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IPS – the IMPROVE Project

Demonstrating higher performance in supported employment in the West Midlands

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This session

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- IPS in the UK: what and where
- Outline of the Improve Project
- Fidelity Reviews in the West Midlands
- Centre for Mental Health perspective on the project
- Questions

The question....

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How do we provide effective support
for people with mental health
problems to return to work?

The Individual Placement and Support approach

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- 8 evidence-based principles:
 1. Eligibility for the service is based on individual choice;
 2. Employment support is integrated with treatment;
 3. Open 'ordinary' employment is the goal;
 4. Job search begins rapidly (within 4 weeks);
 5. The job finding action plan is individualised;
 6. Employers are approached with individuals in mind;
 7. Follow-along supports are multiple and not time-limited;
 8. Financial planning is provided.

Evidence-based Supported Employment

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Want a job....
Need help
from
supported
employment

Service Provider

Referrals



Benefits
advice

Employer
engagement

Rapid
job search

Long term
employee support

Psychiatric Support and Medication

Psychological Support and CBT

Care coordination and self management support

Employment support and benefit advice

IPS Centres of Excellence

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Centres demonstrating best practice

- ❑ Why they were recognized
- ❑ How they were identified
- ❑ What they do
- ❑ Who/where they are ...

UK Centres of Excellence

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Centre for Mental Health carried out independent fidelity reviews and recognises the quality of services in:

Central & North West London

Nottingham

Devon

Essex

Leeds

Coventry



Shropshire

Somerset

South West London & St George's

Sussex

Walsall

Worcestershire

Support for new and emerging centres

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- Website resources
- Training:
 - IPS
 - Employer Engagement
 - Welfare Benefits
 - Motivational Interviewing
- Fidelity Reviews
- IPS Presentations/consultancy.

Implementing the US model for improving services

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The role of 'Regional Trainer'

- Training and mentoring
- Information for clinicians
- Strategy development with managers
- Fidelity Reviews

- The IMPROVE Project.....

The **IMPROVE**

Project

developing IPS in the West Midlands

Jonathan Allan,

**Enable Supported Employment Service,
Shropshire Council**

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- Provided a mental health employment service for 17 years
- Shropshire is an IPS Centre of Excellence as part of the Centre for Mental Health's CoE programme
- LD employment
- Other disability / substance misuse employment via personal budgets

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The Improve Project 2011 - 12

- Regional project in partnership with the Centre for Mental Health
- IPS Regional Development Manager = UK version of State Trainer in the US
- Working with 6 services to improve performance and quality in mental health employment using IPS

Key Objectives

- Act as IPS lead in the West Midlands (with CfMH)
- Work with frontline mh services in the W. Midlands to develop their IPS services through coaching and training
- Work with senior managers in NHS Trusts and local commissioners
- Commission the CfMH to carry out Fidelity Reviews

Areas covered

- Walsall / Dudley
- Coventry
- Worcester
- South Staffordshire
- Birmingham
- Shropshire (south)

How we did it.....the process

- Introduction: getting to know the teams, agreements,
- data
- self assessment against FR criteria and action planning
- regional IPS leads project meetings
- training of staff
- individual and team coaching
- Fidelity Reviews by CMH

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Training for Improve

- Provided training in:
- Why work? evidence base and policy background
- IPS principles into practice: how to do IPS
- IPS supervision
- employment engagement
- Fidelity Reviews (what they are, how they work).

Challenges

- variation in services
- service barriers
- commitment levels
- mh services change
- economy

Lessons learned, progress made

- Raising performance - average job starts increased by 73%
- Increasing quality: 5 services FR:
originally: 2 “not SE”, 3 “Fair”
went to : 2 “Fair” and 3 “Good” (C of E)
- Five years to establish a full working IPS service – we made these improvements in 9 months
- Good supervision is crucial
- Staying close to Fidelity is crucial

I N V I T A T I O N

T
H
E **IMPROVE**
P R O J E C T

A West Midlands IPS project to
improve performance and quality

**Transforming mental health
employment: IPS in practice**

Guest Speaker **PROFESSOR BOB GROVE**

Thursday 21 June 2012

at

The Welcome Centre
Coventry

1.00 - 4.00pm

(to include a buffet lunch)

RSVP 31 May 2012

Tel: 01743 276900

Web: www.shropshire.gov.uk/enable

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A model for development

- This was very successful approach to developing IPS services, both locally and regionally
- It is a model for developing IPS nationally
- Improve 2: North Staffs, Stoke, Sandwell, Wolverhampton, Herefordshire

The impact.....

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Impact of this Project

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Good fidelity matters

Higher fidelity to the Individual Placement and Support model produces better paid work outcomes for people who use the services, improves job satisfaction for the Employment Specialists and achieves commissioners' and managers' targets.



Fidelity Reviews – what and why

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- ❑ A measure of performance
- ❑ Basis for an action plan
- ❑ Involves clinicians, partners, service users
- ❑ Requires evidence
- ❑ Recognises the team's hard work
- ❑ Gathers examples of documents, ideas for service management
- ❑ Raises the profile of the service locally.

Elements of fidelity

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- ❑ 20-25 clients per Employment Specialist
- ❑ Do not provide any 'general' on employment support
- ❑ Make 6 face-to-face employer contacts per week
- ❑ Spend 65% of time out of the office
- ❑ Integration of employment support with clinical care and treatment
- ❑ NHS top level support for IPS
- ❑ Linking with Job Centre and Work Programme
- ❑ Accurate benefits advice
- ❑ Planned disclosure of mental health history
- ❑ Tailoring support for 'in employment', not 'before employment'
- ❑ Finding jobs according to individual preferences
- ❑ Support continues for as long as necessary to achieve steady employment

The process of change to higher fidelity

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□ Barriers to change

- Staff doubts
- local contract arrangements
- Beliefs and expectations of service commissioners and managers, and perhaps even the people using the service themselves
- The need for change i.e. whether higher fidelity to the IPS model was necessary to provide a more effective service.

□ Ambassadors for change

- Enthusiasm
- Pride.

Supporting the change

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□ How has the support from Enable helped

- Authentic because they have faced all the same issues in developing a high fidelity service in their own area
- Identified where each site needed help
- site visits
- training
- supporting the sites with action planning and implementing changes
- reducing case-load numbers
- setting up employment steering groups within the NHS Trust.

□ My role within the project

- Fidelity review on each of the sites
- A score for current fidelity
- Identifying where further improvements could be made.

My perspective

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- ❑ Fantastic success
- ❑ A passion for IPS services
 - In the employment provider organisations involved
 - mental health professionals and managers within the NHS Trusts
 - partner voluntary sector organisations
 - service users and carers
- ❑ Delighted that West Midlands has services which have become beacons of best practice
- ❑ already hosting visits from Trusts and services from other areas of the country who are asking to be shown how to do IPS properly.



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Any questions?

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