

Lambeth Living Well

Features of Living Well approaches:



Access

Provide timely access to help support when and where it is needed



Strengths

Work holistically, building up and on people's strengths



Voice

Put the voice of lived experience at the centre of services and the system



Citizens

See people as citizens within communities, rather than 'patients' or 'professionals'



Networks

Activate supportive social networks in the community



Collaboration

Work collaboratively and flatten hierarchies



Outcomes

Are accountable for people centred outcomes that promote choice, recovery and citizenship



Learning

Having permission to test and learn together

What is it?

Lambeth Living Well is a whole-system approach to commissioning, developing and providing services which has co-production at its heart. The support provided helps those with mental health problems to recover and stay well, make their own choices and participate on an equal footing in society.

The Lambeth Living Well Collaborative is at the centre of the system. This coalition of local stakeholders (service users, carers, voluntary sector providers, primary care, social care, commissioners and secondary care) first came together in 2010 in order to start driving change. They wanted a new mental health system that could: shift investment from secondary to primary and community care; make it much easier for people to get help where and when they need it; focus on people's assets and strengths; and blend medical/clinical support with social offers that address the wider determinants of ill health.

How does it work?

Three key initiatives come together to deliver the Lambeth Living Well support offer:

THE LIVING WELL NETWORK HUB is the “front door”: a single point of access to mental health services delivered by three multidisciplinary teams. The Hub provides integrated support that bridges the gap between primary/secondary care and works preventatively to reduce pressure on secondary care.

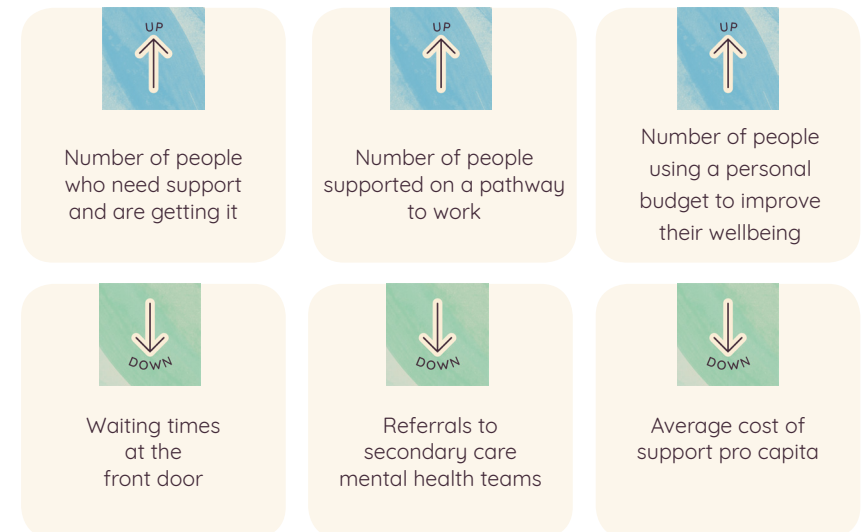
Four core principles define the support provided by the Hub:

1. **Introduction led:** anyone can introduce a person needing support, including the person themselves. There are no referrals or ‘handoffs’ between organisations.
2. **Social and medical:** different providers work as one team. The multidisciplinary team understands and respond to mental distress in context. They address it by combining social and medical solutions, recognising the importance of social networks and relationships. Clinical interventions are important but not the default option.
3. **Conversational assessment:** an asset-based, conversational approach is used to understand the person, their needs, wants and aspirations. The focus is on building strengths and assets, working systemically so as to support recovery, reablement and wellbeing.
4. **Easy in, easy out:** there is easier access to reablement, to preventative support below thresholds, and quicker access to secondary services when needed. There are also clearer pathways back to primary / community and no one is discharged from the network.

THE LIVING WELL NETWORK is a collaboration between commissioners, hospitals, local authority and voluntary sector, community providers and people. Together they help citizens of Lambeth live well by delivering a placed-based local offer to resolve the problems that trigger mental ill health, including housing, employment, debt, benefits and isolation. A shared practice model underpins all interactions within services in the Network.

THE INTEGRATED PERSONALISED SUPPORT ALLIANCE (IPSA) is an integrated care model that helps people with complex, long term mental health needs to move out of in-patient rehabilitation wards into alternative community placements and independence. Primary and secondary care clinicians are co-located and work side by side with voluntary sector staff and volunteers in multidisciplinary teams. There is a shared culture and joint approach to risk management, decision making and accountability.

The difference it makes



From the evaluation

A Hub evaluation dated September 2017 found:

REDUCED
WAITING
TIMES



- **Reduced waiting times** for support at the front door - from within one month to within one week
- **A 25% reduction in referrals** to secondary care mental health teams and a 27% reduction in secondary care caseloads since its introduction
- **A reduction in the average (mean) cost of support per person.** The average (mean) cost per person introduced to the Hub was £76. Making comparisons with nationally published costs, this suggests that for many people the Hub is likely to offer a relatively lower cost (and high volume) alternative for support

REDUCED
COST



- **An increase in the number of people receiving support:** 500 people were supported by the Hub each month, whereas previously only those eligible for input from secondary care would have received help

INCREASED
SUPPORT



- **An increase in the number of people who were able to access mental health support** in primary care. In its third year of operation the Hub supported 6388 people (against its original target of 1500)
- **An increase in the number of people** who self-introduced from 4% in year one to 11% in year three



INCREASED
EMPLOYMENT

- **16% of service users in complex care placements** were supported on a pathway to work (2+ hours)
- **19% of people in placements were supported** to use a personal budget to improve their wellbeing

"The Living Well Network Hub did in two weeks what others had been trying to do for two-and-a-half years."

- Bill, service user

"They asked me about all areas of my life and were very sympathetic and empathetic; never cold. It felt like they understood my situation."

- Angela, service user

"They helped me all the way through, helped me deal with the challenges I had to face, there is no such thing as getting someone better, but you can help feel supported."

- Markus, service user

"Working with the staff has enabled me to build up my confidence in dealing with day to day issues, and coping when things get difficult. I also feel better equipped to make confident decisions and when I am well I enjoy every moment playing with my son."

- Hannah, service user