



EmpowerED

ADULT EATING DISORDERS
PROVIDER COLLABORATIVE
NORTH WEST
www.empowerednw.nhs.uk



Cheshire & Merseyside
Young People and Families
Provider Collaborative
www.levelupcm.nhs.uk



Using Insight for Improvement

Our Lead Provider Collaboratives

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LEVEL
UP

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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.

Using Insight for Improvement



The collaborative brings together NHS Providers, Independent Sector Providers and Expert by Experience and focuses on comprehensive, data-informed care pathways, emphasising community treatment and minimising inpatient admissions.

The LPCs innovative approach includes shared policies, rigorous performance reviews, and extensive training programs, resulting in improved early diagnosis and consistent care across the region. This collaboration fosters efficiency, reduces costs, and enhances patient experiences through integrated, patient-centred care.

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.

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.

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.

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. Determined to address the challenges often seen in mental health services, such as gatekeeping, inconsistencies in admission criteria, and service provision gaps we knew we needed a diverse range of insights and experiences at the table.

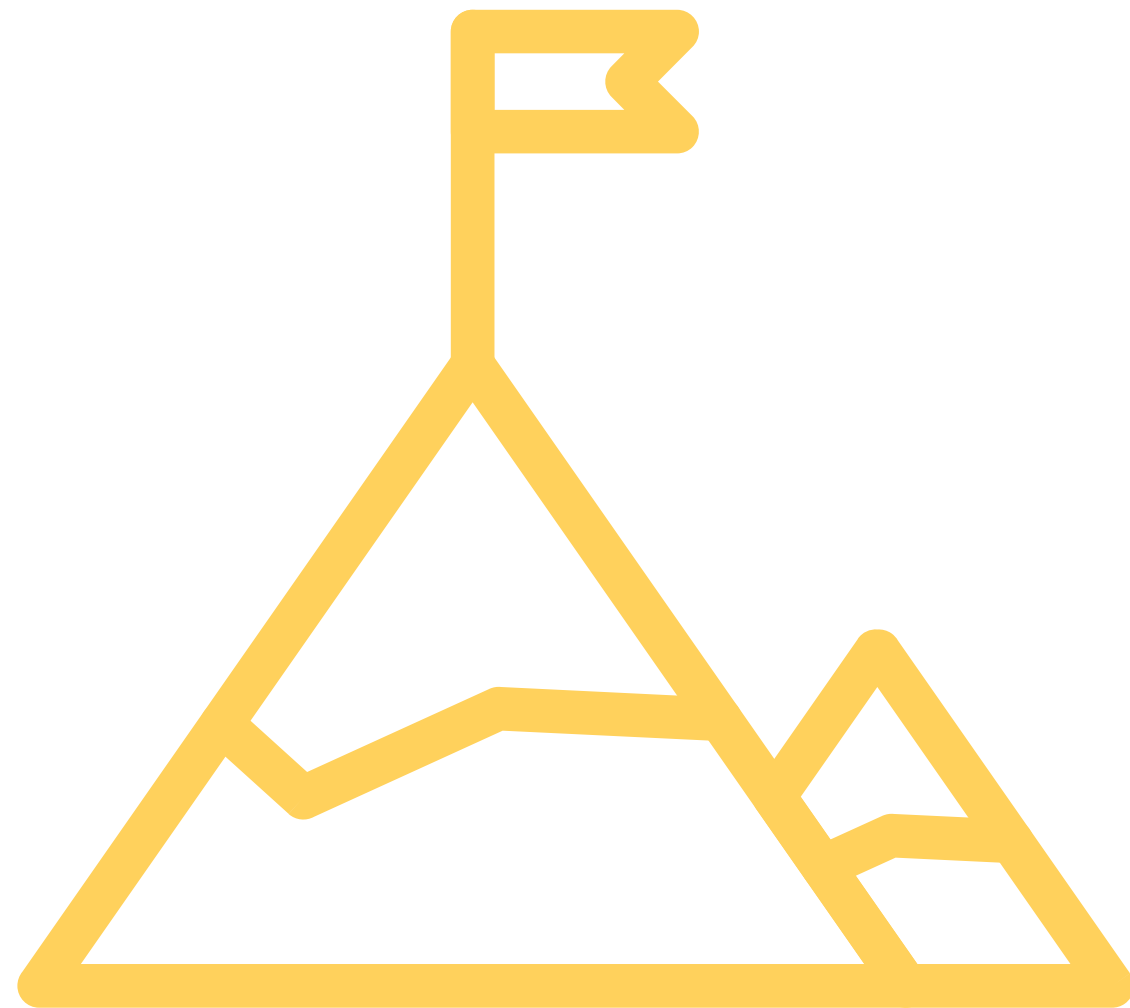
These visions differed from the previous approach by:

