

South Essex Partnership University NHS Foundation Trust

Thurrock Health and Well-being Overview Scrutiny Committee

October 2011

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INTRODUCTION

SEPT is the main provider of a wide range of specialist mental health and social care services within south Essex. In 2010 a significant landmark was reached through successful competitive process to win the rights to manage and deliver the same services in Bedford, Bedfordshire and Luton from 1 April 2010. SEPT brought together under a single Board of Directors and Board of Governors the mental health and learning disability services for the people of Bedfordshire, Essex and Luton. This means that our service users and carers continue to receive excellent services but with a reduction in management costs. Jointly we have been able to deliver care and support to people in their own homes and from a range of hospital and community based premises, including:

- Mental health services for adults and older people
- Essex wide Forensic services
- Specialist children's services
- Learning disability services
- Drug and alcohol services
- Other specialist mental health services

As the Trust continues to expand at a time of rapid change within the NHS, SEPT was selected as the preferred bidder for the of community health services for south East Essex, NHS West Essex and NHS Bedfordshire. Formal transfer of all the community services was completed on 1st September 2011, aligning them with the mental health services the Trust already provides. The transfer forms an important part of the government's plans to deliver 'world class' services for patients, carers and the community.

SEPT is also the first mental health and learning disability trust in the country to achieve University Trust status.

PARTNERSHIPS

Working in partnership with 6 Local Authorities to deliver integrated health and social care, provided excellent opportunities to develop responsive local services for people with mental ill health and learning disabilities. As in previous years, a number of initiatives have been taken forward by the Partnerships to develop the latest range of opportunities for social inclusion and recovery for service users and carers. This report highlight some of the key achievements under the Partnership arrangements.

CORPORATE VISION AND VALUES

Our Vision:

"Providing services that are in tune with you"

Our Values:

<i>People who use the service</i>		<i>Colleagues (including partners)</i>
<i>In tune with me</i>	VALUES	<i>In tune with me</i>
We believe you can live a fulfilling life	OPTIMISTIC	Everything we do - every intervention - is focused on helping you feel better
We respect you as an individual, and expect you to respect us too	RESPECTFUL	We value each other's contributions
We listen to your point of view, and think about things in the context of your life	EMPATHISING	We consider each other's perspective
We will give you choices	INVOLVING	We work together as teams, within our organisation and with partners
We help you to take control of your life	EMPOWERING	We all have permission to innovate
We'll help you to play an active part too	ACCOUNTABLE	We want to be judged by our results

TRUST WIDE PERFORMANCE OVERVIEW

The last two years of unprecedented changes and economic expectations have challenged all NHS organisations. However, we continued to maximise our resources ensuring that we maintained our excellent reputation for providing high quality services to the people we serve in Bedfordshire, Essex and Luton.

We are so pleased to once again confirm that for 2010/2011 we have maintained our excellent operational performance in all areas – clinical, financial and management. We met our income and expenditure financial targets and our regulator, Monitor, gave us an excellent financial risk rating of 4 and awarded us Green Ratings for Governance and Mandatory Services – these being the highest Trusts can achieve.

The one consistent factor at the core of our success is our staff. During a period of enormous change and integration of services across two counties they continued to perform above and beyond all expectations. This is reflected in SEPT's inpatient survey results which were better than most Trusts in England, our compliments that continue to increase and the feedback we receive from our Mystery Shoppers and point of use surveys which is predominately positive.

Two important achievements identify that even with an organisation in huge transformation; our staff members continue to be more than satisfied with working at SEPT. The HSJ and Nursing Times' Healthcare 100 results in 2010 placed SEPT as the Top NHS Healthcare Employer and the Best Mental Health Trust to work – these among seven overall awards. SEPT's 2011 CQC's National Staff Survey results also topped the charts in the majority of indicators evidencing immense satisfaction by our staff.

At the helm our Directors and Governors continue to work together to provide excellent leadership. Our membership has swelled to over 17,000 and our community events are

attracting new members and support in our campaign to raise awareness and reduce the stigma that surrounds mental health and the people it affects.

