committee agrees to:

- 2.1. Note how the maintenance and advancement of Clackmannanshire Integrated Mental Health Service remains consistent with emerging policy and legislation

associated with the wider health and social care integration agenda at both a local and national level.

- 2.2. Note how Clackmannanshire Integrated Mental Health Service has strengthened stakeholder relations, streamlined functions, clarified roles and responsibilities operationally (internal and external), built capacity and delivered positive outcomes for people who use services locally.

3.0 Considerations

- 3.1. The promotion of partnership working and integration is a key theme in all national strategy and the Annual Report illustrates how service developments in 2014 - 2015 evidence continued progress towards this end.

- 3.2. Significantly, the expert care, guidance and support which Clackmannanshire Integrated Mental Health Service provides is not delivered in isolation but through close collaboration with Klacksun (service user representation) and other key partners such as Third Sector colleagues, Carer Services, GPs (Primary Care), Housing, Education, Police Scotland, Clackworks and Clackmannanshire Healthier Lives Anticipatory Project with a focus on achieving outcomes predicated on:

- Improved collaboration between commissioners, referrers, service users and providers in relation to referrals to and between services. The service operates a Single Referral Pathway to ensure that referrals are directed to one point ensuring that the person being referred goes directly to the correct team;
- More appropriate and flexible use of Third Sector Provider services as steps on a journey towards recovery rather than solely relying on long term placement or input; and
- Early intervention and support. As a result of working together, the service is able to reduce waiting times, provide a wider choice and respond quicker;

- 3.3 The collegiate approach adopted by Clackmannanshire Integrated Mental Health Service which is conveyed and presented in it's Annual Report for 2014/2015 demonstrates how the integrated service consistently ensures:

- Individuals receive the right service at the earliest opportunity;
- Resources are deployed appropriately and flexibly to respond to population demand;
- Duplication is reduced to maximise resource use and support best value; and
- Simple and efficient access to services.

- 3.4 By adopting a whole systems approach and robust quality assurance and governance framework, performance and monitoring observes that Clackmannanshire Integrated Mental Health Service delivers consistently in terms of key outcomes, including:

Shifting the Balance of Care

- In keeping with the national 'Shifting the Balance of Care' strategy the percentage of referrals going to community mental health services continue to increase as opposed to being directed primarily to clinical psychiatry. As a result the integrated service has revised its target for referrals to community based mental health services from 60% to 65% to reflect this growing trend and priority.

Timeframes

- The referral process offers clear timeframes for responding to referrals within either one week or 6-weeks depending on whether the referral is urgent or routine. For the service overall, 75% of timeframes were satisfied for 2014/15.

Evaluation

- The integrated service uses formal and informal methods (surveys/meetings) to obtain feedback on how service users, stakeholders and staff evaluate services and the views obtained for 2014/15 identifies:
 - i) 92% of service users rate the overall service as good to excellent, with 95% also reporting that the service helped with all or some of their problems;
 - ii) The level of satisfaction expressed by GPs, partners and other agencies the integrated service has close links with in respect to communication and the single referral pathway has improved in comparison to the previous year, ranging from 75% to 88% regards the specific points surveyed; and
 - iii) Results for the staff survey show high levels of satisfaction, particularly in the area of training and development (100% satisfaction) which was an aspect identified and targeted for improvement for 2014/2015.

Customer Service

- Following achievement of the Customer Service Excellence Award in 2010 and continued accreditation following re-assessment year on year the integrated service reports success again in maintaining the Customer Service Excellence Award following re-assessment in September 2014. Notably, although not included in the annual report for 2014/15 following a further review in September 2015, the Integrated Mental Health Service was again successful in retaining this accreditation with the assessor highlighting particular praise regards joint working arrangements in place and the high levels of consultation and engagement evident which were also viewed as supporting further improvements and choices for service users.

3.5 The integrated service is an important cornerstone in supporting a range of individuals across Clackmannanshire with common mental health difficulties

to longer-term and more complex mental health issues and the fact that it is regarded as a model of 'best practice' and viewed so highly by service users, stakeholders, and staff alike places it in a good position to consolidate and develop integrated approaches yet further when it comes to integration over the longer term.

4.0 Sustainability Implications

4.1. There are no sustainability outcomes arising from this report. No

5.0 Resource Implications

5.1. Financial Details

5.2. There are no financial implications arising from this report. No

5.3. The service is supported significantly by the establishment of Scotland's first pooled budget, affording partners to amalgamate monies in a discrete fund with expenditure and resources utilised in response to the needs of service users and not directed by boundary or contribution.

5.3. Staffing

5.4. There are no staffing implications arising from this report. No

5.5. The budget for 2014/15 was £1,171,150 with actual spend totalling £1,147,325 resulting in an underspend of £14,954 due to temporary staff vacancies.

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	<input checked="" type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input checked="" type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input checked="" type="checkbox"/>
Health is improving and health inequalities are reducing	<input checked="" type="checkbox"/>
The environment is protected and enhanced for all	<input type="checkbox"/>

The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1: Clackmannanshire Integrated Mental Health Service - Annual Report - 2014/2015

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
Val de Souza	Head of Social Services	Signed: V de Souza
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Making Clackmannanshire Better


Clackmannanshire Integrated Mental Health Service

Annual Report 2014-2015

Better Services

Better Opportunities

Better Communities



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The Integrated Mental Health Service (IMHS) has established itself as one of the forerunners / leads in terms of advancing the wider Health and Social Care Integration Agenda.

Locally Clackmannanshire Council and NHS Forth Valley's partnership together with the Scottish Association for Mental Health (SAMH) has initiated and maintained integrated planning for, and delivery of, mental health and social care services since 2003.

Further, with the introduction of the Public Bodies (Joint Working) (Scotland) Act 2014, much of the learning associated with the IMHS has been shared and utilised to help inform and extend integration approaches to delivering health and wellbeing outcomes to include mental health services and wider models of service delivery in neighbouring areas and other parts of Scotland.

This is no mean feat! If there is one contributing factor to the success of the IMHS it would be the togetherness and professionalism of the PEOPLE synonymous with the IMHS. Without the commitment and dedication of the staff, service users and various stakeholders involved, services could not continue to be planned, coordinated, maintained and sustained consistently. For me personally drafting the foreword for the annual report always offers an opportunity to acknowledge service achievements and staff dedication as well as express appreciation and thanks for all the time, energy and efforts that go into making the IMHS so credible and effective.

