

Primary Care Mental Health Service Carmarthenshire

Judith Evan-Jones Team Manager

Liza Evans PCMH Practitioner

Sylvia Smith Course Participant



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Hywel Dda
Health Board

Population of Carmarthenshire

- Total pop :172,842
- Concentrated pop:
 - Llanelli 23,435
 - Carmarthen 13,148
 - Pembrey/Burry Port 7,952
 - Ammanford 5,299
 - Llangennech 4,509

Leaving a rural population of 118,499

Issues with previous service provision?

- Long waiting times
- Seen late in the 'journey'
- No choice
- Little joined up working with voluntary organisations
- Neglect of social factors
- Tip of the iceberg
- Poor outcomes
- High rates of referral
- 'learned helplessness'?

Primary Care Mental Health

- **90% of people with mental health problems are only seen in primary care services**
- **1 in 4 people will suffer with their mental health in any one year**
- **Primary care needs are very different from secondary care needs**
- **Primary care skills are very different from secondary care skills**
- **In view of this the traditional model of service delivery would be unsustainable**

PCMHT Goals

- to raise awareness
- to be proactive – prevent or intervene early
- to empower users / offer genuine choice
- to support service users to take responsibility for their own health increasing resilience and coping strategies
- to combine the psycho and the social
- multiple points of access
- be **one** primary care mental health service
- to become more efficient **and** more effective

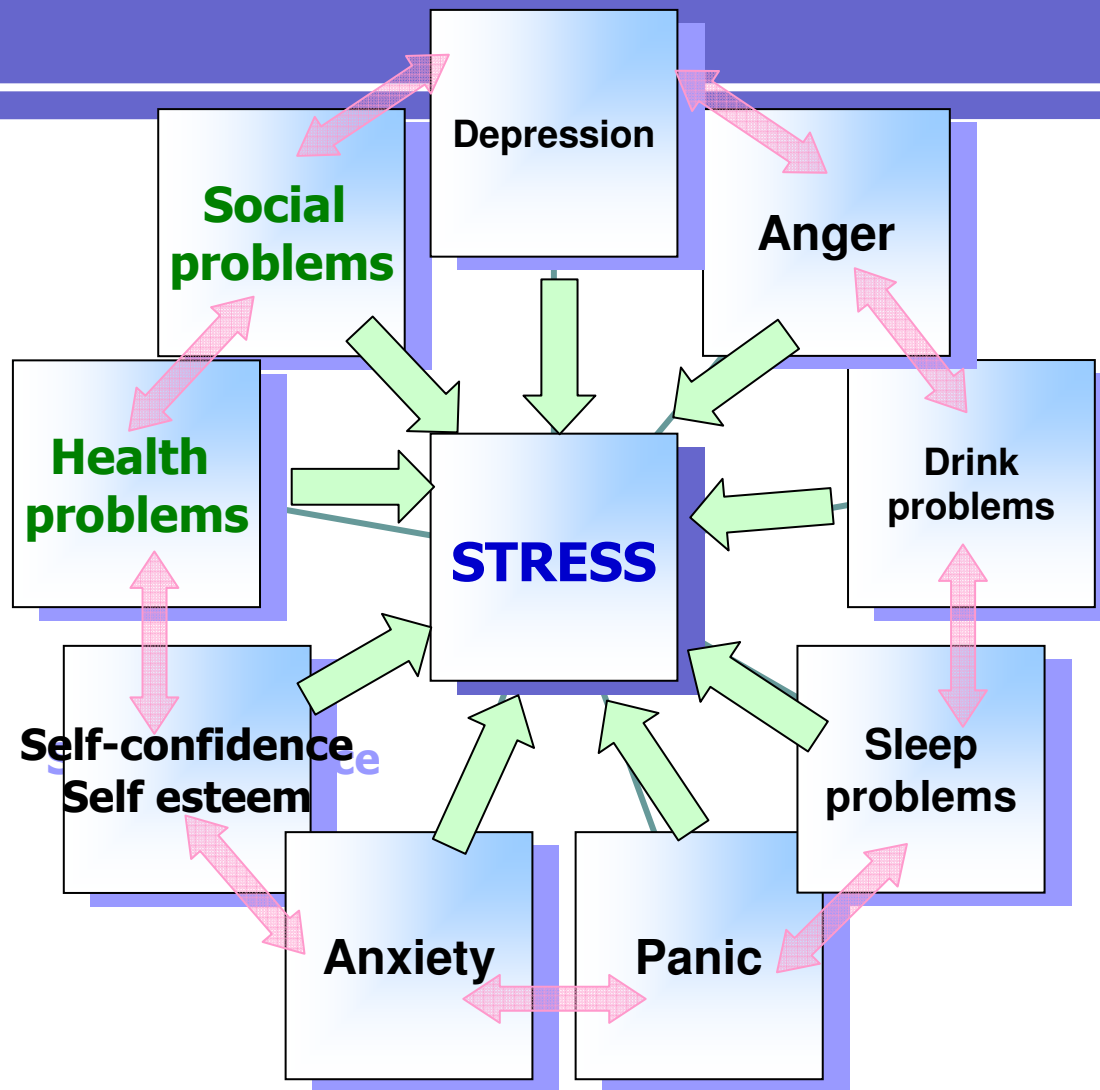
So, a radically new model not just more of the same

