



North East Lincolnshire HCP

# Mental Health Strategy

2023-2028





# Forward

Simon Beeton, Chair, NEL Mental Health Sector Network

This Mental Health Strategy sets out our vision for a mentally healthy North East Lincolnshire. We believe that good mental health starts with a strong focus on prevention and we recognise this can only be delivered in partnership between organisations and individuals. The bringing together of partners with a vested interest in mental health through the Health and Care Partnership will enable us to achieve more than the sum of our parts. We recognise that the fundamentals of prevention and indeed recovery are having a roof over your head, having a sense of purpose and a meaningful occupation of time and feeling like you belong. We could say having somewhere to live, somewhere to work and someone to love are the fundamentals to good mental health.

We also recognise there are times when all of us need some help and support and it is our pledge that when people do need that support they know where to find it and when they do find it they receive high quality, thoughtful, caring support that meets their needs and is focussed around them.

Being a mentally healthy borough means that it will feel normal to talk about our mental health; that everyone, whoever they are, wherever they live and whatever they need, will be able to access good quality mental health support when they need it. The strength of this strategy is that it has been truly co-produced across our statutory organisations, Voluntary, Community and Social Enterprise (VCSE) organisations and most importantly led through the wisdom and knowledge of our Experts by Experience. As part of the development of our maturing Health and Care Partnership in North East Lincolnshire we recognise that only by coming together will we be have a chance to address the wider factors affecting mental health and achieve our ambition of being a mentally healthy borough.





NEL Health and Care  
Partnership

## NEL HCP and the Mental Health Sector Network

North East Lincolnshire Health and Care Partnership is made up of health and care organisations across the area.

The Mental Health Sector Network has been set up to ensure that all providers of Mental Health and Wellbeing services across North East Lincolnshire have the opportunity to work collaboratively to shape and deliver services to meet the needs of our local population and improve outcomes for the residents of North East Lincolnshire.

The Mental Health Sector Network is committed to ensuring that people of all ages who experience mental health problems and their families and carers are supported to live healthy lives, achieve their ambitions and experience social inclusion by encouraging them to be an active member of their local community. Mental Health services will be person centred, taking a whole life approach and a whole system focus with the key aim to ensure long term improved outcomes for people's mental health. We will achieve this through working in partnership with our service users, carers, system partners and local communities to co-produce and develop our local services to address health inequalities and improve outcomes for our local population. We will deliver this by adopting a 'whole life' approach to mental health service developments

### NEL HCP Partners:

Primary Care Networks

Navigo

Care Plus Group

Focus social care

Northern Lincolnshire and Goole Hospital

North East Lincolnshire Council

Voluntary, Community and Social Enterprises

St Andrews Hospice

St Hugh's Hospital

# How this strategy was developed



In February of 2023 we gathered over 80 people from across North East Lincolnshire at our Listening Event which was designed and led by Experts by Experience.

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The event included stakeholders and service users from across the system and was designed in a unique way to ensure it was inclusive and collaborative.

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Co-production has been a feature of this strategy's development with Experts by Experience (both Children, Young People and adults) being central to the process from start to finish.

# Feedback from the Listening Event

Great approach.  
Really powerful to  
hear individuals'  
experiences.

Thought provoking,  
great start to a co-  
produced strategy.

Lots to be taken away  
and thought  
about/implemented

Refreshing to look at an  
old issue from a new  
perspective.

Interesting to hear  
other peoples'  
experiences and that  
we all want the same  
thing.

Lets make this  
happen!!

Loved the focus on co-  
production. Gives a  
totally different tone to  
the day as opposed to  
being service led

Potential for  
positive change to  
MH services.

Relaxed  
atmosphere, and  
we got cake!

