



LEVEL  
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Cheshire & Merseyside  
Young People and Families  
Provider Collaborative  
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EmpowerED

ADULT EATING DISORDERS PROVIDER COLLABORATIVE  
NORTH WEST

[www.empowerednw.nhs.uk](http://www.empowerednw.nhs.uk)

# Commissioning for Patient Experience

# Our Lead Provider Collaboratives

# EmpowerED

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Cheshire and Wirral Partnership NHS Foundation Trust's (CWP) is the Lead Provider for EmpowerED Adult Eating Disorders Provider Collaborative North West and Level Up, Cheshire and Merseyside, Young People and Families Provider Collaborative.

The LPCs put Experts by Experience at the centre of all core decision making processes across the region, ensuring a consistent patient centred approach is adopted by all NHS and Independent Sector Providers in the collaborative reducing variations in care and driving innovation.

- EmpowerED is made up of CWP, Greater Manchester Mental Health NHS FT, Lancashire and South Cumbria NHS FT, Mersey Care NHS FT, and Priory Health Care.
- Level Up is made up of CWP, Alder Hey NHS FT, Cygnet Healthcare, Mersey Care NHS FT, and Priory Health Care.

The LPCs serve a population of approximately 7 million people, aimed at enhancing patient pathways and experience across the North West.



The Lead Provider Collaboratives (LPCs) place Experts by Experience at all levels of the decision-making process across the region. Starting with the Expert by Experience forum, Experts come together regularly to identify priorities and work together to see where improvements can be made throughout the whole patient journey.

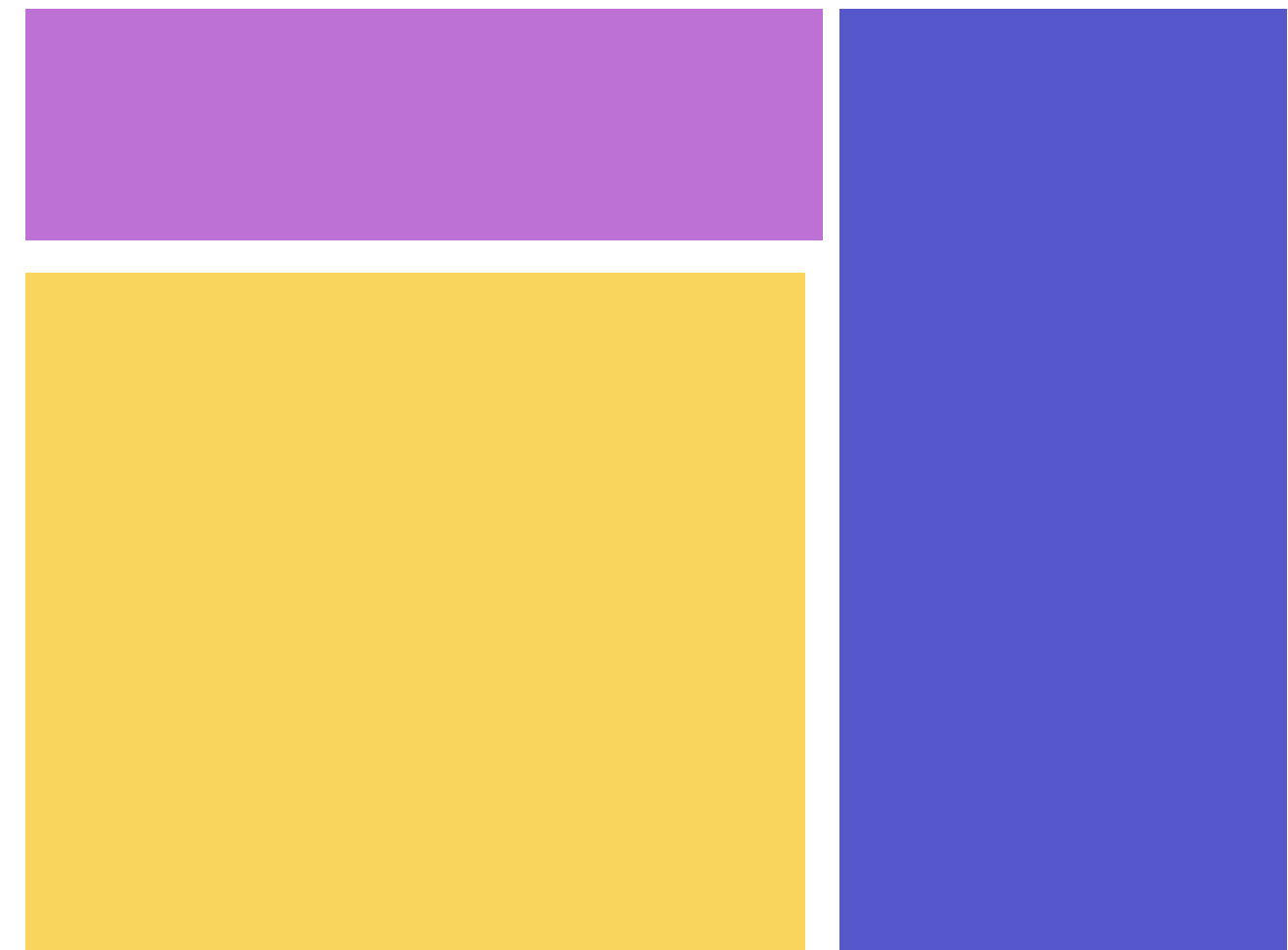
Representatives from the forum have a permanent place at clinical delivery groups and partnership boards, holding the LPCs to account and ensuring that the priorities, vision and innovations from the forum are at the centre of all decision making.

