# A Digital Platform to support Self-Management of Long Term Mental Health Recovery
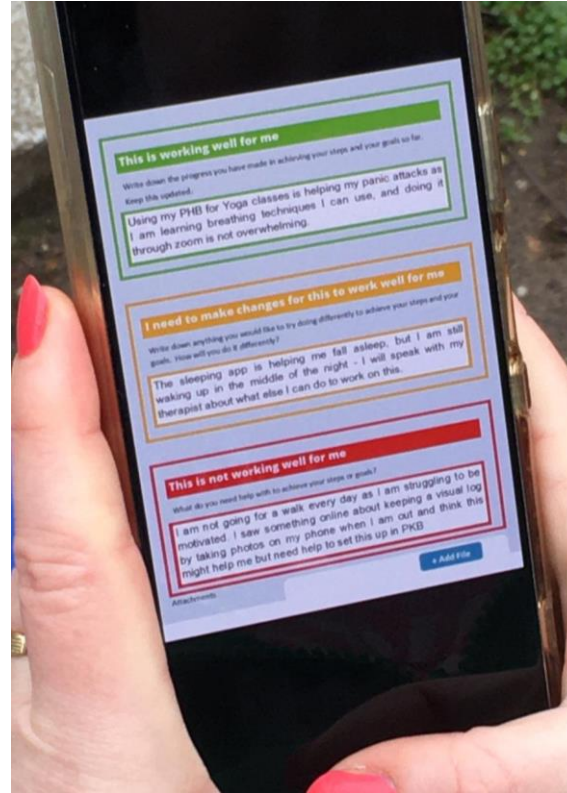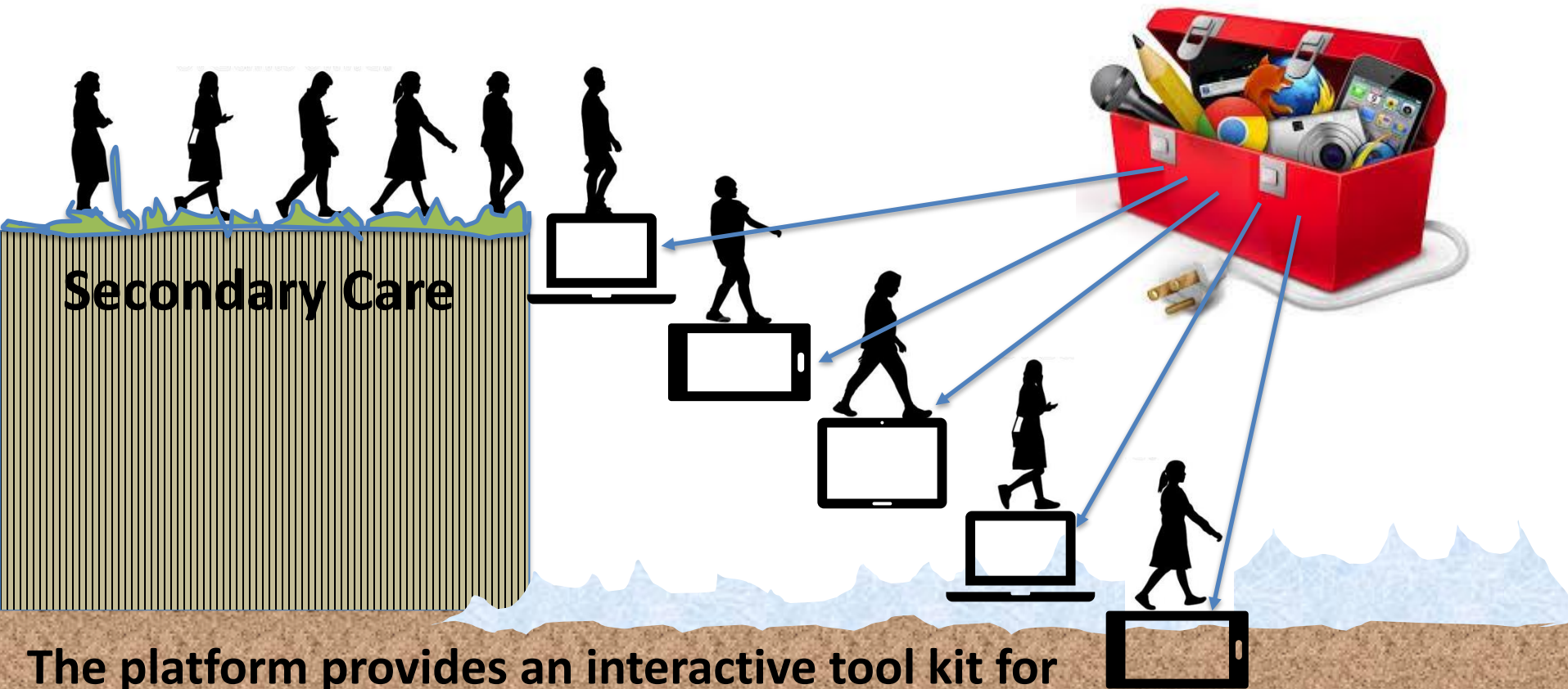