# National and Local Influences



- NHS Long term plan
- NHS Confederation 'No wrong door'
- Listening event
- North East Lincolnshire Joint Strategic Needs Assessment
- Director of Public Health Report
- North East Lincolnshire Children & Young People's Emotional Health and Well Being Plan
- NEL Public Health Strategic Frameworks
- Mental Health Five Year Forward View
- HNY ICB Mental Health, Learning Disability and Autism Strategy

# Local Data for children & Young People



38% of Children & Young People often feel sad, anxious, depressed or tearful

26% of children live in low income families

13% of young people have 'sometimes' cut or hurt themselves to deal with a problem

There is a continued increase in demand and acuity across all mental health services

74% of children and young people are happy about their life

There is an estimated 3,000 children and young people with mental health disorders aged 5-17 years



# Local Data for adults

Mind have reported an overall increase in referrals, mainly related to anxiety, low mood and depression, and support with managing emotions.

During 2021, there were 25 suspected suicides in NEL which is the highest number of suicides recorded since data began being collected in 2011

NELC Wellbeing Service reports an increased severity of support needs required – including help with suicidal ideation and intent, high level anxiety, domestic abuse, job loss, Covid-19 fears, loneliness and isolation.

There has been an increase in dependent drinking with links to Domestic Abuse and changes in Mental Health.

Navigo Mental Health have seen a rise in acute and more complex cases which will likely require long term treatment.

Refferals to Navigo among patients aged 65+ have increased



# Purpose of this strategy



This strategy is for all. It covers how we plan to improve mental health outcomes in North East Lincolnshire for everyone from child to adult. It is a cross-organisational strategy that supports improvements in prevention, wellbeing, service user experience and outcomes for people experiencing mental ill health. It recognises the unique contribution the many organisations make to supporting the mental health of our population and aims to support a joined-up approach that serves people well and improves outcomes.

Building from the feedback gained at our Listening Event in February 2023, this strategy includes a focus on improving how organisations work together and how people experience our services. We will continue to work with Experts by Experience in the delivery of this strategy to ensure that the focus of our work remains rooted in principals of co-production.

The purpose of the strategy is to:

- Drive forward the vision that ‘North East Lincolnshire is a place where people can access support for their mental health seamlessly and where they are involved in all decisions about their care and treatment’. The strategy will show how we can all play a part in this, and how we will know when we’ve achieved it.
- Set out the delivery plan – four passions, five outcomes and eight priorities that will help achieve the vision.
- Provide a framework within which to develop a shared culture and values across diverse services.

**Our Vision for North East Lincolnshire is that it is a place where you can access support for your mental health seamlessly and where you are involved in all decisions about your care and treatment.**

**"We are on this journey with you, to hear, listen and support you".**

***We Promise:***

*You will be included, you will be heard.*

***Because we know:***

*You are unique, you are important.*



# Our Passions



Co-production at the heart of everything we do.

Co-ordinated planning and commissioning of services.

Supporting our service users to have a meaningful life - led by them

Making changes for the better

# Our Values



Kindness

Person Centred

Keep Our Promises

Compassion & Empathy

Respect

Co-Production

# Our Outcomes



People of all ages and communities will be comfortable talking about their mental health and wellbeing

People will be part of mentally healthy, safe and supportive families, workplaces and communities

People's quality of life will be improved by timely and easy to access mental health information, support and services

People will be actively involved in their mental health and their care

People with long term mental health conditions will live longer and lead fulfilling, healthy lives

