



My

VOICE

Independent advocacy for mental health in Jersey
Independent Capacity Advocacy

To cover



Who we are and what we do



What we like about the current system



What could be improved in the system to benefit service users



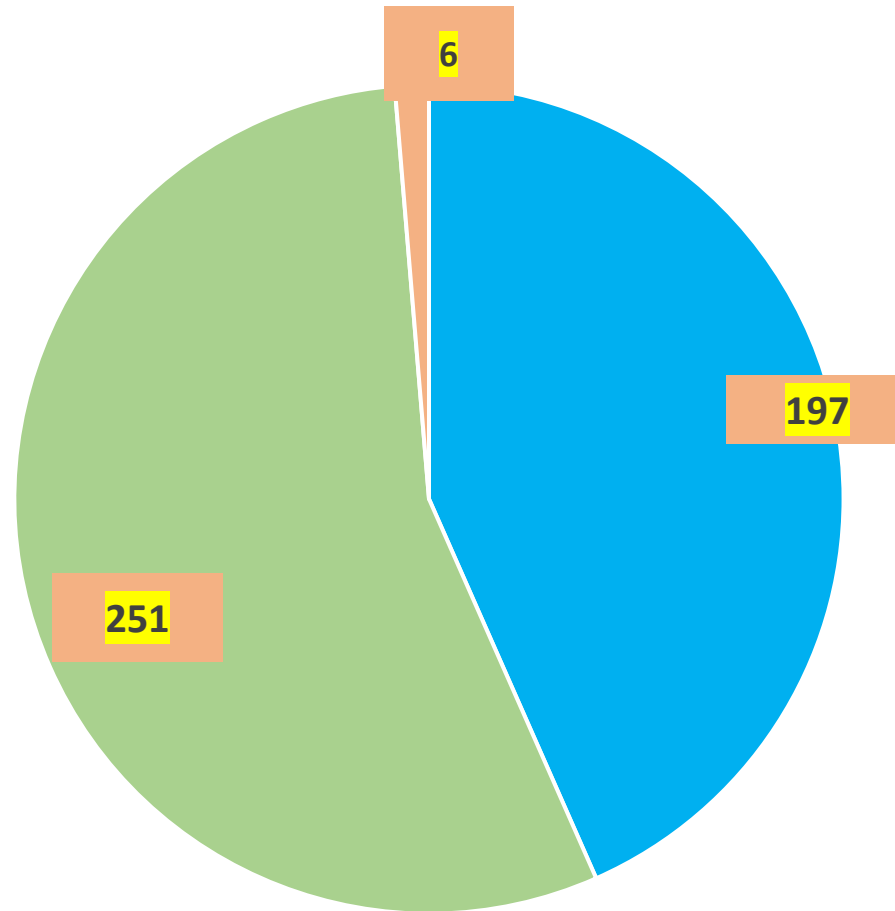
How can HCS / our service work better together to add value?

Current situation – Oct 2024

- Team of 4.5 FTE
- 3 nation-wide tenders since 2018
- Fully qualified – PW National Outstanding Advocate 2019-2020
- Average 400- 450 individual patients per year
- Average is @ 5 interventions each

