

# “Every Interaction is an Intervention”

Mental Health Wellbeing Team

Kelly Hierons and Danni Ashman

2024

# Introducing the Mental Health Wellbeing Team

- Early intervention/prevention service – Prevent, Reduce, Delay, as per the Care Act 2014.
- We work within a social context. We use relational social work practice to support needs (not diagnosis led).
- We focus on the where the person is at the time and what goals they want to achieve.
- We provide short term direct work to improve mental health and wellbeing
- We form rich relationships, working in partnership with the adults to enable positive change.
- We use Interpersonal skills to enable the person to feel heard, validated and empowered.
- We use approaches such as systemic practice which aligns with being trauma informed and supports compassionate practice.
- Aswell as 1:1 support, we have a group offer (OT run).



## Recognition:

Dr. Karen Treisman, a highly respected clinical psychologist and trauma specialist, has shared valuable insights related to behavioural communication and supporting people's mental health and wellbeing



**“Every interaction is an intervention”:**

Small, positive moments matter. We should all value quality interactions, as they accumulate over time.

# Wellbeing Principle

## The Golden Thread of the Care Act 2014

A local authority must have regard for the individual's wellbeing at any point of contact and has a legal duty to promote it.

This means that it is not just at the point of an assessment that you have to promote individual wellbeing but during any intervention you undertake on behalf of the local authority.



# The Power of Relationships:

As a team, we recognise the importance of being mindful, intentional, and compassionate in our interactions. We strive to create positive ripple effects that enables adults to become their own agents of positive change.

To do this, we recognise the significance of connection and relationship

## The underpinning of building Connections/relationships:

- Active Communication
- Systemic Approaches
- Trauma informed Lens
- Person Centred and Empowering Approach
- Partnership



# Journey of Support

## Case Example: Sammy

Sammy was referred to the MHWT team due to experiencing daily anxiety (this was reported to have been life long, but also related to a more recent traumatic experience).

Sammy was socially isolated and not leaving her home.

Sammy could not sleep/was not eating consistently.

Sammy was reported to be experiencing depression/low mood – this was impacting her motivation levels to complete daily tasks.

Sammy is visually and hearing impaired; this needed to be reflected on to ensure support was provided appropriately.



# Reflective Conversation





# Be Mindful

## Take away considerations:

- **Practice active listening:** Truly listen to others without interruption or judgement. Show genuine interest in their thoughts and feelings.
  - **Choose positive language:** Use words that encourage and uplift. Avoid negative or judgemental language that is oppressive, labels, or retraumatizes.
  - **Show compassion and empathy:** Try to understand the person's perspective, consider how experiences within their life course have led them to the current day – this includes behaviours, communication styles, etc...
- **Be aware of non-verbal cues:** Pay attention to your own body language, gestures, and facial expressions.
  - **Implement empathetic Curiosity:** Be curious empathetically (not just to get the answers you may need), ask questions, explore meaning and experiences, and demonstrate understanding.
  - **Cultivate a positive mindset:** Approach interactions with a positive attitude and mindset. Look for opportunities to create sparkle moments and make a difference in someone's day.

# Every Intervention is an Action, Local Linked Support

Sarah Bowling, Senior Social Worker

Guy Montague-Smith, Team Manager

# Local Linked Support Overview

- Introduction to team & the work that we do
- Performance data snapshot
- Approaches used
- Feedback
- Early Help in Action
- Top-tips



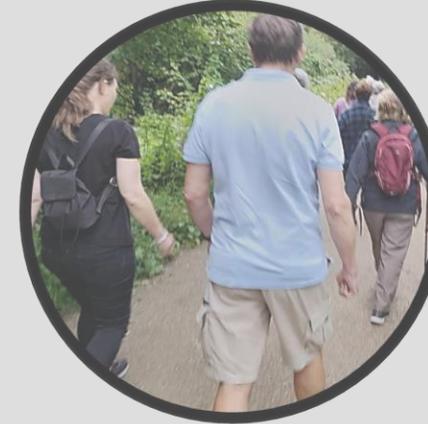
# What is Local Linked Support (LLS)?