This transformative approach to mental health services breaks down the barriers between care providers by harnessing the power of diverse stakeholders to deliver, patient-centred care. Its uniqueness lies in the emphasis on clinical leadership and Experts by Experience, as equal partners bringing together senior clinicians and individuals with lived experience to review the entire patient pathway.

Performance is consistently benchmarked, with all key projects delivering measurable outcomes. Additionally, performance is monitored by Experts by Experience ensuring that there is an embedded culture of co-production and user-involvement.

The LPCs regularly attend system and national events, promoting the easily transferable model with organisations across the country.

# Our approach



# Our ambition for change



With the help of experts, we facilitate transformative change through quality commissioning focused on patient experience, clinical outcomes, and delivering more care closer to people's homes.

We continue to improve on the framework of services that resonate with the actual needs and expectations of the people we serve, rather than a top-down, prescriptive approach.

Over the last 12 months the Experts by Experience have been directly involved in several regional projects across both Level Up and EmpowerED including:

- Clinical Delivery Groups
- Six monthly transformation event – Wider meetings to reflect on changes and target further change.
- Eating Disorder training has been delivered to over 1000 people across the NW including university staff, social prescribers, GP practices, BBC and acute trusts to improve early identification of an eating disorder.
- Development of shared policies across the North West
- The new care model for CAMHS Tier 4, including the Complex Needs Escalation Support Tool (CNEST), the Gateway and Ancora Care.

# Our successes

	EmpowerED Adult Eating Disorders Lead Provider Collaborative
<p><b>Training</b></p>	<p>Delivered eating disorder training to over 1,000 professionals across Primary Care, Specialised Mental Health, Health and Social Care, Universities, Social Prescribers, mosques, asylum seekers, refugees and Third Sector organisations across the North West, including:</p> <ul style="list-style-type: none"> <li>○ BBC International Safeguarding Leads Eating Disorder Training</li> <li>○ Barnardo’s Eating Disorder Training across Greater Manchester and Bolton</li> <li>○ Primary Care Eating Disorder Training Sessions</li> <li>○ CWP clinician training sessions</li> </ul>
<p><b>Shared policies</b></p>	<p>Lead clinicians from across the North West, supported and challenged by Experts by Experience have developed shared policies to improve consistency at crucial transition points, for example “Roles and Responsibilities of Community Eating Disorder Service (CEDS) in an Acute Medical Setting”, “Roles and Responsibilities of Community Eating Disorder Service (CEDS) on a Specialised Eating Disorder Units (SEDU)</p>
<p><b>Collaboration</b></p>	<p>Increased collaboration allows people to be admitted to any NW SEDU if their local unit has a waiting list or if particular expertise is sought (for example one SEDU has a particular expertise in caring for people with co-morbid Insulin Dependent Diabetes Mellitus.</p>
<p><b>Data sharing</b></p>	<p>Eating Disorder services across the Pathway are more data informed. Data sharing has significantly increased across organisations.</p>
<p><b>Place based reports</b></p>	<p>Commissioners with EmpowerED have developed place-based reports to share with community providers, this information regarding inpatient admission helps to inform better community practice.</p>