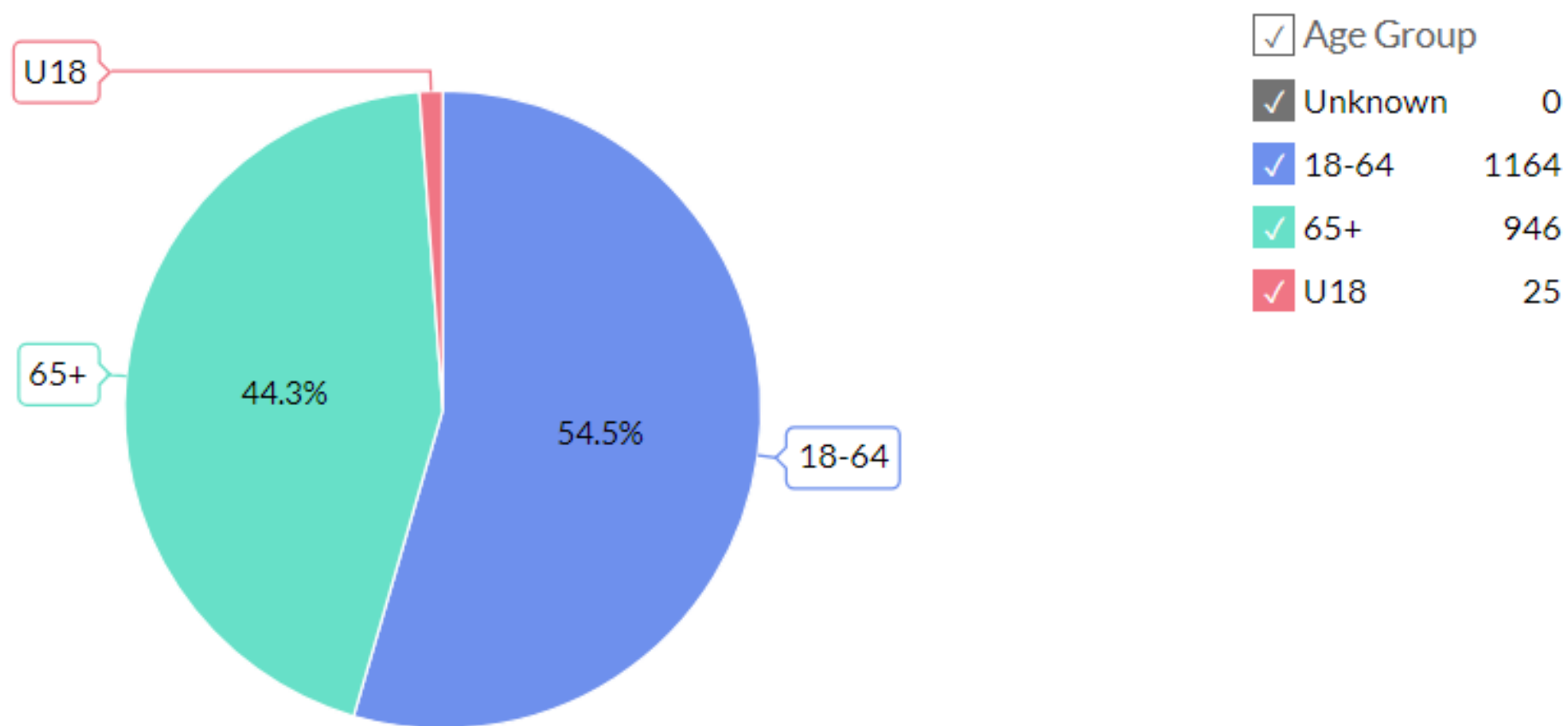


Number of individuals by Gender

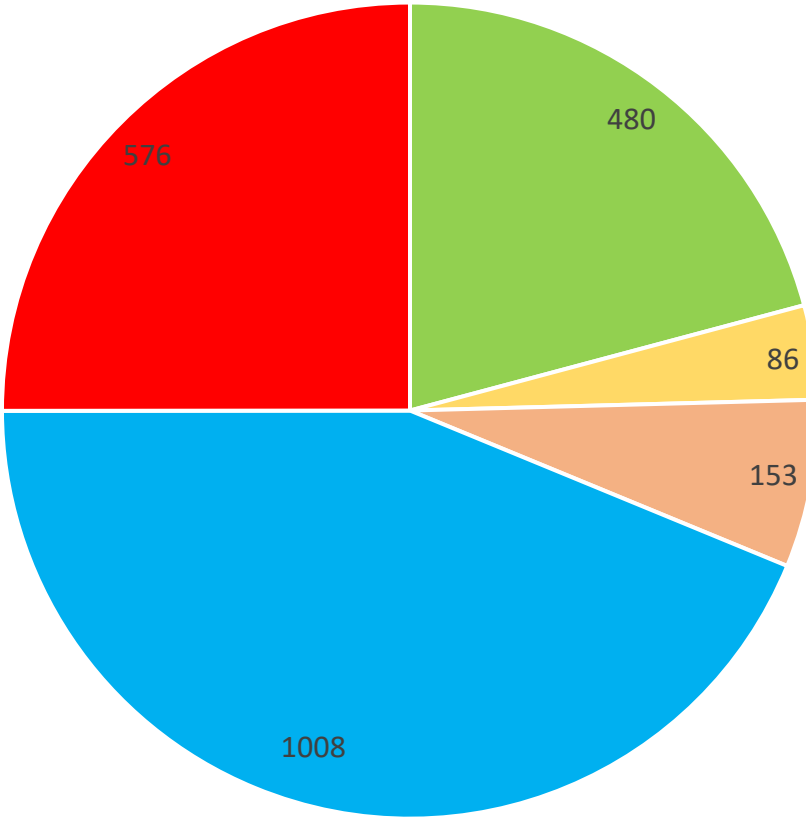


■ Male ■ Female ■ non Binary ■

Number Of Interventions Per Age Group



Service required



- ICA
- SROL
- CARE
- IMHA
- Safeguarding
-

Raise concerns
Challenge
Campaign
Media
Fearless

 Unacceptable facilities


 RCP standards not met

 Lack of compliance with law

 lack of therapeutic activities

 Poor staff morale

 High turnover and –ve impact of locums

 Over-emphasis politically on mental well-being to the cost of the mentally ill

 Lack of parity

Financial Situation

Very tight
budget

Respectful of
taxpayer
money

Transparent
book-keeping

Commissioner a real partnership

OPEN AND
CONSTRUCTIVE
RELATIONSHIP

“ROLLS ROYCE
SERVICE ON A
MINIMAL BUDGET”

“PROFESSIONALISM
AND INTEGRITY
HIGHLY REGARDED”

CREATE LINKS WITH
OTHERS

IDENTIFY NEED AND
EXTEND SERVICES
TO REFLECT BEST
PRACTICE

SHARE
SUGGESTIONS
EXPLORE IDEAS

REGULAR
MEETINGS TO
REVIEW DELIVERY

RAISE AWARENESS
OF CHALLENGES

SUPPORTIVE
FAIR
CONCERN RE RISK



Responsive and flexible

Covid

- Ward and care homes closed to visits
- Continuity plan – remote working
- Challenged the vaccination campaign to consider and respect capacity
- Practical support – unique nationally
- Lawful
- Respectful
- Challenge - assessments, closures,

What could improve?

