

Meeting the public sector equality duty at SLaM

2019/20 Lewisham ethnicity information



Please contact South London and Maudsley NHS Foundation Trust if you have any questions, comments or feedback on this report or if you would like to request a copy of this report in another format.

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Contents

| | |
|---|----|
| 1. Purpose of this report | 3 |
| 2. Lewisham 2019/20 headlines..... | 3 |
| 2.1 Access..... | 3 |
| 2.2 Experience..... | 4 |
| 2.3 Outcomes..... | 4 |
| 3. Explanation of the information in this report | 4 |
| 3.1 Information included in this report..... | 4 |
| 3.2 Explanation of how the information is presented in this report..... | 5 |
| 3.3 Limitations of the information presented in this report..... | 5 |
| 4. Community mental health services for children and young people..... | 6 |
| 5. Adult services providing psychological therapies | 9 |
| 6. Community mental health services for adults with severe mental health | 14 |
| 7. Crisis and acute mental health services for adults with severe mental health | 20 |
| 8. Community dementia and mental health services for older adults | 23 |
| 9. Forensic offender mental health services | 26 |
| 10. What will we do next? | 28 |

1. Purpose of this report

This ethnicity report provides information that can help to inform improvements to the quality of the services that South London and Maudsley provides. The importance of this work is reflected in the Trust's [Changing Lives Strategy](#) which focuses on working in partnership with service users, carers, families and communities in order to make improvements to what matters most to service users.

Our staff work hard to deliver equitable access, experience and outcomes for all of our communities by providing compassionate, safe and effective services for everyone who needs them. However, we know that there is a lack of confidence and trust about this in some Black, Asian and minority ethnic (BAME) communities, and that this, in turn, can lead to reluctance from some BAME communities to seek help from some of our services at an early stage.

This is a serious problem because we also know that a lot of factors in society result in a higher risk of people from BAME backgrounds developing severe mental illness. Because of these factors and the diversity of our local population, we see high proportions of ethnic minority service users in our services for people with severe mental illness. It is vital that these services provide the best possible quality of care and keep improving what matters to all service users, carers and families.

The information in this report does not provide all of the answers to the issue of delivering equitable access, experience and outcomes for all, however it does provide information that can be used to stimulate thinking and generate questions that will help us to understand issues impacting equality and concentrate our efforts.

We recognise the importance of sharing this information with service users, carers, families, communities and stakeholders, and of the importance of working in partnership with them. Ultimately, we want all local communities to have trust and confidence in the services we provide.

Similar reports for Croydon, Lambeth and Southwark and other Trust-wide equality information is available on our website at: [our equality information](#).

2. Lewisham 2019/20 headlines

2.1 Access

- The high level of unknown ethnicity data in CAMHS community services, OASIS, Early Intervention, Assessment and Liaison, Mental Health Liaison and Primary Care Mental Health Service makes it difficult to use caseload data to understand access to services.
- The ethnicity profile of services are broadly similar to last year:
 - There might be potential barriers for some ethnic minority people accessing CAMHS community services, IAPT, Integrated Psychological Therapy Service, OASIS, Assessment and Liaison, Primary Care Mental Health Service, Treatment and Mental Health Liaison services.
 - The caseloads of adult acute wards and forensic services continue to have a high proportion of Black service users.

- The ethnicity profile of older adult community mental health service caseloads remain broadly similar to the ethnicity profile of local residents.
- Lewisham services continue to make a high volume of interpreter bookings to communicate with service users who require this support.

2.2 Experience

- There are some variations in experience reported by ethnic minority service users. No ethnicity reports consistently poorer experiences in Lewisham services.
- Collection of more survey responses from ethnic minority service users will improve the representativeness of experience data.

2.3 Outcomes

- Lewisham IAPT improvement rate and recovery rates data fluctuate over time for different ethnicities.

3. Explanation of the information in this report

3.1 Information included in this report

This report provides information on the following:

Access to services:

- Caseload data to show the ethnicity of service users who accessed the Trust's services in Lewisham between 1st April 2019 and 31st March 2020 and how this changed from the previous year. This data was sourced from the electronic system used by the Trust to record clinical information (this is known as the electronic patient journey system or ePJS).
- Data on referrals, people entering first treatment and waiting times to Improving Access to Psychological Therapies (IAPT) services in Lewisham and how these changed from the previous year. This was sourced from [NHS Digital](#) and covers the period between January 2019 and December 2019. NHS Digital has not yet published data for quarter 4 of 2019/20 (January to March 2020).
- Interpreting data was sourced from the Trust's language service providers and covers the period between 1st April 2019 and 31st March 2020.

Experience in services:

- Friends and Family Test (FFT) data on whether Lewisham service users of different ethnicities would recommend these services to friends or family. This data was sourced from anonymised patient experience surveys (PEDIC) completed by or on behalf of service users in Lewisham services in the last three years. We have used this longer period to show how experience has changed over time.