The IMHS is an important cornerstone in supporting a range of individuals across Clackmannanshire from common mental health difficulties to longer-term and more complex mental health issues. Significantly, the expert care, guidance and support which staff provide is not undertaken in isolation but through partnership working with Klacksun and stakeholders such as SAMH, Carers Services, GPs (Primary Care), Housing, Education, Police Scotland, Clackworks and Clackmannanshire Healthier Lives Anticipatory Project. Thanks and gratitude must also be noted to all our partners for their continued cooperation and support over recent years.

The IMHS is regarded as a model of "best practice" when it comes to integration. Evaluating and monitoring performance and processes consistently demonstrates that service users greatly appreciate and value staff and importantly, are satisfied with the overall services provided.

Such feedback is encouraging given increased service demands and financial challenges and again reflects the genuine warmth and desire of staff involved within the IMHS to "make a difference" including administration support assistants, frontline workers and key professionals across the different Health, Social Care and Third Sector settings etc.

Once again I would like to extend my thanks to all those involved with the IMHS and respectfully urge you to turn the pages and familiarise yourself with the service developments that have been of particular focus over the last year.

With many thanks and kind regards.

Phil Cummins
Service Manager, Partnership
Clackmannanshire and Stirling Councils and NHS Forth Valley



Our Vision

A healthy Clackmannanshire, where positive mental health is promoted, and individuals, families and communities feel supported, included and valued.

Our Mission

To provide an efficient, accessible, recovery-based mental health service for all who need it.

Our Core Values

are about **PEOPLE**:

People-centred & Individually Focused

Equality & Accessibility

Openess & Mutual Respect

Partnership & Involvement

Living, Learning & Recovery

Excellence & Innovation

Background

The Integrated Mental Health Service is a joint working initiative dating from 2003 between Clackmannanshire Community Health Partnership (CHP) and Clackmannanshire Council Social Services. We also have strong partnerships and links with other mental health professionals, Third Sector organisations and our local service user network (Klacksun). The service was established to:

- ◆ Formalise existing joint working
- ◆ Improve information sharing and communication
- ◆ Reduce barriers and improve continuity of care

The service also aspired to greater efficiency through:

- ◆ Improved coordination of resources
- ◆ Reduced duplication
- ◆ Pooled budgets
- ◆ Increased service user involvement

By working in partnership, we can share information and resources to provide co-ordinated mental health services to meet the needs of people in Clackmannanshire.

The service strives for continuous improvement and excellence and has been recognised for its successes in many ways, including the achievement of Customer Service Excellence and a gold COSLA Award for Service Innovation and Improvement in 2011.

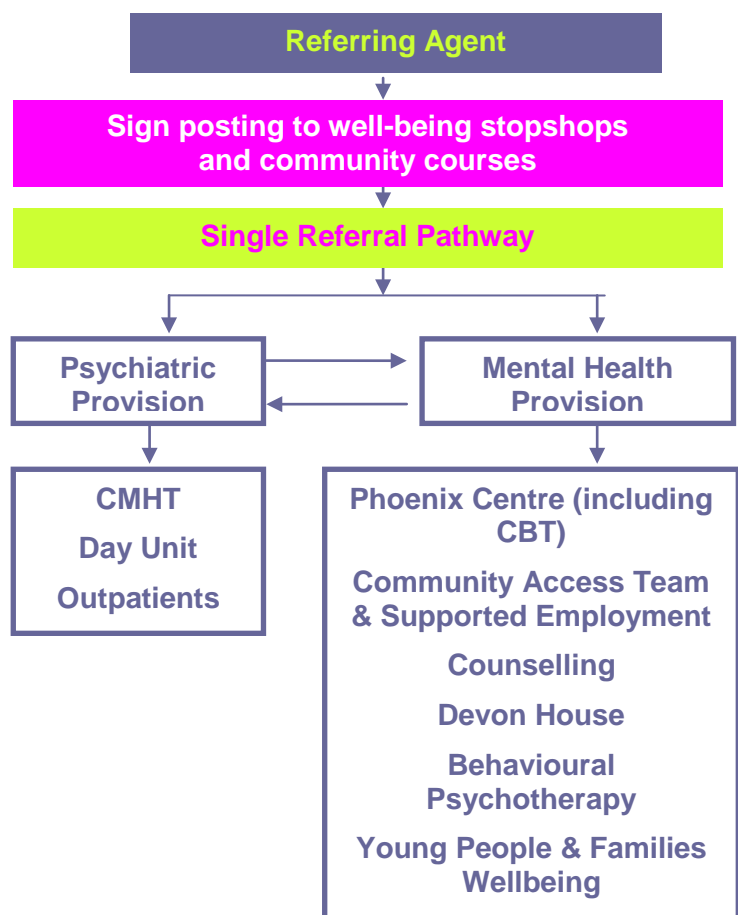
Single Referral Pathway

We operate a Single Referral Pathway to ensure that all mental health referrals are directed to one point.

This means that a decision can be made quickly to make sure the person being referred goes directly to the correct team.

As a result of working together, we are able to reduce waiting times, provide a wider choice and see people quicker.

The adjacent diagram shows how referrals are processed through the Single Referral Pathway:



The aims of the integrated service are progressed by a number of teams offering a range of community mental health supports. The teams provide early interventions and support for individuals with common mental health problems to longer term support for individuals with more complex mental illness. All teams equally contribute to the successes we have achieved.

Our services are provided chiefly from two buildings; Carsebridge House and the Mental Health Resource Centre within Clackmannanshire's Community Health Care Centre.

Carsebridge House
Support for people with mental health issues

The teams in Carsebridge House provide support for people who have a wide range of mental health problems. This includes one-to-one support, guided self-help and a variety of groups. Support is also available to help people access a range of community activities as well as employment, education, training and voluntary work.

Klacksun (Service Users Network) has its own equipped office space within the premises allowing members to be actively involved in user involvement activities such as new developments, planning and joint working.

The Scottish Association for Mental Health, our Third Sector partner, also provides services from Carsebridge House (Devon House and Counselling Service).



Carsebridge House provides a base for the Phoenix Centre, Early Years Service, Community Access Team, Supported Employment Service and Klacksun.

Mental Health Resource Centre
Support for people with psychiatric disorders

The teams within the Mental Health Resource Centre offer assistance to people with severe and complex mental health issues. Support is based on individual needs and includes developing positive coping skills and promoting positive mental health and well-being. This may be provided through individual or group therapy, at home or in the resource centre.



The Mental Health Resource Centre is a purpose-built building which accommodates our Day Unit service and Community Mental Health Team as well as Consultant Psychiatrists, Psychologists and Art Therapy who we work jointly with to provide our services.