TRUST KEY ACHIEVEMENTS

SEPT has once again enjoyed many more successes during 2010/11. Following comprehensive and inclusive local planning; four key priorities were identified for 2010/11 in our Annual Plan. Priorities were underpinned by a wide range of objectives that, thanks to the regular monitoring put in place by the Board of Directors, have been taken forward with much success.

A summary of our achievements in line with key priorities is provided in this section.

Priority 1 - Delivering High Quality and Safe Services

This priority reflected our continued commitment to respond to the national and local focus on quality, safety and patient experience. The Trust is, therefore, delighted to report that all targets set by MONITOR, relevant to providers of mental health and learning disability services, were met as at 31 March 2011. Additionally, the Trust has remained compliant with the Care Quality Commission (CQC) registration standards.

The Trust has been able to confirm its continued compliance with all the 'Eliminating Mixed Sex Accommodation' standards as at 31 March 2011 and can report that no breaches occurred during 2010/11. CQUIN (Commissioning for Quality and Innovation) stretch targets were set with local commissioners and additional quality standards were also agreed with local stakeholders to form the Trust's Quality Account. The Associate Director of Safeguarding has been appointed and closer scrutiny of safeguarding processes has been introduced with regular file audits and performance reports directly to the Directors.

SEPT was also successful in becoming a Department of Health Demonstrator Site for 'Better NHS Support for Carers'. This project (Who Cares?) was led by one of the Consultant Social Work Practitioners who had a lead on the Carers Strategy, and during 2010/2011 this project managed to increase the number of carers identified and receiving support, created a network of Carers Champions across the NHS in south Essex, as well as develop innovative peer-led models for the delivery of carer education and self-management programmes.

In addition the Trust was also successful in a DH tender and became one of 25 providers and sole provider in south Essex of the national Caring with Confidence programme for carers.

Priority 2 – Transforming Services

This priority focused on the delivery of an ambitious programme of service transformation set out for Bedfordshire and Luton and also the development of new services in response to local needs, meeting the expectations of commissioners and service users across the Trust.

All six Local Authorities have agreed to an overall vision of transforming social care in mental health via Personalisation. A regional Personalisation network has been established, with SEPT having a lead presence. During 2010/11 the Trust has continued its programme of service transformation, including the relocation of community based teams in Bedfordshire and Luton and the establishment of an Alcohol Detoxification Service in south Essex.

Quality improvements, agreed with our commissioners have been achieved across the range of services provided. These include greater involvement and empowerment of clients in our Medium and Low Secure Services, reductions in the time waiting between referral and treatment, in line with the Department of Health's guidance and increasing the number of carers being assessed and receiving services.

Priority 3 – Creating an Efficient and Effective Organisation

With substantial efficiency and productivity savings required and the potential for additional funding impacts as a result of the economic downturn it was clear that a drive for a more efficient and effective organisation was essential. The acquisition of Bedfordshire and Luton services provided an opportunity to review management and back office functions. Therefore, during 2010/11 consultations were completed and new structures implemented throughout back office services focused on ensuring efficiency and effective use of resources. In addition, the roll out of 'WorkSmart' across the organisation has continued which provides greater flexibility for staff and utilises technology to support enhanced productivity.

Priority 4 - Ensuring a sustainable future

The Trust acknowledged that in order to be the "provider of choice of world class specialist health care service" there was a need to ensure sustainability. A sustainability strategy was agreed with a focus on growth through transactions, however, it was acknowledged that if growth was not an option, contraction, or a combination of growth and contraction, was an alternative solution. During 2010/11 the Trust pursued a number of opportunities through both competitive tendering and acquisition and was successfully identified as the preferred bidder for Community Health Services in West Essex, South East Essex and Bedfordshire. In addition, to support sustainability the Trust reviewed management structures with a new Executive Team and supporting structure implemented during 2010/11. This provides the Trust with greater accountability and ensures the organisation is fit for purpose.

