



Market position statement for
Mental Health Update June 2015



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Drivers for Change

The **Care Act 2014** sets out the biggest reform to the social care system for over 60 years; placing a new statutory duty on local authorities to promote a wider offer for adults and carers in need of support.

Within the act it states that “Local authorities must consider how to meet each person’s specific needs rather than simply considering what service they will fit into. The concept of meeting needs also recognises that modern care and support can be provided in any number of ways, with new models emerging all the time, rather than the previous legislation which focuses primarily on traditional models of residential and domiciliary care.”

“The ambition is for local authorities to influence and drive the pace of change for their whole market, leading to a sustainable and diverse range of care and support providers, continuously improving quality and choice, and delivering better, innovative and cost-effective outcomes that promote the wellbeing of people who need care and support.”

What is a Market Position Statement?

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

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

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

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

In developing these documents we have spoken to people that use Social Care services, the people that work in services and the organisations that run them to understand what they think of what’s currently on offer and how they would like to see it change.

Drivers for Change

The **Care Act** has had a major impact on the Council in relation to its Adult Social Care responsibilities, extending existing duties and adding new duties.

Some of the major changes being brought about by the act are:

- The Council will have a duty to;
 - improve integration with Health partners
 - provide preventative services
 - provide information and advice signposting
 - assess any adult with a need for a care and support service
 - facilitate a marketplace that offers a diverse range of high quality and appropriate services
- A national eligibility criteria
- A cap on care costs
- Establishment of universal deferred payment scheme

As the reforms are so far reaching, and changes to the financial position will not be clear for some months, it is difficult to plan ahead at this time.

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

Who is it for?

This document is aimed at:

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

Key Messages

One in four people will experience a mental health problem at some point in their life and one in six adults has a mental health problem at any one time. Common mental health problems include: stress, anxiety and depression.

This document doesn't deal with the

National drivers for change

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

Local drivers

- Focus on community based services
- Alternatives to in-patient care.
- Focus on carers
- Authorities budgetary pressures
- NHS consultation on mental health services for Newcastle and Gateshead.

18 - 64 years Predicted to have	2014	2020
a common mental disorder	30,085	29,827
a borderline personality disorder	839	831
an antisocial personality disorder	668	668
a psychotic disorder	747	740
two or more psychiatric disorders	13,509	13,417

Crown copyright 2014 Source: Poppy & Pansi

Newcastle Population	2014	2020	% Change
<18	55,200	57,300	3.80%
18 - 64	187,800	186,700	-0.59%
65+	41,300	45,200	9.44%
Total	284,300	289,200	1.72%

Crown copyright 2014 Source: Poppy & Pansi

causes of mental ill health nor the impact of social isolation or housing on Newcastle’s population. It is instead aimed at the provision of services for those with complex fluctuating support needs and/or challenging behaviour.

Social isolation is dealt with in the Day Care Market Position Statement which provides support for older people, to help combat social isolation and improve older people’s mental health and wellbeing as well as responding to the impacts of an aging population.

The NHS provide the majority of expenditure on mental health on:

- Specialist community mental health services
- In-patient units
- Section 136 suites
- Services for people with especially complex mental health needs
- Services for older people

They aim to support people in the least restrictive setting, focusing on early interventions and strengthening community services.

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

To aid this ambition we provide a range of recovery and support services to people with mental health problems at 49 Scrogg Road, Beech Grove Road and in the community.

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

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

Commissioned services:

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

Funding:

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

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

Sheila Winter, Mental Health Manager

In Newcastle 4,491 people on 1 Oct 2014 were using specialist community mental health services and 105 people were using specialist in-patient mental health services.

NHS Newcastle Gateshead Alliance

The total numbers of individual people using in-patient services over 2013/2014 in Newcastle was 322.

NHS Newcastle Gateshead Alliance

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

49 Scrogg Road provides 16 self contained one bed flats - three wheelchair accessible.

Demand on mental health services is expected to increase:

- in-line with working age adult population growth (just over 3%) over the next few years
- as well as due to the economic recession.

What this means for providers

Providers in Newcastle need to respond to:

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

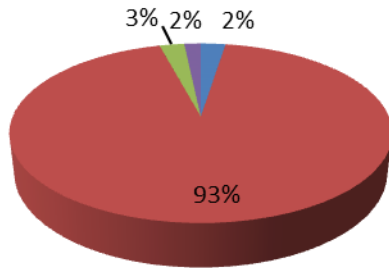
Promotion will be crucial in reaching the people who have personal budgets as well as responding to the flexibility people are seeking.

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

To enable people maintain or develop independence Newcastle will encourage independent, not-for-profit and user-led sectors to develop a wide range of

In-house Mental Health Care Packages

■ Care at Home ■ Community Based
■ Day Care ■ Residential Care



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

In Newcastle there are approximately 45,848 people aged 18-64 with a mental health condition (short and long term).