Outcomes of services:

- Recovery and improvement rate data on outcomes from Lewisham IAPT services. This data was sourced from the [NHS Digital](#). The data covers the period between January 2019 and December 2019.

3.2 Explanation of how the information is presented in this report

The data in this report is grouped into the following six sections:

1. Community mental health services for children and young people
2. Adult services providing psychological therapies
3. Community mental health services for adults with severe mental illness
4. Crisis and acute mental health services for adults with severe mental illness
5. Community dementia and mental health services for older adults
6. Forensic offender mental health services

Each section contains the following information:

- A short summary of what the services do and where they get referrals. Where possible, a link to further information on our [service finder](#) is provided.
- Tables and charts to show the ethnicity profile of who is accessing the services and who has given FFT feedback about those services alongside a comparator.
- Tables to show the top ten languages of interpreters booked by the services.
- Tables and charts to show what percentage of service users of different ethnicities would recommend the services to friends of family.
- Initial views of what the data suggests, examples of what services have done or are doing about this and ideas for other potential next steps for services.

3.3 Limitations of the information presented in this report

The information in this report provides useful insight into the access, experience and outcomes of service users of different ethnicities and what services are doing to improve this. However, it is important to acknowledge the limitations of what this data alone can tell us.

Limitations of access information

In some services, the level of unknown ethnicity makes it difficult to make meaningful comparisons about access. The ethnicity may be unknown because it has not been recorded or because a service user stated they did not want this recorded.

[Census 2011 data](#) has been used as a comparator for the ethnicity profile of service caseloads. This is because it provides the ethnicity profile of people living in the boroughs who may need these services. However, for some services, it is not always possible to draw conclusions about access from Census data alone.

The uneven incidence of some mental health problems across different ethnic groups is an important factor to consider for access to services for adults with severe mental illness. Psymaptic data has been used as an additional comparator for access to these services. The Psymaptic model is a national tool that predicts cases of first episode psychosis in each borough for people of certain demographic groups.

Another factor to consider is that some services do not accept self-referrals. A more appropriate comparator for access to these services is the ethnicity profile of the services that they receive referrals from.

Limitations of experience information

The report contains data from the FFT question in anonymised surveys undertaken in each service. This data does not explain the reasons why service users would or would not recommend the service to friends or family if they needed it.

In some cases the sample sizes for some ethnic groups are very low. It is important to consider the number of respondents as well as the percentage responding positively when reviewing the experience information in this report.

This experience data provides some insight into the experience of the survey respondents in the sample. However, whatever the sample size, it cannot automatically be considered indicative of the experience of all service users from this ethnic group.

The report does not include feedback from other methods that service users use to give feedback such as suggestion boxes, ward community meetings, PALS (Patient Advice and Liaison Service), formal compliments or complaints.

Limitations of outcomes information

The report only contains outcomes data from the IAPT service. These are clinical measures that are defined nationally. The report does not include information on other clinical outcomes or non-clinical outcomes relating to other aspects relevant to the mental wellbeing of service users.

4. Community mental health services for children and young people

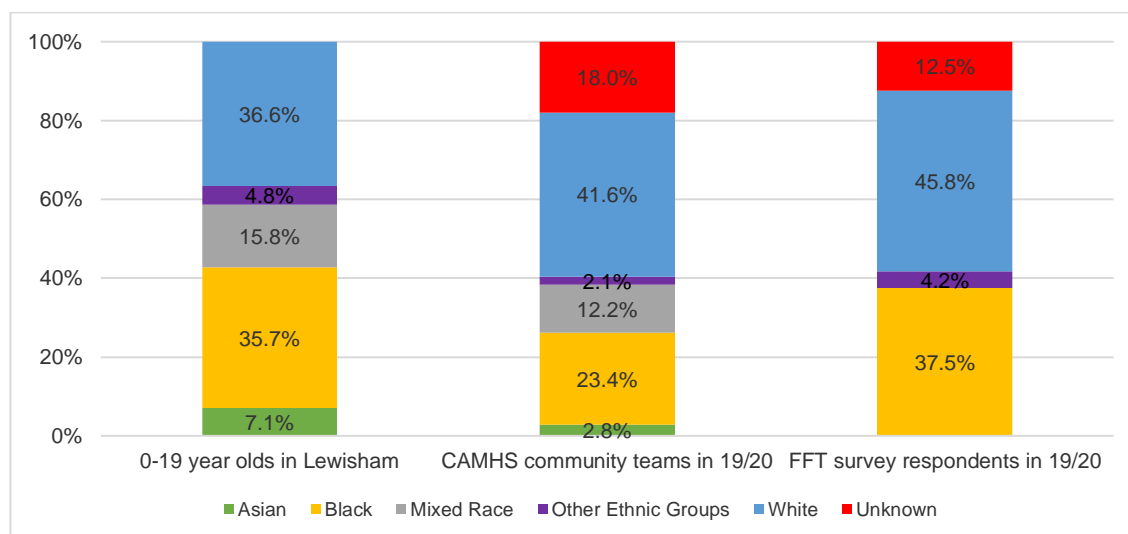
Child and adolescent mental health services (CAMHS) community services in Lewisham include an [Adolescent Community Service](#), [Child and Adolescent Community Service \(Lewisham East\)](#), the [Kaleidoscope West Clinic Team](#), a [Child and Adolescent Looked After Service](#), a [Child and Adolescent Neurodevelopmental and Paediatric Liaison Service](#) and a [Young Offenders Service](#). Teams get their referrals from GPs, schools and social services.