1. Sharing knowledge, skills and resources across the North West rather than working in silos.
2. The creation of an organisation that focussed on care across the whole care pathway, rather than solely community or inpatients
3. By an emphasis on data informed practice
4. By placing Experts by Experience at every level of decision making

Our approach



Our ambition for change



Specialised Mental Health Provider Collaboratives were established by NHSE/I with a mandate for creativity and innovation driven through delegated commissioning.

Collaborative partnerships spanning health and social care pathways are fundamental to achieving truly person centred care.

We want our young people, their families and adults with experience of eating disorders to work alongside us as equal partners in driving service change.

Our postcards from the future will describe a shared vision of possibilities and unite us in our determination for service improvement.

Not a soft option but a relentless focus on commissioning for quality, clinical outcomes and most importantly, patient experience.

Our successes

	EmpowerED Adult Eating Disorders Lead Provider Collaborative
Establishment of our Expert by Experience Programme	Eating Disorder services across the Pathway are more data informed. EmpowerED routinely analyses data to understand issues such as how length of stay varies by comorbidity, how admission rates vary under different community teams, what clinical or demographic factors are associated with recurring admissions.
Training	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 recognition of eating disorder
Shared policies	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)
Collaboration	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.
Data sharing	Eating Disorder services across the Pathway are more data informed. Data sharing has significantly increased across organisations.
Place based reports	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 style="text-align: center;">Level Up, Cheshire and Merseyside, Young People and Families, Lead Provider Collaborative</p>
<p>Reducing unwarranted variation across Cheshire and Merseyside</p>	<p>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.</p>
<p>Training</p>	<p>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.</p>
<p>Ancora CARE</p>	<ul style="list-style-type: none"> • Reduced Admissions: Out of over 50 young people engaged, 14 avoided admission altogether. • Shortened Length of Stay: Over 30 young people experienced a positive impact on their length of stay. • 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. <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>
<p>Data sharing</p>	<p>Data sharing has also significantly increased across organisations. Level Up was keen to understand variations in referrals by ethnicity, age, gender and geography. All community services agreed to share referral data, allowing analysis of unwarranted variation in referrals.</p>

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 to share their views and ideas in helping us to make positive service changes and to influence decision making.