74.3% of those we support with mental health needs live independently, up 1.6% on the previous year.

Newcastle City Council:
Adult Social Care Local Account Annual Report
2013/14

An Individual Service Fund (ISF) enables people to have control over their money and their support without the responsibility of managing the money themselves. The Service Provider agrees to hold the money on the person's behalf and only spend it in the way described in their support plan.

opportunities and activities to attract customers with access to their own funds.

What's happening in Newcastle?

Changes brought about by the Care Act mean that Newcastle City Council funds social care for people that are deemed as eligible for services and financially assessed as unable to pay for those services themselves. We will also signpost people to appropriate services no matter what their level of eligibility is.

We also support a number of organisations through a variety of funding streams, including the Newcastle Fund and Public Health monies. Many of these services support people that would not be eligible for services, either in the short or long term, and these services prevent people's needs escalating thereby reducing demand on statutory services.

Organisations the Council fund include:

- NIWE who aims to provide support or signposting to people whose lives are affected by eating distress, or eating disorders.
- Advocacy services both for: people who are subject to the Mental Health Act as well as for people in Newcastle with

Local residential and nursing care homes:

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

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

Crisis [December 2011]



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

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

mental health needs, which is short-term issue related advocacy support.

- Those experiencing mental health needs via the moving forward service
- As well as carers who are supporting someone who has a mental health condition.

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

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

The private and voluntary sectors provide 60% of mental health service user support for Newcastle City Council with care at home being the largest of these.

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

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

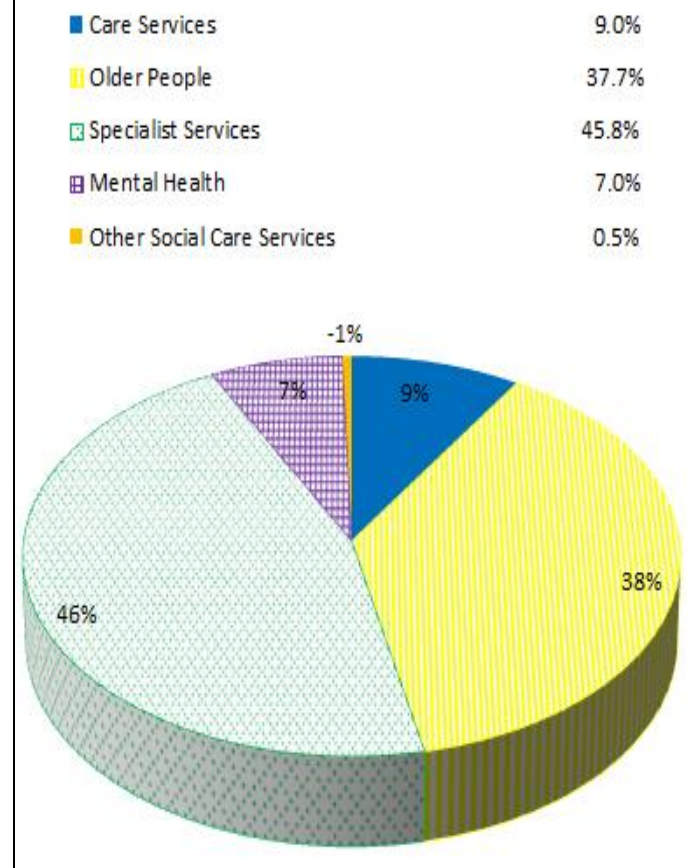
No health without mental health (DH 2011)

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

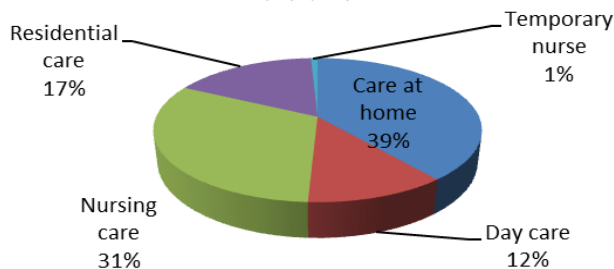
Finances and funding

In 2013 - 2014 £5.2 million was spent by Newcastle City Council on Mental Health services for adults in Newcastle. This is out of a £74.8 million adult social care services budget and is a decrease in spending from 2012-13.

Newcastle Council in 2013/14 spent £74.8m on adult social care services



Care Provided by Private Sector



In Nov 2014 Newcastle secured over £2.7m to transform the way families with infants are helped to overcome poor mental health and parental substance misuse.

"In Newcastle we are committed to lifting the stigma of mental ill-health and ensuring people get the help they need - on a par with how we treat physical illness. This money will go a long way to improving support to young families dealing with mental health issues - giving vulnerable parents and their children a better start in life. And, by helping families earlier we can reduce costs of services such as health and social services in the longer-term - all helping to make those services more sustainable at a time of increased pressure on budgets."