3.1 Access

The table and chart below show data from the period between April 2019 and March 2020 on the ethnicity of service users in CAMHS Community services in Lewisham, the ethnicity of FFT survey respondents to CAMHS community services and how these changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|--|-------|-------|------------|--------------------|-------|---------|
| 0-19 year olds in Lewisham (Census 2011) | 7.1% | 35.7% | 15.8% | 4.8% | 36.6% | 0.0% |

| | | | | | | |
|--|--------------|---------------|---------------|--------------|---------------|---------------|
| Lewisham CAMHS Community Services caseload in 2019/20 (ePJS) | 2.8% | 23.4% | 12.2% | 2.1% | 41.6% | 18.0% |
| Change from the previous year | +1.0% | +7.0% | +4.6% | +0.5% | +13.5% | -26.5% |
| FFT respondents to CAMHS Community Services surveys in 2019/20 (PEDIC) | 0.0% | 37.5% | 0.0% | 4.2% | 45.8% | 12.5% |
| Change from the previous year | -2.9% | +10.0% | -10.1% | +4.2% | -4.9% | +3.8% |



Between April 2019 and March 2020 Lewisham CAMHS community services made 157 face to face interpreter bookings for 22 different languages to help communication between staff, service users and carers. This was an increase from the 131 bookings for 17 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Lewisham CAMHS community teams between April 2019 and March 2020.

| Language | Number of bookings |
|-----------------------------|--------------------|
| BSL (British Sign Language) | 25 |
| Dari | 24 |
| Arabic | 22 |
| Amharic | 15 |
| Turkish | 14 |
| French | 13 |
| Spanish | 9 |
| Pashtu | 7 |
| Yoruba | 6 |
| Albanian | 4 |

3.2 Experience

The table and chart below show the number of Lewisham CAMHS community service FFT respondents in each ethnic group and the proportion responding positively.

| How likely are you to recommend Lewisham CAMHS community services to friends and family if they needed similar care or treatment? | | | | | | |
|---|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | Below 10 | 100.0% | Below 10 | 100.0% | 0 | - |
| Black | Below 10 | 100.0% | 19 | 89.5% | 9 | 88.9% |
| Mixed Race | Below 10 | 75.0% | Below 10 | 100.0% | 0 | - |
| Other ethnic group | Below 10 | 50.0% | 0 | - | Below 10 | 100.0% |
| White | 38 | 92.1% | 35 | 88.6% | 11 | 100.0% |
| Overall | 68 | 86.8% | 69 | 91.3% | 21 | 95.2% |

3.3 What does this data suggest?

Access:

- The level of unknown ethnicity in Lewisham CAMHS community services decreased in 2019/20. This improved recording of ethnicity makes the data more useful in understanding access for ethnic minority service users. CAMHS have identified the need to improve access to community services for Asian and Black young people, as an equality objective.
- Lewisham CAMHS community services made more interpreting bookings than in year before to meet the communication needs of service users, family members and carers.

Experience:

- The small sample size of Lewisham CAMHS community service FFT respondents limits the ability to use this data to understand the experience of service users of different ethnicities. There were no Asian or Mixed Race FFT respondents in 2019/20 while the proportion of Black FFT respondents increased from the year before.

- In this small sample, most FFT respondents of all ethnicities reported positive experiences of Lewisham CAMHS community services. No ethnicity has reported consistently more positive or poorer experience during this period.

