

How should Mental Health Services Work

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Clinical Model Design

Integrating Community & Mental Health Services

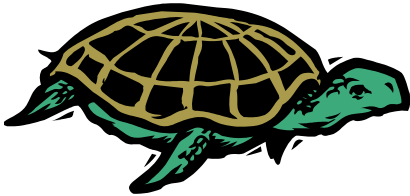
The exam question:

“Can patient experience, quality of care and outcomes be improved through closer integration of Acute, Community, Mental Health, Children’s and Learning Disability services?”

Decision Making

- CQC Rating
- Monitor performance Framework
- Parity of esteem
- Patient experience

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Goals

The Paradigm

- Values
 - Delivering high quality mental health care
- Beliefs
 - Free at the point of delivery
 - Needs lead
- Assumptions
 - Professionals know how to deliver care effectively

Stories

- What core belief do stories reflect
- How pervasive are these beliefs (through levels)
- Who are the heroes and villains
- What norms do the mavericks deviate from
- Do stories relate to:
 - Strengths and weaknesses
 - Successes or failures
 - Conformity or mavericks

Routines & Rituals

- What behaviour do routines encourage
- What are the key rituals
- What core beliefs do these reflect
- What do training programmes emphasise
- How easy are ritual/routines to change

Symbols

- What language and jargon is used
- How internal or accessible is it
- What aspects of strategy are highlighted in publicity
- What status symbols are there
- Are there particular symbols which denote the organisation

Organisational structure

- How mechanistic/organic are the structures
- How flat/hierarchical are the structures
- How formal/informal are structures
- Do structures encourage collaboration or competition
- What type of power structures do they support

Control Systems

- What is mostly closely monitored/controlled
- Is emphasis on reward or punishment
- Are controls related to history or current strategy
- Are there many or few controls

Power Structures

- What are the core beliefs of the leadership
- How strongly are these beliefs held (idealist or pragmatist)
- How is power distributed in the organisation
- Where are the main blockages to change



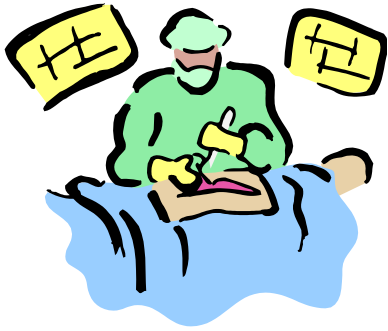
Influence

Control

How do we develop services

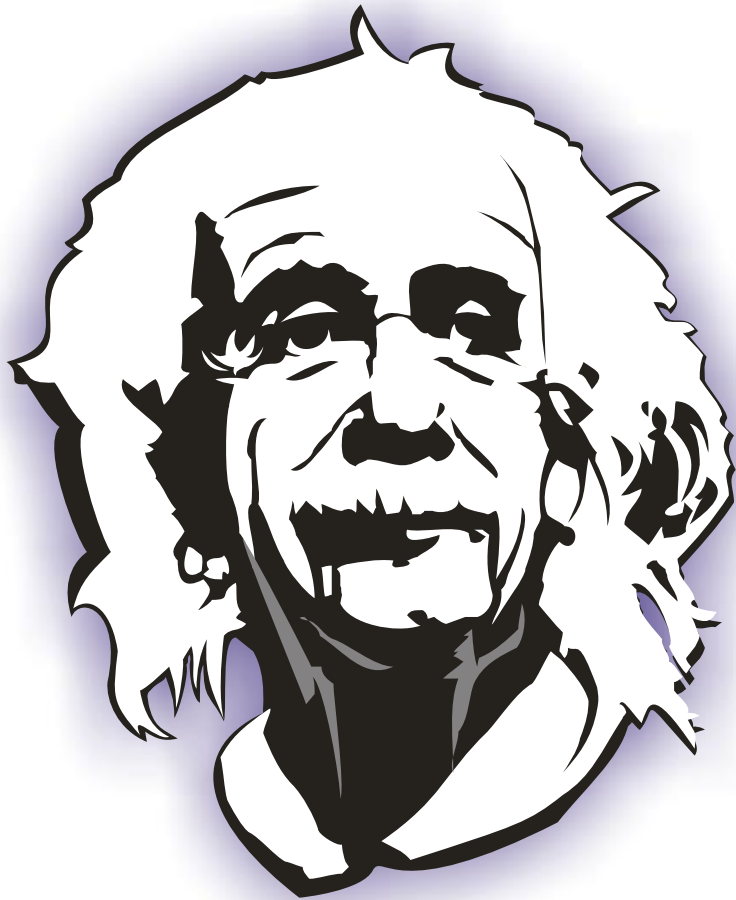
- Mental Illness Vs Mental Health ?
- Socially Inclusive or Exclusive ?
- Builds Social Capital ?
- Person or the Illness?

