

## SERVICE SPECIFICATION

Service specification	05/MHLD/0023
Service/ Care pathway/ Cluster	Community and hospital professional teams/ specialists Community Development Workers (BME) Bournemouth and Poole
Commissioner Lead	CCP for Mental Health & Learning Disability
Provider Lead	Dorset Healthcare Foundation Trust
Period	One Year
Date of Review	2013/14- see also Dorset service

### NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	

#### 1. Purpose

##### 1.1 Policy context –

- NSF-MH,
- New Horizons
- MHA 1983
- MCA 2005
- NICE Guidance, evidence based and best practice
- Delivering Race Equality in Mental Health
- Inside Out, Improving Mental Health Services for BME communities in England
- PCT and Trust Equality Schemes

##### 1.2 Local strategic context-

- Local Joint Strategic needs Assessment
- Safeguarding- children and adults
- Mental Health and well-being agenda

##### 1.3 Aims and objectives of the service-

- Services provided are consistent with evidence of best practice which was included in the Department of Health Policy Implementation Guide (2001) for the National Service Framework for Mental Health (1999), and are of high quality and are focused on engagement, treatment, and recovery.
- Community Development Work interventions are concerned to support early referral and address equality impact assessments that show Mental Health issues have a disproportionate impact on the

BME community

- Improving outcomes for BME service users
- Developing community capacity to address differential outcomes for BME communities by working with partners and stakeholders in other organisations and sectors
- To work towards the promotion of ethnic equality in mental health promotion, service provision, experience and outcome and to support equalities work.
- To enable delivery of more culturally congruent services for BME service users and carers of people with mental health problems
- To support equal access to Mental Health Services

## 2. Service Scope

### 2.1 Service user groups covered (including care clusters, where relevant)

**The service is designed to particularly cover BME Community groups and those from a BME background.**

### 2.2 Exclusion criteria

**Not applicable**

### 2.3 Geographical population served

**Bournemouth and Poole**

### 2.4 Service description/ care package- overview ie what is provided

The service was delivered by two community development workers but was reduced in 2009/10 to one full time equivalent Community Development Work (currently delivered by two part time job share post holders) who provide the following services:

- community development work
- education and information service provision, including provision of training for Trust staff and partners
- assessment
- care planning
- interventions
- improving capacity building with BME groups and individuals where it is needed and wished for to address equality impacts that affect individuals from a BME background
- support the development of sustainable working and social networks of BME groups and individuals across community, voluntary and statutory sectors
- liaison with partners
- campaigning
- researching needs and assessing BME service user experiences as set out in section 3.7
- supporting service development taking account of BME service user and potential service user needs
- promoting anti discriminatory practice across primary, secondary and tertiary mental health service provision in Poole and Bournemouth
- supporting development and provision of integrated services, bringing together opportunities for improved health, social care, housing, income, employment, leisure and social inclusion to promote

good mental health in BME communities

- working in partnership with NHS Bournemouth and Poole particularly, with the PCT Community Development Worker post holder and Healthlink to actively promote good mental health
- increasing awareness and support better use of primary care services through joint working with local Primary Care Trusts to ensure service users and carers receive the most appropriate interventions, support and information in primary care and equitable access to secondary services
- ensuring information about current provision of mental health services is made available and kept up to date in accessible formats, languages and places
- working towards reducing particular stigmas and fears attached to mental health for particular ethnic groups
- conveying the cultural strengths and needs of BME individuals and communities to service providers and support the development of culturally congruent service delivery

Principal outcome of the service are concerned with supporting the development of equality of access to mental health services for people from BME communities; promoting of ethnic equality in mental health service provision, their experience and service delivery outcome; to also enable delivery of more culturally congruent services for black and minority ethnic service users and carers of people with mental health problems.

This will:

Achieve better and more culturally appropriate services;  
Better engagement for BME Service Users  
Better use of information and evidence relating to BME service delivery

This provides a bedrock for improving service delivery for BME service users

The modest investment in addressing BME Community Development needs plays an important role in addressing service access and equality in an area where evidence shows issues of equality impact in service access and proportion of service users from a BME background requiring service treatment.

### 3. Service Delivery

#### 3.1 Location of service

Trust HQ, HR Service

#### 3.2 Days/ hours of operation

Monday to Friday, 9 a.m to 5 p.m.

#### 3.3 Referral processes

Community Development Work involves proactive preventative community intervention work.

#### 3.4 Response times

The service responds to requests for support and intervention in a timely manner consistent with the nature of the request and its degree of urgency and impact.

#### 3.5 Care pathways (where applicable to meet each care cluster)

The service supports care pathways.

The service is concerned with working with a range of partners including other NHS Bodies, Local Authorities, Dorset Race Equality Council, Community Groups and other public, private and voluntary bodies

### 3.6 Discharge process

Not applicable

### 3.7 Training/ Education/ Research activities

To research BME needs through community involvement work  
Assessment of results from surveys and other information sources  
Work with partner organisations to assess needs and priorities  
Publication of material to support BME service user needs  
Education and information programme activities

## 4. Quality Indicators

<i>Quality Indicator(s)</i>	<i>Method of Measurement/ information requirement</i>	<i>Incentive or sanction</i>
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Consultant-led Service (ie does 18 week RTT apply?) Yes/ No

## 5. Activity Plan

Deployment of one professional full time equivalent Community Development Worker to undertake community work with the BME community

Developing partnerships to improve capacity to achieve improved Mental Health and Learning Disability outcomes for the BME community

Undertaking Community liaison work

Undertaking training and education work to improve outcomes in Mental Health and Learning Disability for the BME community

**6. Prices**

Basis of Contract	Unit of Measurement	Price	Thresholds	Expected Annual Contract Value
<b>Block Arrangement/Cost and Volume Arrangement/Local Tariff/Non-Tariff Price_____*</b>		<b>£</b>		<b>£</b>
<b>Total</b>		<b>£</b>		<b>£</b>

*\*delete as appropriate*