

COMMUNITY BASED PERINATAL MENTAL HEALTH ASSESSMENT

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Purpose of Document

This case study focuses on an improvement in service quality, innovation or a new way of working, specifically along one or more of the strands of the health visiting service vision and family offer

**Community
Universal
Universal Plus and
Universal Partnership Plus**

Brief Description of Case Study

This pilot ran from April to September 2011.

The aim was to offer the Post Natal Mental Health (PNMH) Assessment in an appointment style community based setting. All non-vulnerable clients were offered the PNMH Assessment in Children's Centres, instead of at home where they were previously held. Some vulnerable clients who were assessed as being isolated were also invited to these appointments.

Two venues, both children's centres, were identified as appropriate and accessible venues for clients as they were within walking distance for the majority of clients. children's centres in Fleet were relatively new and staff from both the centres and the health visiting team were trying to increase partnership working and promote the children's centres to families at the time.

The sessions were to be run in conjunction with a child health clinic/ stay and play session in one children's centre and a stay and play session in the other.

This would facilitate a one-stop-shop for clients. They could have their 1:1 appointment for the PNMH assessment in a confidential room whereby they could totally focus on their own mental health and well-being. They could then go to the clinic or stay and play session where they could focus on their baby and any related issues. This contact also allowed clients to get to know and use their local children's centre. Appointments were set at 20 or 30 minute intervals. Those that did not attend were followed up by phone calls,

A client questionnaire below and a staff questionnaire were devised and completed by all clients and staff to gauge customer and staff satisfaction of the new process.

Challenges

Southern Health Foundation Trust (SHFT) is geographically one of the largest trust in the country and whilst there is a county wide service delivery plan, certain areas of the county are unable to deliver as much of the Health Child Programme as others. The Fleet health visiting team had a high rate of sickness absence at the time of the pilot. They were also introducing new community staff nurses to their team and were in the process of supporting them in their induction period. As a result the team were not able to provide as many aspects of the Healthy Child Programme that they would have liked, and they wanted to improve the service they could provide for children and parents.

Specific challenges

Limited capacity within the team meant they were unable to deliver on all components of the Healthy Child Programme.

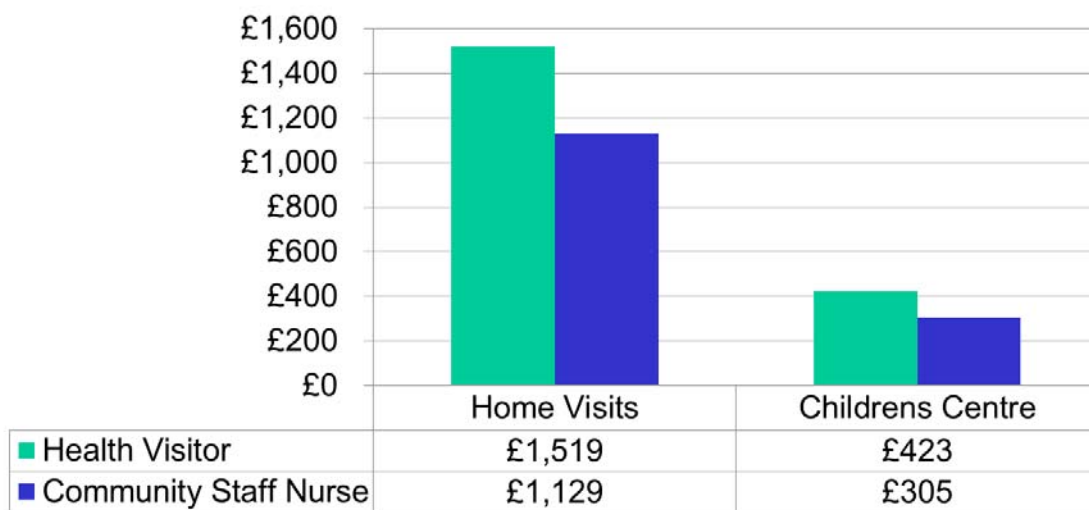
As a result of this new way of working, the percentage of perinatal mental health assessments and other components of the Healthy Child Programme undertaken increased.

Using the time of each member of the child health team more effectively created a considerable additional resource for the team. This additional time resource meant that 8-12 month assessments could be undertaken for the first time and the number of transfer in visits also increased.

Below is a document demonstrating the financial / time saving of the project.

Financial Considerations

	Home Visit		Childrens Centre	
	CSN	HV	CSN	HV
Hourly Rate	£15.23	£21.33	£15.23	£21.33
6 Assessments	£91.38	£127.98	£35.03	£49.06
Travel	£30.46	£42.66	£1.52	£2.13
Mileage	£19.20	£19.20	£1.60	£1.60
Total Cost (6 Assessments)	£141.04	£189.84	£38.15	£52.79
Weekly Cost (12 Assessments)	£282.08	£379.68	£76.30	£105.58
Monthly Cost (48 Assessments)	£1,128.32	£1,518.72	£305.22	£422.34
Estimated Savings	£390.40	£0.00	£1,213.50	£1,096.38
Estimated Savings %	25.71%	0.00%	79.90%	72.19%



Lessons learned

Initially the pilot had a number of Did Not Attend (DNAs) and clients reported that they had forgotten their appointment. Subsequently clients were contacted by text the day before or the morning of their appointment and rates of DNAs plummeted. Attendance at appointments was extremely high – clients who did not attend were visited at home.

