

# Merton Health and Care Plan DRAFT 2022–2024

Refreshed following the pandemic

Start well | Live well | Age well



# Merton

Health, care and community organisations in Merton have worked closely for many years and, since the pandemic, remain committed to reduce inequalities, join up services and make real differences to people's lives. Our refreshed health and care plan for 2022-2024 is just one element of work in Merton to continue to improve health and wellbeing post Covid. It highlights projects where we can have the greatest impact by working together.

## Start Well

**Increase in vulnerabilities for children and young people and worse mental health due to COVID-19**



**Staying safe, enjoying & achieving**

- ↑ Child Poverty
- Worsening parental mental health and substance misuse
- ↑ Domestic violence
- ↑ Child protection plan
- ↑ Educational attainment gap



**Being healthy**

- Poorer mental health
- ↑ Self-harm
- Healthy weight challenges:
  - ↑ Obesity gap
  - ↑ Food poverty
  - ↑ Eating disorders
- Immunisations interrupted

## Live Well

**Many residents have unhealthy lifestyles and poor mental wellbeing, exacerbated by COVID-19**



**Obesity**

- Half residents overweight
- ↑ Food parcel use ↓ Physical activity



**Alcohol/Drugs**

- ↑ Alcohol-specific deaths
- ↑ Nationally in drug-related deaths



**Smoking**

- 1 in 7 residents smoke
- ↑ Smoking cessation during COVID



**Sexual Health**

- ↓ Service use during COVID
- ↑ Shyphilis and Gonorrhoea pre-COVID



**Mental Health**

- 1 in 5 report anxiety
- ↑ Loneliness
- Poorer mental health for those shielding

## Age Well

Many residents with multi-morbidity and complex needs; prevention and management of Long Term Conditions impacted by COVID-19



### Frailty & Dementia

Deconditioning

↓ Dementia diagnosis ↑ Falls



### Disability

↑ Loneliness ↑ Burden on carers

Digital exclusion



### Cancer

Delays in:

Diagnosis

Treatment

Screening

## Merton as a Healthy Place

Boroughs with many assets, challenges include housing shortage and employment gap, increased by COVID-19



### Assets

Diverse green spaces

Good transport links

Low crime

Good schools

Resourceful libraries

Active voluntary and community sector



### Challenges

Affordable housing

Insecure employment (↑ in East)

Air pollution

Climate change

Cycling infrastructure behind

neighbouring boroughs

Street drinking





## What people have told us



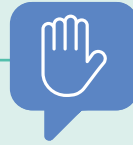
We need to listen to communities and people in Merton in their own spaces and environments to understand their health and wellbeing needs and invest in and empower them.



Cultural sensitivity needs to be considered in all work we plan and deliver, and communities need to be part of this.



Mental health and emotional wellbeing are vitally important across Start Well, Live Well and Age Well, and we must also consider the impact of Covid-19 on mental health.



Prevention and early intervention are key, together with the social determinants of good health and wellbeing, eg employment, housing, finance and social networks.



Improved information and communication about local services available is needed across the whole health, care and voluntary sector and efforts to raise awareness about how to access support.



We must consider living and working environments, and how developing Merton as a healthy place can improve health and wellbeing. Regenerating high streets and making best use of green space is key.

## Our vision

After talking to our community, we have collectively refreshed our vision to:

“Working together to reduce inequalities and provide truly joined up health and care services with and for all people in Merton, so they start, live and age well in a healthy place”



### Start well

We want all children in Merton, regardless of their background or circumstances, to have the support and care they need to grow and thrive.

We will work to change the way young people access health and wellbeing services, continuing to develop support in the places they already go, such as schools and community-based locations.



### Live well

We want to better support working-age adults in Merton to improve their health and wellbeing.

We want to make sure services are delivered in, and with, our diverse communities. We will pilot health and wellbeing offers on high streets and in community and faith venues. We will develop more options for people to personalise their care, based on needs, and focus on physical, mental health, and social issues, such as employment.