Following the retirement of the previous and well-established Executive Director for Social Care and Partnerships, the Trust Board searched nationally for a high calibre replacement and appointed Amanda Reynolds in this core and essential leadership role on the Board in March 2011. Amanda is well respected and brings a wealth of experience to the role having 21 years experience across the NHS and local government management. This includes work with social services, health authorities, commissioning and provision in PCT. She has also worked nationally the Department of Health and regionally with the East of England Strategic Health Authority. Her specific expertise includes experience in developing social care, NHS community, mental health and learning disability services and secured beacon status for work in implementing the 'Valuing People' initiative.

Also contained within this priority is a focus on environmental sustainability, which was to be delivered through the on-going implementation the Trust's Carbon Reduction Strategy. The Trust has instigated several projects to manage down energy consumption and thereby reduce the carbon footprint of the organisation. Improved insulation has been installed on the Ashingdon ward and at Knightswick Clinic, which is also benefitting from a new energy-efficient boiler. Further steps to reduce consumption include a voltage optimiser at Rochford Hospital which greatly reduces the amount of electricity wasted by, and minimises the wear on, equipment on site. Improved monitoring of energy consumption has also been facilitated by the installation of smart metering at Rochford Hospital to allow real-time reporting of energy use rather than reliance on retrospective reporting.

REGISTRATION WITH CARE QUALITY COMMISSION

The Trust successfully registered all NHS services with the Care Quality Commission in April 2010 with no compliance conditions. This registration was extended to include social services in October 2010. A key part of this registration was ensuring that the CQC Essential Standards of Quality and Safety were fully embedded within all services.

The Trust has developed robust processes to ensure ongoing compliance with the CQC Essential Standards of Quality and Safety. All wards and teams have their own local portfolio containing the standards relevant to them and their own self assessment of compliance. This promotes strong understanding at front line services of the standards they are required to meet. Wards and Teams are regularly audited by the Trust Compliance Team as well as Trust Directors, Trust Governors and members of the local LINKs to ensure compliance.

In addition the Trust has a comprehensive analysis system in place that gathers all information about Trust services into one place and maps this against the Essential Standards, this includes clinical audit results, Internal audit results, national staff survey results, national patient survey results, MHA visits etc.

SERVICE USER SURVEY AND EXPERIENCE

The national community mental health service user survey was carried out in the spring of 2011 and the Care Quality Commission (CQC) subsequently released the final and full results for the Trust and these were published on the CQC website on 9th August 2011. The survey was conducted on service users who were seen by the Trust between 1st July 2010 and 30 September 2010. 850 surveys were sent out and 263 were returned, producing a response rate of 32% compared to 33% nationally.

The subsequent full report (a copy is available from the CQC website www.cqc.org.uk/publications) and publication by the CQC compares the Trust results with that of Trusts across the whole country, totalling 17441 responses. This survey was the first to be carried out since the acquisition of BLPT by SEPT and therefore the first to incorporate the views of service users utilising services in both South Essex and Bedfordshire & Luton. This means that whilst 2010 results are available for South Essex Partnership University NHS Foundation Trust a direct comparison between these and the 2011 cannot be made.

The CQC aggregated the Trust’s scores across the domains of the survey and employed confidence intervals to deduce comparative performance, which has been published on their website and is shown below:

Based on service users' responses to the survey, this trust scored:	How this score compares with other trusts
8.2/10 For questions about → Health and social care workers	
6.6/10 For questions about → Medications	
6.8/10 For questions about → Talking Therapies	
8.3/10 For questions about → Care Coordinator	
6.7/10 For questions about → Care Plan	
7.1/10 For questions about → Care review	
6.1/10 For questions about → Crisis Care	
5.6/10 For questions about → Day to Day Living	
6.3/10 For questions about → Overall	

Overall the results have been described by the CQC as “about the same” (using the CQC’s published definition) as other mental health providers.