Cllr Nick Forbes, Leader of Newcastle City Council

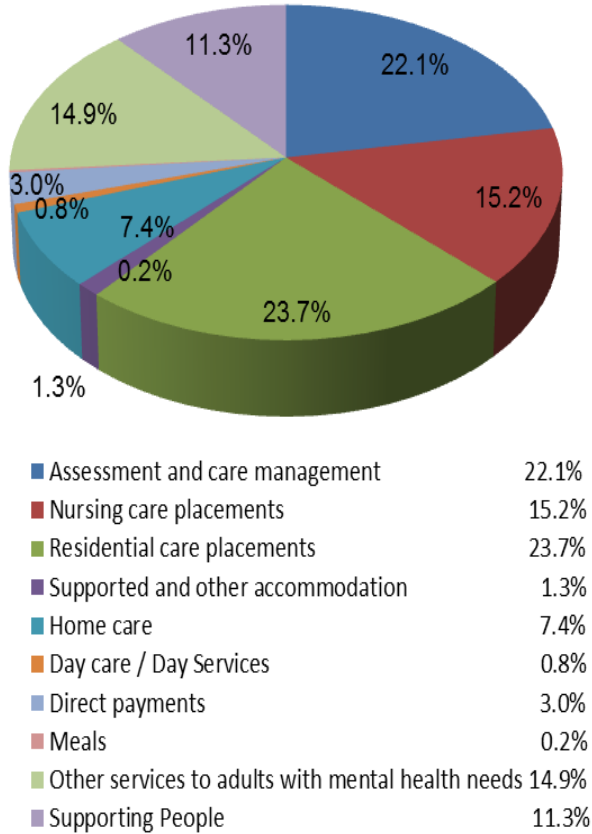
In 2011 the Council's committed to providing at least £10.25 million in grant aid over four years via the Newcastle Fund to the Voluntary and Community Sector. The Voluntary and Community Sector make an enormous contribution to the quality of life for people in Newcastle, but 60% have relatively small incomes of less than £10,000 with few employees while providing significant community benefit and social action.

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

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

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

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



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

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

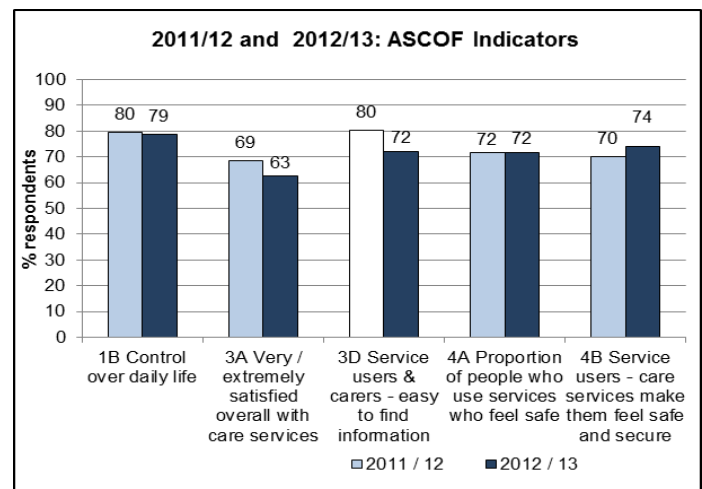
In Newcastle the average spend per working age person with Mental Health needs per week are:

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

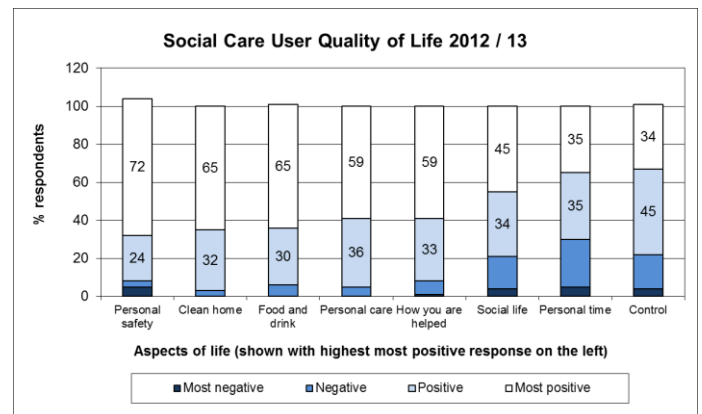
What do people who use services, and their carers say?