### Age well

We want to connect older people with community networks in new and different ways post Covid.

We will work with the voluntary and community sector to support older people to re-engage with and access community resources for their health and wellbeing post Covid. We want to ensure people's needs are matched with the services available.



## What we've achieved so far

Health and care partners already collaborate closely in Merton. Integrated working between the NHS, adult social care and the voluntary sector, led by the Community Response Hub, ensured rapid discharge from hospital, and easily accessible support for vulnerable people during the pandemic.

Mental health support teams are now in place in schools, building emotional resilience in young people from an early age. Merton Uplift continues to develop its counselling services for those with common adult mental health problems, and a wellbeing service, linking people into community activities.

There are six established primary care networks of GP practices covering Merton, with significant progress in rolling out social prescribing, especially in East Merton, where need is greater.

Across Merton we now have a network of diabetes champions, who work with us and the council, helping local people understand more about the condition. Our champions share their experience to help others with diabetes live longer and more confident lives. Our integrated locality teams, based around primary care networks, support older people with complex needs to receive more joined-up care.



## Our plans

Across all our plans we aim to:

- Reduce health inequalities and embed equity.
- Use a population health management approach to drive change.
- Focus on sustainability and making Merton a healthy place.
- Engage with service users, patients and communities so all work is developed with and by people in Merton.



### What will we do?



Thinking about how we keep people well in their neighbourhoods



#### Change how people can access health and wellbeing services

- Pilot a Health on the High Street hub approach.
- Pilot an Ethnicity and Mental Health Improvement Project (EMHIP) hub in Merton.
- Empower the voluntary and community sector to re-engage older people with services as the community hub develops.
- Develop more options for people to personalise their care.



Thinking about how people get better joined up care when they do access services



#### Improve access to and information on services

- Build on learning from the vaccination programme to reach all communities and promote all primary care services eg pharmacy, optometry.
- Develop new roles and approaches eg have mental health workers in each primary care network, working alongside health and wellbeing coaches.
- Better connect professionals across community multi-disciplinary teams.



Thinking about how we provide comprehensive support for people with more complex needs



## Focus on specific issues

- Focus on mental health and emotional wellbeing for Start Well – piloting a children and young people's emotional wellbeing hub.
- Focus on prevention for Live Well – continuing established work on diabetes and obesity, and also now long Covid, cancer and tackling increased alcohol consumption.
- Focus on frailty for Age Well – scoping a new frailty service model based in the community.

We will ensure the right enablers are put in place for our plans such as digital provision where appropriate, and the right estates for example, supporting the development of the Mitcham Wellbeing Hub.

We are also committed to continuing to protect people in Merton against Covid both by providing care, and through ongoing development of our vaccination offer.



## A new approach to engagement and delivery of our plan

We want to ensure we engage and co-produce our delivery plans with local communities – so we can develop the best approaches possible which meet people's needs.

The feedback we've received so far has underlined the need to do this through ongoing discussion with the people we serve.

Our approach to engagement will:

- Be led by the community and their needs – ask and respond to how they would like to be engaged or involved.
- Develop ongoing conversations and sustainable relationships – listen and understand - build on those established relationships.
- Use creative methods to reach more people, particularly communities experiencing health inequalities and poorer health outcomes, being mindful of the digitally excluded.
- Be proactive and connect with people outside of planned or routine engagement processes.
- Work with trusted leaders to speak with local people and communities.
- Use population health data and insight to inform, adapt and shape our approach.

## How will we know if we've made a difference?

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We will work with our communities and stakeholders to define key outcomes, and measure in detail if we have made a difference. We want to see:



**Improved health and wellbeing of children and young people**



**Improved access to mental health services for young people**



**Increased numbers of people accessing services through the voluntary sector**



**Increased recovery rates for adults experiencing mental health problems**



**Improved access, experience and outcomes for those from Black, Asian and other. minority ethnic groups in the borough**



**A reduction in loneliness and isolation reported in older people**