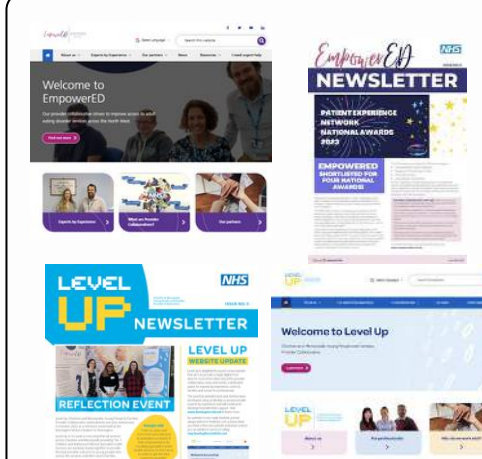
Transformation events

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



Clinical Delivery Groups

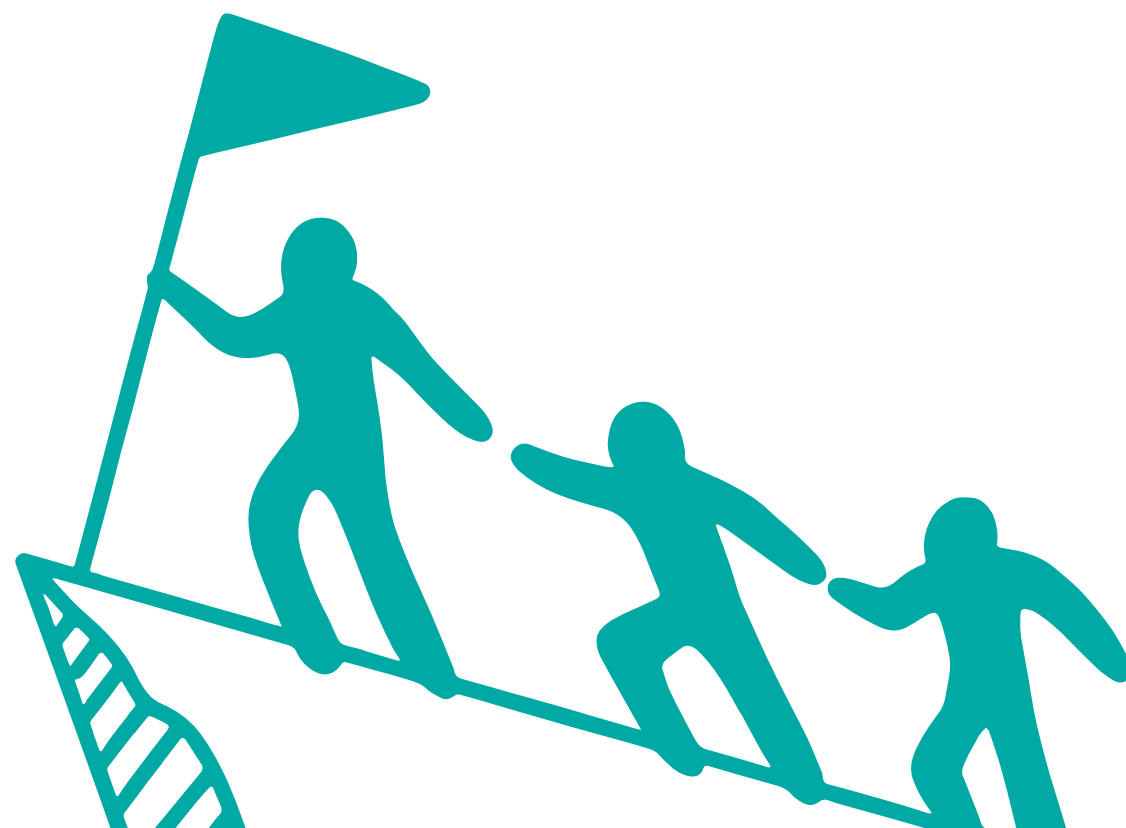
Our Experts by Experience are shaping eating disorder services throughout the North West; this includes attending Clinical Delivery Groups with senior clinicians and influencing decisions at the highest level on the LPD Partnership Board.



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



Unique perspective – people with lived experience of services (either as service users or families / carers) tell us how services feel in reality

Collective action - by being honest and open about key challenges, we can move forward together in partnership to seek solutions.

Organisational consensus - a reality based focus on person centred care unites disparate organisations in the important issues.

Evidence based discussions – we reference best practice evidence alongside the views of our experts by experience.

Resilience – we can face future uncertainties and challenges more robustly through our strengthened partnerships.

Early actions – our name and logos, our website, reflective and sharing event

THANK YOU TO OUR EXPERTS

