

## Public Health Mental Health - Actions for Hackney

Set out below are updates to three of the five actions that were agreed as a focus to improve mental health in Hackney. These actions are also focused on things that can best be achieved by working collaboratively across the Council, alongside other local organisations, and with residents. The actions were drawn from findings in our [Joint Strategic Needs Assessment](#), as well as other local and national sources of information.

### **Action 1: Deliver a comprehensive programme of Mental Health Awareness and Literacy training by March 2018, in line with the objectives of the borough's Young Black Men project.**

Outcomes for Young Black Men and Boys are disproportionately worse than other groups in a range of social and educational areas. The early identification of and support with mental ill health in Young Black Men and Boys is one important factor that has been identified as significantly contributing to inequality of outcomes.

London Borough Hackney is investing in addressing this inequality through its Young Black Men Programme of which one part is the Mental Health First Aid training programme. Rethink Mental Illness has been commissioned to deliver to front line professional and community members who support Young Black Men and Boys.

Through delivery of the training, the programme aims to increase front line staff and community members' ability to identify signs of potential mental ill health in Young Black Men and Boys early, offer initial support and signpost to further appropriate support.

The free training courses offered under this programme are:

- **Mental Health First Aid (Adult / Standard)**

2 days long – for anyone supporting Young Black Men / Boys

This course equips participants in a similar way to a physical first aid course, teaching participants how to give initial support to someone experiencing a mental health problem until professional treatment can be accessed.

Participants learn to recognise early signs of mental health problems and respond appropriately to assist people in the community, family or workplace. Participants are also provided with local service information so that they can feel confident assisting someone to get the right support.

For more details about the content of the course, see: [www.mhfaengland.org/adult-mhfa](http://www.mhfaengland.org/adult-mhfa)

- **Youth Mental Health First Aid**

2 days long – for anyone supporting 8-18 year old Young Black Men and Boys

This course delivers the same principals as the adult course, but is for anyone who teaches, works with, lives with or cares for young people (8-18). It will also cover other topics specific to young people that include child, adolescent and family psychosis, bullying/cyber bullying and promoting protective factors and good parenting.

For more details about the content of the course, see: [www.mhfaengland.org/youth-mhfa](http://www.mhfaengland.org/youth-mhfa)

- **Mental Health First Aid Lite**

½ a day long – for people who can't commit to the two day training

Rethink Mental Illness has been commissioned from February 2017 to deliver this programme of training until the end of March 2018.

### **Action 2: Maintain signposting systems that explain services relevant to mental wellbeing which**

**trained staff, partners and residents can use.**

A number of directory-based services have been identified in support of delivering this action. A summary of each is provided below. Staff supporting delivery of the action plan are in the process of checking and testing the information on these services to make sure it is up to date. Advice is also being offered to the IT Enabler Group as it take the lead these directory services within the new Integrated Commissioning arrangements.

**iCare**

The Hackney iCare website is aimed at informing citizens of Hackney about sources of health and wellbeing support, or services provided by the council or voluntary sector groups within the borough. It is designed to support the general population, and as such has signposting to local wellbeing-friendly groups included swimming classes, and befriending groups. It is also designed to support people with more significant care needs, including signposting to support for home support, assessment for grants etc.

The site also has functionality for two more interactive modes of citizen access:

- Self-assessment  
Users can take a short self-assessment that poses questions to ascertain individual's level of support need for their health and wellbeing. The assessment will evaluate respondents' level of need for home or more intensive support services. The survey produces a pdf which can be used to self-refer into council services.
- Wellbeing plan  
Users can plan a course of wellbeing activities that makes use of local services and groups in a way that will promote healthy lifestyle. Plans are organised around classes, personal wellbeing goals and local resources.

**Directory of Services**

The Directory of Services (DoS) is a national database of health services, which covers both Hackney and the City and is maintained on a local level. It is the database of information for health services that underpins 111 and a number of other platforms. Dedicated staff within the CSU update the information, rather than relying on providers to update the database which includes information on the services they offer, contact information and opening times as per the NHS Choices model.

