

Stakeholder Events

Towards a new model of personalised care and support in mental health

On the 11th and 17th September 2014 events took place to discuss with stakeholders [provider services and referrers] the joint work being undertaken by Sheffield Health and Social Care (SHSC) and Sheffield City Council (SCC) to look at developing a new model of personalised care and support for mental health service users, funded by self-directed support budgets.

SHSC and SCC wanted to take a collaborative approach to the development of a specification, which will lead to a tendering exercise later in the year. As referrers to and providers of support for Mental Health Service Users, the Trust and Council greatly value their involvement in supporting the development of the new model specification.

The purpose of the events was to provide an opportunity for engaging with stakeholders and to involve them in influencing mental health support in Sheffield. The comments and feedback is invaluable, and has provided a great insight into the views and concerns of stakeholders.

The event began with an introduction and 'setting the scene' by Tom Ayers, Community Services Director at SHSC, followed by interactive group exercises and discussions, with one of the sessions facilitated by a Service User.

Key points from group exercises and discussions:

What recovery means in a mental health context. How providers support individual with their recovery.

- Hope
- Relationships
- Progression
- Having goals
- Building confidence
- Building resilience

How do we construct effective packages of support? What do they look like?

- Has to be about choice – look at what the person wants
- Co-production – work with the individual
- Important to identify their skills / abilities / ambitions and build on that
- Need to have flexibility
- Need to have clear goals – looking to the future
- Give the person independence / confidence / responsibility
- More creative packages
- Need to have measurable outcomes

How do we motivate and incentivise? How do we ensure progress?

- Outcomes are important – needs to be embedded
- Needs to be a standard agreement
- Need to have an exit plan

This page is intentionally left blank