

Touchstone Kirklees Mental Health Specific Peer-Led Brokerage Service

Pilot Project Report
1 October 2013 – 31 September 2017



Background

In the summer of 2012, Kirklees Council commissioners tendered a new contract based upon the following principle...“We believe that a peer based approach to Self Directed Support in mental health will increase the choices people can make about their recovery, and envisage a brokerage service led by people with lived experience of mental ill health and where possible dementia, as volunteers who will be directly supporting their peers.”

Touchstone was successful in securing this new contract, creating the Peer Led Brokerage Service (PBS) which commenced 1 October 2012. Initially planned for a two year pilot, it was extended twice to become a 4-year project, ending 30 September 2017.

Throughout the contract PBS took 151 referrals; 137 for people with personal budgets and 14 from self-funders.

PBS Pilot Project Timeline

1 October 2013: contracts commences

Oct 13 – Dec 13: Implementation phase 1 – staff recruitment, key contacts established in SWYPFT and Kirklees Council, first cohort of peers identified, co-production of peer training programme, co-production of service documents and publicity materials.

Jan 14 – Mar 14: Implementation phase 2 – peers complete formal training and induction, publicity drive across Kirklees, presentations made to SWYPFT CMHT teams and Kirklees Council Care Navigation, establishing contact with care providers and other stakeholders.

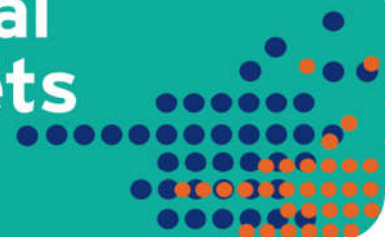
Apr 14 – Jun 14: First referrals received and brokerage work commences, peers actively involved in 1-2-1 work, relationship building with care providers and other stakeholders.

Jun 14 – Sep 14: 5 more peers recruited, trained and inducted (Amina Esat & Nafeesa Jogee amongst them), 28 referrals in total in Year 1.

Oct 14 – Sep 15: Year 2 of service, 72 referrals received, 11 peers recruited and trained, sudden closure of Castle & Minster with individuals, providers and services all supported by PBS to put new arrangements in place, increased contact with SWYPFT, referral pathway updated and improved.