**MiDos**

MiDoS is intended for use by clinicians and contains primary care and secondary care information. There is currently minimal voluntary and social care service data but there is a function to import and/or link to local social care DoS. GPs across Hackney should have access to the system. The interface is slightly different from the DoS interface and enables clinicians/medical professionals to make referral decisions on the basis of the information displayed. 11,000+ urgent care services are already profiled in the DoS across London. Gaps have been identified in CYP, mental health, social care, voluntary and acute inpatient services. Customisation and future development of the system includes additional information/detail on services, clinician and condition specific flow charts and referral forms which can be hosted electronically sent to the receiving service.

**E-Consult**

E-Consult is an online platform developed by the Hurley Group of practices and EMIS. It is designed to enable patients with non-urgent issues to access advice on-line. Patients have the option of browsing general health information, accessing advice on over-the-counter treatments,

or seeking advice from their GP practice.

Queries sent to practices are reviewed by GPs, and patients are responded to by the end of the following working day. Practices have the option of purchasing eConsult on a 12 month contract, as a mechanism to make more appointments available to patients who require in-person GP consultations.

Approximately 12 practices in Hackney have gone live with the platform.

#### **City and Hackney Health Alliance App**

This app is in the latter stages of development and aims to provide City and Hackney residents with information on services available to them, self-care information as well as range of online functions with their GP practices.

For local service information, the Hackney iCare database is maintained through a combination of the service provider updating information and a part-time administrator undertaking regular checks to test the accuracy of data.

It is being developed as part of a suite of demand management activities which the CCG has commissioned the GP Confed to oversee. [The Psychological Therapies Alliance app will function as a bolt-on to this app.](#)

#### **Co-ordinate My Care**

Co-ordinate My Care is a platform which has been purchased by City and Hackney CCG to be used as the shared urgent care plan across as many settings as possible to improve patient care. It is designed for use by health and social care professionals as they come into contact with patients, in order that their information and care plans are available to them at point of entry into the system. Care plans are developed with patients at high risk of admission, in discussion with their GP.

### **Action 3: Make Hackney the most welcoming, healthy, accessible and prosperous place in London for residents with mental health disorders by March 2018.**

The Action Plan steering group has also received advice from the Dementia Friends co-ordinator for Hackney who is working with the Council and other colleagues to promote the initiative more across the borough and ensure that the local authority is signed-up to the scheme and developing a network of dementia champions within the organisations. Local NHS and VCS partners are already well advanced in relation to the Dementia Friends scheme, and the Council is too within specific service areas such as leisure and library services.

In addition to supporting national campaigns, the Steering Group is looking to learn from the Dementia Friendly approach in promoting mental wellbeing more widely. For example, the borough's highly effective [Five to Thrive](#) campaign was used in May as a basis for promoting Mental Health Awareness Week. From Monday to Friday, each day included a series of activities that promoted one of the five ways to wellbeing. This included:

- An opportunity to drop-by talk to the Public Health Team about the [thisisme](#) campaign to raise awareness of mental health and pick up a free green ribbon to show support. A representative from MIND was also on the stall providing advice and expertise.
- Mindfulness tasters throughout the week. Each session includes practical exercises and a handout of resources, for practicing at home or work.
- Volunteering advice session - information about volunteering and opportunities from the Hackney Volunteer Centre.

- Activity opportunities including: yoga, chair-based yoga, walking groups and running club.
- A promotional event held at Richmond Road Surgery to speak to GPs, nurses, practice managers and residents about physical activity services on offer including: the One You programme, New Age Games, and free cycle training.

Progress on the actions four and five, set out below, will be provided at the next scheduled update to the Health and Wellbeing Board.

**Action 4: A series of “Life Events” support packs that provide ideas, advice, phone numbers, video clips, etc. of how to be mentally resilient in times of change or stress**

**Action 5: Deliver a child-centred, prevention-focused health and wellbeing education service that builds the resilience of all children and young people in Hackney aged 5-19 years, and up to 25 years for those with additional needs.**