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# The (big) issues

City and Hackney has 3rd largest SMI population in England

Only 8% of people receive a substantial psychological treatment- long waits

Service users do not feel that they are at the centre of their care

Little service to provide for ongoing needs- cliff edge on discharge

# Ambition: a tool kit to guide recovery in the longer term and avoid the discharge 'cliff edge'



**Secondary Care**

**Primary Care**

The platform provides an interactive tool kit for planning care and maintaining recovery.
Service users take this with them after discharge.
Care plans can be shared between organisations for the first time including VCSEs .
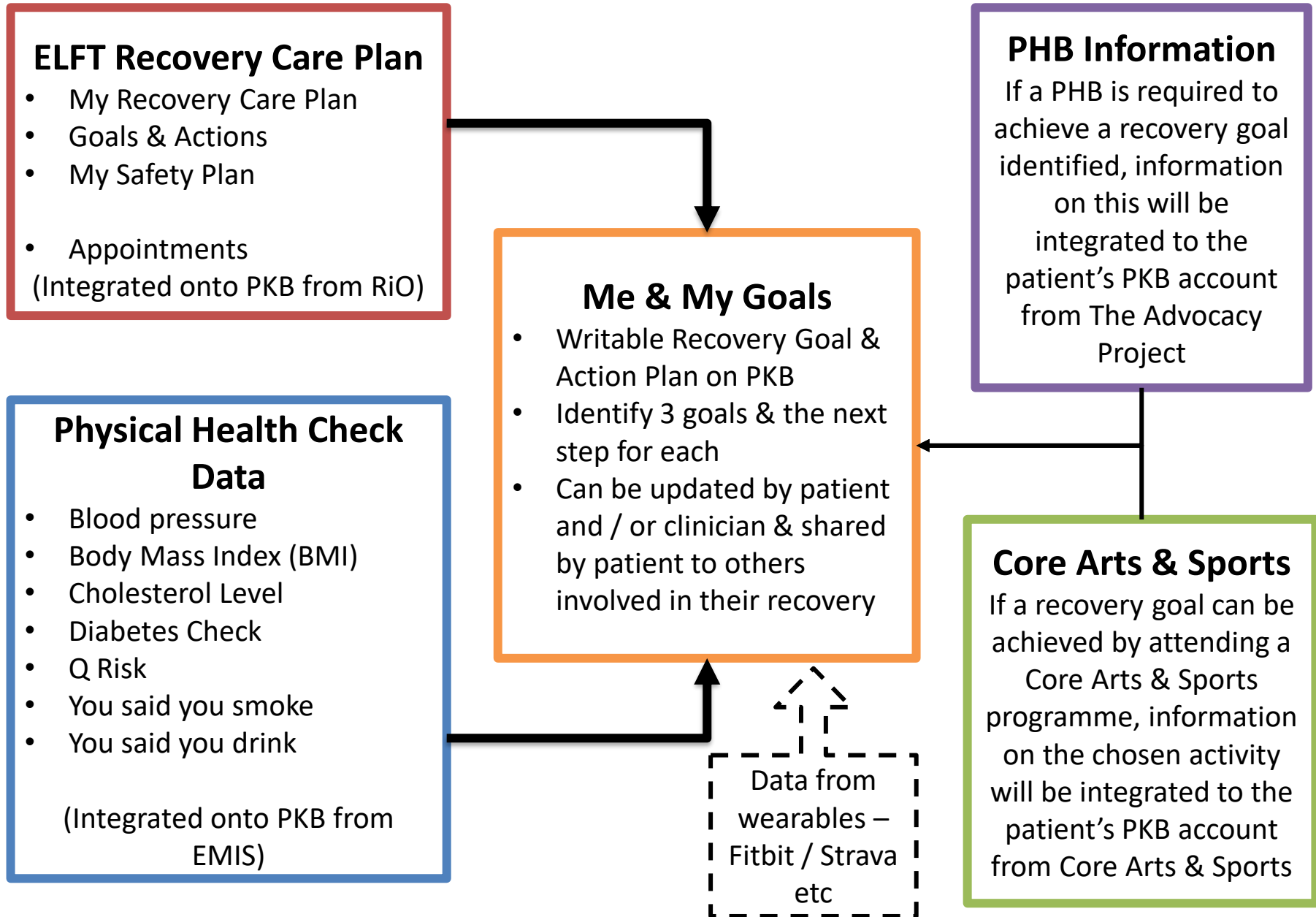
# Integrated and interactive