5. Adult services providing psychological therapies

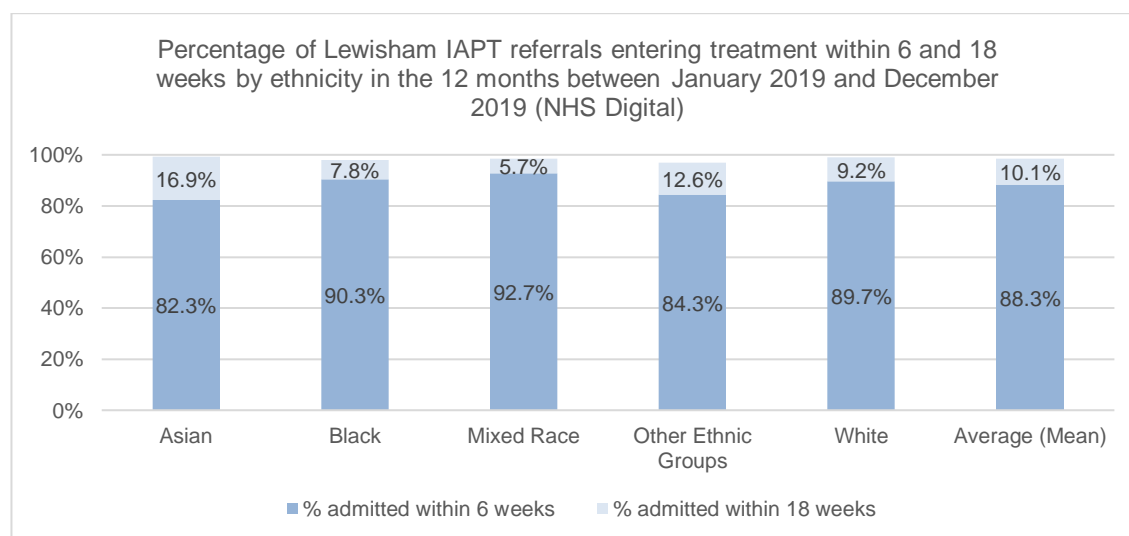
Psychological therapy services provided by the in Lewisham include the following:

- [IAPT Lewisham](#) is a primary care service that provides advice and brief treatment, including self-help therapy for people, aged over 18, with depression or anxiety. Referrals are received from GPs and self-referrals. Lewisham IAPT have produced an [Equality and Diversity report](#) to show how the service is working to tackle inequality, eliminate discrimination and promote equality of access and treatment for all residents of Lewisham.
- [Integrated Psychological Therapy service \(Lewisham\)](#) is a specialist psychological therapy service (secondary care) that provides assessment, treatment and care for people, aged 18-65, who have severe mental illness. The service receives referrals from the IAPT and Assessment and Liaison service.

4.1 Access

The table and chart below shows the percentage of Lewisham IAPT referrals entering treatment within 6 and 18 weeks by ethnicity between January 2019 and December 2019.

| | Asian | Black | Mixed Race | Other Ethnic Group | White |
|--|--------------|---------------|---------------|--------------------|---------------|
| Percentage of Lewisham IAPT referrals entering treatment with 6 weeks in 2019 | 82.3% | 90.3% | 92.7% | 84.3% | 89.7% |
| Change from the previous year | +5.0% | +14.0% | +13.0% | +8.7% | +11.6% |
| Percentage of Lewisham IAPT referrals entering treatment with 18 weeks in 2019 | 99.2% | 98.1% | 98.4% | 96.9% | 98.9% |
| Change from the previous year | -0.3% | -1.0% | -0.1% | -1.0% | -0.2% |



The table and chart below show the ethnicity of referrals and people entering treatment at Lewisham IAPT (between January 2019 and December 2019) in comparison with the ethnicity of over 18 year olds in Lewisham, the caseloads of Assessment and Liaison (A&L) and Integrated Psychological Therapy (IPT) services (between April 2019 and March 2020) and the ethnicity of FFT respondents in Lewisham Integrated Psychological Therapy service and how these have changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|--|--------------|--------------|--------------|--------------------|--------------|--------------|
| Over 18 year olds in Lewisham (Census 2011) | 9.4% | 24.5% | 4.8% | 2.6% | 58.8% | 0.0% |
| Lewisham IAPT referrals in 2019 (NHS Digital) | 4.3% | 20.3% | 9.5% | 3.1% | 55.8% | 7.0% |
| Change from the previous year | -0.7% | -0.6% | +1.5% | +0.1% | -0.1% | -0.2% |
| People entering first treatment at Lewisham IAPT in 2019 (NHS Digital) | 4.5% | 20.1% | 8.6% | 3.1% | 57.5% | 6.3% |
| Change from the previous year | -0.2% | +0.2% | +0.4% | +0.1% | -0.9% | +0.5% |
| Lewisham A&L service caseload in 2019/20 (ePJS) | 3.7% | 16.2% | 4.0% | 4.6% | 43.4% | 28.1% |
| Change from the previous year | -0.6% | 0.0% | +0.4% | +0.5% | -1.0% | 0.8% |
| Lewisham IPT service caseload in 2019/20 (ePJS) | 6.3% | 14.5% | 5.7% | 4.8% | 49.5% | 19.1% |
| Change from the previous year | -2.6% | -1.4% | -0.8% | 0.0% | -0.5% | +5.1% |
| Lewisham IPT FFT survey respondents in 2019/20 (PEDIC) | 0.0% | 11.8% | 3.9% | 0.0% | 68.8% | 15.7% |
| Change from the previous year | -5.4% | -1.2% | -1.5% | -4.3% | +8.8% | +3.7% |