	Level Up, Cheshire and Merseyside, Young People and Families, Lead Provider Collaborative
<b>Reducing unwarranted variation across Cheshire and Merseyside</b>	To ensure there was understanding across nine places and to reduce unwarranted variation a SBAR report (Situation, Background, Assessment, Recommendations) was developed. Over 800 SBARs were submitted for consideration at Gateway meetings.
<b>Hear My Voice</b>	Supported the development of the ‘Hear my Voice’ Video series examining various techniques for preventing and managing a crisis from the perspective of young children themselves, parent carers, young carers, clinicians, and a communication specialist.
<b>Training</b>	To achieve these results over 180 professionals were trained throughout 23/24 and the programme held over 590 Gateway meetings including representation from Local Authority, social care representatives, CAMHS leadership representatives, CYPMH crisis services, Tier 4 CAMHS, Acute Trusts, Children’s Continuing Care/Complex Needs, Education, and Named Nurses for Children in Care.
<b>Ancora CARE</b>	<ul style="list-style-type: none"> <li>• Reduced Admissions: Out of over 50 young people engaged, 14 avoided admission altogether.</li> <li>• Shortened Length of Stay: Over 30 young people experienced a positive impact on their length of stay.</li> <li>• Community Support: From September 2023 to March 2024, the Assessment and Outreach Team (AOT) provided consultation to over 3000 teams and services across Cheshire and Merseyside, significantly aiding in admission avoidance and timely discharges.</li> </ul> <p>Ancora CARE’s role in the prevention of avoidable admissions of 14 people have approximately reduced the amount of admission days by 980.</p>
<b>Community support</b>	Community Support: From September 2023 to March 2024, the Assessment and Outreach Team (AOT) provided consultation to over 3000 teams and services across Cheshire and Merseyside, significantly aiding in admission avoidance and timely discharges.

# Awareness

To ensure widespread awareness of our initiative we have employed various communication strategies and channels, focusing on maintaining transparency, fostering collaboration, and promoting active participation.



**Reflection Events and Transformation Events:** These events serve as platforms for sharing insights, highlight key achievements, ongoing updates, and successes related to our initiative.



**Newsletters:** Regular newsletters serve as a key channel for disseminating information. They highlight key achievements, ongoing projects, future plans, and opportunities for involvement, ensuring everyone in the organisation is kept up-to-date.



**Websites:** Our internal and external websites host a wealth of information about our initiative. They offer in-depth insights into our work, provide updates, share resources, and facilitate direct contact for those interested in learning more or getting involved.



**Social Media:** Embracing a variety of digital platforms has allowed us to reach a larger audience across the North West.

# Engaging Experts by Experience

The LPCs place significant importance on the inclusion of Experts by Experience (EbE) at every level of decision-making. This not only provides us with invaluable insights from individuals who have direct experience with mental health services, but it also ensures our strategies and programs are grounded in real-life experiences, which increases their effectiveness and relevance.



## Expert by Experience forum

Our Experts by Experience meet regularly as a group to share their views and ideas in helping us to make positive service changes and to influence decision making.



## Transformation events

Opportunity to present at the transformation events to senior leads from all partner organisations.



## Clinical Delivery Groups

Our Experts by Experience are shaping eating disorder services throughout the North West; this includes attending Clinical Delivery Groups with senior clinicians and influencing decisions at the highest level on the LPD Partnership Board.