Emphasis on

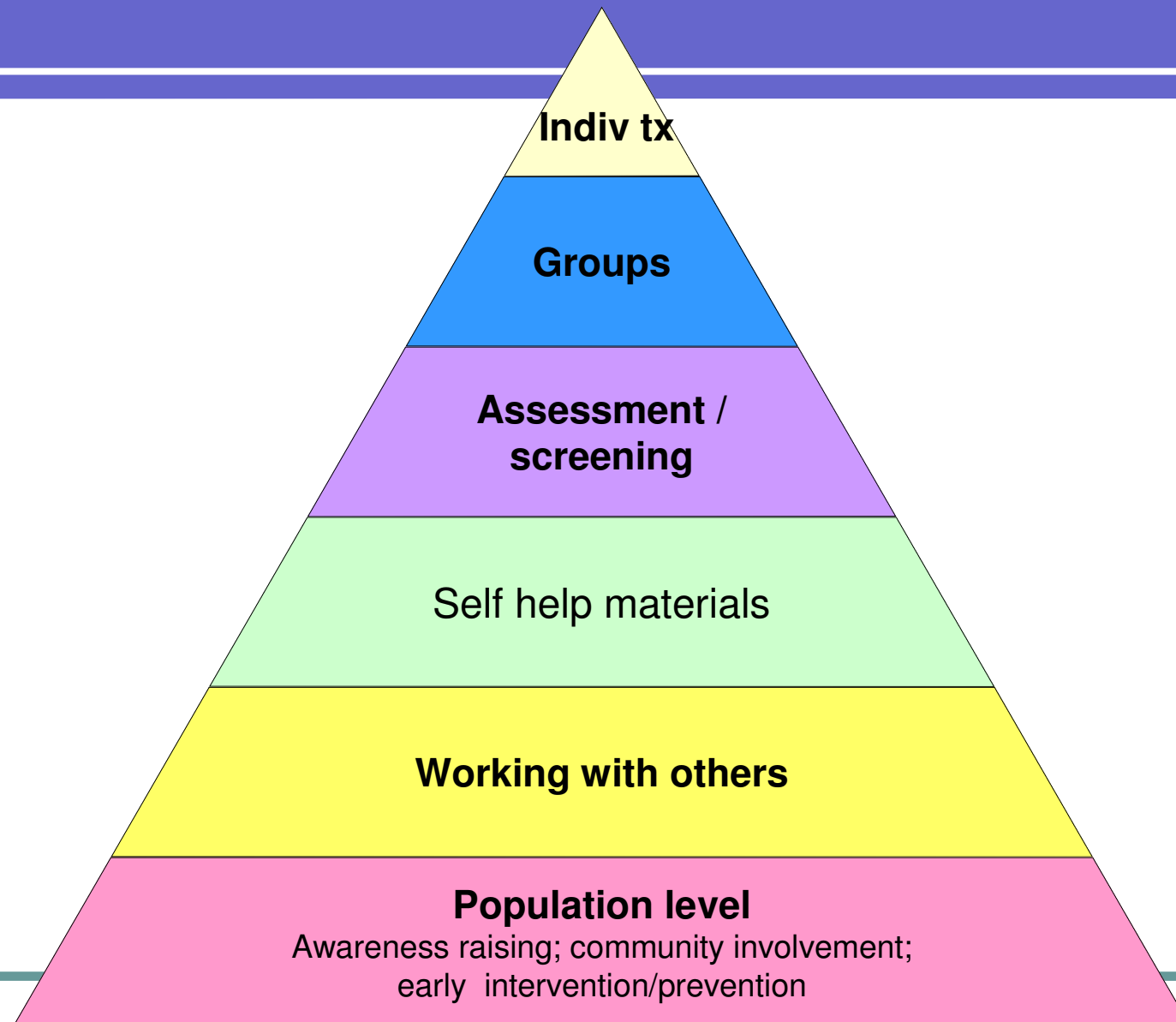
- **very** high volume, easy and quick access, no waiting lists, easy to return to service
- no extra demands on GPs, self-referral
- skill-sharing/working with others
- multi-level
- 'stepped care'?

PCMHT Carmarthenshire

- 1 Team Manager / Development Officer
- 2 Qualified Mental Health Practitioners
- Contract with the Carmarthenshire Counselling Service to provide a Brief Interventions Service



The PCMHT Model Based on The Glasgow Model



**Indiv
tx**

Groups

Screening and
assessment

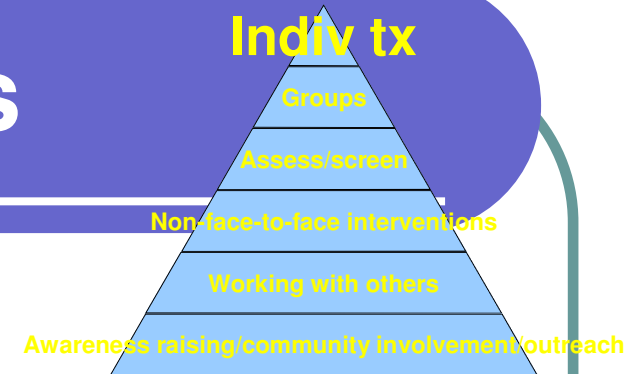
Non face-to-face work

Working with others

Population level

Awareness raising; community involvement;
early intervention/prevention

Individual Interventions



- **Brief Intervention Service provided by Carmarthenshire Counselling Service**
- **6 sessions**
- **Therapeutic approaches offered:**
 - Person-Centred Counselling
 - Adlerian Counselling
 - Solution Focused Therapy
 - Cognitive Behavioural Therapy (CBT)
 - TA interventions

