

# LIVING WELL NETWORKS

An interconnected web of support

The Living Well Network is a connected group of organisations who work together so that people get seamless support.

When someone needs help, no matter which way they turn, there will be someone there for them. The network is a way for organisations to come together to use their relationships and resources to take collective responsibility to make sure that people get the support they need, when they need it. These local organisations providing mental health support act as a network of open doors. This might include local community groups, talking therapies, housing support, welfare benefits advice, crisis support, physical health support, employment services, places of worship etc. The network builds strong partnerships and common forms of practice, so what is experienced in one part of the system is echoed everywhere else.

## Structures and spaces

### Living Well Network

Luton created a formalised network of support that uses “the curious facilitator way of working”, a consistent practice model and common care planning document.

### Derbyshire

Derbyshire created a ‘Network Level Agreement’ across multiple organisations that promotes and enables shared working practices, including a common practice model and common needs based conversational assessment model.

### Edinburgh

Created the Thrive collective where procurement of the voluntary and community sector offers in the network called for providers to respond to the need identified through codesign and develop bespoke offers and new partnerships to deliver against the local Living Well vision and values.



## Key features

### A multi-agency network of relationships and support

The network uses strong relationships and warm introductions to ensure people get a seamless experience and the right support when and where they need it. There are opportunities for organisations to come together to build strong positive relationships and shared practice. This could be through colocation of staff and joint working with people they support or through formalised knowledge-sharing events, joint training or learning and development opportunities.

### Common vision and practice

Organisations that sign up to the network align themselves to a network wide vision, set of joint working principles and values. Values are developed and owned jointly by professionals and people with lived experience. There is a strong ethos to uphold the new ways of working and a pledge to stick to them. Organisations who are part of the network share resources, tools and skills with each other, and work together to forge integrated working practices and structures. The network comes together to reflect on ways of working and develop new practices.

### No wrong door

Never again should people with mental health needs hear the words “we cannot help you”. Instead the network creates a culture of “let me connect you to the people who can”. This can be achieved by creating a network of “open doors” staffed by people who can help. Organisations can connect and reinforce each other, helping to fill gaps, strengthen the help available, and avoid duplication.

### Learning culture

The network is based on learning and has an ambition to continuously improve. Stories, data, local knowledge and local wisdom drive the changes we make. There are spaces for the network and people to come together, share existing skills, listen to and amplify the voice of lived experience, and develop new ways of working as part of a system wide toolkit. Ideas and learning are listened to, tried out and, where they work, adopted. This culture blurs the boundaries between practitioners and help-seekers.