Between April 2019 and March 2020 Lewisham IAPT and Integrated Psychological Therapy services made 755 face to face interpreter bookings for 34 different languages to help communication between staff, service users and carers. This was a slight decrease from the 757 bookings for 33 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Lewisham IAPT and Integrated Psychological Therapy services between April 2019 and March 2020.

| Language | Number of bookings |
|-----------------|--------------------|
| Tamil | 140 |
| Spanish | 108 |
| Albanian | 76 |
| Arabic | 56 |
| Mandarin | 51 |
| Turkish | 44 |
| Portuguese | 29 |
| Pashtu | 29 |
| Polish | 25 |
| Farsi (Persian) | 22 |
| French | 22 |

4.2 Experience

The table and chart below show the number of Lewisham Integrated Psychological Therapy service FFT respondents in each ethnic group and the proportion that responded positively.

| How likely are you to recommend Lewisham Integrated Psychological Therapy services to friends and family if they needed similar care or treatment? | | | | | | |
|--|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | 10 | 90.0% | Below 10 | 100.0% | 0 | - |
| Black | 30 | 93.3% | 12 | 91.7% | Below 10 | 100.0% |
| Mixed Race | 18 | 83.3% | Below 10 | 100.0% | Below 10 | 100.0% |
| Other ethnic group | Below 10 | 100.0% | Below 10 | 100.0% | 0 | |
| White | 109 | 89.9% | 55 | 85.5% | 34 | 79.4% |
| Overall | 168 | 89.9% | 81 | 88.9% | 42 | 83.3% |

4.3 Outcomes

The table and chart below show Lewisham IAPT improvement rates for service users of different ethnicities between January 2019 and December 2019 and how the average improvement rate for each ethnicity in 2019 changed from the previous year.

| | Jan 19 to Mar 19 | Apr 19 to Jun 19 | Jul 19 to Sep 19 | Oct 19 to Dec 19 | Average for 2019 | Change from the previous year |
|------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------------------|
| Asian | 69.0% | 64.7% | 61.0% | 57.7% | 63.1% | -4.8% |
| Black | 76.7% | 72.7% | 67.7% | 71.0% | 72.0% | +8.6% |
| Mixed Race | 63.5% | 68.5% | 69.8% | 73.5% | 68.8% | +4.8% |
| Other ethnic groups | 79.0% | 64.0% | 77.0% | 71.0% | 72.8% | +2.8% |
| White | 62.7% | 60.3% | 64.3% | 68.7% | 64.0% | -2.2% |
| Overall | 69.3% | 66.3% | 67.9% | 68.5% | 68.0% | +2.5% |

The table and chart below show the Croydon IAPT recovery rates for service users of different ethnicities between January 2019 and December 2019 and how the average recovery rate for each ethnicity in 2019 changed from the previous year.

| | Jan 19 to Mar 19 | Apr 19 to Jun 19 | Jul 19 to Sep 19 | Oct 19 to Dec 19 | Average for 2019 | Change from the previous year |
|---------------------|------------------|------------------|------------------|------------------|------------------|-------------------------------|
| Asian | 38.0% | 51.5% | 47.0% | 47.0% | 45.9% | +1.5% |
| Black | 48.5% | 48.0% | 46.5% | 47.3% | 47.6% | +1.6% |
| Mixed Race | 40.5% | 53.8% | 42.0% | 52.5% | 47.2% | -4.1% |
| Other ethnic groups | 75.0% | 44.0% | 63.0% | 48.0% | 57.5% | -6.7% |
| White | 54.0% | 48.7% | 51.0% | 51.7% | 51.4% | -2.2% |
| Overall | 50.3% | 50.2% | 49.3% | 50.0% | 50.0% | -1.3% |

4.4 What does this data suggest?

Access:

- Waiting times to enter Lewisham IAPT treatment were broadly similar for different ethnic groups and to waiting times in the previous year. In comparison to the year before, a higher proportion of service users of all ethnicities entered treatment within 6 weeks and a slightly lower proportion of all ethnicities entered treatment within 18 weeks.
- The proportion of ethnic minority people being referred to the Lewisham IAPT and entering treatment in 2019 was broadly similar to the year before. The IAPT continues to work in partnership with Lewisham BAME IAG to develop a quality improvement project aimed at improving access and experience for BAME service users.
- The proportion of ethnic minority service users in Lewisham Integrated Psychological Therapies service was slightly lower than the year before. The proportion of White service users increased.