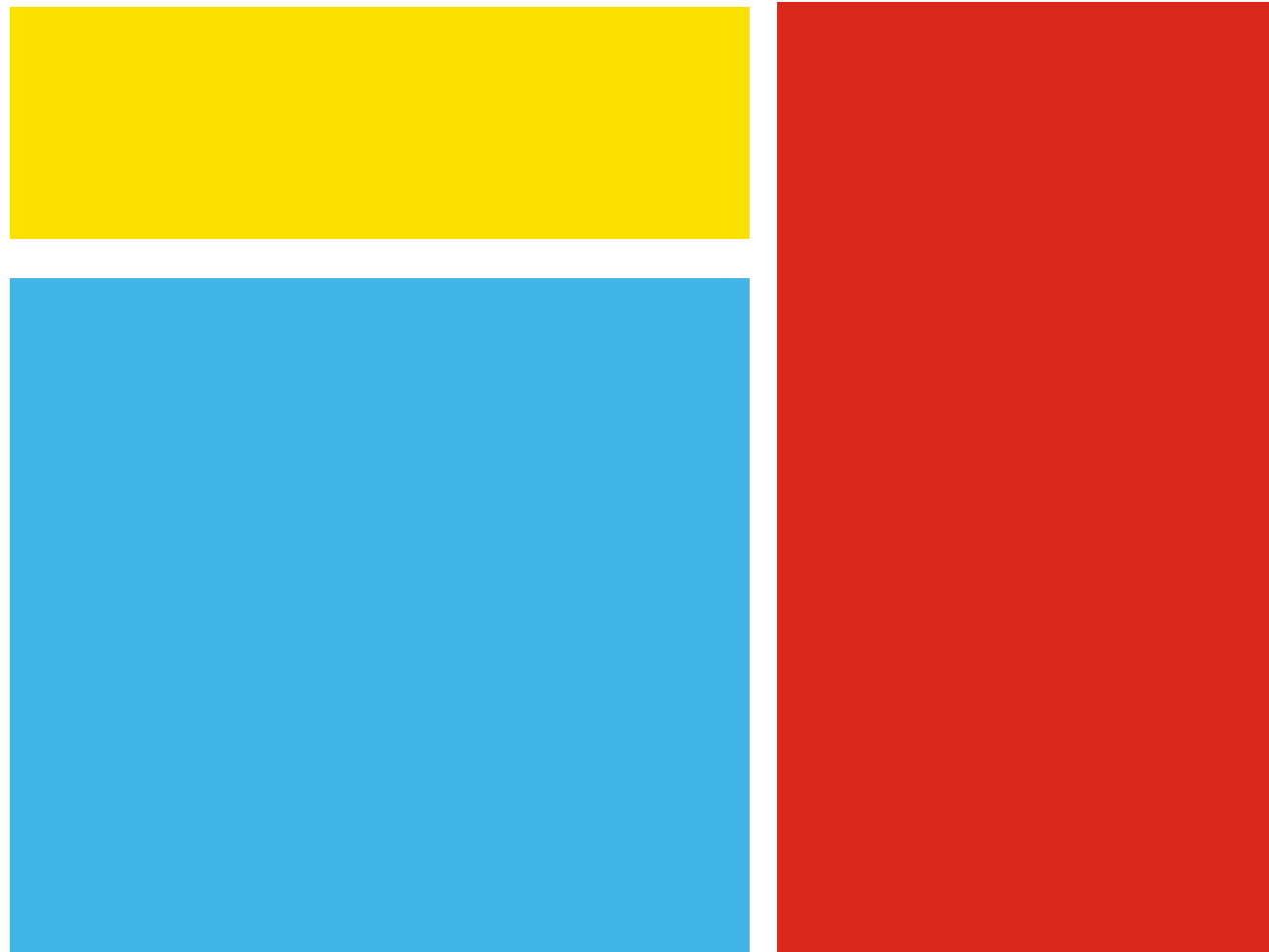


## Getting creative

We work with our Experts so they have the opportunity to truly express themselves, through videos, written work (lived experiences, blogs, poems) or physically crafting items for display at our reflection events.



# Impact on commissioning



The establishment of our Experts by Experience (EbE) programmes, set up a platform for Experts by Experience and their families to share their lived experiences and contribute to service development. In addition to the EbE programme the LPCs have set up an Ambassadors and Community Champions Program that actively recruits people from the community to promote adult health, wellbeing, and family/carer support. This further expands our reach and effectiveness, as it allows us to tap into the power of community networks and peer influence.

## **EmpowerED:**

- The establishment of a rigorous process for performance review and monitoring.
- Implementation of the Patient Assessment Tool (PAT) has improved efficiency by providing assurance that all patients are identified and monitored appropriately.
- The LPCs represent better value for the money spent, by effectively managing exceptional packages of care (EPCs).
- An innovative risk share agreement with other LPCS related to EPC's protects Empowered from unpredictable variations in costs and allows planning for the future.
- The decrease in out-of-area placements (OOA) and associated costs, such as transport and accommodation, contributes to care closer to home and better value for money.

## **Level Up:**

Children and adolescent inpatient services are amongst the highest costs in the NHS, by reducing admissions and reducing length of stay where appropriate Ancora CARE provides significant value for money.

- The average length of stay in Tier 4 mental health services in Cheshire and Merseyside for 2023/2024 was approximately 70 days.
- Ancora CARE's role in the prevention of avoidable admissions of 14 people have approximately reduced the amount of admission days by 980.
- This represents and an approximate saving of £700k.



# THANK YOU TO OUR EXPERTS

