

West London Community 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



Outcomes

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

What is it?

Community Living Well offers support with social wellbeing, mental and physical health needs to people aged 16 and over who are registered with a GP in parts of West London, UK.

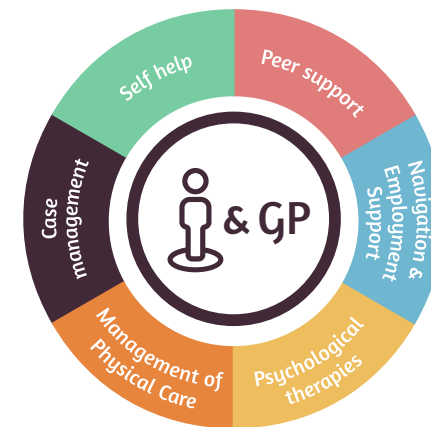
It is a single, wraparound support offer that can be readily accessed by individuals, GPs and carers. The services provided include talking therapies, support groups and help with employment or housing issues.

Community Living Well was co-produced with service users, carers, NHS and voluntary sector organisations. It brings together mental health and wellbeing services that are delivered by NHS and voluntary sector organisations who work together as equal partners.

How does it work?

The service uses a 'hub and spoke' model to ensure that people are able to access a wider range of community services and groups in places that are convenient to them. The Community Living Well hubs are located in two Health and Wellbeing Centres, with the spokes being hosted by third sector partners, GP Practices and in community settings.

The model of care brings together six service providers, integrating primary care mental health services, including psychological therapies, with new well-being services provided by the voluntary sector. Though each agency remains independent and operates more widely than the Community Living Well programme, partners work together as a single seamless integrated team, with each signing up to an Agency Partnership Agreement. Management resource, administration and a range of 'integration enablers' such as a single IT platform are also shared.



The person is at the centre along with a GP with overall responsibility for their care. There is a single Community Living Well wrap around offer.

The key parts of the service are:

Case Management and Primary Care Psychiatry:

A team offer short-term therapeutic interventions and case management where there are mental health needs for stable serious long term, and complex common mental health needs. The maximum waiting time for a face-to-face appointment is 5 working days.

Integrated Talking Therapies:

Psychologists, therapists and counsellors provide a range of therapies to meet diverse needs, (including IAPT services and a wider range of ‘Step 4’ psychological therapies, with a 15 day referral to treatment waiting time.

Integrated Wellbeing services, led by a single, multiagency manager:

- **Navigators:** A team of navigators offer practical support with a range of issues and help people access specialist advice, information and other services, working in partnership with primary care liaison nurses and other members of the MDT.
- **Peer support:** The team, which includes a bank of trained peer support workers, deliver a range of peer support opportunities, including social opportunities, co-facilitated workshops, group, drop-in and one to one peer support.
- **Employment:** One to one support is offered to enable people to being the journey back to paid or unpaid employment, keep an existing job or undertake training, by a team of specialists. The team also works with other employment providers across the CCG to ensure there is ‘no wrong door’ no matter where in the system you enter.
- **Self Care:** A range of self care activities including, for 2018/19, massage, theatre group, volunteering support, and mindfulness sessions.

What difference does it make?



Lower use of secondary health care, emergency admissions, community mental health teams, physical health care and inpatient admissions

People are better able to manage their own mental health needs in the community

GP time and capacity

“To be honest words can’t really describe how valuable Hannah’s [Navigator] input has been. She helped me change my life around. I met her at a time when I was low and she really went beyond my expectations. She helped with benefits as I was having a hard time applying and filling forms. She helped me navigate a turbulent time in my life where the world caved in and illness took hold of me. I can’t thank her enough.”

- Service user

“The service has been very positive in supporting clients in all aspects, reducing their anxiety. I am very grateful to have the Navigator Service. It has allowed me to focus on clinical work and to get advice when I need it.”

- Therapist

“I really do feel it’s one of the tools in my arsenal to getting better, and I find the support invaluable. Like I said, it helps to keep me on the straight and narrow; it helps to reinforce those positive things that I’ve started to build into my life and way of thinking.”

- Client Employment support

“It was my GP who referred me to the Peer Support people, and I was really scared – the fear of the unknown. It took me a while to attend my first meet up, but when I did, it went fine... it’s all about trying. I live by myself, without many family connections, and being part of Peer Support groups has helped me to be more able to go out to more places. It broadens my days and keeps me active out with others. The walking groups and the music programme play a big part in helping me stay well. All of us at Peer Supporters have difficulties, and we are at different places, but that doesn’t stop us from being able to chat about our condition and that helps me feel like I’m not the only one.”

- Service user

“Comments that I hear from my clients are that the Navigator service is a life changing support. The fact that they know they are not left alone with their practical struggles has helped my clients to focus on the counselling in the sessions. It has helped me to focus on the emotional aspect, knowing that the practical side of things was taken care of.”

- Therapist

“With help from Tom [Navigator] I managed to get £3000 back payment and prove to dole people they were wrong. My standard of living has improved by 50% and both Ella [Therapist] and Tom have been great. For years I was seeing different people saying nothing was wrong. Tom made calls and said we will find out more together. Top service, couldn’t have done it without his help”

- Service user

Find out more

Visit the Community Living Well website:

www.communitylivingwell.co.uk

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