Referrals to Counselling Service

2010	No of ref.	GP ref	Self ref
Jan	81	51	30
Feb	92	54	38
March	117	55	62
April	74	30	46
May	78	44	37
June	78	41	37
Total	520	325	250

Ind tx

Groups

**Assessment /
screening**

Non face-to-face work

Working with others

Population level

Awareness raising; community involvement;
early intervention/prevention

'Stress Control'

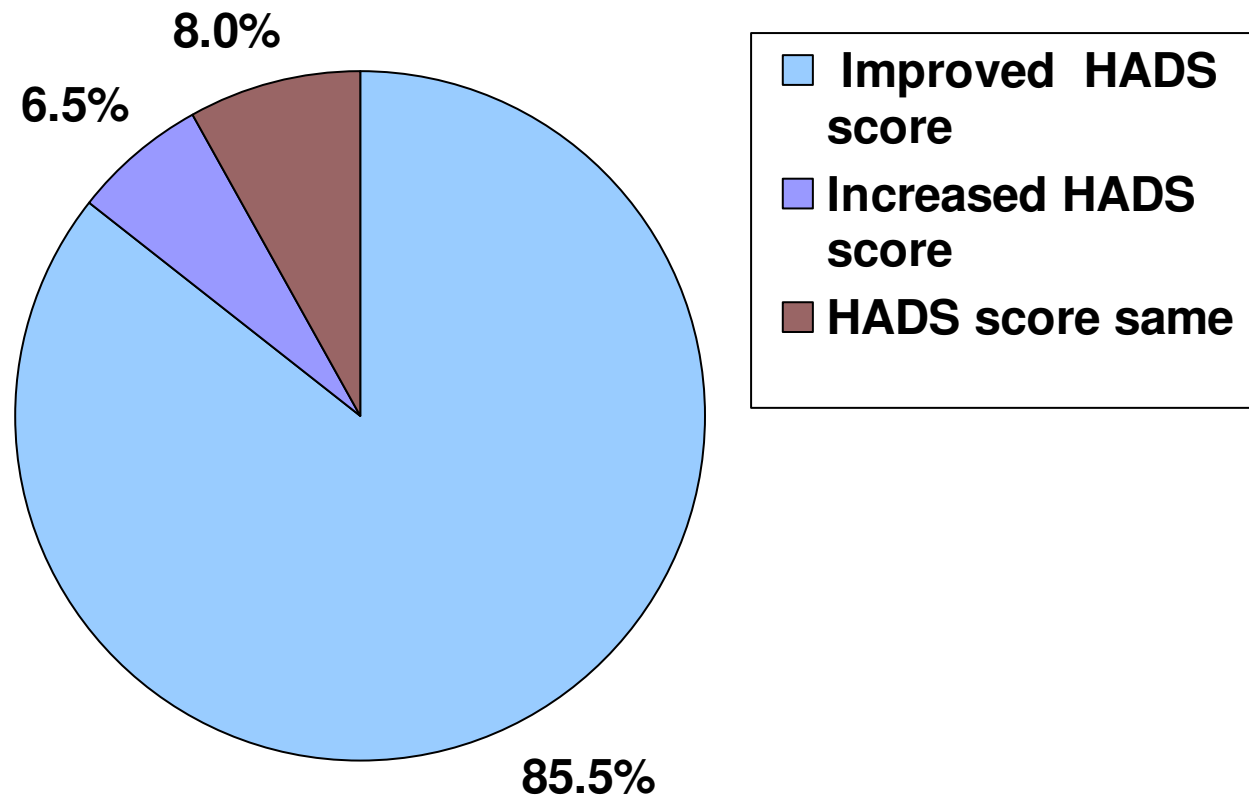
- 7 session CBT (evenings and lunchtimes)
- No discussion of personal problems
- Community venue, rolling programme
- Self referral
- Partners/friends encouraged to attend
- Large numbers attend often up to 100
- High demand, normalising (men)

