

# HAS Executive Member Key Decision: Review of Mental Health Supported Housing Provision

<b>Date: September 2019</b>	<b>Service Area: Commissioning and Quality</b>
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<b>1.0</b>	<b>Executive Summary</b>
	<p>There are currently nine mental health supported housing contracts across North Yorkshire; five of which are designated properties, and four of which are floating support in people's homes. The purpose of the mental health supported housing services is to provide housing-related and other support in order to enable people with mental health issues to maximise and sustain their independence in the community, and also support them to achieve their rehabilitation and recovery goals.</p> <p>Housing problems often contribute to the stresses that lead to a relapse of mental health problems, and admission to hospital, and a lack of availability of suitable supported accommodation can contribute to delayed discharges. It is recognised in the North Yorkshire Mental Health Strategy; Hope, Control and Choice, that housing is an important element in keeping people well, with 'Improved support for people with mental health needs to gain/maintain housing' as an identified outcome.</p> <p>The designated properties contracts provide accommodation alongside support as an integrated package, whereas floating support is provided in people's own homes. For the designated properties, referrals can only be made by secondary mental health services, whereas floating support referrals can come from any source, including self-referrals. The maximum duration of support for each individual accessing the services is two years. The tables below provide a breakdown of the current services:</p>

### **Designated Properties**

<b><u>Locality</u></b>	<b><u>Service Provider</u></b>	<b><u>Capacity</u></b>
Craven	Foundation	10
Craven	Foundation	8
Hambleton	Broadacres	6
Richmondshire	Broadacres	6
Scarborough	Rethink	6

### **Floating Support**

<b><u>Locality</u></b>	<b><u>Service Provider</u></b>	<b><u>Capacity</u></b>
Hambleton & Richmondshire	Change, Grown, Live Services Ltd	11
Ryedale	Horton Housing	20
Scarborough	Change, Grown, Live Services Ltd	23
Selby	Horton Housing	24

Support is tailored to individual need, however can be expected to include at least the following:

- Tenancy Related Support
- Financial Planning & Budgeting
- Personal Administration
- Access to Meaningful Activities
- Improving Social Networks & Relationships
- Improving Health & Wellbeing

The key aims of the services are:

- Maximising people's independence, and minimising continuing dependency on services
- Enabling people to stay healthy, safe and well in the community
- Provision of good quality information & advice
- Provision of services which are flexible enough to respond to people in crisis
- To reduce demand on the health and social care system, including admission into hospital or residential care.

The contract monitoring information for 18/19 highlights the following key points:

**Designated Properties** – The majority of the designated properties services have remained at full capacity throughout the period, with all move-on reported as positive, however there are significant disparities in the throughput and length of stay across the localities, with some areas persistently exceeding the maximum length of stay as stated in the service specification.

**Floating Support** – There are significant disparities in the capacity at which the services have been running across the two providers, with one consistently running at or over capacity, and the other with services under-utilised. Across all the floating support services, there is low throughput, with a substantial number of people being supported for over two years. Given that referrals can come from any source for the floating support services, there is a lack of information on referral sources within the contract monitoring.

There is also variance in the quality and accuracy of the data across providers, and limitations in the information that can be gathered through the current monitoring tool.

Following discussions at Commissioning and Quality Leadership Team and with NYCC Mental Health management it has been agreed that the remaining in house provision will also be considered as part of this review.

## **2.0 Commissioning Approach**

The current contracts are due to end on 31<sup>st</sup> September 2020 and all permitted extensions have been utilised. There is therefore a need and opportunity to review the contracts and provision including the balance between floating support and designated properties.

Consideration had been given to a generic vulnerable persons' service, however mental health practitioners highlight that the complexities of needs such a service would be required to meet, and the increased resource that would be needed to manage the risks to both the service and individuals, and that this could potentially be detrimental to a person's recovery.

The contracts have been in place for some time and there has not been a strategic approach to the geographical split of the services. This has been largely defined by providers' ability to deliver properties rather than by identified need.

There is also one combined service specification covering designated properties and floating support, meaning the distinctions are not explicit.

This review will include:

- Mapping of current provision, including what is being provided, and to whom
- Needs analysis, including developing a needs based rational for allocating available resources working with Public Health
- Identifying good practice
- Engagement – Market, Stakeholder & Service User
- Review of the suitability of the two elements of the current contract and a best value analysis as to whether resource could be better utilised in a dedicated floating support or housing based model

We anticipate the development of new service specification, leading to a procurement exercise with the new services in place for October 2020.

## **3.0 Progress to date**

A multi-disciplinary Project Steering Group has been established, with representatives from the following:

- NYCC Mental Health
- Housing Market Development
- Commissioning
- Quality & Market Improvement
- Procurement
- TEVV

We are currently in the Discovery Stage of the project, and have commenced the mapping of current provision, as well as needs analysis through engagement with in-house mental health teams which has provided us with valuable information to

	<p>inform the review. Through our work so far, we have already identified potential opportunities for service transformation and improvements, which may include:</p> <ul style="list-style-type: none"> <li>• More robust referral pathways</li> <li>• More effective working pathways with key partners, in particular NYCC Care &amp; Support, to ensure all needs identified through Care Act assessment are met</li> <li>• Separate specifications for designated properties and floating support</li> <li>• Redistribution of resources mapped to evidenced need</li> <li>• Clearly defined contract monitoring, including KPIs.</li> </ul>
	<p><b>4.0 Action Required</b></p>
	<p>The Executive Member for Adult Social Care &amp; Integration and Executive Member for Public Health are asked to approve the formal commencement of commissioning activity in relation to these services in consultation with the Corporate Director for Health and Adult Services or his delegated representative.</p>

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