Partnership working is key to everything we do and ensures our services meet customer needs. The integration however is not solely internal and we could not function without a wider range of stakeholders:

Klacksun Service User Network

Klacksun is a key part of the integrated service, but it is also key that it works independently and challenges our work where appropriate. The integrated service funds this facility to ensure that the voice of users is heard and influences our practice. Klacksun is co-ordinated by an Involvement Development Worker and has an office and meeting space within Carsebridge; a small budget is provided for expenses, activities and projects. Klacksun considers itself as the 'voice that counts'; it contributes to, develops and challenges services, with the shared aim of improving them. Examples of their work include:

- ◆ Contributing to national consultations
- ◆ Leading work across Forth Valley on User Involvement expenses
- ◆ Influencing the national processes for Mental Health Nurse recruitment
- ◆ Working alongside Stirling University regarding Nurse and Social Work student induction processes
- ◆ Producing regular newsletters offering mental health related news and information
- ◆ Full involvement in staff recruitment and practices
- ◆ Establishing a website committed to user involvement - www.klacksun.org.uk
- ◆ Facilitating training and awareness sessions as well as one-to-one support in creating Wellness Recovery Action Plans

A **Liaison and Development Group** is in place to ensure managers and service users meet regularly and that user views are integral to all that we do. This allows us to jointly discuss service need, review or create service policies and develop new strategies.

The Service Developments & Improvements section offers more information on achievements to date, many taken forward exclusively by service users themselves.

NHS & Council colleagues (Housing, Education, Acute Services)

GPs and Primary Care

Carers services

We have a unique relationship with the **Scottish Association for Mental Health (SAMH)** who share our premises, performance monitoring processes and referral pathway. SAMH provide two core local services:

- ◆ **Devon House**
A day service provision for individuals with severe and enduring mental illness.
- ◆ **Counselling Service for People with Mild to Moderate Difficulties**
Support for individuals who are experiencing adverse life events, life cycle transitions, sexuality issues or coping with illness.

Job Centre Plus and Clackworks

Resonate

Clackmannanshire Healthier Lives Anticipatory Project



**DEVELOPING
AND
IMPROVING
OUR
SERVICES**

We continuously look at ways to improve the way we deliver our services, taking into account feedback from our service users, stakeholders and staff as well as complying with national and local directives. Some of the changes and improvements we have been involved with over the last year are noted below.

Improving our Partnerships

Over the last year the service has developed a number of protocols to improve partnerships working. These include:

- An **Information Sharing Protocol between the Integrated Mental Health Service and Housing & Community Safety Service** which aims to help identify people who may need to access the service, support people who are known to have mental health problems with issues relating to housing and also to increase the confidence of Housing & Community Safety staff working with people who have mental health problems.
- A **Devon House and Mental Health Resource Centre Partnership Protocol** to formalise and extend existing partnership working between both services. The protocol outlines arrangements to help improve accessibility, efficiency and continuity of support for service users as well as minimising duplication of processes and effectively utilising joint staff resources.
- A **Phoenix Centre Partnership Protocol** to ensure that partners whose remit is not solely for mental health (i.e. ClacksWorks, Clackmannanshire Healthier Lives, Tullibody Healthier Lives, Reachout and Resonate), can directly access support for individuals with common mental health problems. The protocol aims to provide an informal approach to encourage individuals to engage with the service, early/preventative interventions for individuals working with partners, enable partners to make direct referrals to the Phoenix Centre without the need to go through a GP and also to maximise resources and help decrease inappropriate referrals.
- A **Community Access Team and Makers Gallery & Bistro (MGB) Partnership Protocol** which provides clear steps for MGB trainees to access supported employment provided by the Community Access Team. The protocol clarifies the responsibilities of each partner, outlining remits and expectations from both parties thus providing a seamless pathway between services for the trainee.

Carers Courses

Carers Courses were re-introduced in Summer 2014, aiming to ensure that carers are appropriately supported. The content of the course was reviewed in partnership with Klacksun and updated to cover topics such as illness education, stress, feelings, relationships, recovery, further training and support.

Future courses will be held twice yearly and are available to anyone who provides support to someone with a mental health issue.

Scottish Mental Health First Aid Development Day

Scottish Mental Health First Aid is a 12 hour course aiming to teach participants how to respond to a mental health crisis and provide information about the most common mental health problems. Participants develop skills in asking appropriate questions, listening without judgment and giving guidance about where help can be found.

Four of our staff, who are qualified SMHFA facilitators, attended a Development Day in December 2014 along with other facilitators from the Forth Valley area to share ideas on how to improve activities and shape future SMHFA training courses.

Employability

There is strong evidenced association between unemployment and mental health, and appropriate work has been shown to improve health outcomes for people with a mental health diagnosis. A sub-group was set up to co-ordinate all employability services provided in Clackmannanshire and, having researched options, identified the Individual Placement and Support (IPS) model as the most appropriate way forward. Studies have shown that IPS services are at least 35% more effective in helping individuals with severe mental health conditions return to competitive work than non-IPS employment services.

An application has now been made to the European Social Fund for funding which will hopefully allow us to employ an Individual Placement Support Worker jointly with Stirling.

Phoenix Centre Redevelopment

In last year's report we talked about the need to review the way services were provided by the Phoenix Centre in relation to non-attendance for assessments and group support. Based on the same approach as the successful Stress Control Classes, the Phoenix Centre staff have developed a series of workshops to address common mental health problems such as anxiety, low mood, low self esteem and poor coping skills.

Workshops available are:

- Assertiveness
- Relaxation
- Self Esteem
- Improving your Mood
- Stress Workshops

All workshops are held in local venues and can easily be directly accessed by all members of the community, without having to be referred by a professional.

For further information please contact the Phoenix Centre on 01259 215048 or email: integratedmentalhealth@clacks.gov.uk

**RAISING
AWARENESS
AND
PROMOTING
POSTIVE
MENTAL WELL-
BEING**

Mental Health Training for the Housing Support Team

Tracey Binnie, Senior Occupational Therapist provided Mental Health Awareness training for Clackmannanshire Council's housing and community safety staff with the aim of improving staff knowledge to help them provide an efficient, person centred service for service users with mental health problems.

Evaluation of the training showed an increase in staff confidence and understanding of the difficulties someone with a mental health problem may present, as well as improved awareness of the mental health support services available within the area.

Scottish Mental Health First Aid

Following a request from Alloa Academy, a Scottish Mental Health First Aid course was provided by the Phoenix Centre to Education staff within the school.

Stress and Mindfulness Awareness Sessions

Alison Brough, Art Psychotherapist and Sylvie McCleary, Team Manager were invited to deliver awareness sessions on Stress and Mindfulness as part of the NHS Audiologists Development Day in November 2014.