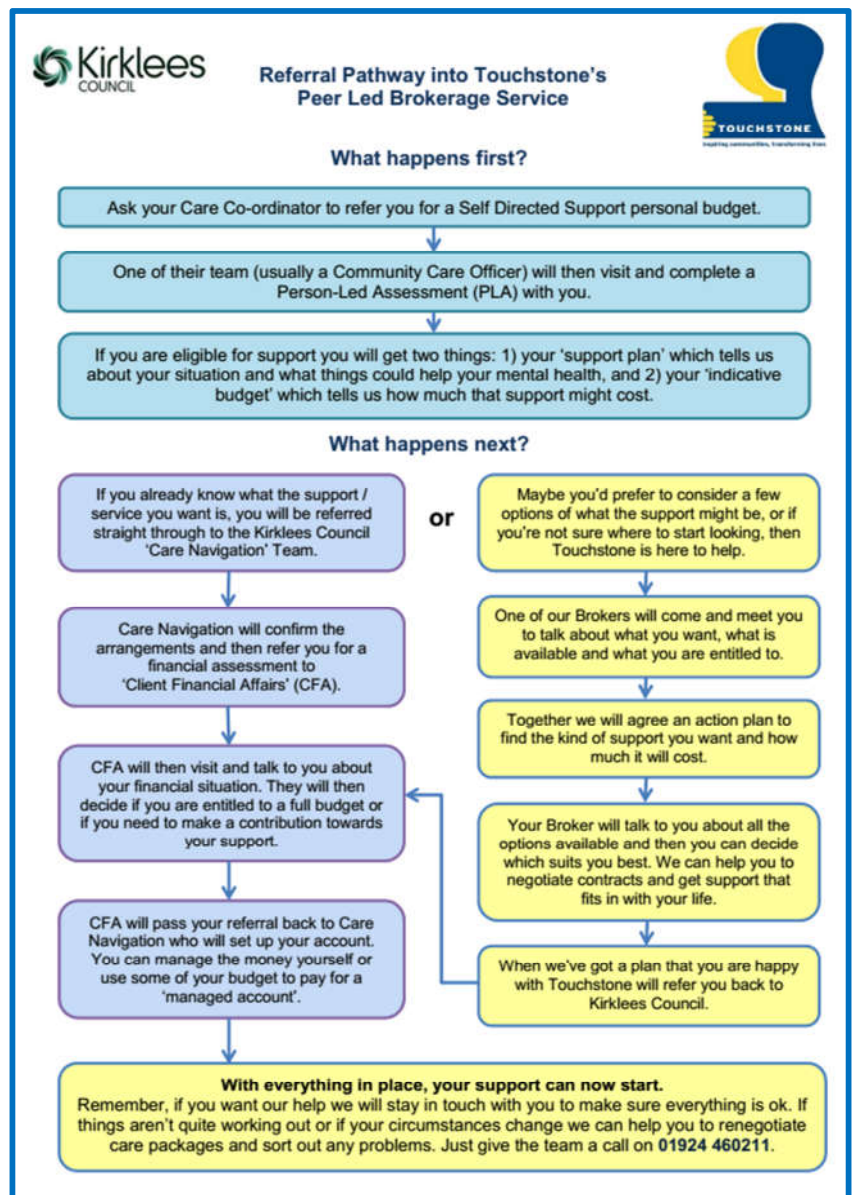
Oct 15 – Sep 17: Years 3 & 4 of service, 51 referrals received, 4 peers recruited and trained, Commissioner-lead review of PBS, extension of contract into year 4, successful retender for new contract to commence 1 October 2017.

Helping you with Mental Health Personal Budgets in Kirklees



Service Model

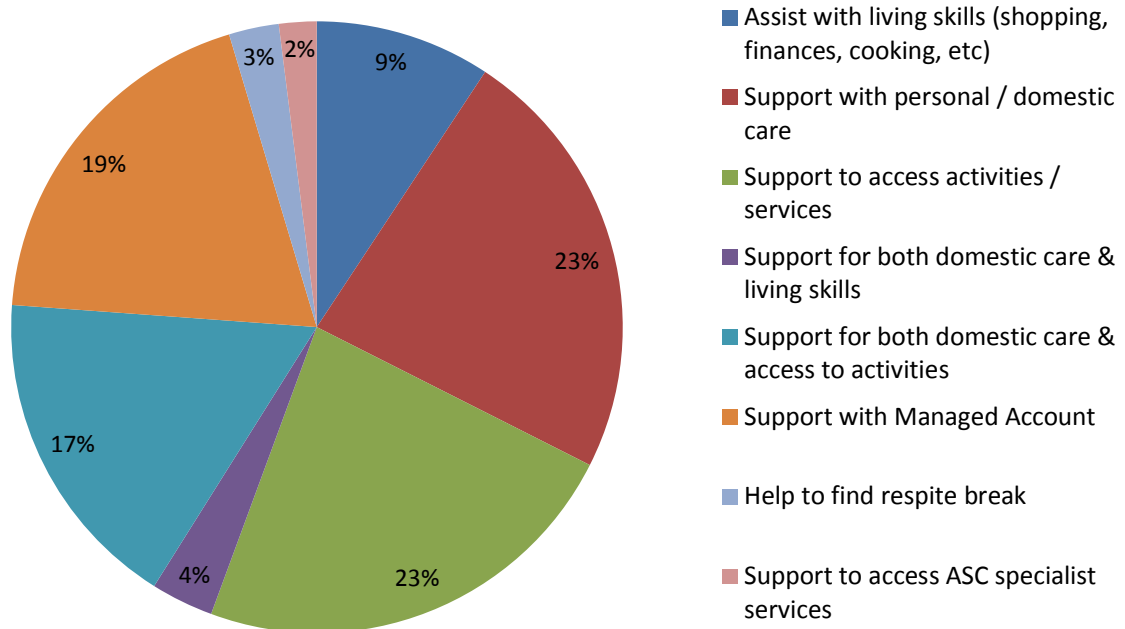
- The service is designed to support people with mental health issues (including people with Dementia), who have been awarded an indicative budget, to consider options for meeting their needs.
- PBS has co-produced a 'Peer Supported Pathway' which clearly demonstrates the route through the Service and the options available to the people accessing it (see below).
- PBS supports the individual accessing support, their carer(s) (where appropriate) and their care manager to agree a Support Plan.
- The Support Plan is used to agree the solutions required to meet identified needs. PBS supports an individual to find appropriate service / care providers and supports them to negotiate packages and purchase services.
- PBS has recruited people with lived experience to offer advice / help to individuals seeking support. Peers observe the choices people make, and can feed this information through to the commissioning process, helping to identify gaps in local provision.
- PBS remains in contact with individuals and supports them should circumstances change or support arrangements need to be amended.
- People manage their own support as much as they wish so that they are in control of what, how, where and when support is delivered to match their needs
- Support and information is available when needed to help in managing care needs and people know what choices are available
- People accessing the service are satisfied with their experience of using it
- Where appropriate, carers feel included as equal partners
- The dignity of those accessing the Service is respected and sensitive to the individuals circumstances
- People feel safe and secure in the choices made and when in receipt of the Service
- People have the freedom to take and manage risk as they wish and are supported as necessary in this



