Clinical Services Strategy

Mental health and learning disabilities



Service pathway

Anyone can refer:

Service users, families, carers, A&E, GPs, other health professionals, social workers, police

Service users can access services at the most appropriate point after discharge by contacting the single point of access

Single point of access

- Open 24/7
- Multi-agency, multiprofessional hub
- Reasonable adjustments for older people and those with a learning disability
- Face to face urgent assessment and care
- Active signposting
- Direct links with community and acute mental health teams

Assessment

- Timely and relevant
- Based on biological, social, and psychological needs
- Includes assessment of risk and physical health needs
- Engagement with carers
- Ability to signpost directly
- Clear and achievable goals

Care and treatment

- Collaborative care planning
- Clear, achievable goals
- Evidence-based
- Needs (not age) le
- Carer involvement wherever possible
- Continuity of care and warm transitions
- Community support during admission and after discharge

Discharge and recovery

- Collaborative with all agencies involved
- Clear plan including contingency plan
- 24/7 re-access to care
- Discharge planning from the start
- Positive approach to risk-taking

If other services are more appropriate for you, we'll help you access them:

Self care support, housing services, GP services, voluntary sector, social services

Hospital admission if required

- Clear goals
- A clear plan
- Links with community teams

Service design principles

- To provide high quality, safe, person-centred and holistic services which improve the health, wellbeing and independence of the people we serve
- To deliver needs-led services, which are timely, proactive and easy to access, 24/7
- Having the right people doing the right job, taking ownership and pride in good communication
- A recovery-focused approach, with a positive attitude to strengths, resilience and risk taking, and which is adaptable to change
- Continuity across boundaries and transitions, removing the barriers

Learn more:

www.southernhealth.nhs.uk/futureservices

Service priorities

- We will actively involve, engage and include service users, families and carers in service delivery and design
- We will improve access to services via a single point of access for all requests accompanied by a culture of supporting requests for help and providing needs-led pathways
- We will transform the urgent care pathway to deliver responsive, reliable, high quality care 24/7 including developing alternatives to admission
- We will improve outcomes for those who use our services the delivery of needs-led, evidence based pathways reduce variation whilst linking into local delivery systems of care
- We will deliver consistent, purposeful, needs-led inpatient care across the trust when it is needed
- We will develop our tertiary (specialist mental health) services to provide care across a complete pathway with pathways that are consistent across the trust
- We will increase access to italk and work with the system to explore primary care based mental health services to keep people well