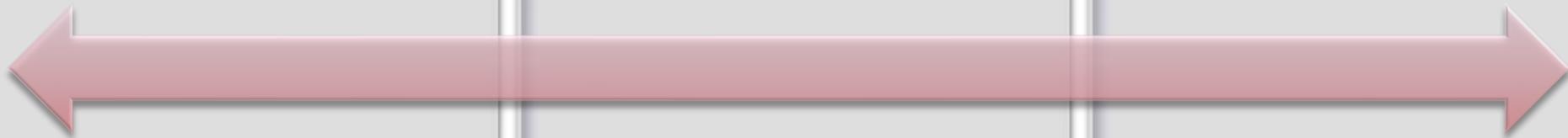
Community  
based



Person-  
centred



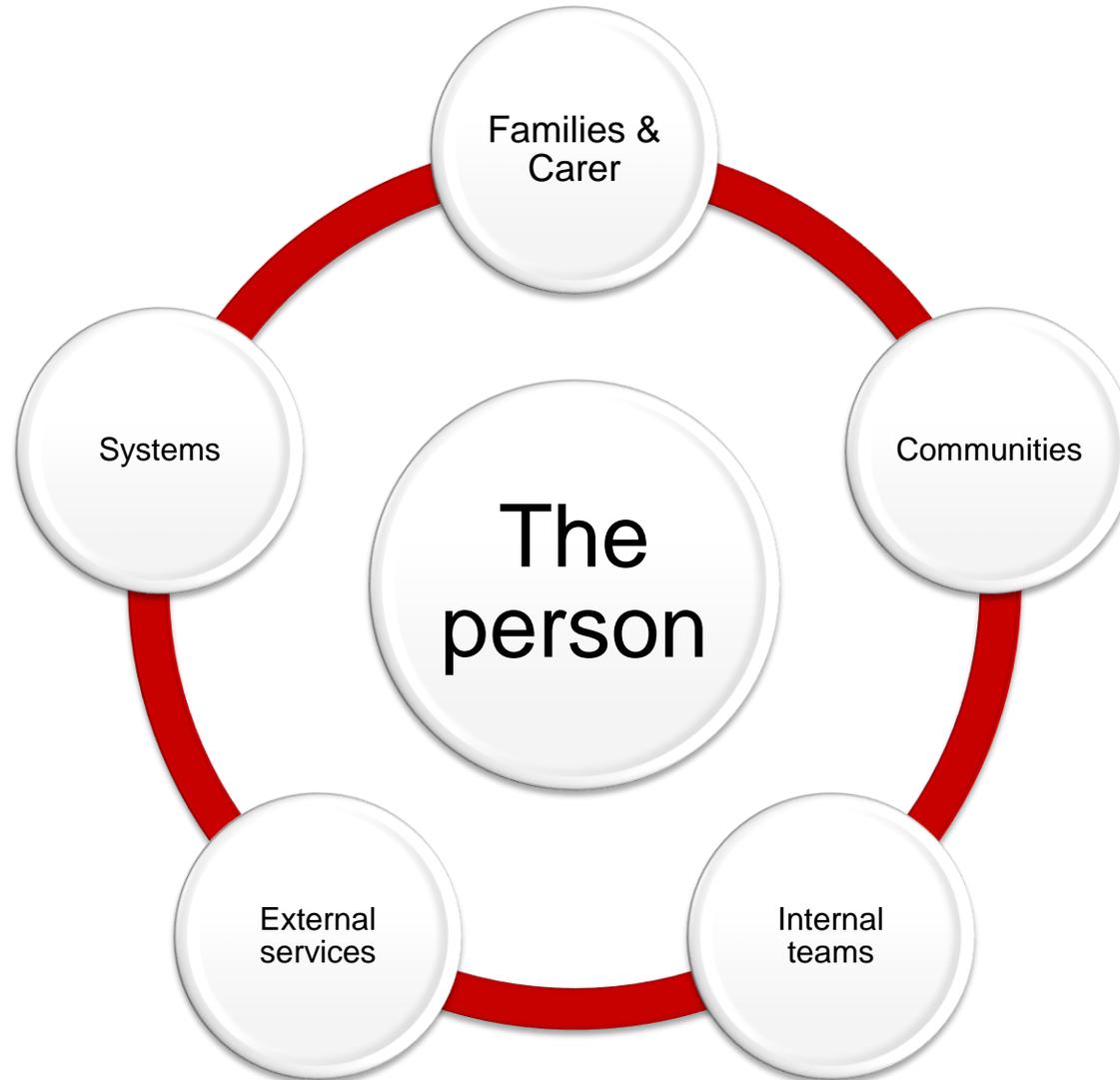
Community  
led



# Common Themes & Issues



# Who is supported by this approach?



# Outcomes & Impact - People

- ▶ Since LLS started in March 2020 and up until the end of March 2024, they've closed **330** cases.
- ▶ Of these:

**81%** of people were empowered or linked to community services.

Of these, only **4%** approached ASC again for further input in the following 6 months.