The national survey programme occurs on an annual basis and has a relatively low level of responses and when published relates to an experience of some 6 months previously (in 2011 there were only 263 responses across the whole of SEPT). Therefore SEPT has introduced a local “point of use” survey programme which gauges the patients experience at the time of the service when the experience is “fresh in the mind”. This survey asks patients about their experience in key areas where service gaps were previously identified in the national survey. Results for last year are provided below and as can be seen are based on greater numbers than the national survey and therefore could be considered to provide a more accurate reflection of experience:

National Survey Question	Response	Benchmark 2011 National Average	South Essex		
			2010/11		
			Q2	Q3	Q4
Number of Responses			136	144	140
6. Did you have trust and Confidence in the person you saw?	Yes	71%	80%	89%	76%
10. Did you have a say in the decision about your medication?	Yes	56%	72%	80%	79%
13. Did staff explain the possible side effects of the medication?	Yes	43%	65%	67%	61%
23. Do you have a Care Plan?	Yes	42%	46%	45%	46%
43. Do you have the number of someone from your local NHS that you can phone OOH?	Yes	51%	50%	50%	55%

A Patient Experience Group oversees all aspects of experience, engagement and involvement and regularly reports to the Trust Board. An Action Plan has been developed by the group and is attached as Appendix 1, progress against which is also monitored by the Board. As always SEPT values the views and engagement of its service users and carers in improving services therefore a focus group was asked to review and contribute to the action plan. The group met in September 2011 and was facilitated by SEPTs Patient and Public Involvement Team. The group was attended by a range of service users and carers and the resulting feedback from this group has been shared with the Patient Experience Group for incorporation within the action plan.

There are a number of other initiatives aimed at gathering feedback and improving the quality of service. One example is the mystery shopper initiative where patients feedback anonymously on their experience of the service they have received. This in turn is fed back directly to the member of staff (without naming the patient) so any positives can be reinforced and any areas for improvement reflected upon.

SAFEGUARDING

The Trust continues to prioritise and develop safeguarding adults within strategic plans, clinical practice and service user forums and is represented on Thurrock Safeguarding Adult Boards.

A comprehensive audit on the Trust Safeguarding arrangements was completed in 2010. The outcomes provided substantial assurance that the Trust have effective Safeguarding arrangements in place.

A number of initiatives have been developed in the past year to increase the quality of safeguarding further, these include

- Safeguarding Policy and procedures have been updated
- A Strategic Framework for Safeguarding 2010-2013 includes 6 domains of Safeguarding which are routinely reviewed at the Trusts monthly Safeguarding meeting
- Revised processes are in place to ensure staff respond appropriately, timely and effectively to Safeguarding concerns.
- Safeguarding cases are audited for quality and lessons learnt identified

Key performance measures have been formulated and reported monthly to the Trust Executive Team to ensure standards are maintained and improvements continue. Safeguarding Adult Training compliance has remained above 90% for 2010-2011.

An audit of the Safeguarding Adult service user questionnaire demonstrates that clients feel protected, treated with respect and included in the process.

Two groups developed this year include a Lessons Learnt Group, established to explore the learning and emerging trends from Serious Incidents, Safeguarding Complaints etc.

A Safeguarding and Personalisation group has been developed to ensure effective links and services for clients within the personalisation agenda.

SOCIAL CARE LEADERSHIP

It is recognised that successful delivery of the Partnership is not possible without a committed workforce with the right knowledge, skills and support.

SEPT values the staff seconded from Thurrock under Section 75 agreements and ensure that leadership and governance structures are in place to manage this resource effectively.

The Executive Director for Social Care and Partnerships provide executive leadership at Board level and is supported by three Associate Directors for Social Care and Partnerships who provide Trust wide social care professional leadership. Three Consultant Social Work Practitioners provide further social care leadership through supervision and training of social care staff, and policy and practice developments.

