

Edinburgh Thrive

Communication and Engagement

Weekly Thrive briefings detailing resources, developments and support for people are produced and circulated to around 700 individuals and agencies across the city. These were initiated in week 3 of Lockdown to replace the bimonthly Thrive Newsletters.

The *Edinburgh Thrive* website is updated regularly and the sister website *iThrive* is being developed by Health in mind. This will replace the current *Edspace* which is updated daily with information on community groups and service provision across the city.

Thrive Workstream – Get Help when Needed

The Edinburgh Wellbeing Public Social Partnership has created locality and city wide programmes and initiatives which bring together services to support people’s mental health and wellbeing. This co-produced work was instrumental in Edinburgh being selected as one of four UK sites (funded by the Big Lottery) to implement the lessons learnt for the Living Well Lambeth programme which transformed access to mental health services within that London borough.

Part of the ambitions programme is the introduction of open access “Thrive” mental health services across the city with a multi agency and multi professional “Thrive Welcome” team input offering brief assessment and formulation leading to a jointly agreed plan with the client regarding next steps. Next steps may include support with social problems; distress brief intervention; psycho-education; community connecting; employment and meaningful activities; arts; green activities; group psychological therapy; individual psychological therapy; medication review. These services are currently being procured. Through the procurement process that has been extensive engagement with potential providers with an opportunity to discuss how providers have responded to Covid 19 and how that enacted or reshaped their business resilience plans. There are 9 lots being procured with an annual value of £2,6m.

Lot	Short Description
Thrive Welcome Teams (one in each locality)	Employment of Thrive Welcome Workers and Peer Workers
Thrive Collectives	Directly commissioned services which the Thrive Welcome Team can facilitate easy access to
Thrive Locality Team (one in each locality)	Includes emotional and psychological support; reflecting characteristics of local population
Places and Spaces	Providing safe places for people to connect that are inclusive but not exclusive; maximising use of the city’s assets; include a focus on evening and weekend opening
Physical Activity and Green Spaces	Maximising city’s assets

Arts and Creativity	Delivering to a year-long “A Sense of Belonging Arts Programme”, administering a grants programme and maximising the city’s cultural assets
Peer Development	Community of practice to support development of peer workers and peer work across the city
Service User Led Research	To ensure there are increased opportunities for service user-led research which reflect the priorities identified by the Thrive Partnership.
Carers Support	Supporting carers as new services are developed
Service User led Support Groups	To support peer led self-help / support groups for people with mental health conditions
Total	

Prototyping of the Thrive Welcome Team in the north west of the city (two days per week) began as scheduled in February 2020 and has continued. Due to Covid 19 the prototyping of the three Welcome Teams was delayed but is now set to commence in early July. Telephone and digital platforms including Near Me are being used to facilitate the initial conversation and the resulting Thrive Plan. All data and outcomes are being captured as part of the external evaluation led by Cordis Blue.

Covid 19 pandemic has resulted in significant changes in the way we deliver crisis response services. It’s essential we capture and understand the extent of change and learning. From July 2020 it is planned to host online dialogue with key informants detailing the changes made by services and the experiences by people using these services and of staff delivering them. This will help to inform the redesign and subsequent commissioning and redesign. Stakeholders’ include people with lived experience, Police Scotland and the Scottish Ambulance Service, 3rd sector services including the Crisis Centre and Health and Social Care Services including the Intensive Home Treatment Team, Mental Health Assessment Service, Positive Steps, Acute Inpatient Services, Locality Mental Health Services and Liaison Psychiatric services. The Edinburgh Crisis Centre delivered by Penumbra provides community based emotional and practical support at times of crisis, 24 hours a day and 365 days a year. The service was established in direct response to service user demand and is a key part of the landscape in terms of preventing escalation of crisis and hospitalisation. **The National Distress Brief Intervention Service** was rolled out to Edinburgh on 8 June. This is also delivered by Penumbra and the staff are based at the Crisis Centre receiving referrals through NHS 24.. Activity analysis this new development will be fed into the process.

Thrive Workstream– A Place to Live

This workstream is focused on ensuring that people with mental health issues have a safe place to call home in which they feel safe, receive the support they need and are able to connect to and be part of their local community. There are currently 272 supported accommodation places across the city with additional support provided to people across the five Wayfinder grades of support. Through Edinburgh’s affordable

housing allocations policy people ready to leave hospital and Grade 5 supported are prioritised through the application of the gold status award. Recent developments include commissioned grade 5 and grade 4 units in the south east, south west and north east of the city.

There are also a wide range of visiting support services that are spot purchased to meet the needs of people with complex mental health needs in their own tenancies. There are several providers who provide this type of support service including Penumbra, CarrGomm, Wheatley Care and Cyrenians. Currently over 760 people are receiving a care and support spot purchased service which includes visiting support and supported accommodation. There is a plan to develop and move to a new framework agreement through the commissioning of all the current supported accommodation services and visiting support services for people with mental health issues. There is a need for consistency in care standards, consistency in costs structure as well as a better understanding of costs versus outcomes. Within the scope of this exercise is also the related peer support service and volunteering opportunities services which operate at Firrhill and St Stephen's Court.

The rationale for developing a new framework agreement includes the need for more flexible arrangements with multiple providers and between providers and H&SC staff around clusters and localities based on the three conversations approach. There is a requirement to increase the ability for providers to respond flexibly to fluctuating levels of need and undertake reviews of service for people that they provide support to. A commissioning coproduction group has been established which has all the main specialist mental health providers from the third sector, EVOC and health and social care staff. This group meets regularly to progress the commissioning work required to develop the service specification required for the new framework agreement. During Covid-19 pandemic the commissioning process has continued with coproduction meetings regularly taking place with providers using online platforms. Overall this has worked fairly well with the providers attending the meetings and contributing to the process. Planned consultation work with service users and carers has resulted in the consultation moved to online platforms, telephone meetings and questionnaires. In terms of operational delivery, the providers have had to change quickly how they provide services to people with complex mental health needs. This has led to some of the services being changed to offer telephone and more creative solutions using digital technology. This learning now needs to inform service specification and tender documents and it with this in mind that we have revised the timeline.