# Agency through choice

**Like placing or removing petals around a flower,** patients chose what support they they want around them

.

**Choices include:**
- Setting goals and steps to achieve goals
- Who to share information with
- When and who to ask for help
- Fitness apps
- 50+ therapy and wellbeing programmes

# Uni-Directional Data Flow from Providers to PKB

## ELFT Recovery Care Plan
- My Recovery Care Plan
- Goals & Actions
- My Safety Plan

- Appointments

(Integrated onto PKB from RiO)

## PHB Information
If a PHB is required to achieve a recovery goal identified, information on this will be integrated to the patient's PKB account from The Advocacy Project

## Me & My Goals
- Writable Recovery Goal & Action Plan on PKB
- Identify 3 goals & the next step for each
- Can be updated by patient and / or clinician & shared by patient to others involved in their recovery

## Physical Health Check Data
- Blood pressure
- Body Mass Index (BMI)
- Cholesterol Level
- Diabetes Check
- Q Risk
- You said you smoke
- You said you drink

(Integrated onto PKB from EMIS)

Data from wearables – Fitbit / Strava etc

## Core Arts & Sports
If a recovery goal can be achieved by attending a Core Arts & Sports programme, information on the chosen activity will be integrated to the patient's PKB account from Core Arts & Sports

## Integrated Recovery Goals (DIALOG on RiO)

### Goals and Actions

**Mental health goals and actions**

Long history and involvement of CMHT NW (Adult team) in the past.

He describes hearing voices constantly 24 hours a day but he would not describe them to me.

He did not appear to have any persecutory beliefs and his main worry was the auditory hallucinations although he would not go into depth about them. He is quite worried about them and wants the best medication to stop the voices completely although it is difficult to negotiate a good dose with him.

**Physical health goals and actions**

Chronic kidney disease stage 3
Hypertension
Rectal prolapse

**Job situation goals and actions**

retired

**Accomodation goals and actions**

own house

**Leisure activity goals and actions**

able to express own needs and independent with own ADLs and shopping

**Relationships with partner / family goals and actions**

meeting his brother and his daughter

**Friendship goals and actions**

refused to give any information

**Personal goals and actions**

has no concerns

## Integrated Physical Health Check data (EMIS)

**Recovery Care Plan -  Physical Health and Wellbeing**

**Date of review:** 18-May-2021

**Physical Health Check**
**Blood pressure**
Your blood pressure measurement: 08-Sep-2020  : 150/90 mmHg

**This means it is:**
☐ In the healthy range (BP<=140/90)

healthy range you may need lifestyle intervention or medication

Index (BMI)
Sep-2020 : 52 kg/m2 -
hat you are:
African/Caribbean or          South Asian or other Asian:
groups:
ight (18.5 to less than 25)   ☐ Healthy weight (18.5 to less than 23)
t (25 to less than 30)        ☐ Overweight (23 to less than 27.5)
30 to less than 35)           ☐ Obesity 1 (27.5 to less than 32.5)
35 to less than 40)           ☐ Obesity 2 (32.5 to less than 37.5)
40 or more)                   ☐ Obesity 3 (37.5 or more)

Level
rol ratio: No cholesterol found

ou are considered to be:
thy range (5 or below)
risk (5-6)
(above 7)
er risk you may need to consider medication to lower your cholesterol.

eck
haemoglobin (HbA1c) result: No HbA1c found

hat you:
e diabetes (less than 42)
of developing diabetes (42-47)
diabetes and will need to have further testing (48 or over)
abetes it is important to keep blood glucose levels under control to lower risk
plications.