Stress Control

From January to June 2010

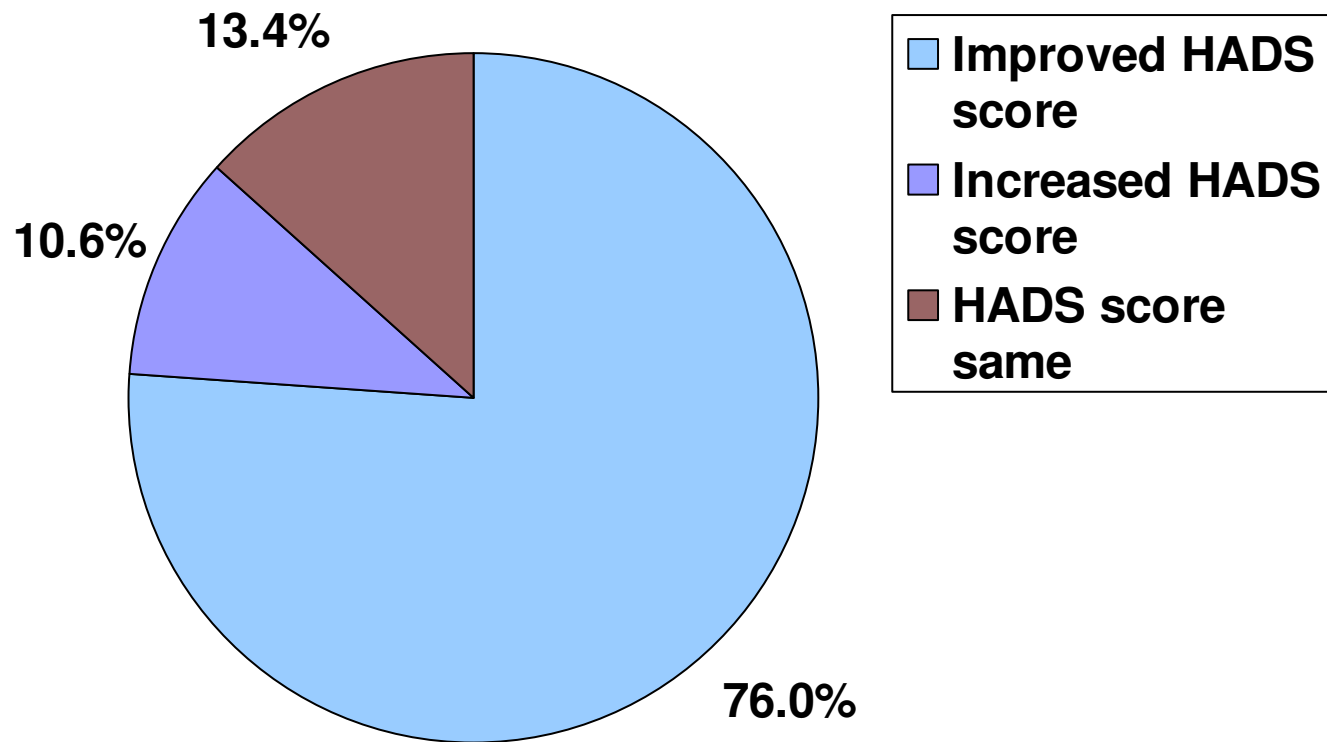
- 14 courses in Llanelli, Carmarthen, Llandovery, Ammanford and Llandeilo
- 520 people completed

