

Date	13 January 2022
Agenda Item	15



Report to: West Lothian Integration Joint Board

Report Title: Community Wellbeing Hubs Performance Report 2020-2021

Report By: General Manager Mental Health and Clinical Director

Summary of Report and Implications	
Purpose	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input checked="" type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	The purpose of the report is to provide an update on the performance of the West Lothian Community Wellbeing Hubs service for the period 2020-21 through the report shown in Appendix 1.
Recommendations	<ul style="list-style-type: none"> • Note the progress of the Wellbeing Hubs service • Note information provided surrounding referral rates, referral sources and demographics of service users • Note future developments of the service
Directions to NHS Lothian and/or West Lothian Council	A direction(s) is not required.
Resource/ Finance/ Staffing	Financial context is outlined in the IJB's Strategic Workforce Development Plan (2018-23)
Policy/Legal	West Lothian Integration Joint Board (2018) <i>Strategic Workforce Development Plan 2018-23</i> , West Lothian IJB
Risk	There is no risk identified with this service currently.
Equality, Health Inequalities, Environmental and	An integrated impact assessment was completed for the IJB's Strategic Plan 2019 – 2023.

Sustainability Issues	
Strategic Planning and Commissioning	Strategic context, aims and outcomes are outlined in the IJB's Strategic Plan (2018-23)
Locality Planning	Locality perspectives were taken into consideration due to the nature of the service.
Engagement	N/A.

Terms of Report

1. Background

The West Lothian Community Wellbeing Hubs is a new service designed to reduce GP workload in relation to patients with mental health problems, specifically those with recurrent mild-to-moderate conditions.

1.1 The Service commenced on 24 June 2019 and supports adults aged between 18 and 64 years inclusive.

1.2 Adopting a holistic approach, the Service focuses on prevention, early intervention and self-management by developing the patient's confidence and coping skills and helping them to set goals and priorities. The use of medication is de-emphasised where appropriate.

1.3 The Community Wellbeing Hubs Service is split across two main sites in West Lothian – Boghall (in Bathgate) and Livingston (in the grounds of St John's Hospital). Some work is also carried out within local GP practices.

1.4 It was agreed annual reporting of performance would be brought to the IJB for members to note.

2. Performance

2.1 The service engaged with 1615 services across the reported year 2020-21. This was through a range of different engagement methods including face to face, telephone and digital consultation in line with changing COVID-19 related restrictions.

2.2 Service user number continued to grow through out 2020-21 as service re mobilised after COVID-19 related restrictions however are yet to reach the same level of the previous year. This was expected.

2.3 There continues to be a wide ranging use of the hubs service from individual GP practices. Work is ongoing in 2021 to ensure that all GP practices are aware of the impact of the hubs and ensuring that the new Practice Mental Health nurses are embedded in the pathway for to ensure services users get the right type of care, at the right time, first time.

2.4 Service user outcomes detailed in the report show a positive story around the best use of staff resource. Community Link workers continue to work with an ongoing treatment percentage of 36%, 13% of service users are signposted to relevant third sector provision where treatment is not deemed necessary and there is a low 'did not engage rate' of 5%. This reads well against a HSCP outpatient DNA rate of 8%.

2.5 The full report in Appendix 1 also outlines several developments the hub is taking and other HSCP developments that the hub will be involved with in 2022.

3.	Conclusion Please see Appendix 1 for the full performance report covering the time period 01/04/2020 – 31/03/2021. Note the contents of the report against the outcomes aims and direction of the West Lothian IJB Strategic Plan 2019-2023 and note the progress made in what has been a challenging year for the service faced with COVID-19 related restrictions throughout.
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Appendices	Appendix 1: <i>West Lothian Community Wellbeing Hubs: 2020/2021 Performance Report</i>
References	West Lothian Integration Joint Board (2018) <i>Strategic Workforce Development Plan 2018-23</i> , West Lothian IJB
Contact	Name and title: Mike Reid, General Manager, Elaine Duncan, Clinical Director Email: mike.reid@nhslothian.scot.nhs.uk

West Lothian Community Wellbeing Hubs

2020/2021 Performance Report

SECTION ONE

PURPOSE OF REPORT

The purpose of this report is to:

- Provide an overview of the performance of the Community Wellbeing Hubs Service over the last year financial year (01/04/2020 – 31/03/2021).