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

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



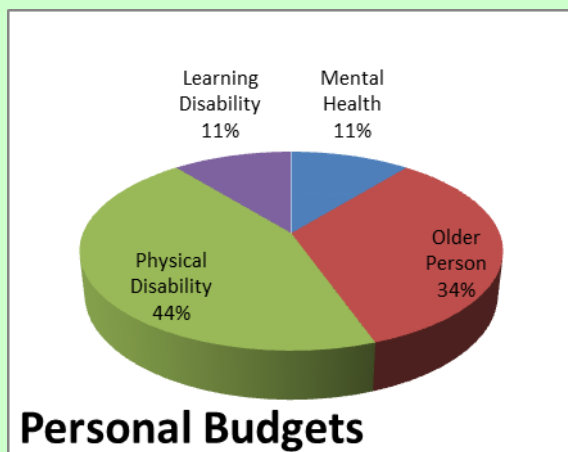
Newcastle City Council
Social Care User Experience Survey 2012/13



Newcastle City Council
Social Care User Experience Survey 2012/13

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

Big Squeeze survey, Newcastle CVS



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

• Source: NCC Carers Survey 2012

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

• Service User

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•
•



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What do providers say?

Providers have asked Newcastle to be:

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

Our Supported Employment Service helps people with disabilities to find work by providing training, work experience and job search support 261 people with a disability or a mental health condition were supported last year, 15 more than last year

Newcastle City Council:
Adult Social Care Local Account Annual Report 2013/14

Mental health problems can affect anyone, anywhere.

Reading Well Books on Prescription in Newcastle Libraries:
“It’s fantastic to have these specially selected books readily available and in such an accessible way. Reading is a proactive way for someone to take control of their mental health and something they can do in their own time and at their own pace.”

Alisdair Cameron LaunchPad (10 Oct 2014)

What services in Newcastle will look like?

Newcastle City Council’s focus is on “enabling services” to help people maintain or develop independence.

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

Newcastle City Council will be commissioning mental health services around:

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

We will additionally be providing grants through the Wellbeing Fund to reduce social isolation (<http://www.newcastle.gov.uk/communities-and-neighbourhoods/grants-and-funding/wellbeing-fund>).

Long term service users will control the market through the use of direct payments, individuals service funds or private self-funded budgets.

What we will do

Newcastle will:

- Focus on enabling approaches that maximise peoples independence and reduce reliance on long-term services.
- Continue the use of telecare technology to help people lead the independent life that they want.
- Continue to deliver support in the community.
- Work closely with health to deliver joined up services.
- Enable service users to have choice and control by moving from care to support planning.

Over the last 30 years, service users, their advocates and politicians have worked hard with NHS organisations and other partners to make sure that people with mental health problems are no longer expected to live in hospitals or other institutions.

NHS Newcastle Gateshead Alliance

What business development opportunities will this create?

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

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

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

However, there are currently no clearly defined models for what such accommodation should look like.

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

The Rt Hon Nick Clegg MP, Deputy Prime Minister



“Newcastle City Council have ran a high quality service for the people of Newcastle for many years. We are now at a significant point in transforming the service as we prepare to build a brand new fit-for-purpose building [49 Scrogg Road] which will help people in Newcastle recover or cope with mental health problems.”

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

There are 226,047 adults aged 18 and over living in Newcastle, 46,460 adults with short and long term mental health conditions

Newcastle City Council:
Adult Social Care Local Account Annual Report
2013/14

To help define models, the government are allocating £43 million from the Care and Support Specialised Housing (CASSH) Fund to support the construction of a small number of housing projects. These projects will be designed in close conjunction with mental health and learning disability policy experts and representatives of relevant charities.

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

How Newcastle Council will help providers be fit for the future

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

- Maintaining a close working relationship with Newcastle, Tyne and Wear NHS Foundation Trust and NHS Newcastle Gateshead Alliance.
- Hosting regular events for providers to meet and discuss future plans with other providers, social workers and Commissioners of services.
- Continuing to provide support to organisations to run

Key contacts

Commissioning

Write to:

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

Tel: 0191 211 5394

e-mail: [adult.commissioning@
newcastle.gov.uk](mailto:adult.commissioning@newcastle.gov.uk)

Community Mental Health Resource Service

Allendale Road, Byker
9am - 9pm, seven days
Tel: 0191 2788202

Northumberland Tyne and Wear NHS Foundation Trust (NTW)

Write to:

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

Tel: 0191 213 0151

Crisis Assessment and Home Treatment Service (CAT)

Tel: 0191 2194646 or
0191 219 4647

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

NIWE

Units 4/5,
The Old Post Office,
5 Pink Lane,
Newcastle upon Tyne NE1 5DW
Tel: 0191 221 0233
enquiries@niwe.org.uk

networking groups through
the Newcastle Fund.

- Providing information on what the plans are of other local authorities in the region.
- Help support capacity building of the Voluntary and Community sector through the provision of advice and by signposting to training and support from community infrastructure organisations such as Newcastle Council for Voluntary Services.