

Live Well Kent Thanet 2016-17 Overview

Facts and Figures

- Thanet received over 1100 referrals in its first year.
- 928 people received a service, of which 846 people were new individuals (not returning to use the service again)
- On average throughout the year people were contacted within 2 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 one day. The target set by commissioners was 2 days.
- People were in receipt of service from the point of referral on average within 5 days, against a target set by commissioners of 7 days.
- The new community mental health housing service supported 76 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 60-70% of those receiving a service were in quintile one of the deprivation indices – the highest index.
- During the year there were slightly higher numbers of females who received a service.
- Around 60% of people were considered to have common mental illnesses (CMI), with around 20-25% 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. primary care partnership meetings
- Community Asset development – use of mainstream, community spaces, such as Cliff's & The Pharmacy
- Innovation projects in Thanet: Garden Gate, Turner Contemporary, Pie Factory.

Developments for 2017-18

- Rethink to be the Live Well Kent Thanet Employment delivery partner, with Shaw Trust focusing on work on other geographical areas
- New peer support service every Saturday and Sunday called SpAce. Based at The Pharmacy Gallery in Margate, and managed by Pipeline Youth Initiative.
- Build on community asset development model
- Scope longer term support models for those with severe and enduring needs in primary care
- Increase focus on prevention and early intervention 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