SECTION TWO

BACKGROUND

What are the Community Wellbeing Hubs?

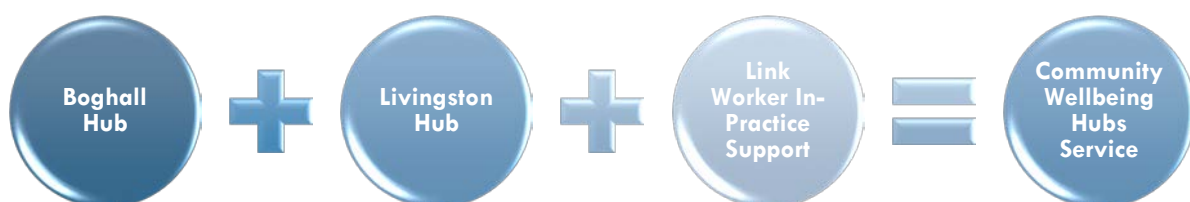
The West Lothian Community Wellbeing Hubs is a new service designed to reduce GP workload in relation to patients with mental health problems, specifically those with recurrent mild-to-moderate conditions.

The Service commenced on 24/06/2019 and supports adults aged between 18 and 64 years inclusive.

Adopting a holistic approach, the Service focuses on prevention, early intervention and self-management by developing the patient's confidence and coping skills and helping them to set goals and priorities. The use of medication is de-emphasised where appropriate.

There is no Psychiatry involvement in the Hubs therefore those patients with severe and enduring mental illness requiring psychiatric input and/or complex intervention will continue to be referred to appropriate secondary care Mental Health services either managed directly by the West Lothian HSCP or when appropriate to NHS Lothian managed services such as those supporting people with eating disorders and needs surrounding perinatal or maternal mental health.

The Community Wellbeing Hubs Service is split across two main sites in West Lothian – Boghall (in Bathgate) and Livingston (in the grounds of St John's Hospital). Some work is also carried out across the West Lothian community and within local GP practices.



Staffing Resources

The Community Wellbeing Hubs Service is staffed by a multi-disciplinary team comprising of NHS Lothian CPNs, Mental Health Occupational Therapists, Psychologists, and Third Sector Link Workers and Wellbeing Practitioners. A local third sector organisation, Lanarkshire Association for Mental Health (LAMH), has a contract in place with the WLHSCP to provide the Link Worker and Wellbeing Practitioner components of the service. Such diversity offers patients a wide breadth of skills and knowledge.

The manager of the Community Wellbeing Hubs Service is Lauren Bryce (Lauren.Bryce@nhslothian.scot.nhs.uk).

Interventions Offered

The Community Wellbeing Hubs Service offers patients a variety of interventions including:

- 1:1 Assessment and Therapy;
- Group Work;
- Wellbeing Classes (e.g. Mindfulness, Tai Chi and Yoga);
- Signposting (within the community and to other partner agencies).

In line with the COVID-19 related restrictions the teams across the Wellbeing Hubs services made great effort to continue to engage with patients through the reduction in face to face appointments. 299 NEAR ME consultations were carried out and 'Book a Bridge' was also utilised to run small groups. The team faced many challenges however responded well to the guidance as it was communicated from Government.

The CLW assessments have been conducted over the telephone since the beginning of the pandemic. There has been a continued effort to gather information on how people would prefer to engage for assessments, Follow Up appointment's and group work. The aim to ensure people have a menu of choice available to them on how they wish to engage, bearing in mind the diverse nature of the support the service provides and who it provides it to.

The overarching evidence is that 59% of people given the choice would prefer future assessments to be conducted over the telephone with 21% in the hub and 20% on Near Me. For follow up appointments 45% would prefer this to be over the telephone. 41% in the hub or in the community, 14% over near me.

In relation to group sessions 58% of people would prefer to attend face to face groups either in hub or in the community and 42% on book a bridge.