SEPT has an established Trust Advisory Social Care Group (TASCG) in south Essex. This group forms part of governance arrangements and is chaired by the Associate Director of Social Care and Partnerships. Membership include Consultant Social Workers, Senior Social Worker Practitioners and social care leads who meet to ensure that all social care issues are considered, relevant policies and procedures within the Trust are reviewed, disseminated and implemented, and to engage in the transformation of Social Care in the Trust to full implementation of Personalisation, Recovery and Social Inclusion.

ASSESSING CARERS' NEEDS

2010/2011 has seen more carers receiving assessment and services, with the Trust significantly exceeding on its performance on carers receiving an assessment of need or service.

Partnership working in delivering carers services

- SEPT was a 2010/2011 Department of Health Demonstrator site for 'Better NHS Support for Carers' and exceeded on targets agreed with the DH. The project (Who Cares?) developed a network of Carers champions across NHS sites, worked in partnership with local authority and voluntary sector partners to improve support for carers who come in contact with NHS services.
- SEPT worked alongside colleagues at Thurrock Borough Council, as well as Essex County Council and Southend Council to devise an Essex Wide carers self assessment (Do You Care?) form. This form ensures that carers can also apply to receive a full assessment of needs.
- Co-facilitating carer champion and 'Carers matters' training in partnership with Barking and Dagenham Carers to staff working for Thurrock Borough Council. (8 x 4 hour sessions)
- Approached every GP practice in Thurrock offering carer awareness/champion training.
- Establishment of the Carers' Champions network for SW Essex and SEPT. At the end of 2010/2011 this network of Carers Champions in the various NHS settings totalled to over 200 members of staff.

Improved information and assessment for carers.

- We have established partnership with the Carers Strategy Leads for Thurrock, Essex CC, Southend Councils on a shared/single Carers Assessment Screening form. This tool (Do you Care?) has been distributed to all carer champions across Essex.
- The same form has been distributed to all SEPT waiting areas so that carers can receive support and information.
- Thurrock Borough Council has received 10,000 Do You Care Form for distribution.
- Information events (including Carer Week) providing advice and sign posting to Thurrock carers
- Quarterly carers newsletters co-produced by carers, with local carer as the editor
- South Essex wide Carers Directory (available on the Who Cares? website)

Carer Link Workers in Community Mental Health Teams

Two Carers Link Workers are integrated into the Community Mental Health Team which covers all of Thurrock. They complete carers' needs assessments, provide information and advice, refer carers to local services and apply for direct payments for carers.

Carer Link Workers have contributed to raising awareness on Carer Direct Payments. This figure is increasing as the workers have developed a wide understanding of the types of services available to carers and the process to enable payments to be made.

Some of the achievements in quarter 1 and 2 2011 are as follows:

- Provided information, advice and support to 105 carers
- Undertook carers assessments, reviews and provided specific support to carers 41
- Support 2 carers in receiving self direct support (carer direct payments)

Carer Champions

SEPT services have 103 carer champions (covering Thurrock, Southend, ECC). A Carer Champion's role is to ensure that the needs of carers are recognised in their team and to cascade details of local carer services and carer initiatives.

- All have received 4 hour training (co-delivered by Carer)
- Have access to Who Cares? Website Carer Champion Forum
- Annual Essex wide (including Thurrock) Carer Champion support forums each year.
- Carer champions in GP surgeries are identifying carers with a view to supporting 'carer breaks' (joint work with NHS SW Essex)

Caring with Confidence (CwC)

This national DH funded programme for carers ran between September 2009 – September 2010 and during this period the Trust delivered 1,264 training places to **340** carers.

When the national programme came to an end NHS East of England agreed to fund four providers to the end of the financial year, which enabled SEPT to deliver a further 546 training places to **113** carers November 2010 – mid February 2011.

The Trust also facilitated access to *Carers Health Checks* by working in partnership with Vitality (commissioned via NHS south west Essex) – providing it to all carers attending any of the educational/ self-management courses.

Feedback from the carers attending was extremely positive and many stated that it has provided them with a greater understanding of their role as carers but significantly the importance of maintaining their own identity, interests and wellbeing.