**7%** needed a referral to ASC for ongoing support.

The remaining **12%** of people either did not engage with the team or moved to another area partway through their support.



# Outcomes & Impact - Community

Over the life of the team, the focus on prevention and enablement has made an estimated ASC cost avoidance savings of over **£1,260,000**.

Box 2.3 Projected Cost-Avoidance 2023/24					
	Referral Month	Cases Closed: No Care Needs Identified	Case Closed: Care Needs Identified	Projected Care Cost Savings PA	Projected Combined Care & Assessment costs
Q1	April	5	2	£23,587.20	£24,770.34
	May	4	8	£40,721.04	£45,453.60
	June	10	3	£41,721.91	£42,313.48
Q2	July	5	3	£14,996.80	£16,179.94
	August	11	1	£7,714.63	£9,489.34
	September	6	1	£26,292.64	£26,884.21
Q3	October	6	4	£75,927.62	£78,293.90
	November	8	8	£56,718.71	£60,268.13
	December	5	3	£41,721.91	£43,496.62
Q4	January	4	4	£30,858.54	£33,224.82
	February	4	1	£7,714.63	£8,306.20
	March	9	2	£15,429.27	£16,612.41
	<b>Totals</b>	<b>77</b>	<b>40</b>	<b>£383,404.91</b>	<b>£414,566.11</b>

# Our Approaches

Best hopes

Preferred Future

Scaling

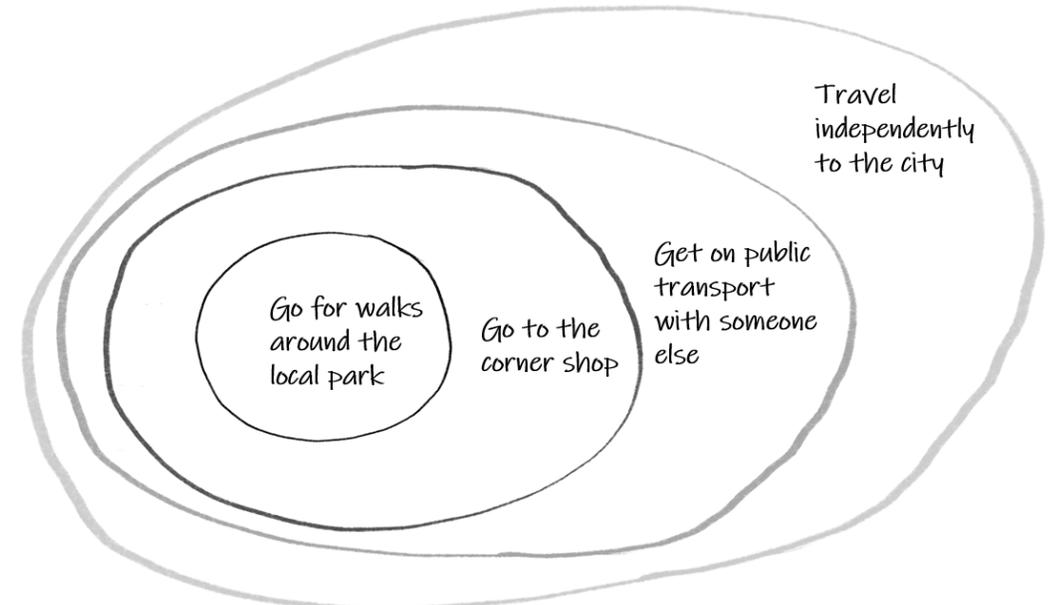
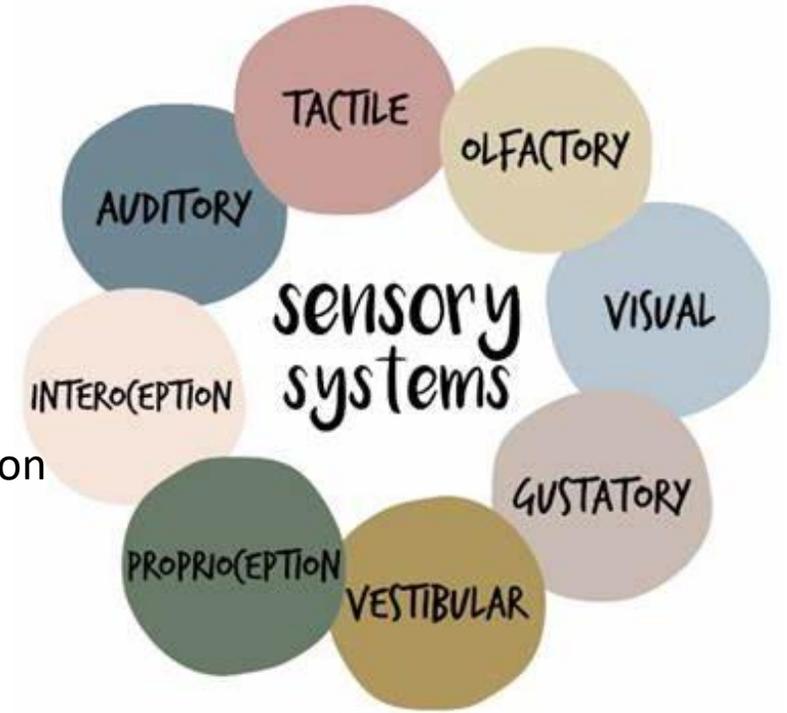
Solution-focussed Practice