- Despite a small decrease from the year before, Lewisham adult psychological therapy services continue to make a large number of interpreting bookings to meet the communication needs of service users, family members and carers.

Experience:

- IAPTs do not use PEDIC surveys. The small numbers of Integrated Psychological Therapy service FFT respondents makes it difficult to draw conclusions from the data. No respondents who were Asian or from other ethnic groups gave FFT feedback in 2019.
- Most FFT respondents of all ethnicities reported positive experiences of Lewisham Integrated Psychological Therapy service. There has been variation in the levels of positive experience over the last three years. White respondents reported the least positive experience in the last two years.

Outcomes:

- Improvement rate and recovery rate data show that these fluctuate over time for different ethnicities. The data does not show consistently lower improvement or recovery rates for any particular ethnicity during 2019.
- Compared to the annual average improvement rate in the year before, the largest increase (+8.6%) was for Black service users and the largest decrease (-4.8%) was for Asian service users.
- Compared to the annual average recovery rate in the year before, the largest increase (+1.6%) was for Black service users and the largest decrease (-6.7%) was for service users from other ethnic groups.

6. Community mental health services for adults with severe mental health

The Trust provides a range of community mental health services for adults with severe mental health problems in Lewisham. These include the following:

- The [Assessment and Liaison Service](#) works with primary care and adult social care to support people aged 18-65, with mental health problems, where possible, without the need for a secondary mental health service. The team gets referrals from GPs and other health and social care workers
- The [Treatment Service](#) combines this assessment and liaison's service with targeted therapeutic interventions. People are referred to this team by Assessment and Liaison service.
- [OASIS](#) is a health service for supporting young people aged 14-35 who are experiencing psychological distress. Referrals come from a range of sources and the team accepts self-referrals.
- The [Early Intervention Service \(Lewisham\)](#) provides support to people aged 16-64 who are suspected to be at risk or who are having a first episode of psychosis before they reach 'crisis point'. Referrals come from a range of sources including GPs and schools.
- The Psychosis Promoting Recovery Community Service has teams in [Neighbourhood 1](#), [Neighbourhood 2](#), [Neighbourhood 3](#) and [Neighbourhood 4](#) providing care for adults who

have a psychotic illness. Vocational and a Primary Care Enhanced Mental Health services are also provided.

- Lewisham Enhanced Recovery Team provides intensive community-based rehabilitation, care and support for adults with severe and long-term mental illness who live in Lewisham.

5.1 Access

The table and chart below shows data from the period between April 2019 and March 2020 on the ethnicity of service users in Lewisham community mental health services in comparison with the ethnicity of 18-65 year olds in Lewisham, the percentage of predicted cases of psychosis for 16-64, the ethnicity of FFT survey respondents to those services and how these changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|---|--------------|--------------|--------------|--------------------|--------------|--------------|
| 18-65 year olds in Lewisham (Census 2011) | 7.5% | 25.4% | 5.2% | 5.4% | 56.6% | 0.0% |
| Predicted cases of psychosis for 16-64 year olds in Lewisham (Psymaptic) | 1.0% | 50.5% | 7.1% | 0.0% | 18.7% | 22.7% |
| OASIS Outreach and Support caseload in 2019/20 (ePJS) (All 4 boroughs) | 4.5% | 21.3% | 5.3% | 5.6% | 27.4% | 35.9% |
| Change from the previous year | -0.7% | -0.5% | -0.5% | +2.1% | -4.0% | +3.6% |
| Early Intervention team caseload in 2019/20 (ePJS) | 4.0% | 46.9% | 3.6% | 4.7% | 30.0% | 10.8% |
| Change from the previous year | +0.1% | +0.1% | 0.0% | +0.2% | -3.6% | +3.3% |
| Assessment and Liaison Service caseload in 2019/20 (ePJS) | 3.7% | 16.2% | 4.0% | 4.6% | 43.4% | 28.1% |
| Change from the previous year | -0.6% | 0.0% | +0.4% | +0.5% | -1.0% | +0.8% |
| Treatment service caseload in 2019/20 (ePJS) | 4.4% | 18.1% | 7.1% | 4.4% | 57.9% | 8.1% |
| Change from the previous year | -0.6% | -0.9% | +1.6% | +0.7% | -3.4% | +2.6% |
| Psychosis Community Service caseload in 2019/20 (ePJS) | 5.1% | 52.2% | 3.1% | 5.1% | 33.2% | 1.3% |
| Change from the previous year | -0.1% | +0.1% | +0.6% | +0.1% | -1.3% | +0.6% |
| Primary Care Mental Health Service caseload in 2019/20 (ePJS) | 4.6% | 27.8% | 3.7% | 4.2% | 43.0% | 16.7% |
| Change from the previous year | -0.2% | -1.1% | +0.2% | -1.3% | +0.8% | +1.5% |
| Social Inclusion and Recovery Occupational Therapy Service caseload in 2019/20 (ePJS) | 4.2% | 38.8% | 5.2% | 3.8% | 42.2% | 5.9% |
| Change from the previous year | -2.5% | +6.1% | +0.2% | +1.5% | -4.7% | -0.5% |
| Social Inclusion and Recovery Vocational/Self Directed Support Service caseload in 2019/20 (ePJS) | 5.4% | 47.5% | 5.9% | 3.4% | 32.8% | 4.9% |
| Change from the previous year | +2.4% | +5.6% | +1.8% | -1.0% | -7.6% | -1.4% |
| Enhanced Recovery service caseload in 2019/20 (ePJS) | 3.8% | 39.7% | 2.6% | 1.9% | 51.9% | 0.0% |
| Change from the previous year | +0.4% | +0.4% | -0.2% | -0.2% | -0.5% | 0.0% |
| FFT survey respondents to Lewisham adult community services surveys in 2019/20 (PEDIC) | 4.8% | 30.5% | 9.5% | 2.3% | 40.8% | 12.2% |
| Change from the previous year | -1.5% | +5.6% | +2.5% | +1.3% | -8.4% | +0.5% |