Looking After Me

This is a carer well-being and self-management course. During 2010/2011 SEPT worked in partnership with the Expert Patient Programme Community Interest Company (EPP CIC) to develop the infrastructure for a Carers Self-management programme in South Essex. The development work has enabled a sustainable carer peer-led model through volunteer carers.

During 2010/2011:

- 8 Carers completed accredited EPP training and delivering courses as volunteers
- Volunteer Carer Tutors delivered 12 courses to 159 carers.
191 carers accessing half-day workshops facilitated by SEPT clinicians it also acts as CPD opportunities for SEPT as well as voluntary sector staff who have also attended these sessions

Sessions continues to be delivered by carers.

PERSONALISATION

Personalisation of services is the key priority for social care delivery in the Trust. 2010/2011 has seen further progress in rolling out self directed support, including the introduction of 'Recovery Budgets'.

Direct Payments, Self Directed Support and Recovery budgets are now enabling service users to design and consider increasingly creative, personalised and innovative care plans which can effectively address their needs and outcomes without restriction of a traditional 'one size' fits all model of service.

Self Directed Support is in its infancy within Thurrock Mental Health Services but movement is clearly in the right direction, with the trialling of the Ready Reckoner and awareness amongst staff of the changes in the delivery of Social Care.

Carers direct payments continue to be advocated by staff and the carers in receipt report a positive impact upon their ability to continue caring.

In the summer of 2011, the Recovery Budgets Pilot was launched with Thurrock CMHT. The Recovery Budgets are a one off payment of £500 to service users and £300 for carers. This will significantly aide service users to address their outcomes identified by i providing greater independence and social inclusion and helping to prevent greater reliance on services. The pilot across the Trust will be evaluated by ARU during 2011/2012, in conjunction with clients and carers in receipt of a Recovery Budget.

To add strategic direction and momentum to the Personalisation agenda SEPT has established a Mental Health and Personalisation Delivery Board, chaired by the newly appointed Executive Director for Social Care and Partnerships. This Board meets quarterly and incorporates attendance from all six local authorities within SEPT geographical service boundaries. Arising from this board we have established a local Steering Group and agreed a local Action Plan. Champions for Personalisation are being identified across the community teams. Additionally Thurrock's locality SDS implementation group is now fully operational.

All Thurrock staff have the opportunity to participate in training facilitated by Thurrock Council. Additionally an E-Learning tool is in place and accessible to SEPT practitioners.

HOUSING STRATEGY

The overall arching vision of both SEPT and Thurrock Council's accommodation strategies are to enable people with mental health needs to be in settled accommodation which enhances mental well being and reduces discrimination and social exclusion.

During 2010/2011 a Locality Housing Forum has been established under the leadership of the Trust's Associate Director for Social Care and Consultant Social Work Practitioner. The housing forum has brought together Partner agencies, housing providers and SEPT staff to; map resources, share priorities, improve co-ordination, explore and agree care pathway options and bring together local housing interests. It also provides the opportunity for SEPT and voluntary organisational staff to present complex client cases to seek advice, guidance and identification of appropriate resources and enable providers to discuss emerging themes. The forum has established shared referral paperwork to enable practitioners to refer directly to all providers and is in the process of establishing a database/SEPT internet page listing housing providers, their criteria and contact details. A practitioner in each of the CMHTs has now been identified to act as a Housing Champion.

Clear evidence of the improved communication and partnership working between SEPT and Thurrock Council Housing Department was a shared awareness training event which was positively received by all attendees and the success of which will be built upon and rolled into other localities

OPEN ARTS ACHIEVEMENTS

2010/2011 was another significant year for Open Arts. Funding was received from East of England Development Agency through Southend Borough Council to run Open Arts in Southend. Further courses were run in Basildon and Thurrock through partnership working. A successful funding application of £1000 to Anglia Ruskin University for a student wellbeing course to take place 2011-12, and a grant of £1000 received from Essex County Council to pilot a Carers course.