- Not equal in terms of risk – e.g. inflation, pay rises etc
- Very real anxiety regarding our reserves – directors and liability – last minute
- Disproportionate time and pressure spent on renegotiating financials

What would improve for service users?

- Time spent is taken away from service development and pro-active delivery
- Joined up support re IT, HR, Insurance etc

Partnership Board



Positive approach to working openly across public and third sector to deliver integrated care



Focus on agreeing need and design pathway



Difficult as many are protective of own agenda

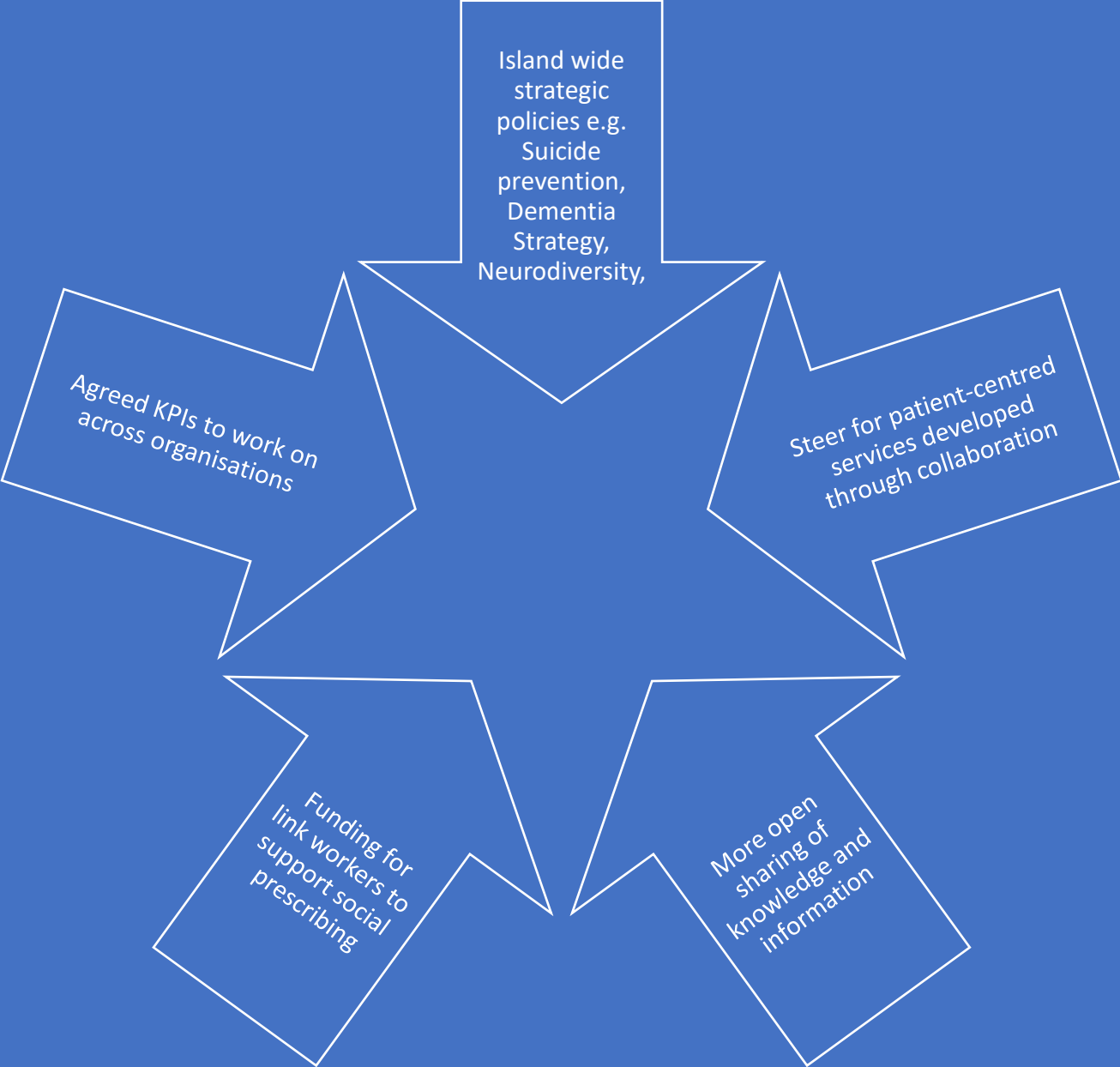
Identified gaps

Lack of data

disjointed approach

Insufficient coordination
lack continuity of care

Positive developments



In brief

Fair and
equitable

What you do,
not who you
know

Flexible

Held to account

Moving forward
together

Risk is not fairly
balanced



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