Brokerage Activity

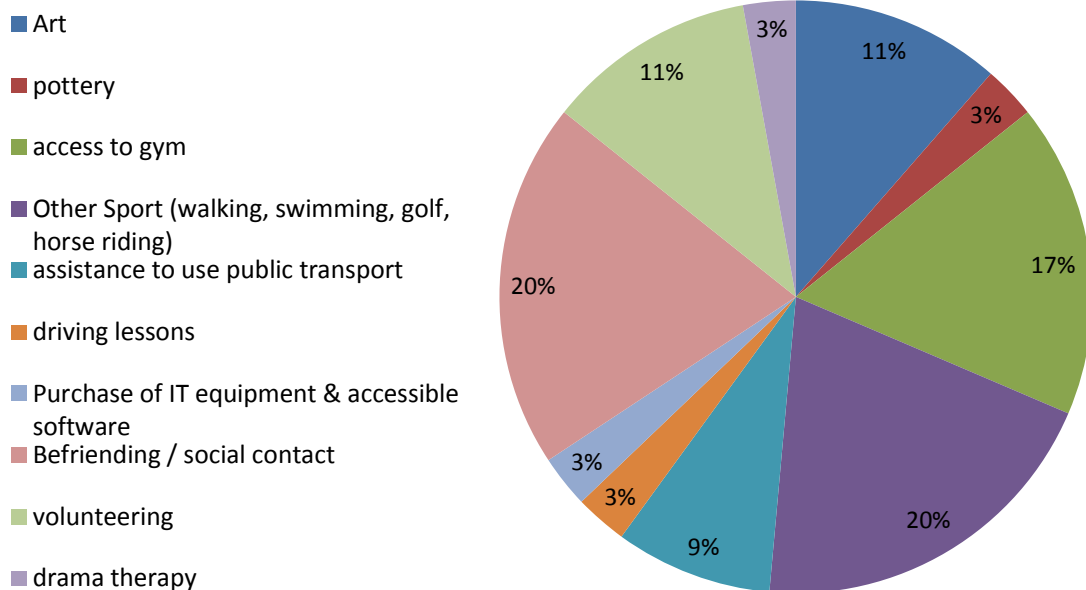
Throughout the lifetime of the contract PBS has worked with 151 individuals, supporting 137 with personal budgets and 14 with self-funded packages. As can be seen on the graph below, a large majority of people were seeking help with personal care, domestic care and living skills.