12 Open Arts courses were run including fine art, film, photography, drama, glass-making, a course specifically for Carers and open studios for follow up provision.

Out of a total of 207 referrals, 131 participants completed their course, 80% reported having moved on to further learning, community involvement or employment. 3 of the 12 courses were delivered in Grays at the Learning Shop.

43 service users achieved accreditation awarded by the Open College Network

Open Arts have also expanded its volunteer network, with 20 volunteers working with the project throughout the year. In addition a new role of 'Support Artist' was created to further develop volunteers.

During 2010/2011 Open Arts also contributed to two exhibitions i.e. - Rochford Art Trail and Shenfield Library

Open Arts is also represented as Board member of the National Alliance for Arts, Health and Wellbeing. Internationally Open Arts have also become known through Dr Jenny Secker's presentation at the Society for Arts in Healthcare conference, in Minneapolis, with reference in six international publications to date.

Service users' experience of Open Arts are summarised in the two quotes below:

'My confidence as a person has increased over the last few weeks; to be in a group seems like belonging again and not feeling so alone as before. I enjoy people's company more now than I did in the beginning'.

'Coming to the Open Arts course has benefitted me more than any other type of therapy I ever had as it is a way of venting and expressing in a productive manner, a positive channel for otherwise negative feelings. Thank you.'

APPROVED MENTAL HEALTH PROFESSIONALS

Day to day management of the Approved Mental Health Professional (AMHP) service has been delegated to the Trust. Ensuring that there are sufficient AMHPs recruited, trained and approved to respond to requests for assessments under the Mental Health Act, 1983 remains a joint statutory responsibility of SEPT and Thurrock Borough Council.

The AMHP service in Thurrock serves a population of approximately 152 000 and on average this equates to *1 AMHP per 8444.444* of the population. National guidance provided through the Social Services Inspectorate on the ASW service in 2001 recommended a ratio of *1: 11,800*. This recommendation is pre the amended Act, and therefore should be considered as a conservative estimate. Ongoing recruitment of AMHPs therefore remains a key priority for the Trust.

The AMHP service for Thurrock consists of 18 social workers approved by Thurrock Borough Council. The majority of AMHPs (11) are working for TBC with a smaller number (7) located in community mental health teams. The service provides an AMHP response for Thurrock Borough Council residents.

For 2011/2012 Quarter 1 and Quarter 2 the AMHP service in Thurrock received 73 requests for MHA assessments.

In addition AMHP involvement is also required for more complex and planned statutory assessments such as the agreeing, renewal and revoking of Community Treatment Orders (CTO's) and applications for Guardianship Orders.

CONCLUSION

Partnership working will become even more pertinent over the next years as SEPT's strategic commitment is "to become an integrated care organisation, providing a range of care services, not just mental health or traditional community health services". This direction of travel is driven by the Trust's commitment to deliver the best and highest quality services to those who use our services, their families and carers, and this requires strong and healthy partnership working.

The National Voices response to Future Forum (May 2011) supports this direction, as highlighted in the quotes below:

"Patients and service users want services that are organised around, and responsive to, our human needs. We are sick of falling through gaps. We are tired of organisational barriers and boundaries that delay or prevent our access to care. We do not accept being discharged from a service into a void. "

"We want services to be seamless and care to be continuous."

"That means primary and community health services, social care services, and services from voluntary organisations should all mesh together to help us succeed in managing our lives and conditions."

"We do not want to have to chase information about services – it should come to us. And we do not want to have to explain ourselves, and our choices and preferences, every time we use a new service or meet a new professional – information about us should follow us."

"We know that getting services to work together for better outcomes is the biggest priority if we are to achieve better quality, better value and better experience in response to the 'Nicholson challenge'."

The Trust is confident that the partnership arrangements will continue to be successful in forthcoming years; building on the firm foundations that have been established in previous years, which will ensure even closer working with the local authority in delivering this better quality care for service users, their families and carers.