Inclusive Essex



Sensory Integration

Comfort Zone



# Feedback

“The advice given and how to think of things clearly, I wasn’t feeling confident, however Sarah was able to change my mind set, to see things differently and I now feel positive and have a positive outlook . Sarah supported me to apply for a job which I am still currently at and enjoying”.

She saved my life.

Brilliant, really happy. Jo is a brilliant social worker. Best support I have ever had

Supportive, totally changed our lives, really amazing.

“I cannot express enough how amazing this has been for my son. C does not bond with people, but he bonded with Vince, who was always so professional, upbeat and positive. I will shout from the rooftops and tell everyone how amazing this has been and the difference it has made to C. Amongst many other things, Vince supported C to the allotment, this has been wonderful for him”

“The bus pass has given D a chance to access the community which he does all the time now, instead of gaming in his bedroom constantly. D does not need to now speak to anyone on the bus and this has opened his local community up for exploring. D goes regularly each week to things such as country parks. As a carer for D, Christine has also helped with the PIP form supporting me to complete it with the appropriate answers based on a good knowledge of the process.”

Sophie was good at giving advice, coming with me to new groups, filling in forms with me. I got money towards my electrics and some furniture from essential living fund, which was a great help to me.

“My first experience of contact with the team was at the beginning of 2022. She took me to a café, and we clicked straight away, and I felt like she understood me. I have previously met people from social services who I felt treated me like a child”.



# Thank You & Top Tips

- If you've met an autistic person, you've met an autistic person. Avoid making assumptions.
- Don't label a person for a "*behaviour*" that you might find challenging. They're probably trying to communicate something; try to find out what that is.
- Empowering language can make the difference, "*it's not what's wrong with you*", try "*what's strong with you?*"
- We are all sensory beings and there are more senses than you might realise.
- "Early help works!"



# Any Questions?

## Mental Health Wellbeing

- [www.essex.gov.uk/adult-social-care-and-health/disabilities-and-health-conditions/mental-health/get-mental-health-4](http://www.essex.gov.uk/adult-social-care-and-health/disabilities-and-health-conditions/mental-health/get-mental-health-4)

## Local Linked Support

- [www.essex.gov.uk/adult-social-care-and-health/disabilities-and-health-conditions/autism/support-autistic-people-0](http://www.essex.gov.uk/adult-social-care-and-health/disabilities-and-health-conditions/autism/support-autistic-people-0)
- [www.facebook.com/locallinkedsupportessex/](https://www.facebook.com/locallinkedsupportessex/)



Come and  
see ECC  
We are on  
Stand 33



Essex County Council