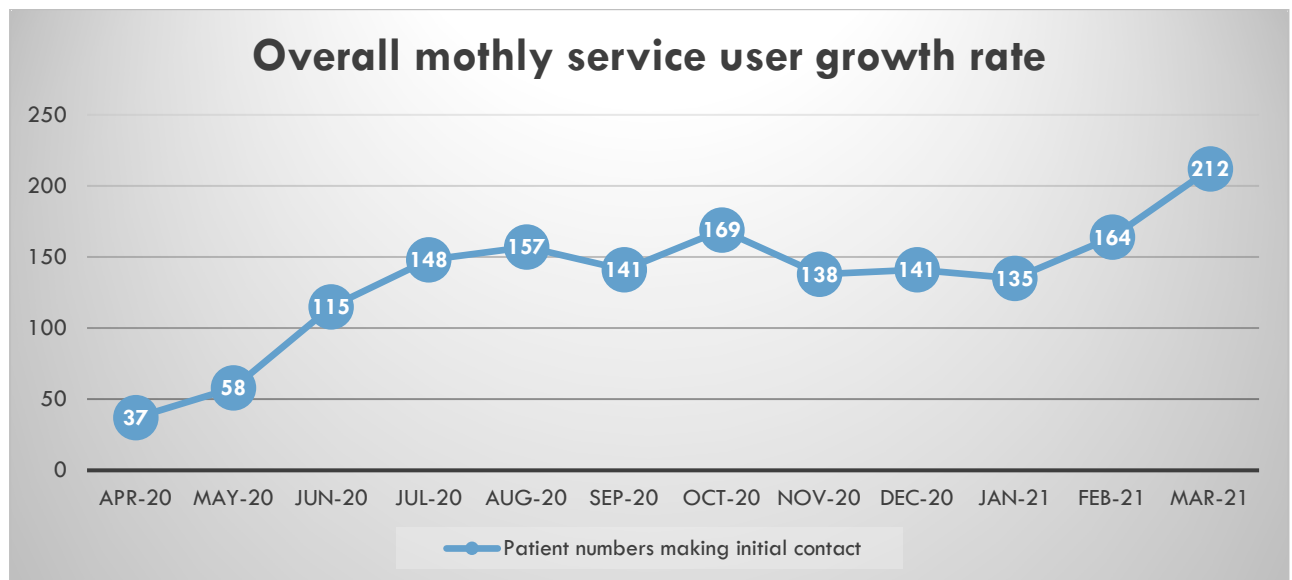
SECTION THREE

PERFORMANCE SUMMARY AND DEMOGRAPHICS

Service user Contacts

A total of **1,615** patients made contact with the Community Wellbeing Hubs Service 2020/21. **Chart 1** below provides an illustration of monthly growth, with an expected downturn during the festive period. The impact of Covid-19 related restrictions on the effective functioning of the Service has been evident throughout the last year.

Chart 1



To clarify, as a result of the Covid 19 restrictions 1,615 service users engaged with the service, compared to figures published in the year one report showing 2,394 patient engagements. The last 2 quarters of 2019/20 had more patients contact the service compared to the entire reporting of 2020/21.

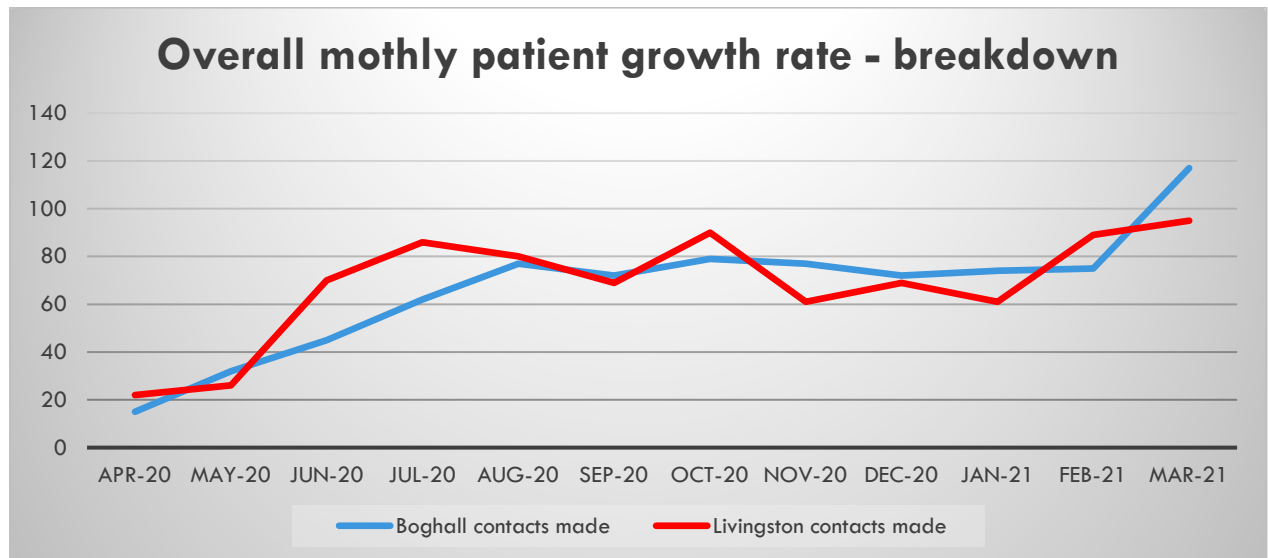
A breakdown of patient contacts per Hub site is outlined in Table 1 below:

Table 1

HUB SITE	01/04/2020 – 31/03/2021	TOTAL % of CONTACTS
Boghall Hub Patient Contacts	797	49%
Livingston Hub Patient Contacts	818	51%

Figures highlight that the Livingston Hub received slightly more patient contacts than the Boghall Hub during 2020/21 - 51% of the total number of contacts made versus 49% in Boghall. Chart 2 below depicts the variance in a visual form for ease of reference:

Chart 2

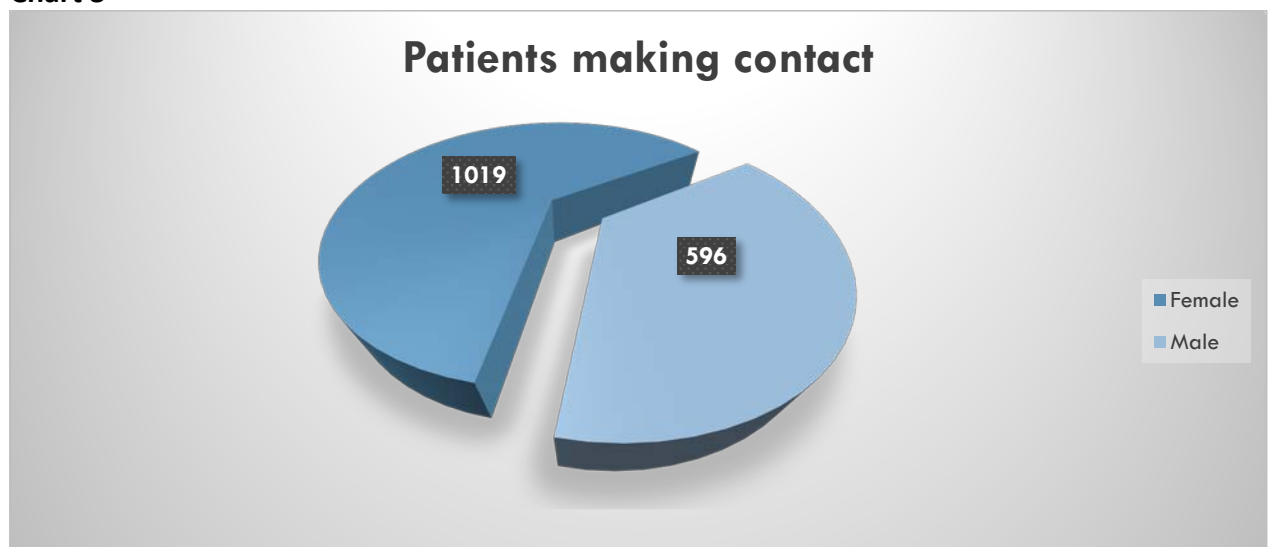


Patient Profile and referrals – Demographics.