Referral Reasons



A specific vision of the PBS model was to enable people to spend their direct payment budgets on activities that would maintain and improve their mental health, thus supporting them to be active in their communities and stay well. The below is a representation of the types of activities that PBS has supported people to access:

"Activities" Accessed



Outcomes

The PBS model was designed to achieve the following outcomes:

Control: people will have control over their support and direct what their support looks like, where, when and how it is provided. People will have more freedom to manage risk and will feel safe and secure in the service.

Information: People will have better access to clearer information about the options available to them, including new information / services / suppliers. This in turn should lead to increased investment in community, voluntary sectors including User Led Organisations.

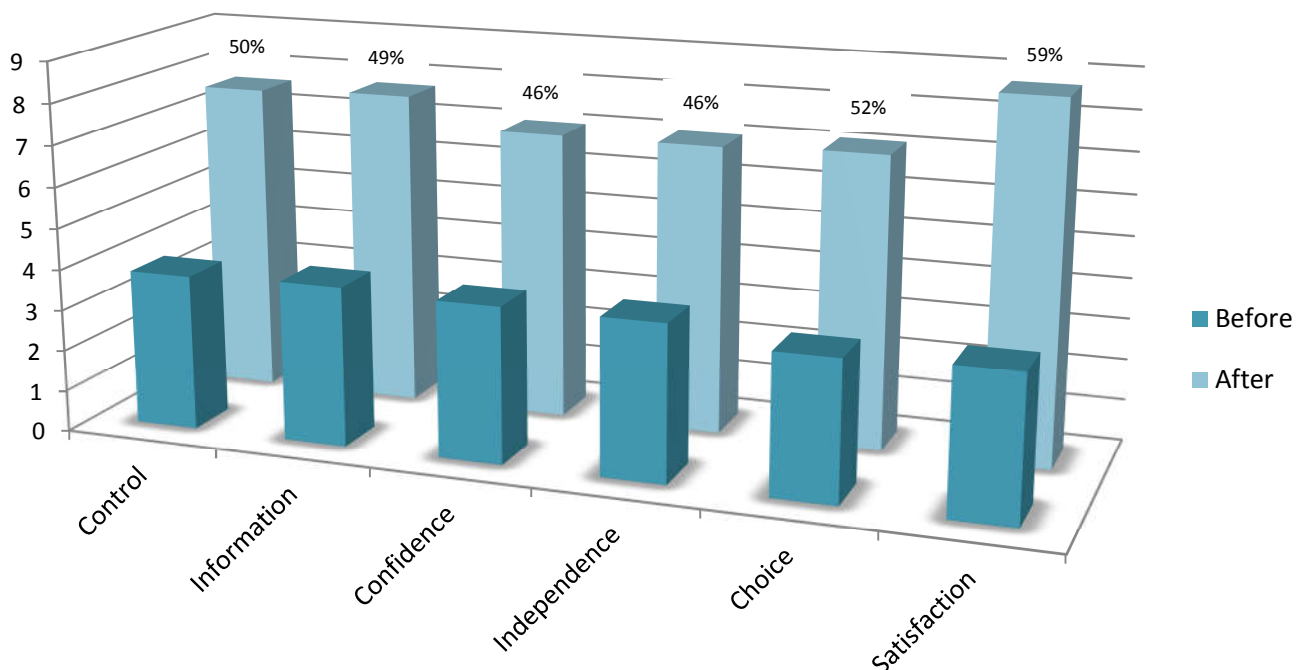
Confidence: The confidence of people with indicative budgets and peers will increase. People with direct experience of mental health problems will be better able to support each other and express their strengths and aspirations, and self -advocate. They will more readily give feedback on the services they receive.

Independence: The independence of people with indicative budgets and peers will increase. There will be greater links to wider community and voluntary activities to supplement support provided through indicative budgets; people will do more for themselves and their family and social lives will be maintained.

Choice: People will have greater levels of choice, including co-designed choices that aren't traditionally available. Raised awareness of SDS will bring about more person-centered solutions for people to access.