What Is Important



What Do People Want

- Social Network
- Money In their pocket
- A Job
- Good Housing



*“Problems will
never be solved
within the
culture in
which they were
created”*

Albert Einstein

What are the problems we are trying to deal with;

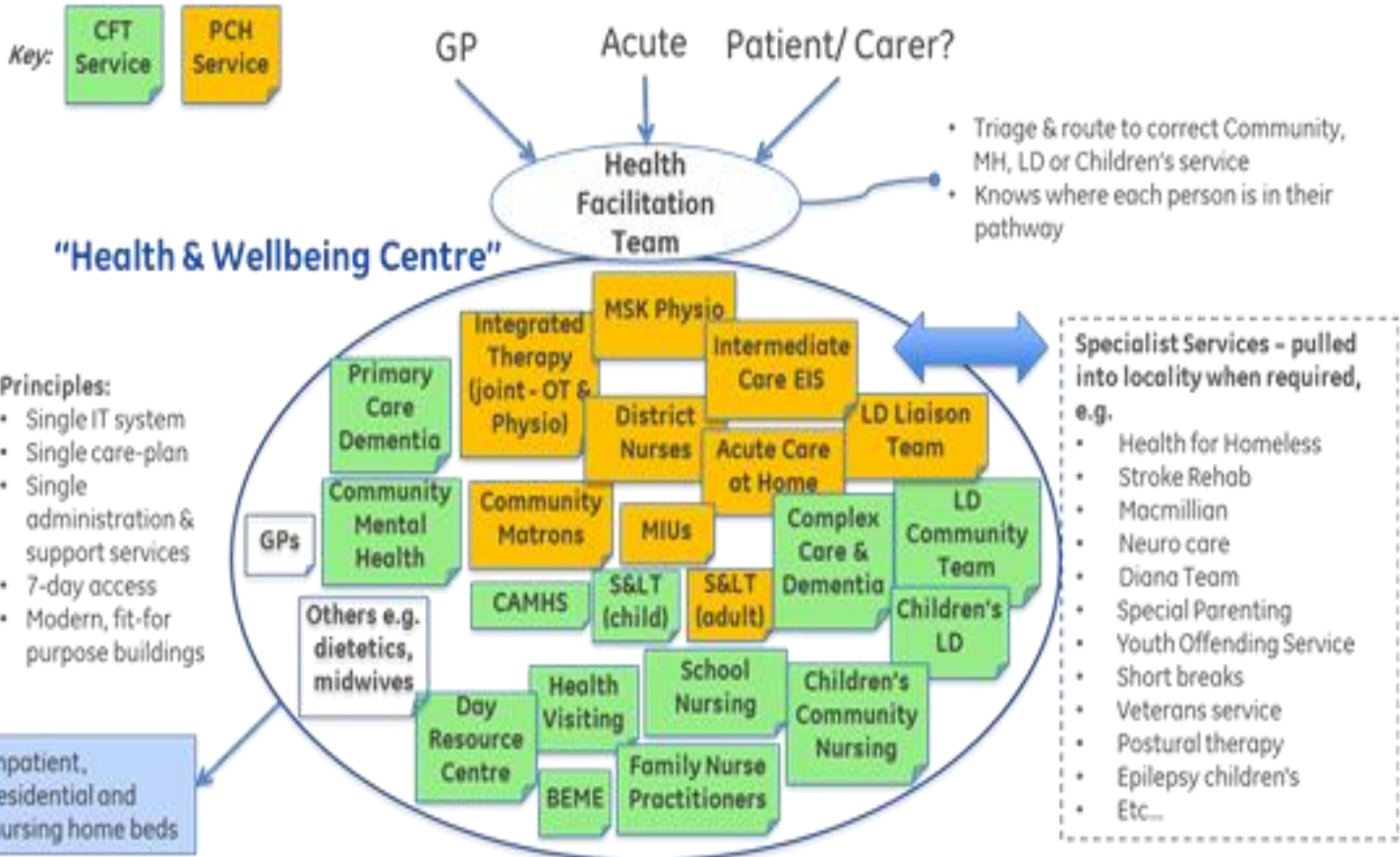
Mortality rates for MH Patient

13% includes primary care prescribing

