

## SERVICE SPECIFICATION

Service specification no	05/MHLD/0024
Service/ Care pathway/ Cluster	Community and hospital professional teams/ specialists Community Development Workers (Dorset)
Commissioner Lead	CCP for Mental Health & Learning Disability
Provider Lead	Dorset HealthCare University NHS Foundation Trust
Period	1 <sup>st</sup> April 2011 to 31 <sup>st</sup> March 2013
Date of Review	13/14

### 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 –

- No Health Without Mental health
- Healthy Lives Healthy People
- Delivering Race Equality in Mental Health (Race equality Action Plan a Five Year Review)
- MHA 1983
- MCA 2005
- NICE Guidance, evidence based and best practice
- Inside Out, Improving Mental Health Services for BME communities in England
- PCT and Trust Equality Schemes
- An Equality Delivery System for the NHS

#### 1.2 Local strategic context-

- Local Joint Strategic needs Assessment
- Safeguarding- children and adults
- Mental Health and well-being agenda
- South West Offenders Health Delivery Plan 2010-11
- LD and Mental Health pan Dorset Working protocol

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

- Services provided are consistent with No Health without Mental Health (2011) and Healthy Lives Healthy People (2010) and are of high quality. They support and develop equity of access and delivery to all communities within Dorset focusing on those with protected characteristics (Equalities Act 2010) and other ‘hard to provide for’ communities.

- Community development work will ensure that local communities are engaged and involved in supporting the delivery and development of services, ensuring improved outcomes for people with lived experience.
- Support and contribute to the development of skill and attributes within health care delivery systems that ensure that the workforce can work capably with difference and diversity including cultural capability.
- The work will concentrate on Mental Health and focus on:
  - Community Engagement
  - Mental Health Services (Primary and Specialist)
  - Criminal Justice

## 2. Service Scope

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

**The service is designed to cover those with protected characteristics as defined within the Equalities Act 2010 and all hard to provide for groups.**

### 2.2 Exclusion criteria

none

### 2.3 Geographical population served

**Dorset**

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

The service is Delivered by 3 Community Development Workers who provide the following services:

- community development work
- education and information service provision, including provision of training for Trust staff and partners
- improving capacity building with identified groups where it is needed to address equality impacts that affect individuals and or groups with protected characteristics and or hard to provide for people or groups
- liaison with partners (statutory and voluntary/Community sector)
- Support local and National initiatives/Campaigns relevant to the CDW work streams
- researching needs and assessing peoples experiences of services/provision
- supporting service development
- identifying and highlighting discriminative practices
- promoting anti discriminatory practice across primary, secondary and tertiary mental health services
- 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 communities
- Working with stakeholders and partners to promote and deliver improved mental health
- 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 groups

Principal outcomes of the service are concerned with supporting the development of equality of access to mental health services for people with protected characteristics and hard to provide for groups; .

This will:

Achieve improved equality of access and delivery for those with protected characteristics and who have been hard to provide for;

### 3. Service Delivery

#### 3.1 Location of service

**Forston Clinic**

#### 3.2 Days/ hours of operation

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

#### 3.3 Referral processes

**DRE and Other stakeholder Groups**

#### 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 / community organisations**

#### 3.6 Discharge process

**Not applicable**

#### 3.7 Training/ Education/ Research activities

**To research the needs of people with protected characteristics and other hard to provide for groups 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 people with lived experiences  
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>
<b>Provision and support of a Pan Dorset working group to deliver race equality within Mental health</b>	<b>Work programme and action notes</b>	
<b>Provision of Training</b>	<b>Training records</b>	
<b>Support and facilitation of Equality and Diversity network within mental health services</b>	<b>Records and action plan</b>	
<b>Annual Work Plan</b>	<b>Quarterly reporting through management and committee structures</b>	
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 engagement work
- Deployment of one professional full time equivalent Community Development Worker to support and develop improved mental health within the criminal justice service.
- Deployment of one professional full time equivalent Community Development Worker to work with Primary and secondary mental health services

#### 6. Prices

<i>Basis of Contract</i>	<i>Unit of Measurement</i>	<i>Price</i>	<i>Thresholds</i>	<i>Expected Annual Contract Value</i>
<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*