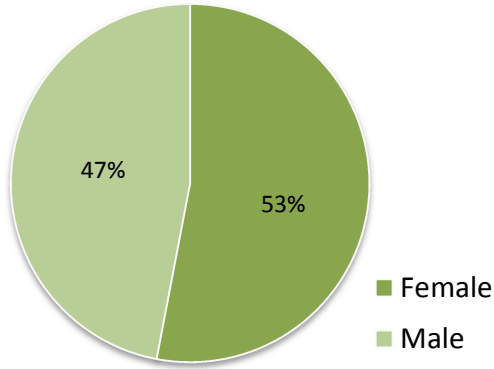
Satisfaction: People with mental health problems will be more satisfied with the support they receive than they were before this project existed.

PBS quarterly monitoring reports have consistently demonstrated exceptional outcomes data with a whole-contract average improvement rating of 51%. The following image indicates the average self assessment scores collected from individuals before and after accessing PBS, across the lifetime of the contract (1/10/13 – 30/9/17).

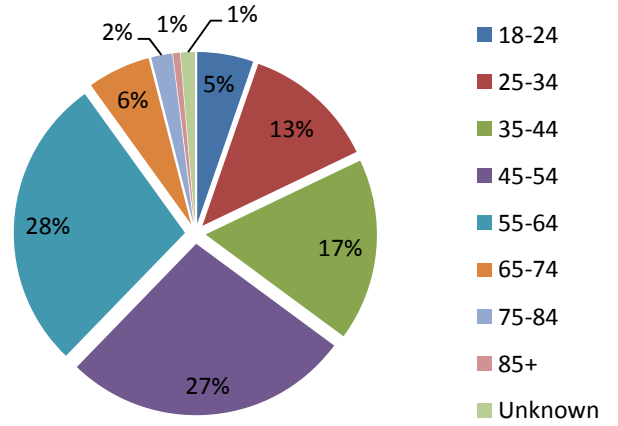


Kirklees Peer-Led Brokerage Service Whole-Contract Demographics Data

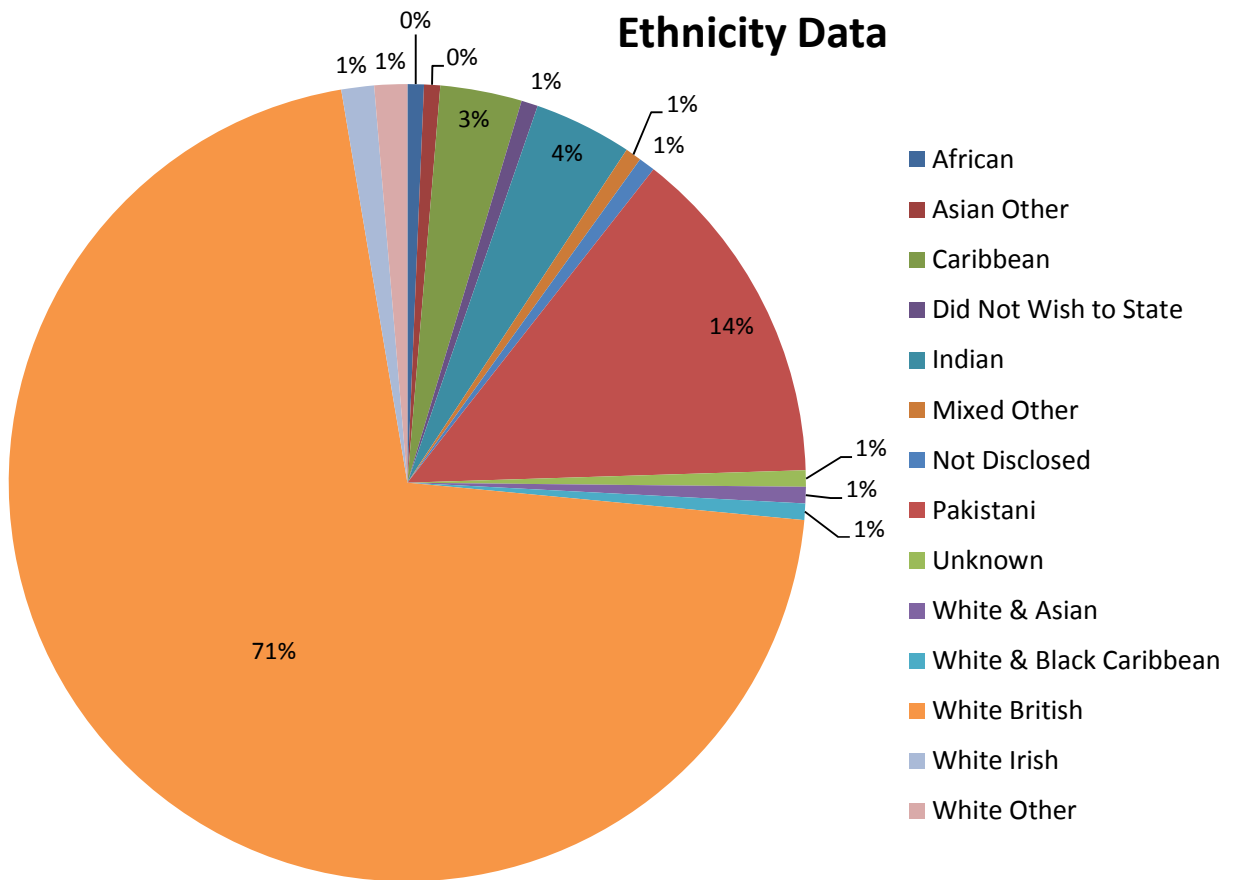
Gender of Individuals Supported



Age of individuals supported



Ethnicity Data



Community Awareness & Impact

Throughout the PBS pilot project we have worked collaboratively with a diverse range of professionals including:

- South West Yorkshire NHS Trust teams
- Kirklees Council
- Care Navigators
- Various care provider company's
- Client Financial Affairs
- Payroll company's
- Non – traditional providers such as drama therapists, horse riding company, Autism specialist services
- Other voluntary sector services and projects.

Throughout Kirklees we have visited many organisations and projects that currently offer mental health support to individuals. By doing this we keep up to date with the kinds of services that are available as well as informing partners about the possibilities of SDS.

Service users can become overwhelmed with the processes involved in self directed support therefore we have provided impartial support in setting up personalised care packages, communicating with partners effectively, whilst maintaining the individuals' wishes.

During a commissioner-lead review of the Peer Led Brokerage service in 2016, professionals said...

- "In-house teams would not have the time to give such an in-depth service".