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Between April 2019 and March 2020 Lewisham adult community mental health services made 328 face to face interpreter bookings for 28 different languages to help communication between staff, service users and carers. This was a decrease from the 433 bookings for 33 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Lewisham adult community mental health services between April 2019 and March 2020.

| Language | Number of bookings |
|-----------------------------|--------------------|
| Tamil | 64 |
| Romanian | 41 |
| Arabic | 23 |
| Somali | 22 |
| Mandarin | 21 |
| Spanish | 20 |
| Twi | 15 |
| BSL (British Sign Language) | 12 |
| Sylheti | 12 |
| Farsi (Persian) | 11 |
| Pashtu | 11 |
| Turkish | 11 |

5.2 Experience

The table and chart below show the number of Lewisham adult community mental health service FFT respondents in each ethnic group and the proportion that responded positively.

| How likely are you to recommend Lewisham adult mental health community services to friends and family if they needed similar care or treatment? | | | | | | |
|---|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | 54 | 92.6% | 52 | 94.2% | 32 | 90.6% |
| Black | 248 | 90.3% | 204 | 89.7% | 200 | 91.0% |
| Mixed Race | 48 | 95.8% | 58 | 67.2% | 63 | 87.3% |
| Other ethnic group | Below 10 | 100.0% | Below 10 | 62.5% | 15 | 80.0% |
| White | 372 | 89.8% | 401 | 86.0% | 268 | 90.3% |
| Overall | 789 | 90.5% | 817 | 85.3% | 578 | 90.0% |

5.3 What does this data suggest?

Access:

- The ethnicity profile of Lewisham adult community mental health services are broadly similar to the year before.
- The level of unknown ethnicity in OASIS, Early Intervention and the Assessment and Liaison services makes it difficult to come to conclusions about access for ethnic minority service users. The proportion of unknown ethnicity increased slightly for all these caseloads which suggests there was less recording of ethnicity by these services in 2019 than in the year before.
- Most Lewisham adult community mental health services have high proportions of ethnic minority services users accessing their services. This is consistent with the psymaptic data on the ethnicity profile of incidence of psychosis. However the OASIS, Assessment and Liaison, Treatment and Psychosis Low Intensity Treatment service seem to have lower proportions of Black service users in comparison with psymaptic data.
- Lewisham community mental health services continue to make a high number of interpreter bookings. However the number of interpreter bookings decreased in comparison to the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Lewisham adult community mental health services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.
- In the last two years, respondents who were mixed race or from other ethnic groups reported less positive experiences than those of other ethnicities.

7. Crisis and acute mental health services for adults with severe mental health

The Trust provides a range of crisis and acute mental health services for adults with severe mental health problems in Lewisham. These include the following:

- The [Mental Health Liaison Service \(Lewisham Hospital\)](#) provides care to people, aged over 18, who have mental health problems and who are patients at University Hospital Lewisham. The service assesses people to determine if they need mental health care and treatment.
- [Home Treatment Team \(Lewisham\)](#) care for people, aged 18-65, who have severe mental illness, who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from Trust services such as assessment and liaison, promoting recovery, crisis services and wards.
- Acute mental health inpatient wards support people in Lewisham, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include [Clare Ward](#); [Johnson Psychiatric Intensive Care Unit](#); [Lewisham Triage](#); [Powell Ward](#) and [Wharton Ward](#).