SEX

Of the 1,615 patients who made contact with the Community Wellbeing Hubs Service in 2020/21 - 63% were female and 37% were male. Please refer to Chart 3 below for a precise breakdown of figures:

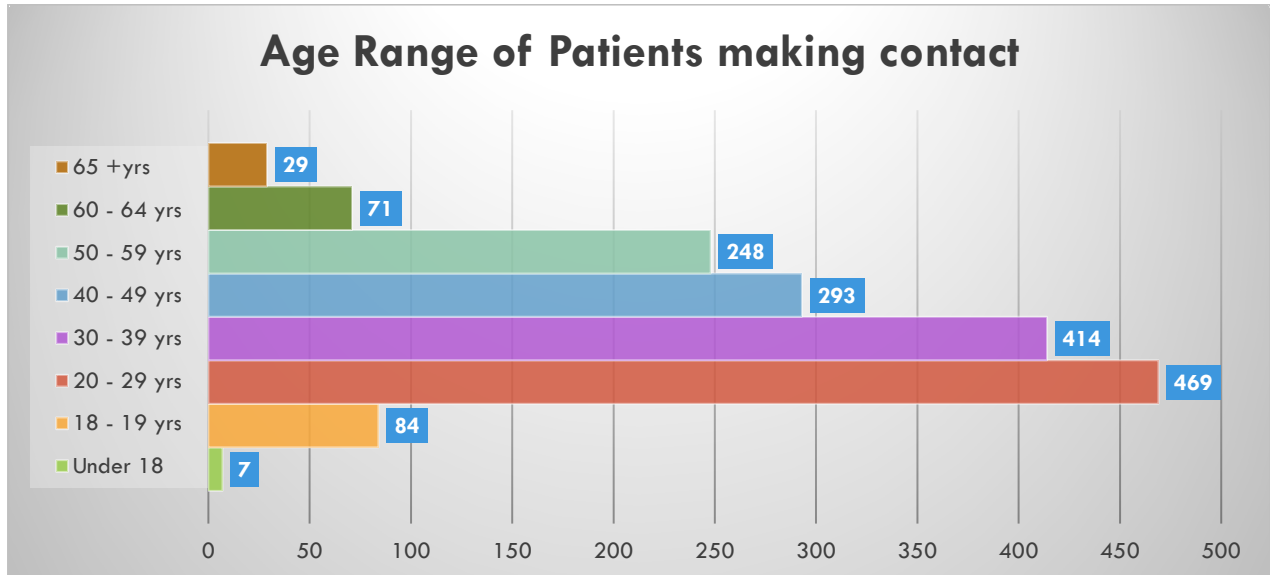
Chart 3



AGE

A breakdown is shown in Chart 4 below:

Chart 4



Location of Initial Patient Assessment.

The Community Link Workers are responsible for conducting initial patient assessments – however during busier periods for the service clinical staff will also support the process to have referred patients taken on to the service.

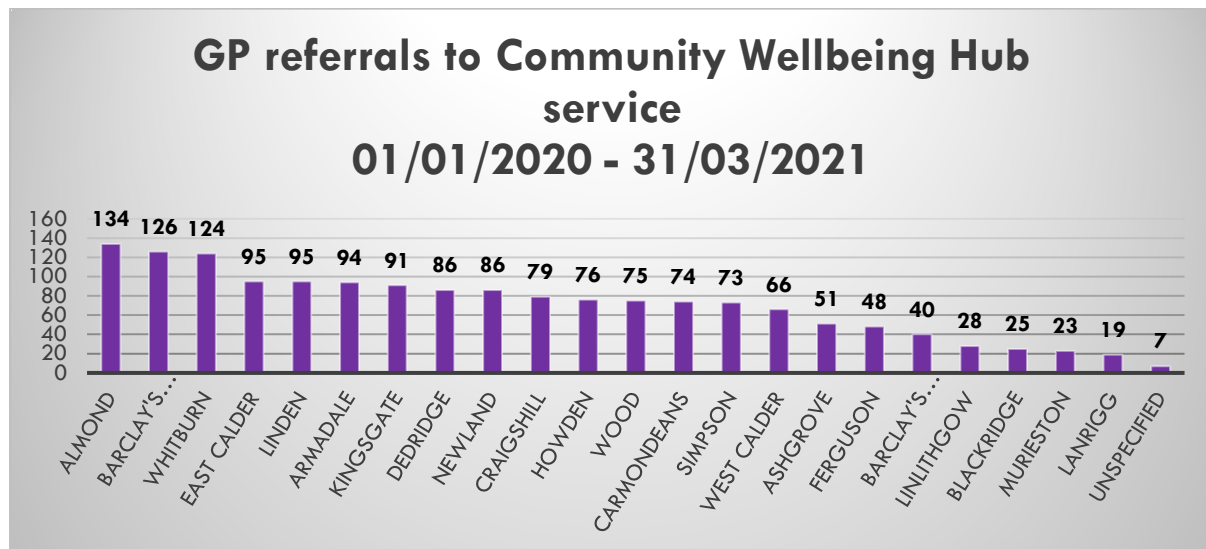
Assessments during the 2020/21 period were carried out as much as possible over phone and NEAR ME however on the odd occasion where this was not manageable assessments were managed under a RAG system to risk assess face to face assessment.