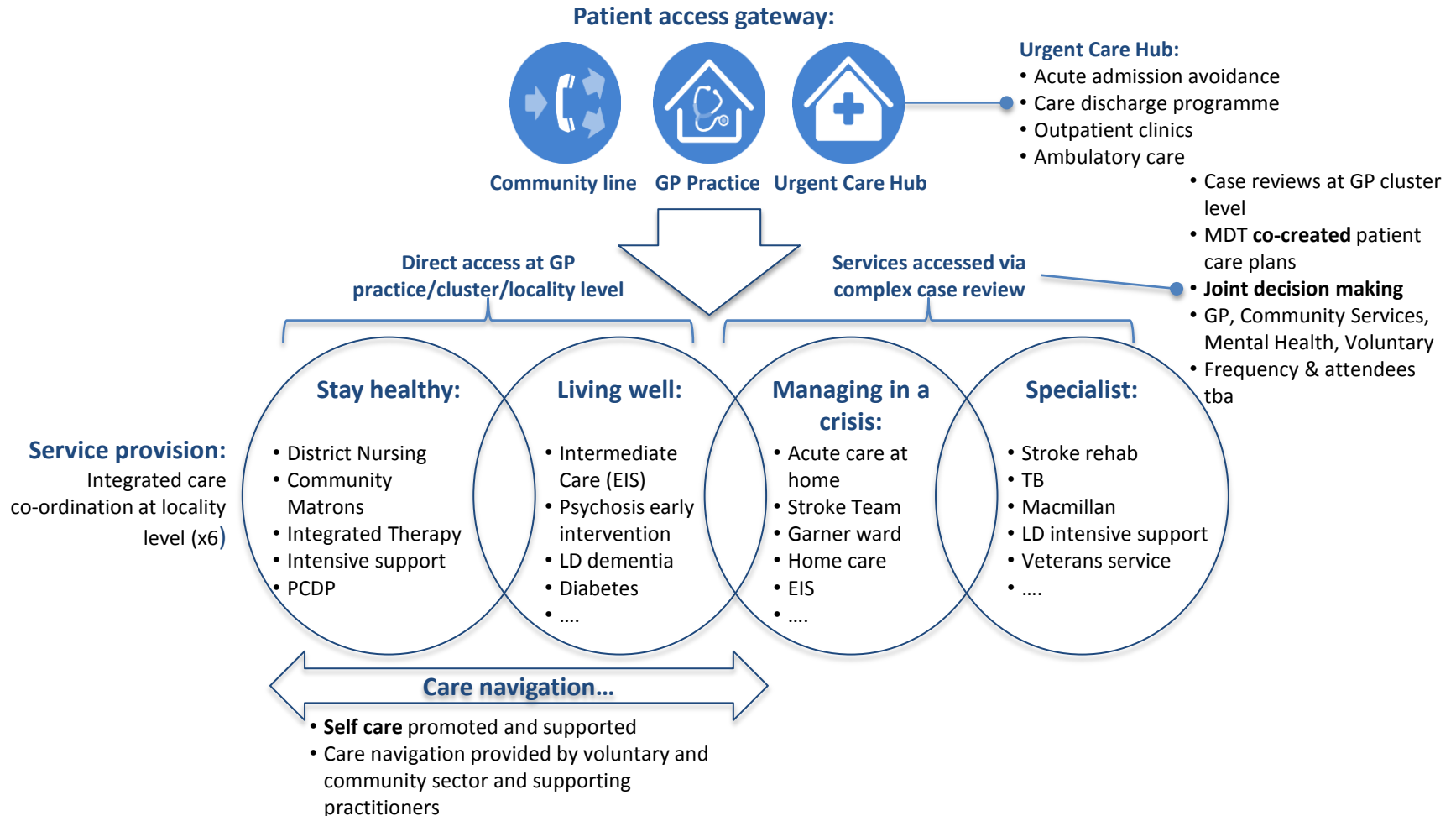
No investment in Primary care MH,

internationally about 40%

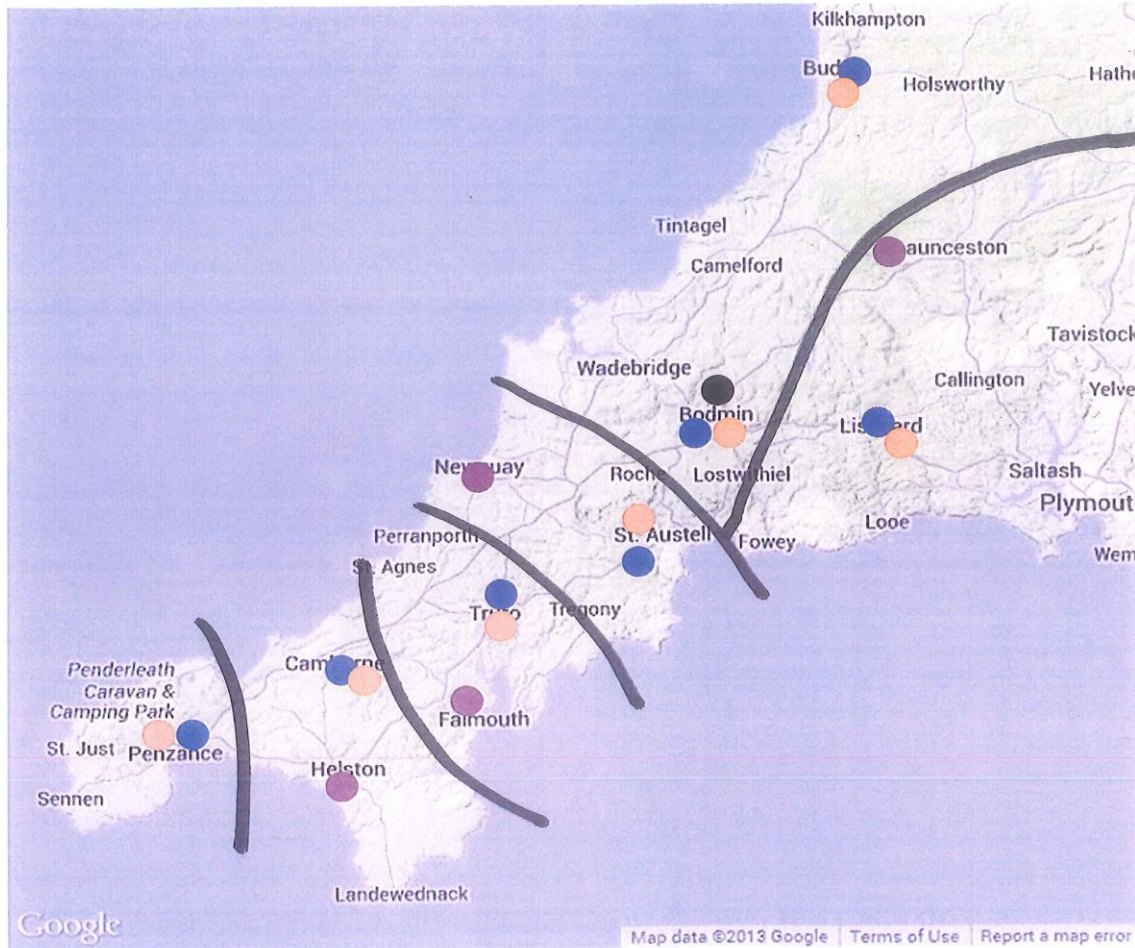
Communities







Integrated model of care

