

Case study:

One-off PHBs to support mental health recovery, City and Hackney Place Based Partnership, NEL ICB

February 2023:

City and Hackney Place Based Partnership co-produced a recovery pathway with people with lived experience of mental health services where PHBs could be used to support and achieve recovery goals in conjunction with commissioned services, or as a stand-alone resource enabling individuals to be discharged from secondary mental health services to primary care.

The vision for PHBs is that they help achieve a specific mental health recovery goal rather than offering long-term support.

The pilot has led to:

- recurrent funding being identified via transformation funds
- the PHB offer being widened and extended to 400 people per year
- the provision of a digital support offer helping people 'stay connected' during the Covid-19 pandemic and beyond.

For individuals this has resulted in:

- successful discharge back to their GP/home enabling them to get on with their best lives
- increased confidence in identifying their own health and support needs and the ability to access help in ways that work for them
- decreasing reliance on secondary mental health care as people have developed skills to self-manage their mental health and wellbeing
- hospital admission avoidance, the journey from homelessness to rehab, employment opportunities through qualifications achieved, empowerment to stay connected through the provision of digital devices.

Key design features for implementation

Step 1: Making contact and getting clear information

- Simple clear [information](#) is available, co-produced with people with lived experience, including case examples to help people think about how a PHB could support their mental health recovery.
- Training is provided for staff, using examples from experience and a clear learning loop to identify re-occurring challenges, with guidance and training available to address these.

Step 2: Understanding the person's health and wellbeing needs

- Conversations focus on what matters to the person with recovery goals agreed based on these conversations.
- Understanding health and wellbeing needs is the start of this process no matter where the person starts their journey.

Step 3: Working out the amount of money available

- Indicative value ranges for budgets are agreed collaboratively at the outset with a wide range of stakeholders, with a [tiered approach to value and authorisation](#).
- Direct payments are issued as single value payments, to be used for one-off payments or over a longer time (eg for an ongoing fee to access a resource or service such as relevant training opportunities).

Step 4: Developing a personalised care and support plan

- All conversations focus on what matters to the person and recovery goals are agreed based on these conversations – a simple personalised care and support plan is developed, outlining their goals and the item and/or activity identified to support these goals.
- Training helps staff to understand the importance of the 'what matters to me' conversation and how outcomes are set that lead to the PHB.

Step 5: Organising care and support

- As the PHB offer is focused on small budgets that have a big impact, agreement for requests go through a governance process that is proportionate to the cost and/ or perceived risk.
- People sign a co-produced direct payment agreement which outlines how the PHB must be used.
- People are given copies of the information about their PHB and can choose to sign up to an [online system \(Patient Knows Best\)](#) to access this information.

Step 6: Monitoring and review

- A comprehensive [system for monitoring and reviewing plans and budgets](#) is in place and information from this is collated and analysed to provide feedback to inform how provision should be commissioned in future.
- The review provides an opportunity for the person to discuss the impact of the PHB for them.
- People can choose to sign up to the [Patient Knows Best](#) system and have access to their impact questionnaire responses to self-monitor and track changes.

To read the original document please visit [NHS England » Personal Health Budget \(PHB\) Quality Framework](#)