- "Providers are in competition with one another and vying for custom. The Peer Brokerage Service gives people more choice without a financial motive".
- "The Peer Brokerage Service certainly helps prevent relapse".
- "Meeting people in their own environment really helps generate conversation which, in turn, helps the broker get to know the person so they can better support them".
- "The review element really makes it personalised. It certainly eases the pressure off care co-ordinators".

Individuals said...

- "I am thankful to everyone who has helped me to get to this stage in my life. The future looks much brighter and I know I will be ok because I have good support around me."
- "I don't feel alone or isolated any more. I could not have done this without support from Touchstone. My depression periods don't last as long as they used to before. I would be absolutely devastated if this support or service was taken away from me. I hadn't heard of Touchstone before but now I am so glad that I have because they are fantastic – light at the end of the tunnel for me".
- "I know that my broker is my contingency plan, fighting my corner for me. I have peace of mind knowing that help is just a phone call away".

- “I’ve had two big problems since this care started and both times I rang Amina at Touchstone and she sorted it out. I have little anxiety now, more confidence and no need to flap”.
- “I couldn’t comprehend my thoughts before. Now I am much calmer, I can talk to other people and my confidence has grown. I go to the supermarket with my mum or by myself. I can do lots of things for myself now. I could not have done this without the support of my family, Touchstone and my carer. Thank you for giving me my life back”.
- “Without the Peer Brokerage Service, I’m not sure what would have happened to me. Words cannot express how thankful I am for the wonderful work Amina has done to ensure my mental health has stayed stable during an extremely stressful time in my life”.