Following requests from various organisations, the Phoenix Centre staff also provided Stress Awareness sessions to the Stoma Group in April 2014, Tinnitus Group in June 2014, Stirling Street Pastors in September and Play Alloa at the Hawkhill Centre in November.

Mental Health Roadshow

Coinciding with the Mental Health Foundation's national campaign for Mental Health Awareness week in May 2014, the Integrated Mental Health Service, Klacksun and SAMH in partnership with other organisations held a Roadshow in various venues throughout Clackmannanshire.

The purpose of the event was to raise public awareness of mental health services and support available locally and also to challenge stigma and discrimination by promoting wider understanding about mental health and wellbeing.

STAFF TRAINING AND DEVELOPMENT

As well as delivering training and workshops such as Mental Health Awareness, Stress Control and Scottish Mental Health First Aid, staff within the service continue to develop their own skills to help them to deliver the best service they can. Some of the achievements of staff through undertaking training and development courses and achieving qualifications throughout the last year are noted below.

Staff Qualifications

Congratulations to Heather Stringer, IMHS Support Assistant who achieved the European Computing Driving Licence (ECDL) in January 2015.

Adult Support & Protection Training

Staff from the Community Access Team and Supported Employment Service attended an Adult Support and Protection Course which provides knowledge on the Adults with Incapacity (Scotland) Act 2000, the Mental Health (Care and Treatment) (Scotland) Act 2003 and the Adult Support and Protection (Scotland) Act 2007 as well as providing participants with an understanding of the roles and responsibilities of staff and appropriate agencies within the Adult Protection Framework.

Mindfulness

Mindfulness is a therapeutic practice that focuses a person's attention on being in the present moment, whilst also accepting and acknowledging thoughts, feelings and body sensations.

Lynne Black, Early Years Worker attended a Mindfulness Based Access for Carers course in December 2014. Lynne then delivered a Mindfulness Course for parents at Action for Children in February 2015.

Motivational Interviewing

In February 2015, Lesley Gavin and Jane Whitfield from the Phoenix Centre and Lynne Black from the Early Years Service attended a 2 day workshop in Motivational Interviewing.

Motivational Interviewing is a collaborative and empowering method which can effectively influence change through the use of person centred counselling skills and directive strategies.

safeTALK Training for Trainers

The Phoenix Centre's Community Mental Health Workers undertook the safeTALK Training for Trainers course. This gave them the skills required to deliver safeTALK sessions to participants who wish to gain skills to recognise when someone may have thoughts of suicide, and to connect that person to someone with suicide intervention skills.

Good Conversation Sessions

All staff from the Community Access Team and Supported Employment Service also attended a 2 day course on Good Conversation which aims to build confidence in holding outcomes focused conversations. This highlighted the importance of working towards good outcomes for the service user and the teams have adapted their service user Action Plan to ensure that outcomes are recorded from the service user's perspective and not the organisational one.

Customer Service Excellence Award

Following achievement of this award in 2010, we are required to undertake a further assessment each year to ensure we are continuing to meet the requirements and improving our services.

The Customer Service Excellence standard is a quality improvement tool which focuses on outcomes - the service actually provided to the customer.

The assessment focuses on:

- * The Culture of the Organisation
- * Information and Access
- * Timeliness & Quality of Service
- * Customer Insight
- * Delivery

In September 2014, we were assessed against 19 elements of the Customer Service Excellence standard. We are pleased to report that we were again successful in maintaining the Customer Service Excellence Award.

"The Integrated Mental Health Service (IMHS) continues to demonstrate a high level of customer service delivery. Customer insight is focused through very effective engagement. This emanates from committed leaders, managers and staff who take a huge amount of pride in the service they deliver. Clearly the level of service delivery is impressive and retention of CSE accreditation is well deserved."

Willie Wilson, CSE Assessor



Scottish Social Services Council Care Accolades Awards

Launched by the Scottish Social Services Council in 2004, the Care Accolades celebrates and promotes excellent practice and workforce development in Social Services.

In April 2014 we were delighted to be informed that we were one of 3 finalists selected for the Working Better, Working Together category. This category looks at collaborative practice that is making a difference and demonstrates a co-ordinated approach to the delivery of services by more than one organisation working together.



We did not win the award but being selected as a finalist was an achievement itself, showing high recognition of the service's achievements through successful partnerships with service users and other organisations.

An extensive performance framework is in place monitoring all aspects of care, ensuring standards are maintained and improved where possible. Regular reports are considered at both management meetings and in the Quality Forum.

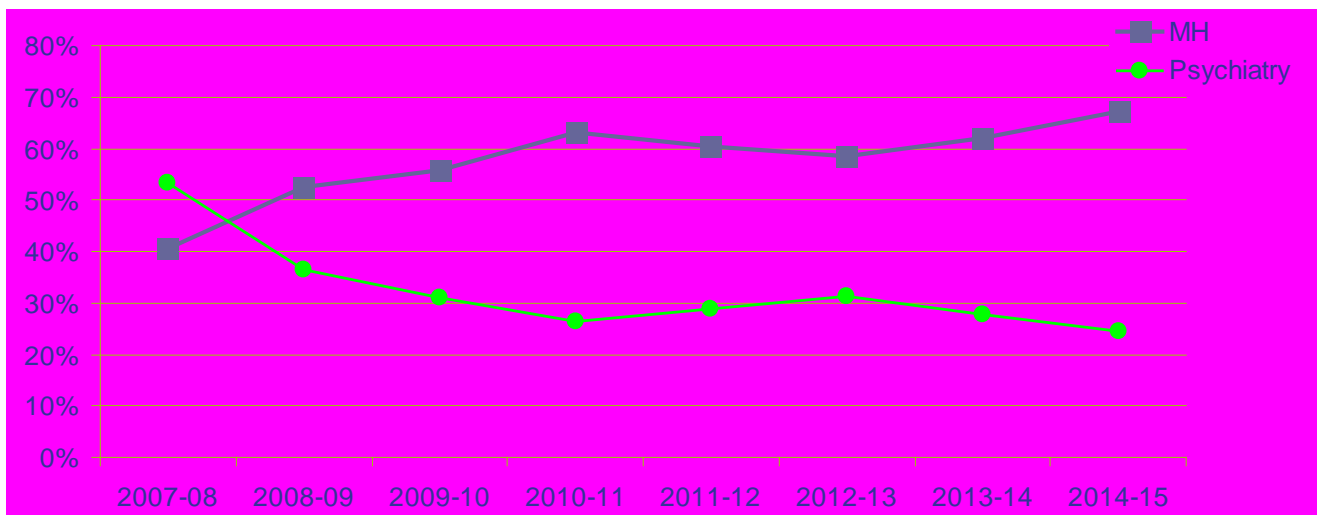
Performance reports and balanced scorecards are updated regularly and we use this information to tell us about our service user needs and the demand for specific provisions. This ensures resources are directed to where need is evidenced and issues can be addressed easily and in good time.