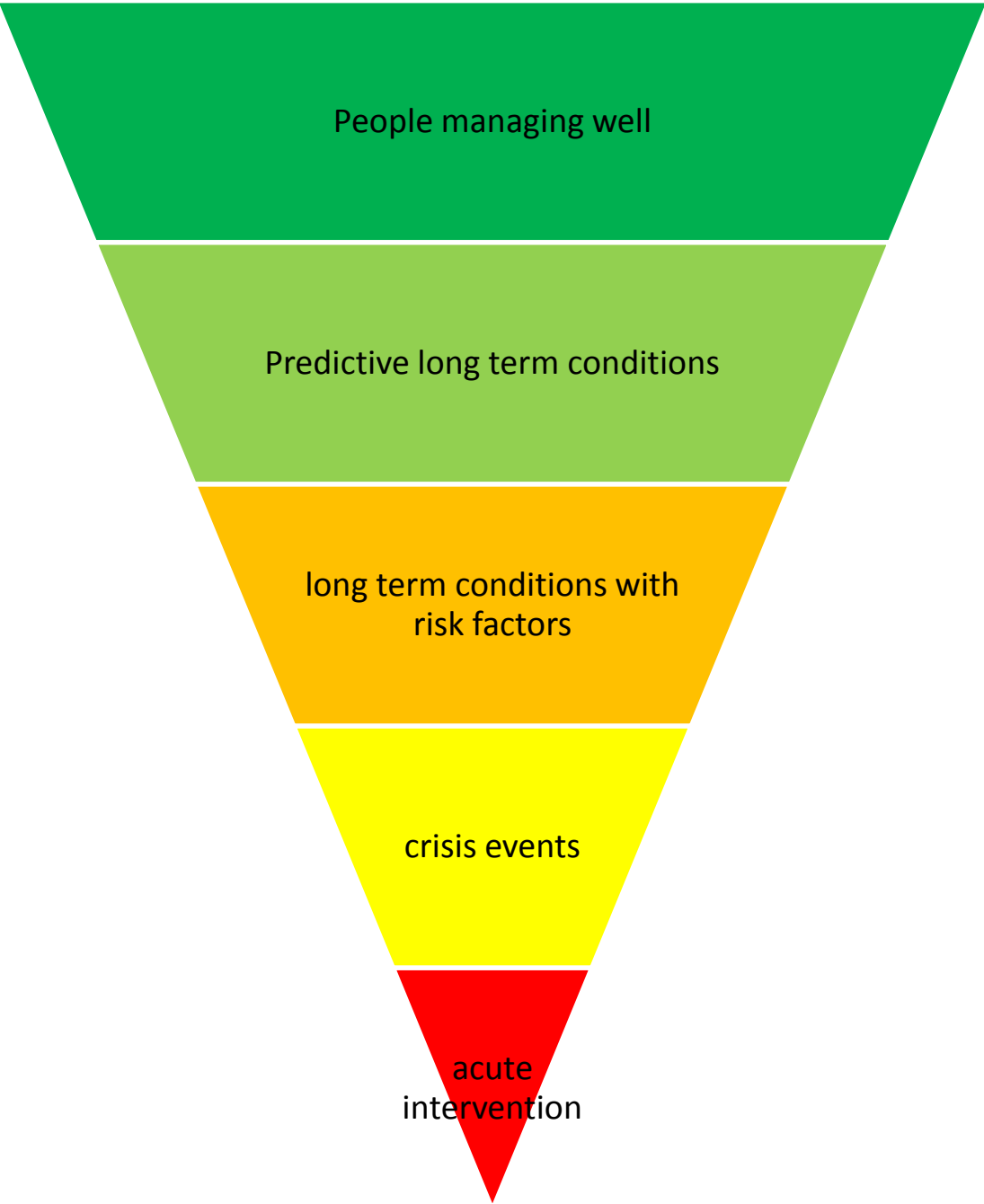


Localities



2015-2025 Property Portfolio Plan

-  Urgent Care Centre
-  Alternative Service Activity
-  Community Office Accommodation
-  HQ