Anxiety



n=180

Depression



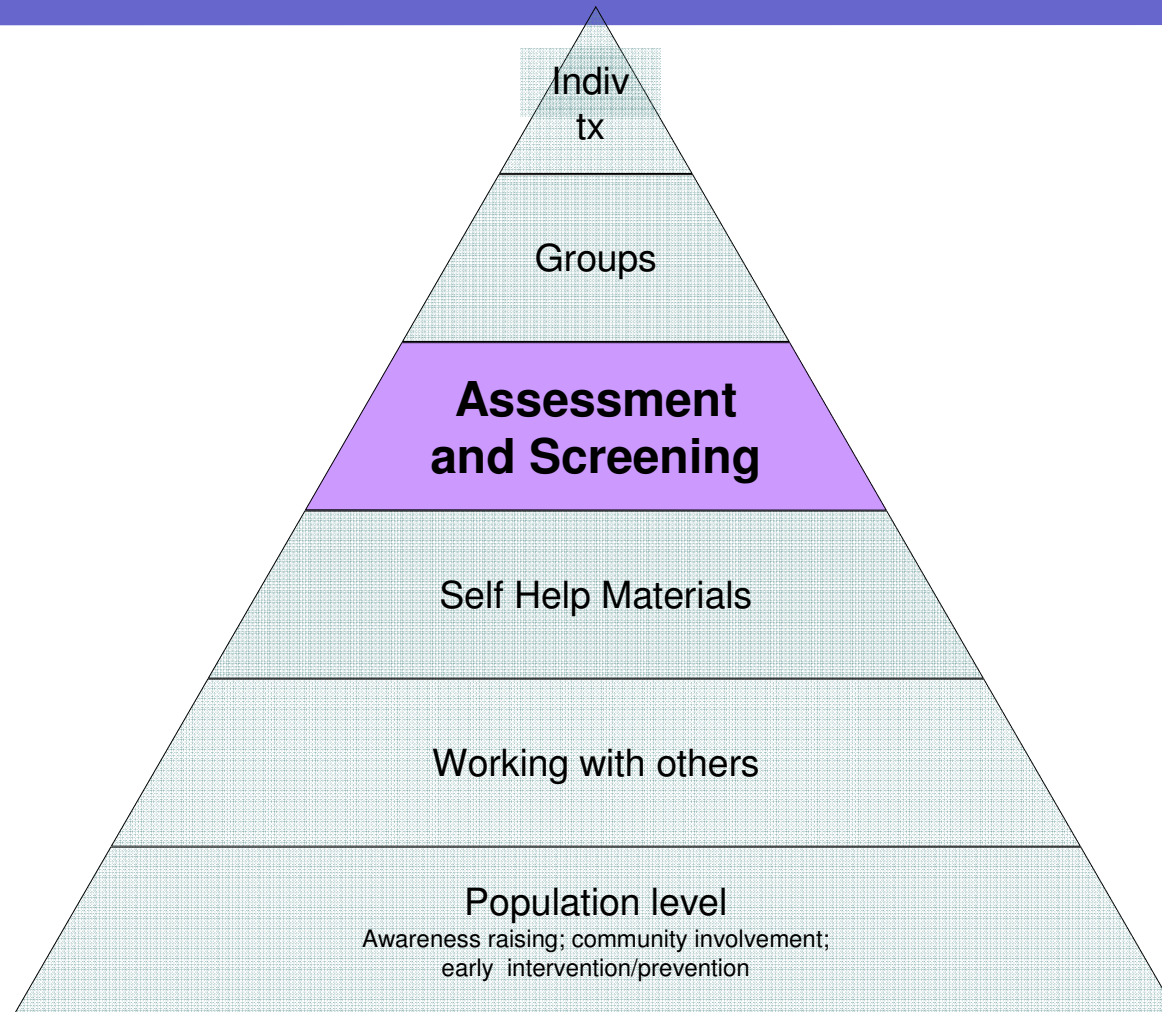
n=180

Stress Control Challenges

- Change in culture
- Suitable venues
- Record keeping
- Access problems (rural and deprived)

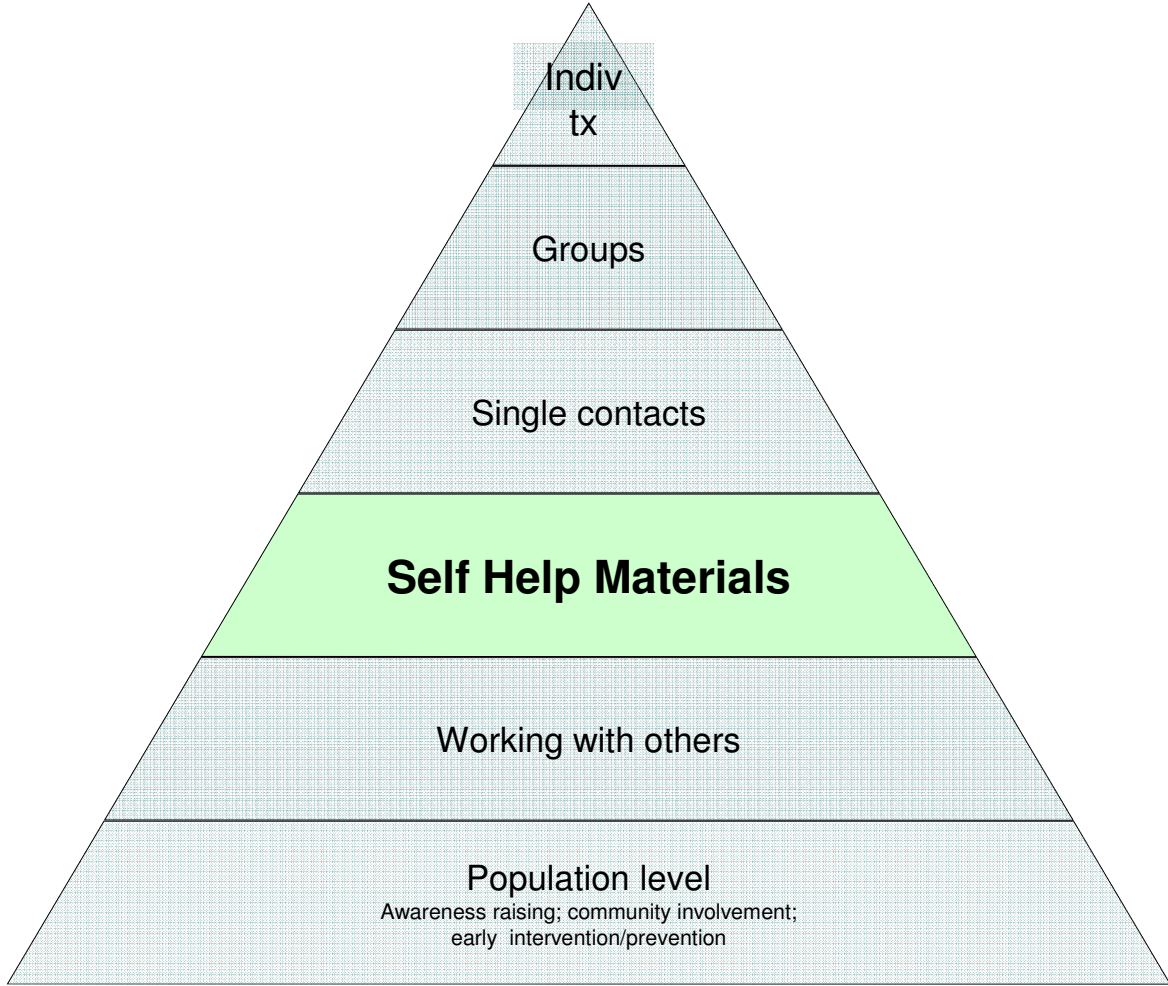
New Groups for the future

- Mood Matters
- Social Confidence
- Mind Gym
- Mindfulness
- Living Life to the Full



