



Southern Health and Social Care Trust Change in Mind Project Review of Mental Health Services

Why was the review conducted?

The Southern Health & Social Care Trust was established in April 2007 with the amalgamation of 4 legacy Trusts. This prompted a need to review the Mental Health Service with the aim to provide a uniform service across the Southern Board area. The Trust's 08/09 delivery plan, outlined how they would meet the targets for improving and delivering a coherent and consistent Mental Health Service. The plan included a 13 week maximum waiting time for access to psychological therapies, increasing the choice of therapies for patients with mild to moderate conditions and empowering and increasing the workforce in line with the Bamford Review and Welfare Reform paper.

Findings

Under the 'Change in Mind' project, the current service provision was mapped. The mapping covered capacity and demand of the service, team structure and location of service, procedural development, risk identification and training needs.

- The current service suffered from very long waiting times of up to 52 weeks for access to psychological therapies
- People originally presenting with mild to moderate mental health problems may have an exacerbated condition by time they were seen
- Access to the service was limited and had multiple points of ingress
- Service provision was not consistent across the area

Outcomes

Phase 1 of the stepped improvement program has now been completed. The 52 week waiting time for access to psychological therapies has been reduced to 13 weeks and a new target of 9 weeks maximum waiting time has been set for all other Adult Mental Health Services. A single point of access has been achieved, streamlining the assessment process meaning patients now receive the appropriate level of care in a faster and less complicated manner and most importantly, there is now equity of service across the region.



'Change in Mind' Project Team

To find out more about this case study contact:

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Value Added

- Waiting time reduced from 52 to 13 weeks for access to psychological therapies
- Single point of entry to the service has been achieved
- Improved patient outcomes
- Parity of provision across the region