

delivering leading edge mental health pathways

Working across the full mental health pathway, developing solutions with clinicians and local authorities to improve outcomes, reduce costs and prevent hospital admissions

supporting in-patient discharge

Housing Support Workers (HAWKS) based in hospitals

Working with in-patient teams, housing and community agencies to reduce delayed discharge.

Example:

SLaM MH Trust found 16% of patients on acute wards were delayed discharge, with 49% of these delayed due to a lack of suitable housing. We delivered a pilot in Croydon which has now been extended to all four SLaM boroughs. In 2017/18 the service supported the discharge of 117 people.

Crisis/Recovery Houses

A community based alternative to in-patient psychiatric treatment, Look Ahead delivers five therapeutic services in London in partnership with three mental health trusts.

Example:

At Tower Hamlets Crisis House, a typical stay is 7-21 days, a bed costs £65,000 per annum vs £150,000 for an acute bed. At our BEH Trust Recovery Houses, fewer than 7% of people are readmitted.

tertiary care step-down

Transforming care

Delivering bespoke housing, support and care packages to support people with complex mental health, learning disabilities and autism transitioning from long-term hospital placements.

Example:

Working in partnership with clinicians and using a Positive Behaviour Support framework, we have supported nine people to step-down to live independently – improving their quality of life at approximately 60% of the cost of in-patient care.

Forensic mental health

Supporting people to step-down safely from secure in-patient settings to the community.

Example:

Tabard Court in East London was established in 2016, in partnership with Tower Hamlets council and East London NHS Foundation Trust (ELFT) with ELFT providing clinical input on site. According to independent research by HACT, the service is typically £2,972 per week cheaper than the average cost of a medium-secure unit. Of the seven people that have stepped-down, none have been readmitted.

community-based supported accommodation

24/7 services

CQC registered where appropriate, our accommodation-based services provide long, medium or short-term support to develop mental health stability and daily living skills. Services are delivered in our own buildings or in partnership with other landlords.

Example:

Gateway Mental Health Service was established to bring people back to Lambeth from out of area placements. The cost of a bed at the service is more than 50% cheaper than an out of area placement.

Medium/low needs

Supporting people to enhance their self-management skills and live independently with a consistent safety net of support staff.

Example:

Since taking over the Richmond Mental Health Service, 14% of customers have been supported to move on to independence within the first ten months.

Specialist models

Incorporating sub-contracted clinical input to meet specific rehabilitation needs e.g. Occupational Therapy (OT), substance misuse, psychology.

Example:

At Hope House in Slough, where we have incorporated an OT, no individuals have been readmitted to hospital and 30% are in voluntary work.

preventative services in people's own homes

Primary care support

Embedded within Community Mental Health Teams (CMHTs) and GP surgeries, supporting people with significant mental health needs to self-manage and sustain positive wellbeing.

Example:

Our Lambeth service LIFT works alongside 44 local GP surgeries. Outcomes scores suggest that people supported by the service experience a reduction in symptom severity and improved social functioning (WASAS scores, King's Improvement Science).

Medication concordance

Delivered in partnership with CMHTs, providing intensive education-focused self-management programmes and medication awareness to individuals at-risk of relapse in the community.

Example:

Service-user readmission rates are 4% and 93% progressed to self-management at our Lambeth service.

Independent living

Specialist mental health intervention supporting people to self-manage their needs, prevent relapse and sustain tenancies.

Example:

Of the 128 people supported by our Tower Hamlets Independent Living and Community Support Service to step-down from supported accommodation, 94% have sustained their tenancies.