Shifting the Balance of Care

We monitor the level of referrals directed to psychiatry and mental health services to ensure that we continue to be aligned with the national 'Shifting the Balance of Care' strategy and that our target percentage of referrals going to community based mental health services is maintained.

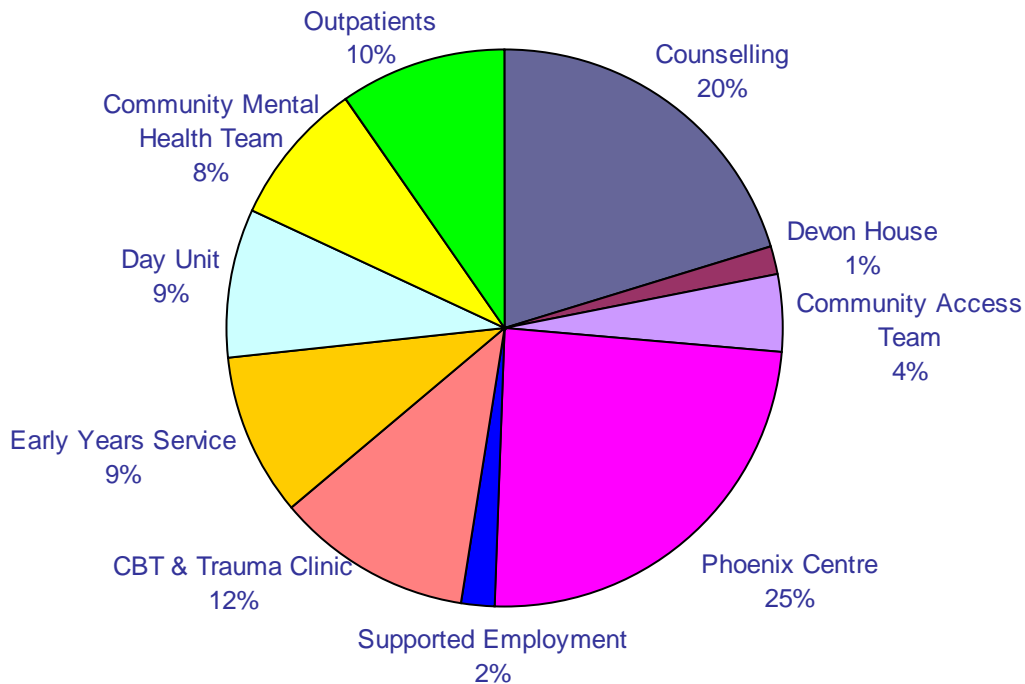
The graph below shows a further increase in referrals to mental health services since 2013-14. This is due to the introduction of Early Years Service and a high demand for this support. As a result we have increased our target for referrals to community based mental health services from 60% to 65%.

Percentage of referrals to psychiatry and community based mental health services



What services do people need?

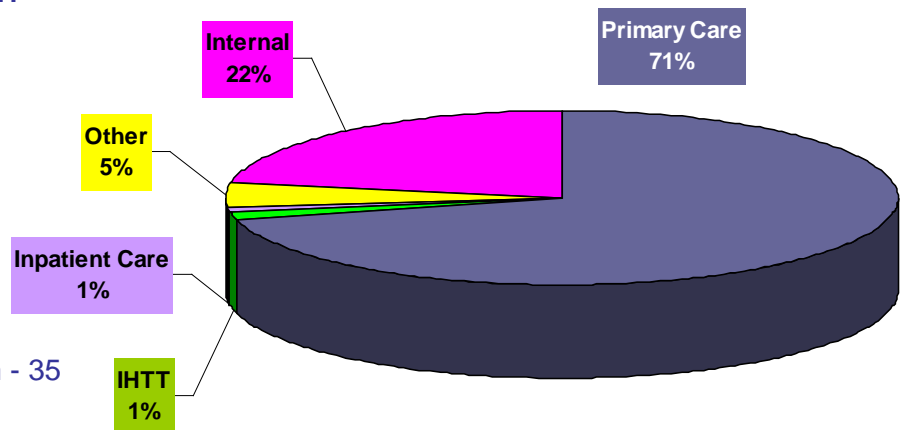
By collating data and producing regular reports, we are able to monitor which services people are being referred to. This allows us to determine where we need to place our resources and to identify if we need to make any changes. The chart below shows the percentage of referrals going to each service in the last year.



Who do we receive referrals from?

In the year 2014-15 we received a total of 2371 appropriate referrals, 1845 were from external services and 526 were referred internally:

- Primary Care -1679
- Social Services - 4
- Intensive Home Treatment Team - 35
- Inpatient Care - 19
- Other - 108
- Internal referrals - 526