easurement: No events found.
sk calculation of having a heart attack or stroke in next ten years based on the
alts from this health check.  If >10% you will need to see your GP.

u smoke: No events found.  cigarettes a day
ers would like to give up the habit. Giving up 20 premium brand cigarettes a
e approximately £3,000 a year. You are up to four times more likely to quit if
support than if you go it alone.
e a free local NHS Stop Smoking Service which can help you find your best way
roviding the medication and support you need. Call 0300 123 1044 for more

u drink: No events found.  units of alcohol per week
couple of large glasses of wine or beer each week could save you more than
well as helping you to lose weight and get better quality sleep.
in recommended guidelines (no more than 14 units per week for men and
regularly drinking more 2-3 units a day, and having at least two alcohol free
k will reduce your risk.

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PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

My account ⚙    Help ❓    Log out ➡

Home | Customers | Users | Employees | Developers | SciStore | EMIS | Org Networks

List customers    Add customer

## Me and my Goals
Review period 365 days

### Action plan

**About me**

Use this space to record your story and what is important to you.

**My Recovery Goals**

Write down up to three goals that you want to achieve to get well and stay well. Under each goal write down the next step you need to take to achieve the goal and the date you hope to do it by.

**Goal No 1**

**My next step**

**Goal No 2**

**My next step**

**Goal No 3**

**My next step**

## Personal Health Budget Care Plan

**Created by**
27-May-2021

### Miss Sophie Nash

| Dob | Address | NHS number |
|---|---|---|
| 16-Apr-1964 | 52 Cinnery Road, London, LN11 4HJ, GB-ENG | 5856407377 |

### Action plan

## Budget live

Sophie said she would be able to talk to her family during this lock down in addition to using the l
logos and community leaflets. The printer will enable Sophie to produce leaflets and posters and
producing these items.

### Goals

- Mental health
- Physical health
- Job situation
- Accommodation
- Personal safety
- Finances
- Substance / alcohol use
- Medication
- Education and learning

## Continued recovery

The laptop will help her continue being connected by communicating with his family, friends and
help maintain his mental health and wellbeing.
She also plans to continue creating and designing logo which he will sell.

## Purchases

| Name | Provider | Cost | Live |
|---|---|---|---|
| Ink | null | 0.00 | null |
| Paper | Argos | 100.00 | 01/05/2021 |
| Printer | Argos | 1000.00 | 01/05/2021 |

## ReQoL monitoring

| Question | 2021-05-23 12:48:42 | 2021-05-27 11:08:18 | 2021-05-24 10:21:19 |
|---|---|---|---|
| I found it difficult to get started | Sometimes | Only occasionally | Sometimes |
| I felt able to trust others | Most or all of the time | Only occasionally | Only occasionally |
| I felt unable to cope | Most or all of the time | None of the time | None of the time |
| I could do the things I wanted to do | Often | None of the time | Sometimes |
| I felt happy | None of the time | Often | Only occasionally |
| I thought my life was not worth living | Sometimes | Most or all of the time | Only occasionally |
| I enjoyed what I did | None of the time | Often | Sometimes |
| I felt hopeful about my future | Only occasionally | Sometimes | Often |
| I felt lonely | Often | Most or all of the time | Most or all of the time |
| I felt confident in myself | Often | Only occasionally | None of the time |
| Score | 16 | 17 | 18 |