Assessment and Screening

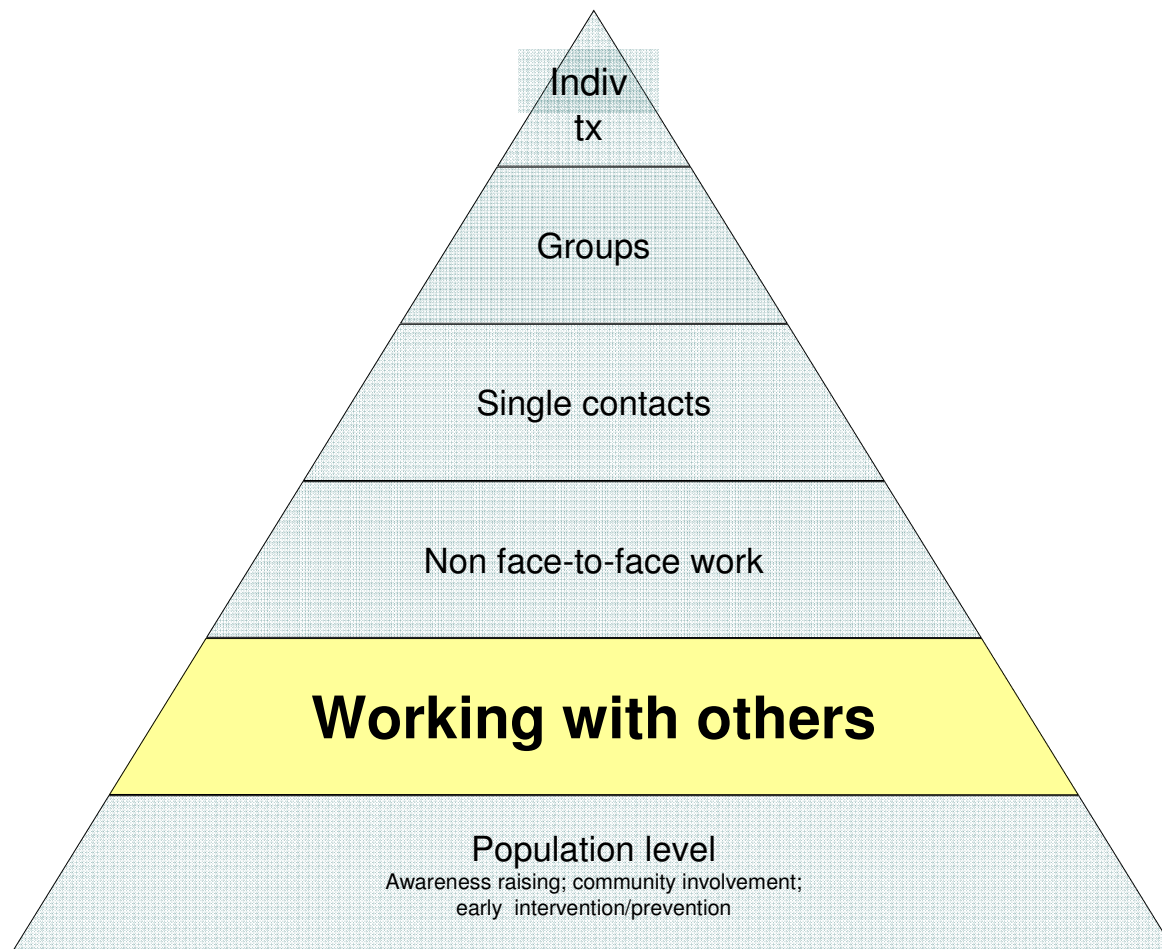
- Informal phone screening
- Counselling service assessment
- HADS scores before and after stress control courses



Bibliotherapy / Book Prescription Wales

Computerised CBT

- GPs (and others) prescribe from a list
- Alternative to anti-depressants?
- **Healthy Reading**
- All libraries in Wales
- Empowering
- Livinglifetothefull.com

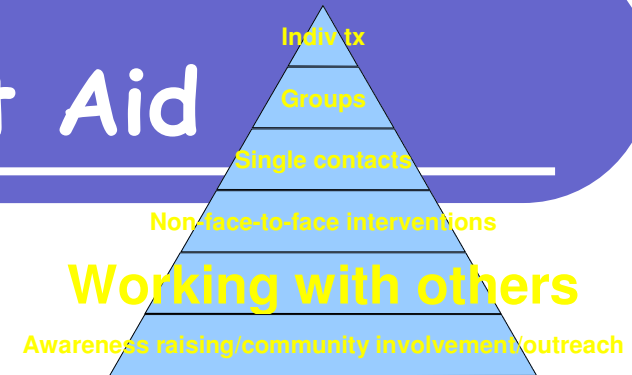


Working with others



- Promoting recovery as opposed to cure models
- Training for primary Care Staff
- Mental Health First Aid Training
- Pharmacy, vitality scheme, Artscare, Samaritans