# Our Priorities



A Culture of Kindness

Focus on Prevention

Better Communication

Reducing Stigma around Mental Illness

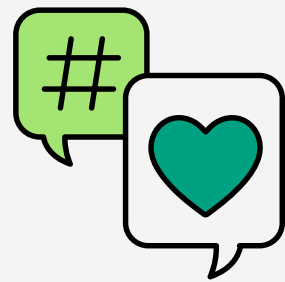
No Wrong Door Approach

Person Centred Care

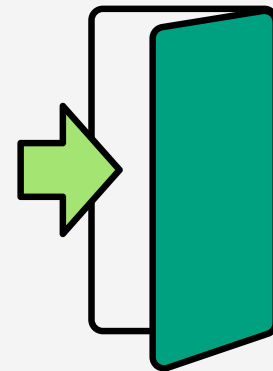
Waiting Well

Shared Training Offer across all  
organisations

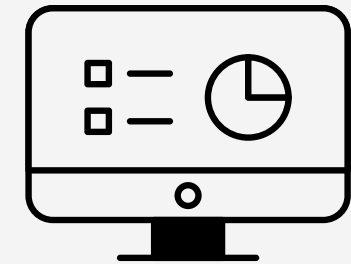
# Our Workstreams



Prevention, Waiting Well &  
Reducing Stigma



No-Wrong Door & Person-  
centred Care



Culture, Training &  
Communication



# North East Lincolnshire HCP Mental Health Strategy Plan on a Page

## Our Values

Kindness  
Compassion & Empathy  
Person-Centred  
Respect  
Keeping our Promises  
Co-Production

We are on this journey  
with you,  
to hear, listen and  
support you.

Our Vision for North East Lincolnshire is that it is a place  
where you can access support for your mental health  
seamlessly and where you are involved in all decisions about  
your care and treatment.

**We Promise:**  
**You will be included**  
**You will be heard**

**Because we know:**  
**You are Unique**  
**You are Important**

## Our Outcomes

1. People of all ages and communities will be comfortable talking about their mental health and wellbeing
2. People will be part of mentally healthy, safe and supportive families, workplaces and communities
3. People's quality of life will be improved by timely and easy to access mental health information, support and services
4. People will be actively involved in their mental health and their care
5. People with long term mental health conditions will lead fulfilling, healthy lives

## Our Workstreams

1. Prevention, waiting well & reducing stigma
2. No Wrong Door & Person Centred Care
3. Culture, training & Communication

## Our Passions

- Co-production is at the heart of everything we do
- Coordinated planning and commissioning of services
- Supporting our service users to have a meaningful life - led by them
- Making any changes for the better

## Our Priorities

**A culture of kindness**  
**Focus on Prevention**  
**Better Communication**  
**Reducing stigma around mental illness**  
**No wrong door approach**  
**Person Centred Care**  
**Waiting Well**  
**Shared training offer across all organisations**

# Our Priorities

...and some ways we plan on achieving them!



# Priority 1: A Culture of Kindness

## Objective

You are treated with kindness and respect when you are accessing mental health services in North East Lincolnshire.

## Actions

- Exploration & implementation of values-based recruitment
- Co-produced awareness sessions
- Training for front line staff by EBE's
- Development of a shared vision

## What does excellent look like?

If I access mental health services in North East Lincolnshire I will have a positive experience.



# Priority 2: Focus on Prevention

## Objective

You will be able to access support for your emotional and mental health early and are aware of self-care approaches to keep yourself well.

## Actions

- Mental Health at the centre of everything (like safeguarding)
- Data sharing to understand trends and to map gaps
- Development of Self-esteem and positive body image for young people

## What does excellent look like?

- Mental health is mine and everyone else's business.
- Mental and emotional wellbeing is talked about in all areas of life.
- I know where to access information and advice about mental health.
- I will be listened to
- I can access multiple wellbeing services easily



# Priority 3: Better communication

## Objective

All communication between you and or your family and us is clear and consistent across the Health and Care Partnership.

## Actions

- Review of appointment letters across HCP – standardised letters/forms/templates.
- Barriers to communication captured on patient notes and referred to
- Development of a toolkit to support better communication.
- Identification of barriers to communication between services across the HCP.
- GDPR and Information sharing agreements.
- Shared working areas for staff across HCP organisations
- Shared community events

## What does excellent look like?

- All appointment letters and other communication I receive has been developed with my needs in mind and is clear and easy to understand.
- Organisations across the HCP that I come into contact with have clear communication pathways.
- Communication with my family is clear, and helps their understanding, it also helps to develop a good relationship.



