EPIC

Enhancing Pathways into Care for BME service users

Partners

• African Caribbean Mental Health Service
• Bolton, Salford and Trafford Mental Health NHS Trust
• CSIP Northwest
• Manchester Joint Mental Health and Social Care Partnership Trust
• Manchester North, South and Central PCT
• Pennine Care NHS Trust
• South Trafford Asian Mental Health Project
• University of Salford
Project Aims

- To provide better information to improve the care pathways.
- To inform commissioning plans for the development of appropriate and responsive services.
- To work through the FIS site in the engagement of the THREE Mental Health Trusts, and key BME voluntary agencies.

Project development and Governance

- Set up a steering group with responsibility for the implementation of the project. Group to include key people from partner organisations; including BME voluntary organisations.
- Establish agreement from 3 Mental Health Trusts to become involved in the project.
- Appointment of project co-ordinator.
- Identification of clinical teams in each Trust.
- Inclusion of Primary Care representative.
Bolton Salford & Trafford Mental Health Trust - AIMS

- To develop a greater focus on cultural needs within the admission assessment processes.
- Increased awareness of resources which could provide an alternatives to admission.
- To establish culturally sensitive admission processes and environments.
- Increased cultural competency amongst staff.
- Improvements in experience of and outcomes for BME service users and carers.

Bolton Salford and Trafford Mental Health Trust - Intervention

- Conduct Race Equality Impact Assessment on ward environment.
- Conduct focus group with ASW ‘team’.
- Conduct Audit of ASW admission reports to inform future practice changes required with with BME communities.
- Complete commissioning review with reference to one BME voluntary agency regarding involvement in formal assessment process under the Mental Health Act.
Manchester Mental Health and Social Care Trust – Aims

• To collect relevant information to ensure culturally sensitive services on wards in three localities within the trust.
• To improve and extend the relationship with one BME voluntary sector agency within the Trust.
• To address the issue of bed management with particular relevance to BME service users.

Manchester Mental Health and Social Care Trust – Intervention

• Conduct Race Equality Impact Assessment on wards in Three localities with a focus on cultural issues in the ward environment.
• Begin work to extend and improve engagement with specific BME voluntary agency (African Caribbean Mental Health service).
• Bed management – paper trail to the explore process of movement from ‘low’, ‘medium’ to ‘high’ and the specific impact on BME service users.
Pennine Care NHS Trust - Aims

- To develop a better understanding of the needs of BME service users within Oldham and to develop a tool to explore specific areas of service improvements needed to respond appropriately to BME service users.
- To create an appropriate local steering group to support the work of EPIC within Oldham.
- To explore ways of working with BME voluntary agencies to deliver better and more relevant services.

Pennine Care NHS Trust - Intervention

- Set up local steering group to support EPIC project and explore ways of addressing areas of service improvement.
- Develop and administer questionnaires which explore use of services by BME individuals with a view to addressing specific areas of service change.
- Questionnaire to be completed by mental health workers in the Trust and users of those services.
BME voluntary agencies

African Caribbean Mental Health Services
South Trafford Asian Mental Health Project

CONTRIBUTION TO EPIC

Attendance at the local steering group and engagement with members of clinical teams from the three Trusts and the Race Equality Lead for the region.

Discussion/interview with Project manager outlining issues as seen from perspective of each agency. These points were fed back to steering group and thus to trusts.

Summary of service changes/improvements

• REIA carried out on wards with Action plans for service changes and improvements.
• EPIC steering group in Oldham to become Trust steering group to support delivery of DRE action plan, with a focus on BME ACCESS TO SERVICES. This group to be headed by lead CDW (BME mental health) in the Trust.
• As a result of being involved in EPIC an REIA is to be completed for a new 136 suite – before the concrete dries!!
• ASW team to use ethnic monitoring information to feedback into discussions on improved service delivery for BME service users.
• Changes in commissioning for BME voluntary agency to support formal assessment process for BME service users.
Overall Impact of EPIC in the Greater Manchester EPIC site.

Engagement with three Mental Health Trusts and Senior management and frontline workers, including those responsible for Equality and Diversity.

Engagement with BME statutory and voluntary agency workers.

Development of critical thinking about the complexities of the cultural needs of BME service users in frontline staff.

The 3 Trusts focussed on similar areas through collaborative engagement at the EPIC steering group.

Views of service users and carers gained through the project’s inclusion of BME Voluntary agencies.

One voice

“It raises more questions than answers, but that’s a good thing isn’t it? I now ask myself, am I doing the right thing.”

(One professional)