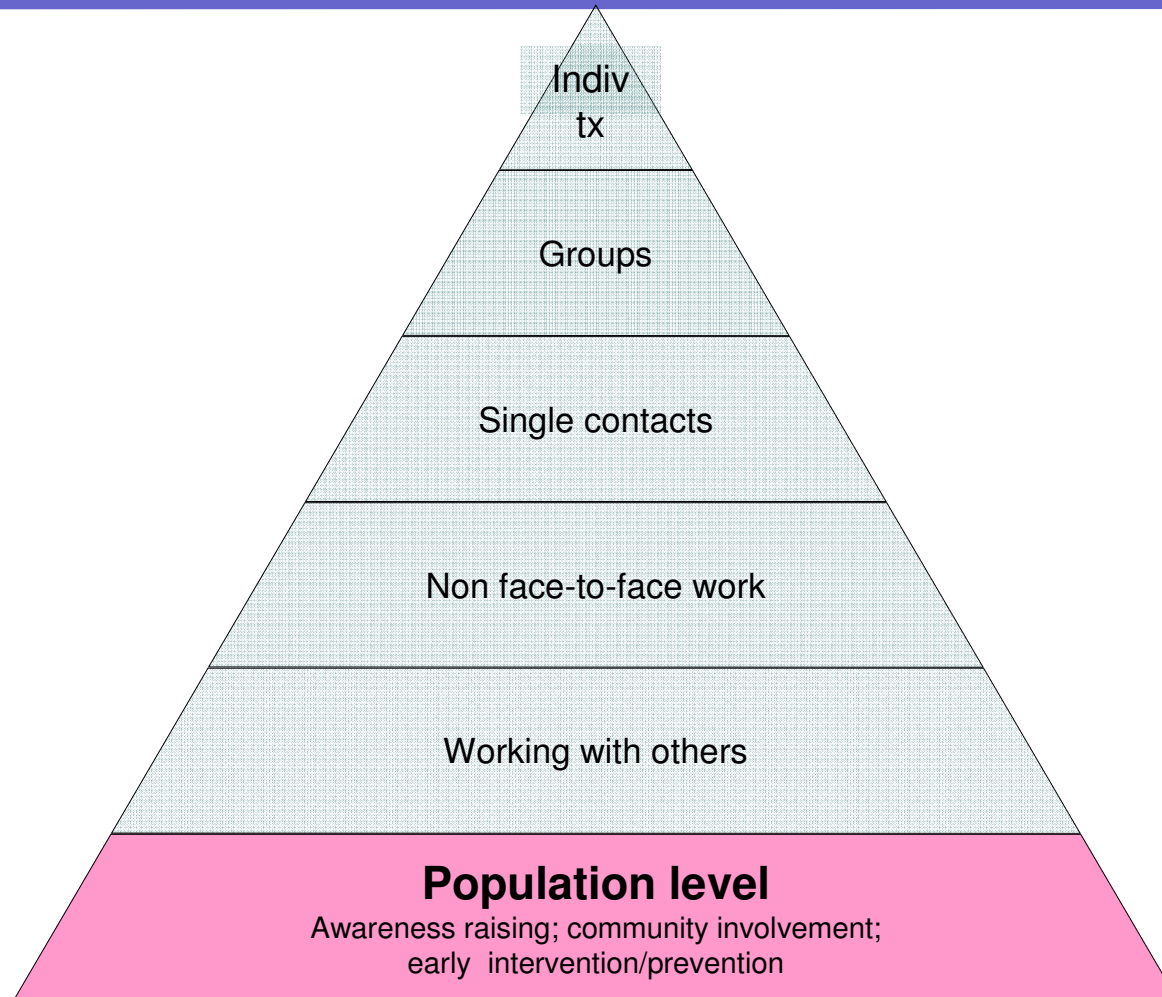
Mental health first Aid



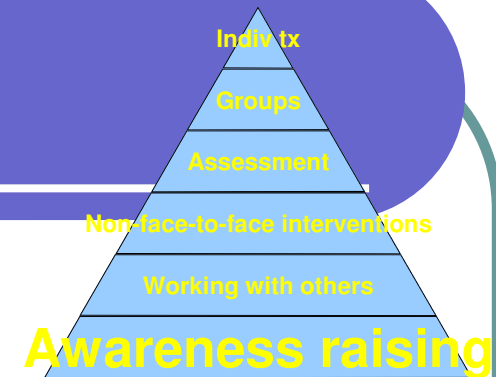
- Raising awareness and understanding
- Skill sharing
- Increasing confidence
- Improving pathways for service users
- Links with Suicide and Self Harm Reduction Action Plans
- Tackles stigma

Mental Health First Aid

- 9 courses run in the last year
- 2 day course
- 216 people attended
- acute nurses, voluntary sector, Local Authority staff, Condition Management Team, Chronic Disease Management nurses, youth nurses, Public Health staff
- Excellent Feedback
- 2 days too difficult for primary care and ward staff



Population level



Mental Health Promotion Events

- Advice and information in local libraries
- Supermarkets
- Leaflet drops in shops and cafes
- Town centres
- Local livestock markets
- Radio, newspaper, TV

Referrals to the service from January to June 2010


- 937 advice/ information / stress control phone contact
- 1,040 referrals

What have we learned?

- PC needs are never ending
- Excellent outcomes with limited resource
- Huge potential with increased budget
- Motivated, enthusiastic committed staff
- Deprivation plays a huge role (recession)
- Rural areas need more assertive approach
- It's not rocket science: so many things we can do
- General public keen to discuss mental health issues
- Everybody knows someone who has a mental health issue
- We have a lot more skills than we thought



STRESS CONTROL

- 
- Overview how stress control works
 - How well its done so far
 - Down sides
 - Future

Setting the scene

- What is stress control
- Where does it come from
- Who does it help
- Who cant it help
- Is it easy to get to
- Does it work
- Who teaches stress control
- How does it fit in with the other choices available