Community

Provision

People managing well

Primary

Care

Predictive long term conditions

Statutory

Community

Services

long term conditions with
risk factors

Urgent Care

Centres

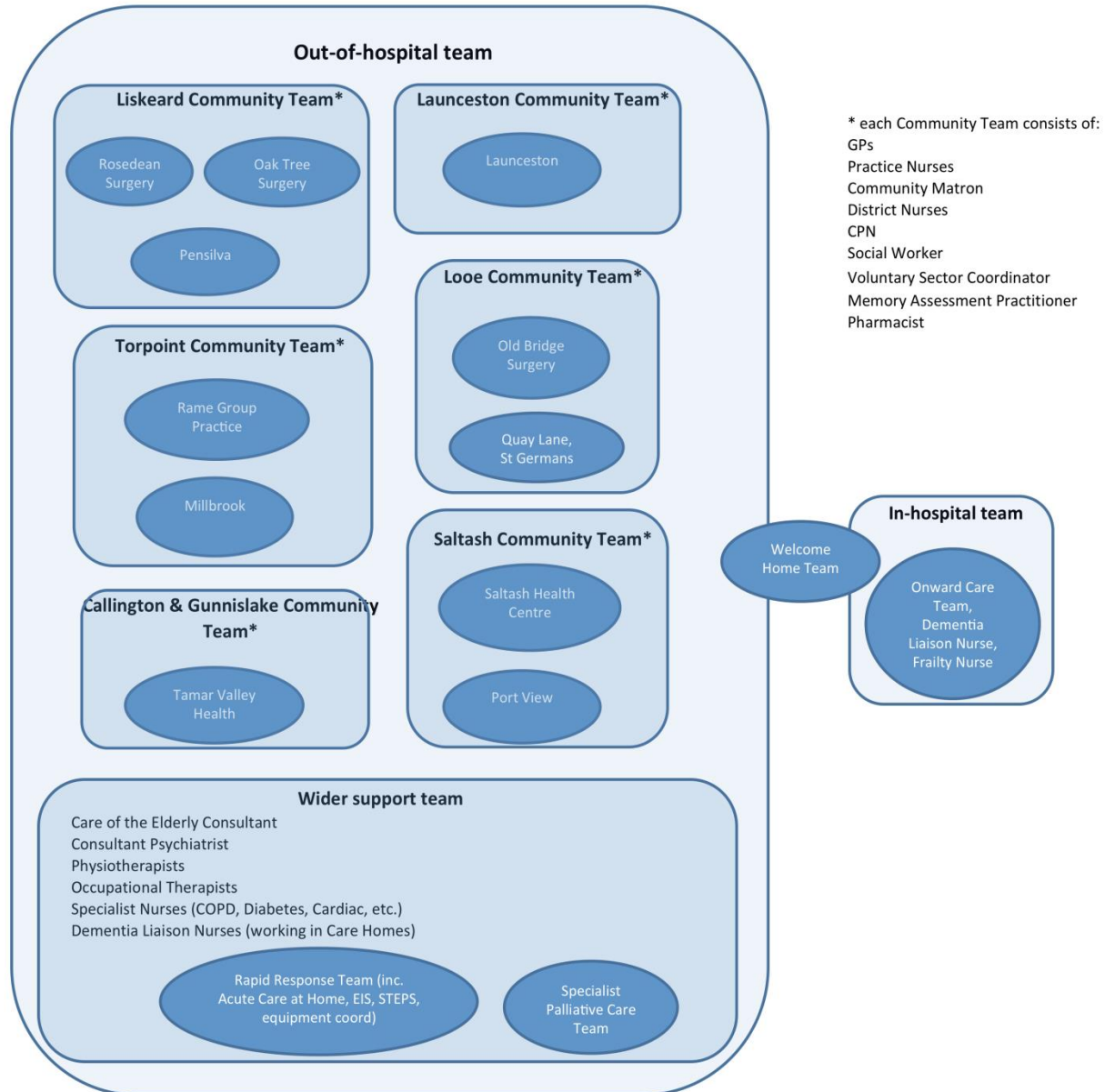