Where this could not be managed under the COVID-19 related guidelines for the Hubs service, however the risk of the patient not receiving support was stated as high, secondary care mental health services offered their support.

It is anticipated as restrictions lift and the buildings can be utilised again there will be an ongoing target of 30% for NEAR ME and telephone assessments to be carried out. This is something our patients have expressed interest in as it supports busy lifestyle, those in employment and avoids expensive travel across the Local Authority area.

GP referral breakdown to service.

Below is a breakdown of the number of referrals from each individual GP practice. We can see a variance in the number of referrals however this data must be caveated with the knowledge that each individual practice services a different number of adults between 18-64.



Where we have seen greater variances in the number of referrals coming from individual GP practices compared to the numbers in Year one report this can come down to several different factors.

Firstly there have been several different developments across both mental health and primary care services to ensure those accessing the GP can be signposted to the right care at the right time. Many of these are outlined in section 4 showing the ongoing development of the hubs. Most notably, the 3rd sector has been greatly innovated to ensure that potential service users of the hubs can be seen earlier and closer to home through attracting external funds.

A good example of this would be the near 50% reduction in referrals from the Craigshill practice. We understand that the number of people being supported by SPARK (3rd sector), previously the Craigshill Neighbourhood network, has increased through the pandemic. This is entirely appropriate due to the strong local relationship the GP and SPARK have built. In addition, the embedding of practice mental health nurses within GP practice teams to carry out "first contact" mental health assessments has enabled more patients to be managed at practice level, without the need for onward referral to the hubs.

The developments stated above show the changing picture of how adults in West Lothian access support for their mental health and wellbeing, something that those in strategic planning across the WLHSCP will look at when developing the contract for the Community Wellbeing Hub service. Lessons from COVID-19 related restrictions and how people wish to access their support is already being considered in the full re-mobilisation of the two building based services in Boghall and Livingston.