# Priority 4: Reducing stigma around mental illness



## Objective

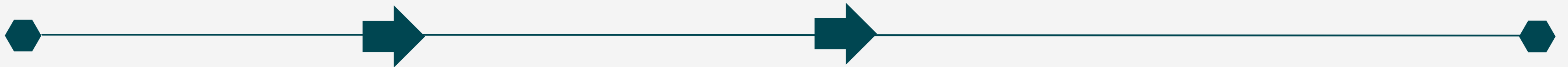
To ensure that you and other people experiencing mental illness feel supported and valued in North East Lincolnshire.

## Actions

- Use of social media and some effective alternative and innovative methods to promote positive messages
- Shared comms used across the HCP - develop an action plan to review information and to produce coordinated messages for the whole partnership to share
- Normalising mental health

## What does excellent look like?

- I have an understanding of mental illness and know where and how to access support.
- There is no stigma against me or others with mental illness in North East Lincolnshire.



# Priority 5: No Wrong Door approach



## Objective

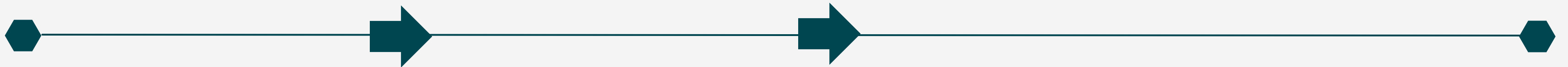
Wherever you seek help for your mental health, you will be supported to access the assistance you need at the right time by the right people.

## Actions

- Mapping of all services across NEL.
- Creation of a local service directory.
- Make every contact count.
- Explore the role of Navigators/peer support workers.
- Partnership plan.

## What does excellent look like?

- All providers I contact have a in-depth knowledge of local services and support people to access the appropriate service no matter where they initially present.
- Information, advice and guidance is easily accessible to me.





# Priority 6: Person Centred Care



## Objective

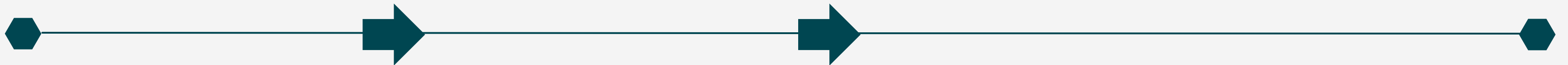
You will be at the centre of your own care and all treatment will be offered based upon your needs and wants and not just pathways and criteria.

## Actions

- Pathways designed alongside people with lived experience.
- Integrated pathways of support
- One story, one referral
- Understanding what matters to me

## What does excellent look like?

- I feel in control of my treatment and listened to.
- I have all options presented to me and feel that my and my carer's wishes are taken into account.
- I can choose how I am contacted or seen for appointments



# Priority 7: Waiting Well



## Objective

If you need to wait to access Mental Health services in North East Lincolnshire you will be given the tools you need to stay safe and well while you wait.

## Actions

- Mapping of the mental wellbeing offer in North East Lincolnshire.
- Development of the waiting well toolkit for use in primary care and by any mental health organisations with waiting lists.
- Focus on wellbeing across HCP
- Link with communications action plan

## What does excellent look like?

- Whilst I am waiting to access services I am able to maintain a level of my own wellness as a result of the support and advice I am given.
- Regardless of the mental health service I am waiting for all services in NEL are aware of the waiting well toolkit and will promote support available to me when I am added to a waiting list.



# Priority 8: Shared training offer across all organisations

## Objective

As a Health and Care Partnership we will provide training for all partners to ensure that there is consistency and equality when you contact us.

## Actions

- Mapping of training needs and offer
- Scoping out of co-produced training offer for the Health & Care Partners.
- Resilience, empathy and personal reflection for staff
- Communication training across the HCP
- Holistic frontline training – MECC, General MH, MHFA etc

## What does excellent look like?

- I know that all providers of mental health services in NEL have had access to the same high-quality training for their staff.
- I know that training programmes for staff across the Health & Care Partnership is delivered by or in accordance with feedback from Experts by Experience and staff who have received the training.