crisis events

Acute

In-patients

acute
intervention

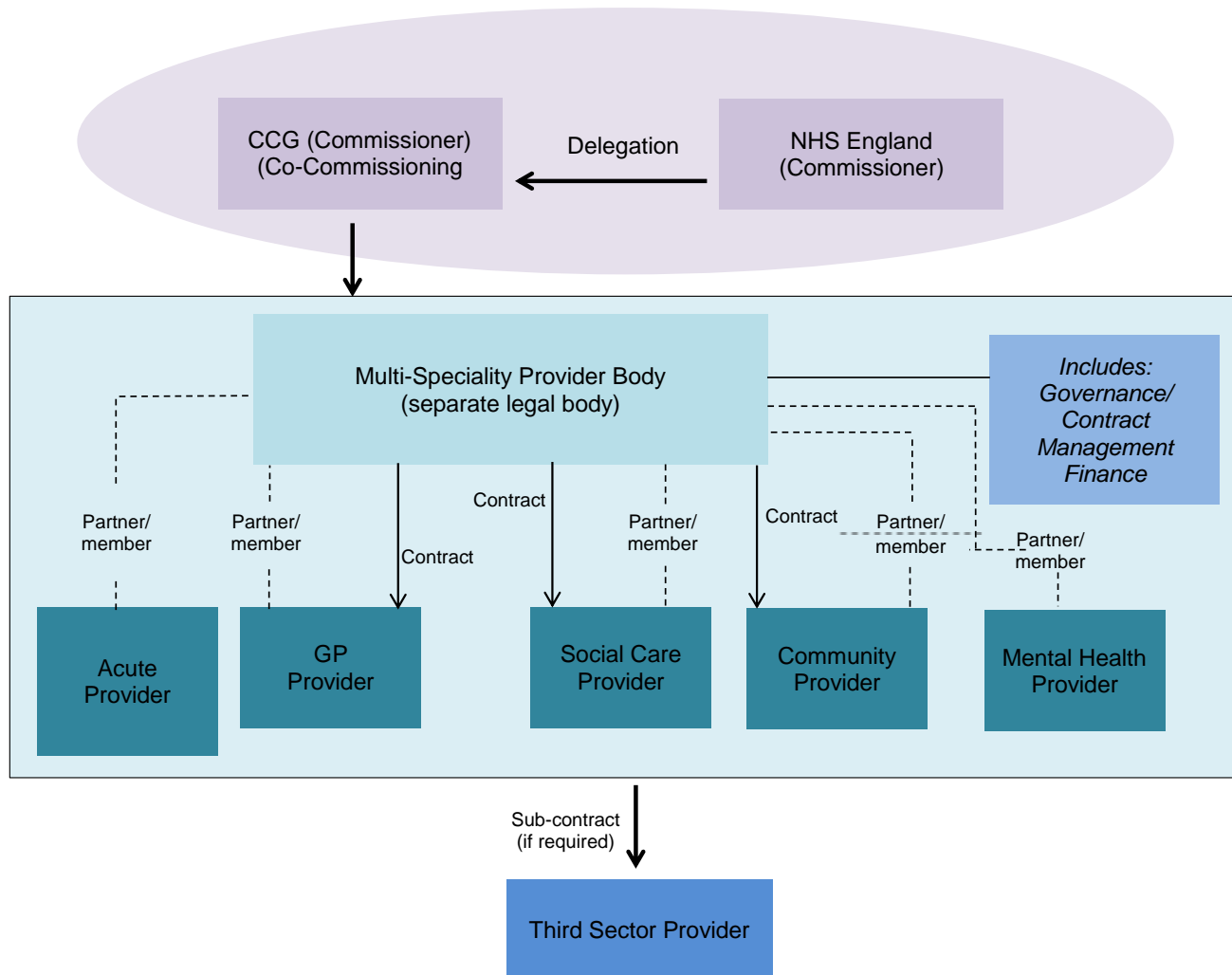
East Cornwall Integrated Care Team



Quote From Machiavelli



incorporated provider model



Final Position