# Outcomes: service user experience

**Previous Process**

**Assessment** → Average treatment wait: 24 weeks → START

**Process with Digital Platform**

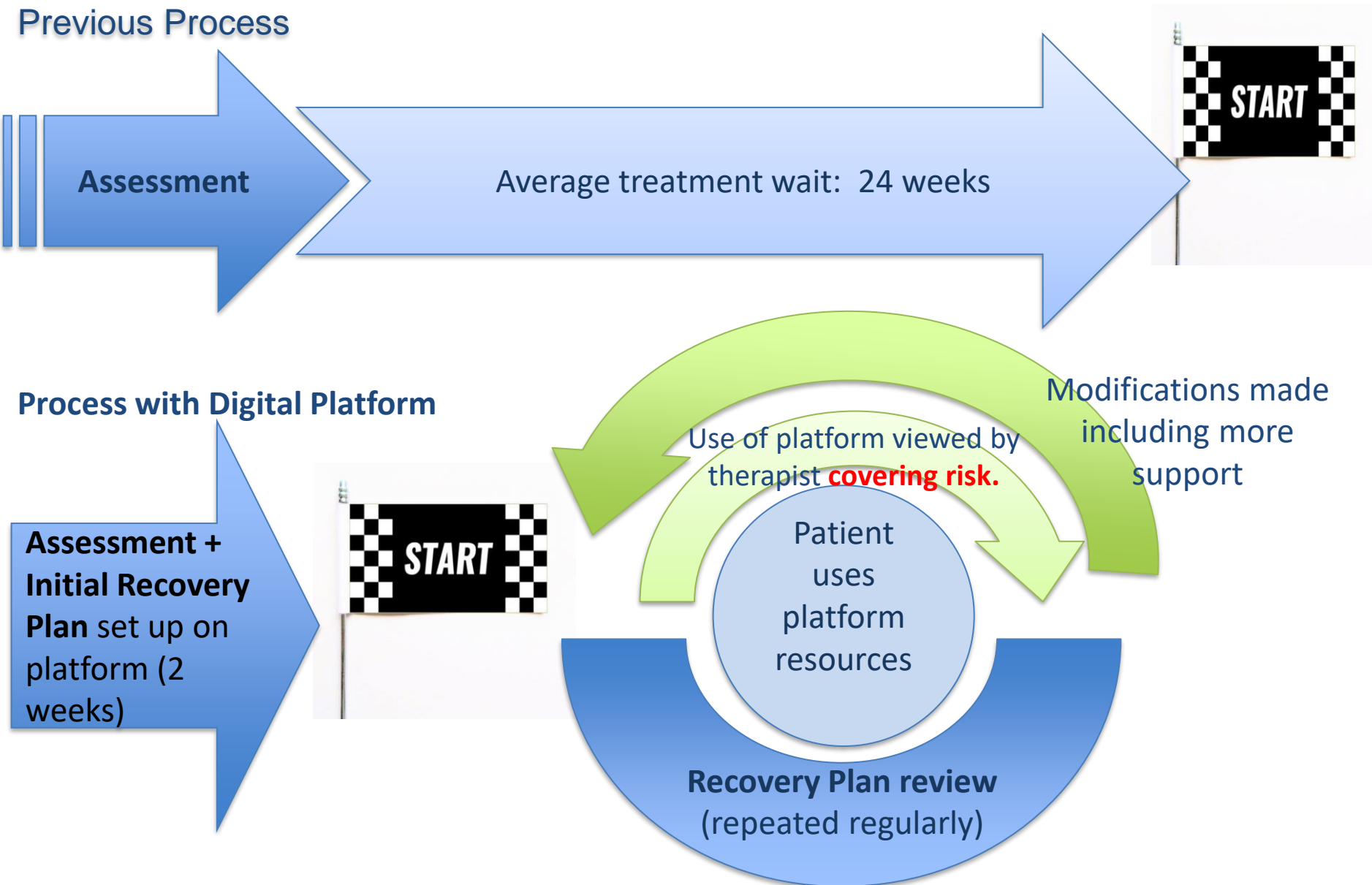**Assessment + Initial Recovery Plan** set up on platform (2 weeks) → START

Use of platform viewed by therapist **covering risk.**

Modifications made including more support

Patient uses platform resources

**Recovery Plan review** (repeated regularly)

# Digital Platform as a 'clinical wraparound' to support self-management – in practice

Mr X- Assessed and placed on Waiting List for psychological therapies

Incident at work- deterioration in MH and sickness absence from work

**With our digital platform**

- Uses the resources in the library to access information and guided self-help resources (curated by service)

- Reached out via platform messaging function – receives timely response

- 2 x 30-minute calls to discuss trigger for deterioration & coping mechanisms

- Returned to work

- Remains on Waiting List

# Successes: access, equality and acceptability

**Access**

Almost 2500 people with SMI have accessed the platform:

- accessing personal health budgets;  using psychological therapy apps and resources- meaning no unnecessary waiting to start their recovery journey

**Equality**

- PHBs have addressed the issue of digital poverty and digital education

- A high number of people using the platform are from BAME groups

**Acceptability**

- Consistent feedback from patients about how have found the platform helpful

- Active service user groups sharing the lead in the platform development