Due to the newness of the children's centres, some clients were unable to find them. To address this, clients were sent a map with their appointment.

Summary of Achievements

- Increased delivery of Healthy Child Programme
 - Improved service for children and families in the Fleet area
 - Staff engagement and innovative/creative work undertaken
 - Improved staff moral
 - Opportunity to share good practice (via mobilisation events) across Hampshire
 - Thirteen percent of mothers undertaking the perinatal assessment in the community clinics were identified as having low mood. As this figure is in line with national statistics, we can conclude that undertaking the assessment in the clinic did not adversely effect the rate of detection. A report of the PNHM Pilot is attached was produced.
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Impact

This pilot was devised, designed and implemented by the practitioners who would be delivering it, so had 100 percent support from the whole team.

The pilot was so successful and universally liked by both service users and staff that it has now been embedded permanently into the how the team work.

The pilot findings have been presented by two team members at each of four recent Call to Action Mobilisation Events to approx 150 Health Visitors. The session has been very favourably evaluated and the findings and presentation has been provided for staff. Further teams are now considering implementing this model.





Benefits

- Improved delivery of the Healthy Child Programme
- Introduction of families to children's centres.
- Opportunity for collaborative working with children's centres.
- Improved staff moral

Undertaking children's centre perinatal mental health assessments can save a team similar to Fleet up to 79.9 percent of the cost of these contacts without compromising client care or satisfaction. It has enabled us to save time and implement the 1 Year family health review even with long term sickness absence within the team.

Innovation

- This project was devised, developed and implemented by the health visitors delivering the service.
- The original pilot plan was developed as a result of our innovative leadership programme "Dragons Den" session
- The collaborative work undertaken with children's centres was new to both children's centres and the health visiting team.
- The pilot made better use of existing resources without impacting upon quality.

Achievements of the project

- Increasing the delivery of key components of the Healthy Child Programme.

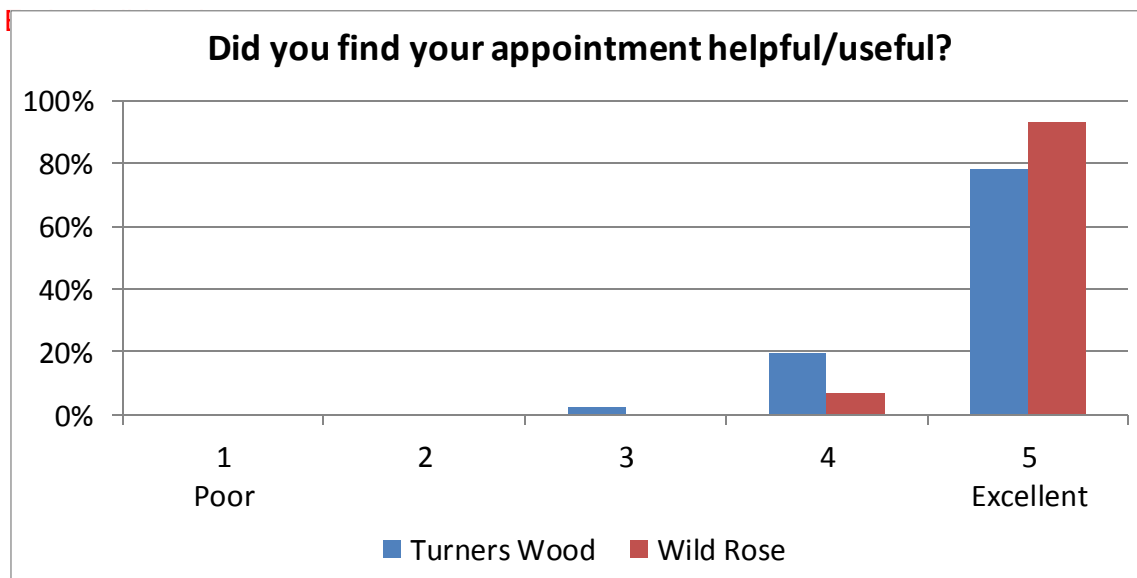
- Improved staff moral
- Improved service user satisfaction
- Reduced the number of cancelled appointments.

The project included a survey to capture feedback and satisfaction levels, some of which is captured below:

Comments:

- *“Good system, it works! Good for parents to get out and keep appointments with child.”*
- *“Great to hold with mothers groups in children's centres as it encourages you to join in.”*
- *Text reminder very useful on day of appointment, very supportive and great source of information.”*

Satisfaction survey:



Comments and feedback from staff were also captured as a means of assessing the project. Highlights of these comments are below :

- Able to see more women in less time
- Introduces women and families to the children's centers and additional support they provide
- Promotes partnership working between the children's centers and health
- The team are achieving more of the Healthy Child Programme
- The saved time enables the team to target vulnerable families at home
- Encourages parents to leave their homes
- Opportunity of parents to “stay and play” and meet other parents for peer support
- If a woman does have PND they can be followed up at home for listening visits

“Undertaking children's centre perinatal mental health assessments can save a team similar to Fleet up to 79.9 percent of the cost of these contacts without compromising client care or satisfaction. It has enabled us to save time and implement the 1 Year family health review even

with long term sickness absence within the team.” Tammy Ford-White Health Visitor – Fleet Health Visiting Team.

Pictures

Having won the “Innovations” category, the team are presented with their award at the 2011 Southern Health Gold Awards held at the DeVere Hotel in Southampton.