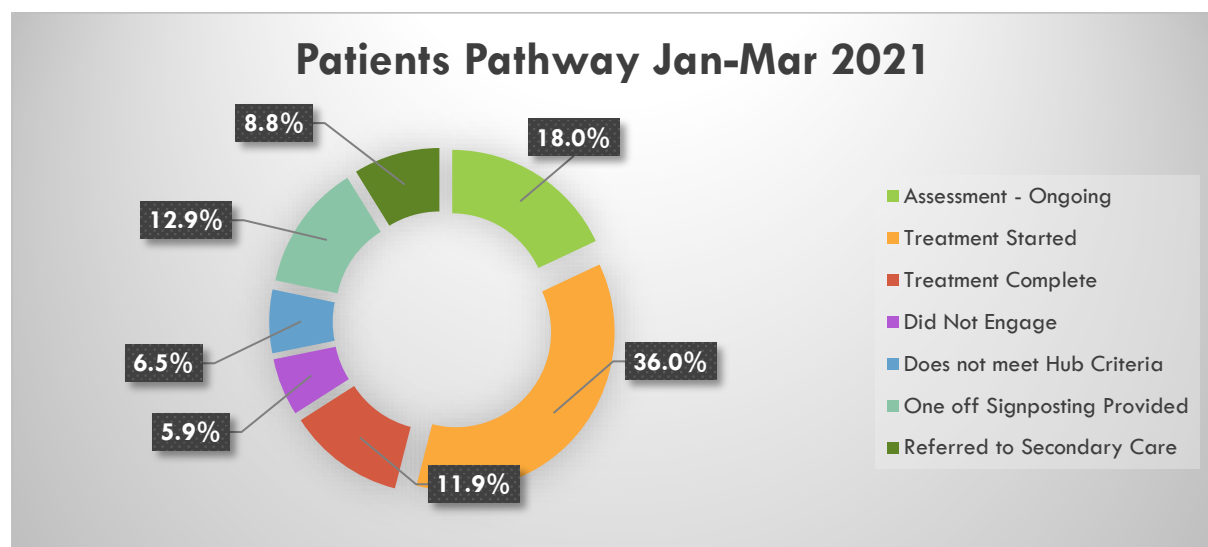
Time spent at initial appointment

The average time spent during the initial assessment for an individual after referral is **38 mins**. This is a good development managed by improved questioning and explorative work, something that has allowed more service users to be seen within the working week.

SECTION FOUR

Service outcomes for service users.

Below shows the various outcomes recorded on TRAK for the period 01/01/2021 – 31/03/2021. The reason for this shorter reporting period is that in December 2020 TRAK was introduced into the hub after a lengthy delay in establishing the software from e-health. Prior to December 2020 the input categories were different therefore did not offer a full years of consistent data. Going forward the below categories will be used to track service outcomes for service users.



Above shows promising data relating to the number of service users where treatment was ongoing. It is anticipated we should be working in model of 'thirds' to ensure one third is receiving treatment, one third is going through initial assessment and one third is actively being discharged or signposted to ongoing support. This model allows a steady flow of patients through any referral based service.

To achieve the above the number of initial assessments must increase and the number of service users where treatment complete must be more efficiently discharged from the TRAK system and the outcome recorded. There is a positive also to be found in the low 'Did not engage' rate. This is a combination of the following coding:

- Did not attend - DNA
- Didn't engage after GP referral – service user declined
- Self-discharged
- Did not respond, not contactable.

This positively compared to a HSCP outpatient DNA rate of 7.9% over the same period.

SECTION FIVE

Ongoing developments

There are several developments ongoing across the HSCP that involve the Community Wellbeing Hub service and aims to support those accessing the support offered.

Firstly in June 2020 funding was agreed to develop a third sector Mental Health and Wellbeing network managed by the West Lothian Social Enterprise Network. The procurement, contracting, initial set up, development and recruitment to the project concluded in December 2021 and will see a live referral process launch in January 2022. This will allow the community wellbeing hubs to sign post those that don't require clinical interventions to a development worker to ensure they receive an open ended form of support. This service aims to tackle social distress, financial worries, social isolation and other factors that will be best met by a longer term intervention.

Secondly the final stages of the Howden Green Health project, a collaborative project between WLHSCP and Lady well neighbourhood network aims to launch in April 2022 providing conservation opportunities to those accessing the wellbeing hubs and other secondary care Mental Health services. This project will provide an additional option to the LAMH link workers to allow service users to try something new, on top of the fantastic list of taster sessions the hubs already offer.

Investment in technology, training and digital innovation will also be a focus of the hubs service as they mature. In 2021 additional laptops were delivered to the hubs as part of a wider HSCP business case which saw 109 laptops delivered to Mental Health services. As a result this has allowed staff across the hubs to better utilise NEAR ME and book a bridge services. It is fully recognised that this digital development has a long way to go before we are confident that the service can function appropriately in light of any further COVID-19 related restrictions.

Finally the LAMH Manager and NHS Lothian manager of the service have been working hard to ensure that the community wellbeing hubs service can be brought closer to our service users local communities. Several inquiries have been made to use community space, West Lothian Council partnership centres and local services so that we remove any barriers our service users have to accessing the service. Combine this with the continued development of our digital options, development of our local health and care hubs and increasing information

available on WESTSPACE, our local online directory of mental wellbeing services and information, we continue to strive to open access for those living in West Lothian.

Future Performance reporting

The next performance report covering the period 01/04/2021 – 31/03/2022 will be available to the IJB after the summer recess in 2022.