Peers

A total of 25 peers were recruited into the project and provided with Touchstone’s volunteers training package followed by various volunteering opportunities in the service and in the wider organisation. The personal and professional development opportunities that people are given through this programme, coupled with Touchstone’s asset-based, co-produced approach have resulted in many of our peers moving on to paid employment.

Amina Esat began as a peer and in September 2015 successfully secured the PBS Brokerage Facilitator Role. Nafeesa Jogee and Nasreen Fulat became Touchstone members of staff in other Kirklees teams and numerous others have secured employment in other organisations.

Below are examples of feedback provided to PBS about the training programme and the experience of being part of the service...

- “I found the training very interesting and informative. A wide range of topics were covered – some that I didn’t even expect. It was very well presented and will definitely help me in any roles I do in the near future.”
- “I loved going out to meet the service users and listened to their needs. I felt this was very valuable hands on experience which would help me to progress further. I was also supported and encouraged to attend any training opportunities that were available within Touchstone, such as chairing meetings, minute taking, recruiting etc. All of the above gave me the confidence to apply for a paid role”.
- “At the time of joining Touchstone I was going through a difficult time in my life. I was determined to try something new and try and help myself by making positive changes in my life. One of the changes was to commit myself to a new volunteering role”.
- “Whilst volunteering I found my confidence building more and more and I felt that if a job were to come up in admin I might go for it as I have studied business admin in the past. A few weeks ago, a post for the position of admin assistant came to my attention. I was very nervous but I applied for it and thankfully I was successful! I hope to learn more as I go on and to hopefully progress my future with Touchstone and my mental health”.

Challenges

One of the early ambitions, to recruit people using the service to become peers, has been the greatest challenge of the project and while all peers have lived experience, they have not come directly from the pool of people supported in the project. Working closely with the assessment teams has demonstrated that eligibility criteria for receiving a budget is so high, it means a person accessing support has a high level of need and therefore less likely to be in a position to move quickly into volunteering.

The Peer Broker role is a very complex one; it involves sometimes very intensive and emotionally demanding involvement in people's lives and support needs. As a result peers need careful supervision and must be allowed to come and go from the role as their own wellbeing fluctuates. Touchstone have built this flexibility into the service which enables people to thrive when they otherwise may struggle to maintain a position.

The impact of austerity has also had a knock-on effect on PBS, with budget awards becoming more restricted as the pilot project has moved through its four years. This is evidenced by the slowing in referral rates and PBS has worked hard to shift with the changing environment within which we operate. These changes are being built into the new contract to ensure it is a workable and sustainable model.

Conclusion

Through our direct support work with individuals, PBS has learned that the processes involved in getting and maintaining a budget are very complex and can often be so overwhelming to individuals that they are potentially put off accessing self directed support. The PBS pilot project has clearly evidenced that by delivering person-centred, peer support to individuals with mental health conditions, they are more likely to succeed in effectively using their personal budgets. Consistently throughout the project we have heard that people consider PBS a 'lifeline' and their 'back up plan'; somewhere to turn to for help in navigating a difficult system.

Peers working in the service have provided an exceptional level of skill and experience, bringing about meaningful improvements to the lives of others and for themselves. Equally we have been able to share information and awareness of mental health and SDS amongst private and public sector organisations in Kirklees.

Our key success has been in positioning ourselves alongside the individual seeking support, working as their link between multiple teams and services and ensuring their voice remains at the centre of everyone's work. As we move into a new contract we bring with us all of the learning from 2013-2017 and fresh ideas for empowering individuals in Kirklees.



Kirklees Peer Led Brokerage Service

Dewsbury Business Centre
13 Wellington Road East
Dewsbury
WF13 1HF

Contact us on 01924 460211

e: peerbrokerage@touchstonesupport.org.uk

www.touchstonesupport.org.uk