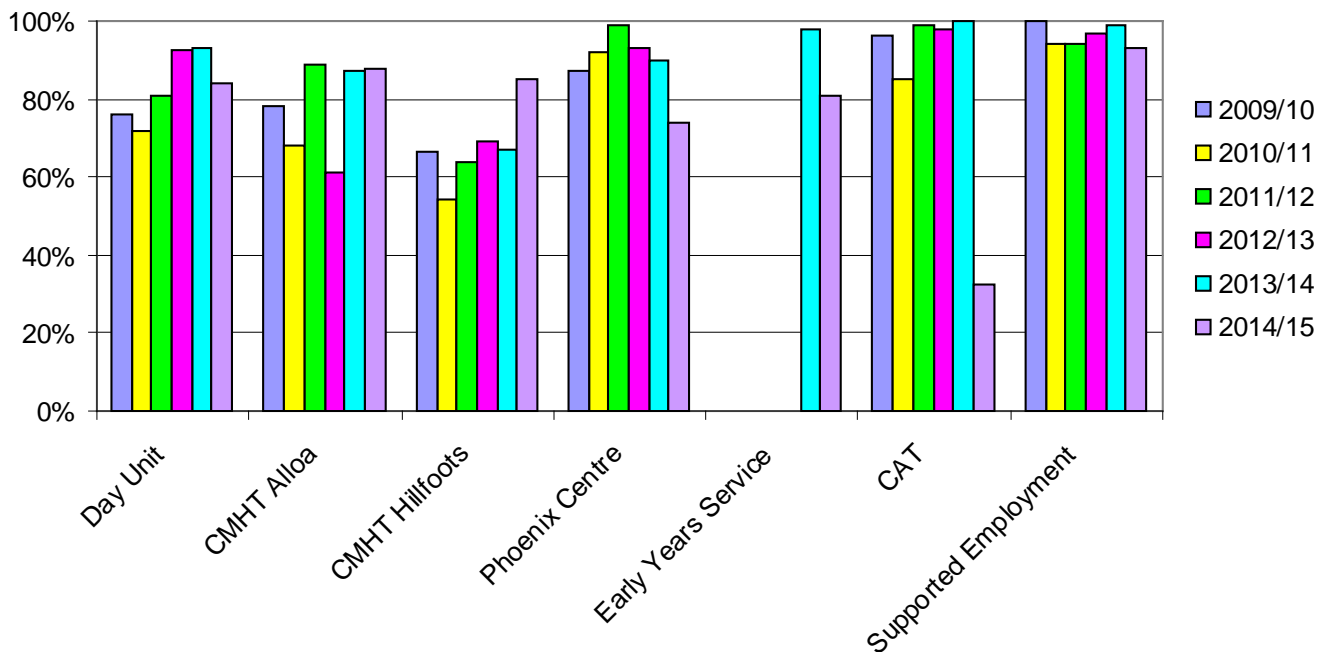


How well do we meet our timeframes?

The referral process offers clear timeframes for the referrer to decide when we should respond (within either one week or 6 weeks depending on whether the referral is urgent or routine).

The chart below shows how well services within the Integrated Mental Health Service have met those timeframes over the last 6 years.

Appointment Timeframes Met



The Day Unit, CMHT Alloa, Early Years Service and Supported Employment continue to attain a high percentage of timeframes within the 1 or 6 weeks target. CMHT Hillfoots has shown a significant improvement in achieving 85% for the overall year which is their best to date. .

For the service overall, 75% of timeframes were met this year which is 15% less than 2013/14. The main reasons for this are due to a vacancy in the Community Access Team and long-term absence in Phoenix Centre. We are currently looking at ways to resolve this.

The Integrated Mental Health Service uses formal and informal methods to obtain feedback on how service users, staff and stakeholders feel about our services. This includes surveys and various evaluation methods as well as informal ways such as comments made by service users, group members or people at meetings. We use this feedback to evaluate our services and identify areas where we can make improvements.

Some examples of the feedback we have received over the last year are as follows:



We are pleased to report that the results of this year's staff survey again shows high satisfaction in most areas. In particular, the results show an improvement in the area of training and development (100% satisfaction) which was area we identified for improvement last year.

Staff fully understand the role and responsibilities of their job	100%
Staff are clear on the purpose, aims and objectives of the tasks they carry out	100%
Staff are clear on the standards expected in all areas of their job	100%
Staff feel encouraged and supported in taking on new responsibilities and tasks	100%
Staff feel encouraged to strive for excellence and improvement	100%
Staff feel encouraged to contribute to service development and planning	100%
Staff feel their own ideas and suggestions are encouraged	100%
Staff feel there is a regular assessment of their training needs	100%
Staff feel they get the training and development they need to carry out their jobs	100%
Staff feel they are challenged to try new approaches	86%
Staff feel their efforts, achievements and successes are recognised and appreciated	86%
Staff feel their ideas and suggestions are welcomed	71%



STAKEHOLDER SURVEY

This year we distributed our 5th annual survey to obtain views on how our main stakeholders feel about our overall services. The survey was sent out to all GPs, partners and agencies that we have established close links with.

We are pleased to report that our stakeholders find the service easy to access and there is high level of satisfaction with the Single Referral Pathway as well as the information that we provide.

The level of satisfaction with general communication has improved since last year and we will continue to look at ways to improve and maintain this. However, this year's results show less satisfaction with the range of services we provide and we will make sure that this is discussed with stakeholders at consultation events which are being scheduled from April 2015 onwards.

Services and Information

The service is easy to access	100%
The range of services is adequate to meet client needs	78%
The information provided about the service is sufficient and easy to obtain	100%
The information provided is accurate and easy to understand	88%

Communication and the Single Referral Pathway

Stakeholders rate the Single Referral Pathway as good - excellent	88%
Stakeholders feel client related communication is good - excellent	75%
Stakeholders feel general communication is good - excellent	75%

The Overall Service

Stakeholders are satisfied with the overall service	89%
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**TELL US
WHAT YOU
THINK**

We continue to regularly evaluate service users experience of the support given, ensuring that everyone receives the opportunity to give feedback every 6 months or when they are discharged from services. This year's results and some of the feedback we received from evaluations is as follows:

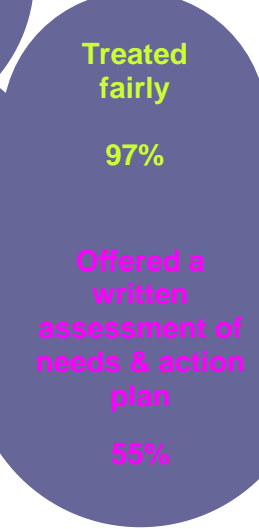
Access and Timeframes

"An excellent service and was surprised how quick I was given an appointment. Wish my doctor had referred me sooner".



The Service Provided

"My keyworker was fantastic. If it wasn't for her understanding my needs don't know where I'd be now".



"Time and the support given has made me feel more positive about my future".

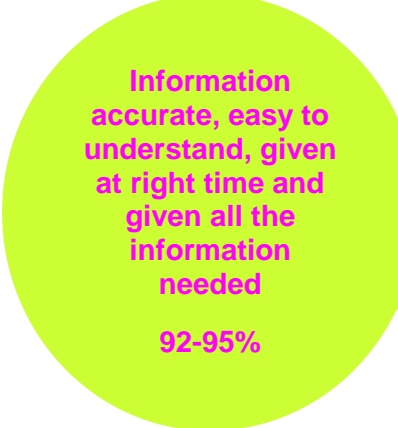
Information

"Any information was relayed to me effectively and accurately".

The Overall Service

"This was a very good service and would have no reservation about recommending this to anyone else".

