

MHAG DGS update Quarter 3

Dashboard Summary

Total new sign ups since 1st April = 581

Q3 = 170

Areas of deprivation quarter 3- area of deprivation is defined as areas where there is higher areas of poverty and need against access to services. They are grouped into quintiles with 1 being the highest need and 5 being the least area of need. For LWK we are interested in engaging with the higher areas of need in quintile 1 and 2.

Q1= 38%

Q2 = 33%

SMI = 44%

CMI = 40%

Males = 73

Females = 96

1 declined to answer

Age Range

- Under 25 = 18%
- 26-45 = 38%
- 46-64 = 34%
- 65+ 11%

LWK Steering group in DGS

The Live Well Kent steering groups are an important part of service delivery and involves decision makers and service users working together to develop and shape the LWK service The last steering group was focused on reflecting back on LWK and community mental health services, we had people in small groups discussing Strengths, weaknesses, opportunities and threats. This will help shape and inform the LWK service moving forward next year. Some of the feedback is below

STRENGTHS – own expertise – high level need including housing/legal, BME specialist in cultural and language needs, seamless pathways, more move on opportunities, collaborative working, more connected, empowerment, more service user involvement, embedded in culture supportive, person centred, referrals, good network, wide range of services, solution focused, equal treatment of all service users, diversity, commitment of organisations, data sharing, sharing good practices, quality of services and people

WEAKNESSES – capacity issues, only recognising IPS model for employment, not networking, using it properly, referral processes, knowing what's available in wider network, Inform/data outcomes not available to all, some not referring on at closure, taking away avenue of support when most needed, time constraints of

services, name 'service user' Client sounds more professional, are goals achievable, people can become isolated
OPPORTUNITIES – working with other organisations, Time for Change – National event we can tap into, joint working with DWP, NHS etc, changing attitudes towards mental health, developing peer support groups for new and old service users, service user led groups, specific employability courses for mental health, mental health awareness training to external agencies, client led – treat me as a person, alternative funding opportunities, sharing information via social media, innovation – non traditional mental health services, joint WMH day event

THREATS – funding, fewer services in secondary care, high demand, capacity, contingency for future if funding ends., benefit changes DWP, government changes, trying to employ qualified nurses, policy changes, target Key performance indicators for under and over 16 years. Referral line – Porchlight/Shaw Trust models, Housing issues, service users not meeting the criteria – falling through the gap, closing service user when they still need support, time bound stress.

Service User involvement

- The LWK localised leaflet has been distributed, this was a collaborative work with Porchlight, Service users and Delivery partners
- Relooked at the terms of reference and explanation of the purpose of Steering groups has been created following feedback from service users
- Mystery shopping continues on central referral team, would like to extend this to other services and organisations
- 8 feedback forums planned across Porchlight areas
- A service user was part of the innovation fund panel and played a vital role in funding decisions. He demonstrated a good understanding of the projects shortlisted and was very insightful in strengths and challenges of the projects discussed.
- Two service users attended KMPT co-production meeting

The Innovation grant has now been finalised and the successful projects are in the process of agreeing contracts and have been promoting their new service. For DGS we have some exciting projects which include

- Fairfield Leisure Feel Better project – using physical activity to improve wellbeing and mental health
- North West countryside Alliance Ecology Island project – using horticultural activities to support wellbeing
- Walk Tall – using performance art to raise awareness of mental health with young people
- North Kent Mind Limelight – a drama project leading to a production at the Orchards theatre

We will be linking in with Blue Monday on the 16th January to promote these new projects through the media.



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LWK DGS CCG

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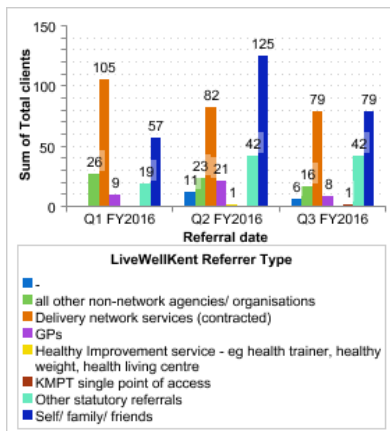
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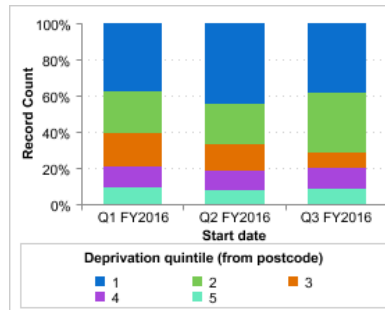
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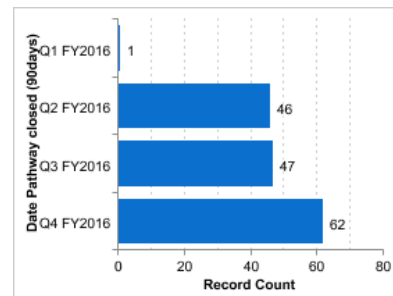
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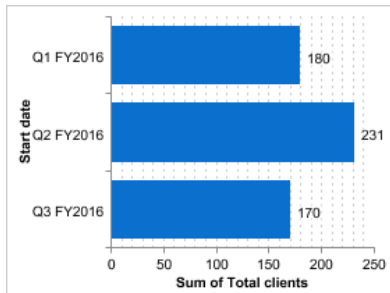
Deprivation (hover over bars for figures)



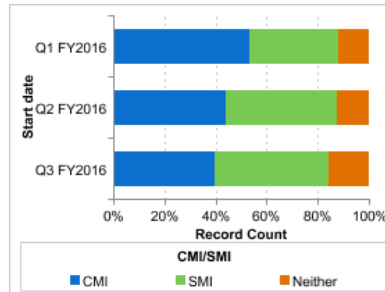
Total Pathways Closed



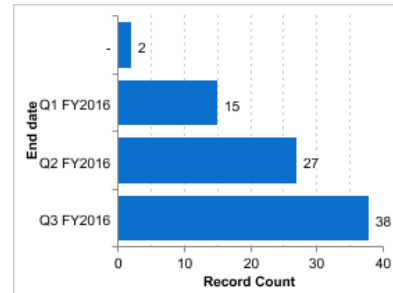
Sign Ups



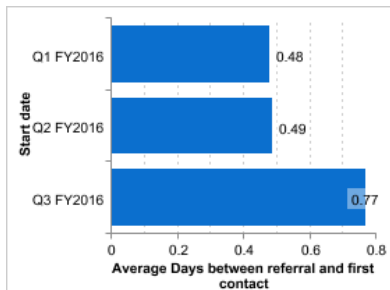
CMI/SMI (hover over bars for figures)



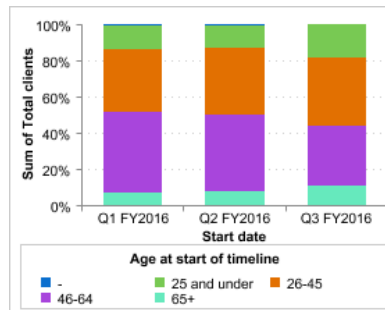
Total With Improved Wellbeing



Average First Contact Date (Target 2 days)



Age (hover over bars for figures)



Average Acceptance Rate (Target 7 Days)

Gender

Chat