Treating anxiety and Stress

**A Group Psycho-educational Approach
Using CBT principles (Cognitive
Behavioural Therapy)**




**Dr Jim White, Consultant Clinical
Psychologist from Glasgow**

www.glasgowsteps.co.uk

- 
- For people over the age of 16 who are experiencing stress or related problems
 - Not for people already receiving a service from secondary care
 - Courses held in local venues evenings and afternoons
 - Empirical testing is very positive up to 85% effective so it does work

- Stress Control is a robust 7 session “evening Class” designed for small or large groups 6 - 60 people
- The goal is to “turn people into their own therapists”
- Empirically tested, clinically tested, and efficient

- 
- Courses are run by qualified mental health practitioners
 - Just one of the choices available

Content of stress control

- Wk 1 Introduction and information
- Wk 2 Controlling your body
- Wk 3 Controlling your thoughts
- Wk 4 Controlling your actions (Exercise)
- Wk 5 Controlling your panic (Mood and Food)
Controlling your sleep (Pharmacist)
- Wk 6 Controlling your depression
- Wk 7 Controlling your future
Tying it all together

The Down side

- Access to the best venues (Rural County)
- Evening working
- Administration time
- DNA rate

Participant comments

- What were the most helpful things about the programme?

“The Knowledge that I am not going mad & there are things I can do to help myself”

“ Easy approach and the information was broken down into easy to understand bite size modules”

What were the most/least helpful things about the programme?

- “It helped me realise what was depression and what was anxiety”
- “It was just great , literature, presentation, speaker made me feel really comfortable and at ease”
- “The Stress pack meant I could show those close to me how I felt. Learning about vitality Course was very helpful. Being able to talk and write things down and ask questions made things much easier to cope with.”

What may help you to continue to put into practise what you have learned on the programme?

- I would come back because I think I need the support, still not a hundred percent but much better than I was”
- “Meeting people of similar conditions”
- “Gaining knowledge to empower myself”
- “Going to the Gym”
- “May return for further sessions”

The Future of Stress Control

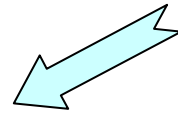
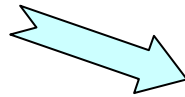
- We need to continue the rolling programme which is established in Carmarthen and Llanelli.
- We have to continue with smaller courses in rural districts
- We need to continue to listen to the needs of participants and offer flexible solutions
- We need to publicise and promote
- We need to build trust with the community and challenge stigma in all areas.

Stress Control Training

A Patient Story

Life Before Stress Control Training...

- "I had fallen apart.
- I wasn't coping with anything.
- I'd given up my job.
- I just couldn't cope with that anymore"



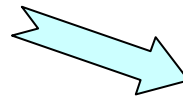
"I can't do it".

"No-one ever to help me".

A friend recognised the symptoms...

"been there"

Go to see your GP !



GP Appointment

"I don't want anti-depressants – there's nothing wrong with me."

GP - Try Stress Control Training – here's the telephone number

Attending the First Session

- **Nervous**
- "Don't know where it is"
- "What if I see someone I know"
- "Do I really want to go in?"
- "What am I letting myself in for?"
- "How can I escape?"

"And of course it was either Alison or Liza who said come on in – don't be afraid, sit by the door and if you want to go at half time you go."

"It was so reassuring"

"They took the time"

Experience of the Course

● **Techniques**

- You learn breathing techniques to be
- used every morning and evening
- What was taught made a difference

Resources

The CD – is fantastic
“I had to go and buy a personal CD player so I could take it with me”

Impact

“By the time I was getting to the end of it I was feeling a lot better.”

Opportunity to repeat the course

“You learn something different every time”

Has it made a difference? Achievements so far...

Stress control training in practice

- Just relax
- Deep breaths
- Distraction

I cannot believe it,
I have learned to swim

Reducing anxiety, planning skills

"Driven all the way to Kent"

"You won't believe what I have done
I've overcome a lifetime fear"

"I went to the Chiropodist.
I cant stand anyone touching my feet"

"I did it I did it!"

The future...

- Not everyday is fantastic
- "I was not having a good day
- but I have got to go {chiroprapist}
- and by the time I got home
- I felt a hundred times better"

Making the effort

"I know its not doing me any good sitting at home and forcing it {to go out}. Since stress control its so much easier I make my plan before I go".

Living Life

Determined to go out and live my life
"when I get home I feel absolutely exhausted but I feel as if I've achieved something"

Coping

A very difficult life event came up in November

"Without Stress control I know I would not have coped with it"

A long and winding road...

Blips along the way

- I had a ripple last February with the snow and ice and disruption But..... In November it was a tidal wave

"I need someone to remind me every now and then of what I have done because I get too much time on my own."

"I couldn't see what I had achieved. I needed someone to remind me. It felt like more than just a blip"

Personal Goals...

Looking for work

- “I really feel I need to find some structure to my life”
- “I’ve been for an interview.”
.... Couldn’t have imagined doing this a year ago

I am ready for my next challenge
What ever that may be

Comments on the course

Feedback to the GP

- “Its marvellous, wonderful,
- send everyone.”

Personal Recommendations

“took the CD and book and passed it on”

Invitation to a friend

“come with me”

Thank You



Judith Evan-Jones RMN, Dip Couns, BSc Hons

judith.evan-jones@wales.nhs.uk **01269 833369**

Liza Evans RMN Liza.Evans@wales.nhs.uk

Sylvia Smith Course Participant