The Venue

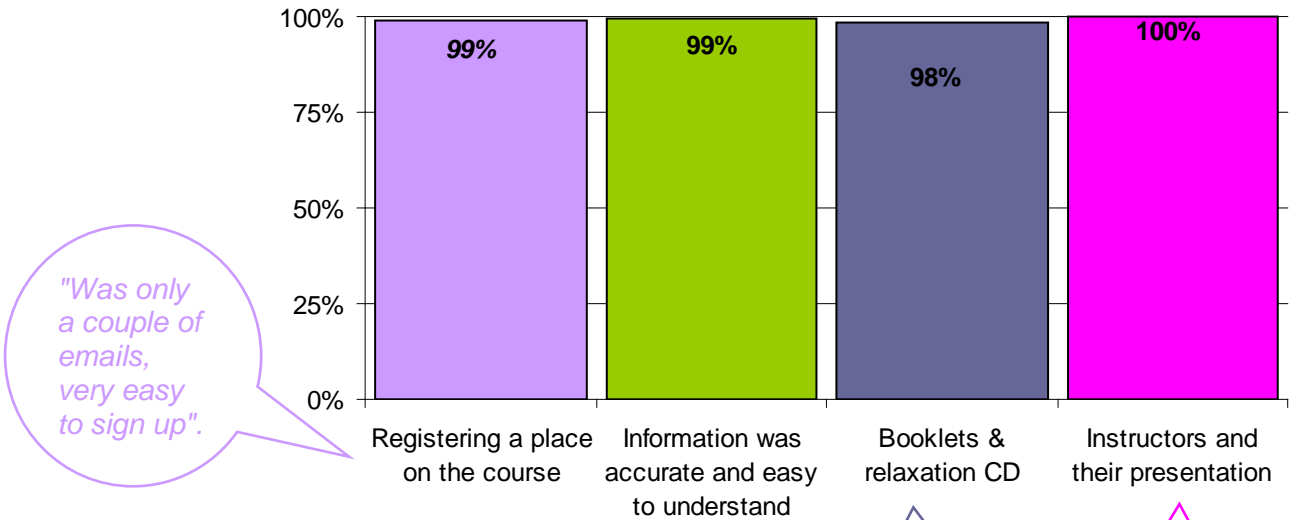


STRESS CONTROL CLASSES

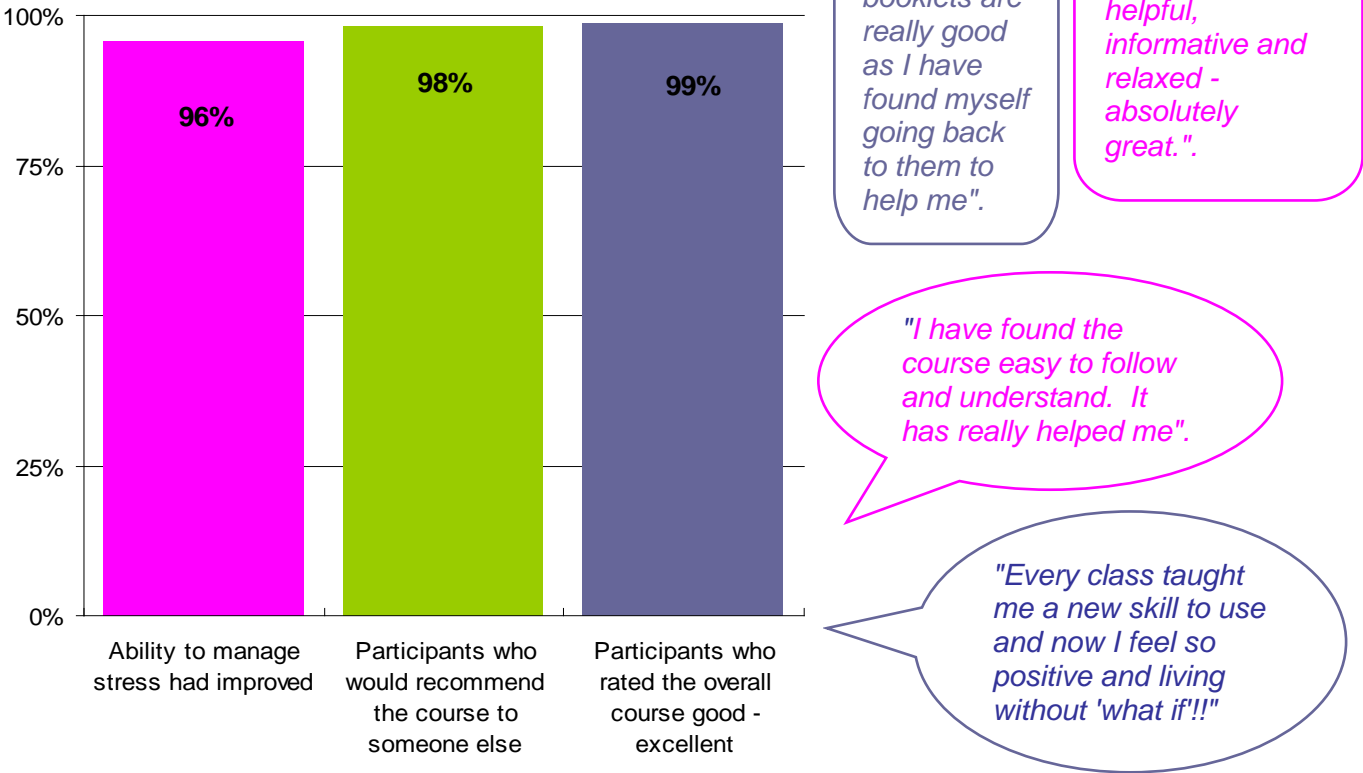
In last year's report we advised that the Stress Control courses had been introduced to Stirling in January 2014 and were being held alternatively in Clackmannanshire and Stirling areas. However, due to the high demand for places it was decided to run them continuously in both areas, but to continue to give people the option to attend in either area. In the reporting period 2014-15 there were 12 courses held across both areas.

The results and feedback below are from evaluations for the 8 courses which were held in Clackmannanshire in the period 2014-15. We are pleased to report that there continues to be high level of satisfaction in all aspects of the course.

Course Access, Information and Presentation



Effectiveness of the Course



Recovery Journeys

"Recovery is being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individual's recovery, like his or her experience of the mental health problems or illness, is a unique and deeply personal process."

Scottish Recovery Network



"For me the hardest part was admitting that I needed help. Once I got the courage up the support received from the staff at the Phoenix Centre was 5. They are always available on the end of the phone and are willing to listen whether they are your key worker or not.*

I found the Self Esteem Course has really improved my life, now I am able to say 'No' without feeling guilty, put myself first and also came off medication. My life and my kids has changed for the better. I no longer sit in the house by myself all the time. I have more confidence and self belief in myself.

The hardest part is making the first move but now I'm so glad I did and would recommend the service to anyone."

Phoenix Centre service user

"I moved to Alloa March 2013. I knew no-one in this area except for my family who work full time. I suffer from depression which has been long term. Due to this I have lost the confidence to go out on my own and was getting more and more depressed.

June came along and took me for a coffee then introduced me to WISH in the Leisure Bowl and also to classes for computing. This helped to build my confidence and also encouraged me to go out alone."

