

Live Well Kent South Kent Coast 2016-17 Overview

Facts and Figures

- South Kent Coast received nearly 1000 referrals in its first year.
- 694 people received a service, of which 647 people were new individuals (not returning to use the service again)
- On average throughout the year people were contacted within 2.5 days of a referral being made, although by the end of year, the average for the last quarter from January 2017 – March 2017 was under two days. The target set by commissioners was 2 days.
- People were in receipt of service from the point of referral on average within 7.6 days, against a target set by commissioners of 7 days. This will be an area for improvement in year 2, focusing on those services who did not meet the target.
- The new community mental health housing service supported 52 people since the service started in June 2016.
- The service overwhelmingly worked with those people in the areas of highest deprivation, as defined by national deprivation indicators. Between 70-80% of those receiving a service were in quintiles one and two.
- During the year the numbers of males and females supported were relatively evenly split.
- Around 50% of people were considered to have common mental illnesses (CMI), with around 35-40% living with a severe mental illness (SMI). The service supported a higher number of people with more severe and complex needs than had been anticipated for the service. Those not considered to have a CMI or SMI were people needing prevention support provided by the service, or they did not wish to disclose.
- The majority of people supported were aged between 26 to 64 years, although around 15-20% were younger people aged 17-24 years.

Key Successes

- The new service responded well to unexpectedly high levels of demand in the first six months, which has stabilised now
- Willingness to change and adapt from partners, with new service models developed to better fit with the recovery and self-management focus of Live Well Kent
- Growth in the use of and understanding in the value of peer support models
- Service is viewed positively in challenging circumstances and changing landscape for mental health
- New partnerships and collaborative working – e.g. Folkestone Mind and Take Off
- Folkestone Mind Hub – provides a focus for partnership working and awareness
- Innovation projects in South Kent Coast (Kent Music, Folkestone Sports Trust, TRE, SANDS, Dover Arts Development)

Developments for 2017-18

- Mcch Aspirations service will finish at the end of May, with Porchlight's JET (Jobs, Education & Training) service delivering Live Well Kent employment support in Shepway. There will be a transition period of the two organisations working together to ensure that people using the service are well supported.
- Scope longer term support models for those with severe and enduring needs in primary care
- Build on collaboration in Dover to improve support
- Scope new model and funding for suicide prevention work
- Employment/routes to employment – need to promote employability as part of recovery
- Payment by Results introduced for all partners in the service from June 2017