Community Access Team service user



"I was referred to Integrated Mental Health Services early 2012. Due to my poor mental health I needed help and support in overcoming my difficulties. One of my issues was the fact that due to circumstances in my private life my mental health was very poor which had a bad influence on my job as a driver.

I found the help and support I got from Lesley Gavin who works in the Phoenix centre was of a great help to me and it was when I started to feel better I was able to tell her that if I could find work this would go a long way to improve my mental health.

It was at this time that Lesley gave me information about a service they had called Supported Employment. Lesley discussed this with me and I made the decision to be contacted by Alan Gordon who is the Supported Employment Worker. I was very anxious about this as, although I wanted a job, actually doing something about was a difficult decision for me to make.

I met with Alan I think in August 2012. I think his experience in business as well as having many years experience in Mental health support reassured me. I found that being able to work closely with him I was able to undertake and complete the tasks that we both agreed had to be done, such as putting together a CV, job searching and applying for jobs. The more I did this type of work the more confident I became. I was still seeing Lesley and with both supports my mental health improved to enable me to apply for jobs. I also received from the both of them a great deal of support in addressing the other issues I had.

This whole process took a long time, around 16 months, but I eventually started to get interviews and I am pleased to say that in April 2014 I secured a job as a delivery driver with a local store, part time, then a few days later I was offered another full time post with a charity working within their furniture delivery team, which I accepted.

It was the support I received from Lesley and Alan that has enabled me to move on, my mental health has improved to an extent that I did not think would be possible.

Thank you all once again".

Phoenix Centre and Supported Employment service user



Pooled Budget

The service is supported significantly by the establishment of Scotland's first Pooled Budget.

- A pooled budget offers opportunity for partners to amalgamate monies in a discrete fund
- A Service Specification outlines approved services covered by the agreement
- The Service Development Plan outlines service strategic and operational priorities for a 3 year period
- Expenditure is based on the needs of the service users and not directed by boundary or contribution
- A pooled budget is uniquely flexible
- Resources can move freely in response to client need and service demand

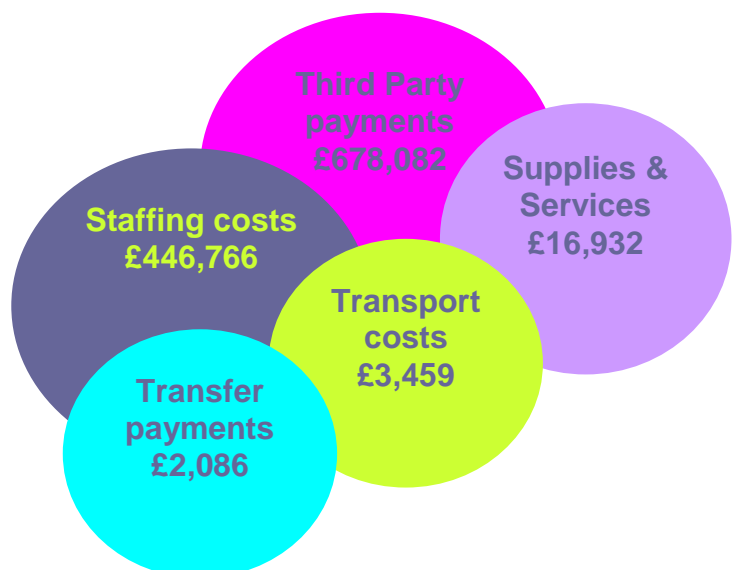
Budget 2014-15

Our budget for 2014-15 was £1,171,150 with £561,720 budgeted income.

Our actual expenditure, as shown in the adjacent diagram, was a total of 1,147,325 and actual income was £552,849.

This resulted in an underspend of £14,954 which was due to temporary staff vacancies.

How did we spend our budget?



Many of our staff are involved personally in raising funds for charity and we would like to give recognition to the work, time and effort they put into this, outwith their working hours. Some of the charities they have supported this year are highlighted below.

Christmas Wish Tree

Instead of giving each other cards at Christmas, the staff at Carsebridge House wrote their Christmas messages on tags and decorations for their Wish Tree and donated money which is normally spent on cards to charity.

This year the money raised went to a local charity, Women In Sport and Health (WISH) who assist and support socially isolated women.



Cake Rota

Staff at Carsebridge introduced a fortnightly rota last year for making cakes and selling them to their colleagues. Funds raised were donated to local charity 'The Gate' which is based at Ludgate Church. The charity aims to prevent or relieve poverty and improve the conditions of the lives of people who are marginalized, facing exclusion, vulnerable or homeless in the Clackmannanshire area.

The photograph below shows some of the staff presenting a 'cheque' for £100 to Adrienne from The Gate, which was the amount raised by the end of March 2015.



Musicians Fundraising



Audrey with fellow musicians at the Scribblers picnic

Audrey Williams, Community Access Worker and musician played with the Wee County Ceilidh Band on several occasions last year to raise funds for Women In Sport and Health (WISH), and also with fellow musicians at last year's Scribblers Picnic raising funds for 'Musicians against Cancer'. The photographs shows Audrey (right) with her fellow band members.



Wee County Ceilidh Band at the Wish Ceilidh

Information on our services can be found on our website: www.clacksweb.org.uk

We can be contacted either using the details of the relevant service/team below or by email: integratedmentalhealth@clacks.gov.uk

Integrated Mental Health Service

Service Manager Partnership
Integrated Mental Health Service
Social Services
4th Floor
Kilncraigs
Greenside Street
Alloa, FK10 1GB
Tel: 01259 225021 / 450000

Quality & Performance

Quality & Support Manager
Integrated Mental Health Service
Carsebridge House
3-8 Carsebridge Court
Alloa, FK10 3LQ
Tel: 01259 215048

Community Mental Health Team and Day Unit

Team Leader
Mental Health Resource Centre
Clackmannanshire Community
Healthcare Centre
Hallpark Road
Sauchie, FK10 3JQ
Tel: 01259 290343

Phoenix Centre, Community Access Team, Supported Employment and Early Years Service

Team Manager
Carsebridge House
3-8 Carsebridge Court
Alloa, FK10 3LQ
Tel: 01259 215048

Klacksun

Involvement Development Worker
Carsebridge House
3-8 Carsebridge Court
Alloa, FK10 3LQ
Tel: 01259 215048

www.klacksun.org.uk
email: admin@klacksun.org.uk

SAMH Devon House and Counselling Service

Team Leader
SAMH, Devon House
Carsebridge House
3-8 Carsebridge Court
Alloa, FK10 3LQ
Tel: 01259 217382

email: devon.house@samh.org.uk



Clackmannanshire
Council