6.1 Access

The table and chart below show data from the period between April 2019 and March 2020 on the ethnicity profile of Lewisham adult crisis and acute mental health service caseloads compared to the ethnicity profile of 18-65 year olds in Lewisham, the percentage of predicted cases of psychosis for 16-64, the ethnicity of FFT respondents to these services and how these changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|--|--------------|--------------|--------------|--------------------|--------------|--------------|
| 18-65 year olds in Lewisham (Census 2011) | 7.5% | 25.4% | 5.2% | 5.4% | 56.6% | 0.0% |
| Predicted cases of psychosis for 16-64 year olds in Lewisham (Psymaptic) | 1.0% | 50.5% | 7.1% | 0.0% | 18.7% | 22.7% |
| Lewisham Hospital Mental Health Liaison caseload in 2019/20 (ePJS) | 3.6% | 20.2% | 3.2% | 10.6% | 46.3% | 16.3% |
| Change from the previous year | -0.8% | -0.3% | +0.4% | +2.7% | -5.0% | +3.2% |
| Lewisham Home Treatment Team caseload in 2019/20 (ePJS) | 5.1% | 31.2% | 3.8% | 6.5% | 39.8% | 13.7% |
| Change from the previous year | -0.3% | 0.4% | -0.3% | +1.5% | -4.2% | +3.1% |
| Lewisham Acute wards caseload in 2019/20 (ePJS) | 4.1% | 42.5% | 4.4% | 5.4% | 33.7% | 9.8% |
| Change from the previous year | -1.1% | -1.9% | +0.8% | +1.2% | -1.6% | +2.5% |
| FFT survey respondents to Lewisham crisis and acute mental health service surveys in 2019/20 (PEDIC) | 5.5% | 35.3% | 6.7% | 1.4% | 41.2% | 9.9% |
| Change from the previous year | +2.3% | +2.2% | -3.6% | -0.8% | +2.5% | -2.6% |

Between April 2019 and March 2020 Lewisham adult crisis and acute mental health services made 317 face to face interpreter bookings for 22 different languages to help communication between staff, service users and carers. This was an increase from the 167 bookings for 22 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Lewisham adult crisis and acute mental health services between April 2019 and March 2020.

| Language | Number of bookings |
|-----------------|---------------------------|
| Spanish | 76 |
| Tamil | 44 |
| Macedonian | 36 |
| Mandarin | 30 |
| French | 27 |
| Romanian | 19 |
| Bulgarian | 15 |
| Italian | 14 |
| Bengali | 13 |
| Portuguese | 9 |

6.2 Experience

The table and chart below show the number of Lewisham adult crisis and acute mental health service FFT respondents in each ethnic group and the proportion that responded positively.

| How likely are you to recommend Lewisham crisis and acute mental health services to friends and family if they needed similar care or treatment? | | | | | | |
|--|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | 36 | 86.1% | 24 | 75.0% | 24 | 83.3% |
| Black | 273 | 81.3% | 238 | 71.0% | 153 | 72.5% |
| Mixed Race | 79 | 73.4% | 74 | 77.0% | 29 | 79.3% |
| Other ethnic group | 14 | 64.3% | 16 | 56.3% | Below 10 | 83.3% |
| White | 406 | 75.4% | 273 | 78.0% | 177 | 78.5% |
| Overall | 894 | 75.8% | 716 | 74.4% | 389 | 76.6% |

6.3 What does this data suggest?

Access:

- The ethnicity profile of Lewisham adult crisis and acute mental health services are broadly similar to the year before.
- In comparison with psymaptic data, services such as mental health liaison and home treatment, seem to have a lower than anticipated proportion of Black service users accessing them. However, the level of unknown ethnicity in these services' caseload data makes it difficult to come to definitive conclusions about this. The proportion of unknown ethnicity increased for both these which suggests there was less recording of ethnicity by these services in 2019 than in the year before.
- Lewisham adult crisis and acute mental health services made significantly more interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Lewisham adult crisis and acute mental health services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.

8. Community dementia and mental health services for older adults

The Trust provides a range of dementia and older adult community mental health services in Lewisham. These include the following:

- [Memory Service \(Lewisham\)](#) provides early assessment, treatment and care for people, over 18, who have memory problems that may be associated with dementia. Referrals are received from GPs.
- The Community Mental Health Team for Older Adults provides community-based assessment, treatment and care for people aged over 65 who have mental health problems and younger people with a diagnosis of dementia.
- [Home Treatment for Older Adults \(Lambeth, Southwark and Lewisham\)](#) care for people aged 65 and over with severe mental illness who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from GPs, social services or other secondary care services.
- [Care Home Intervention Service \(Lewisham\)](#) support people aged 65 and over, whose behaviour has become challenging in the context of a dementia or mental illness and they are currently living in a day care, residential or nursing home setting.

7.1 Access

The table and chart below show data for the period between April 2019 and March 2020 on the ethnicity profile of Lewisham dementia and older adult community mental health service caseloads compared to the ethnicity profile of over 65 year olds in Lewisham, the ethnicity of FFT respondents to these services and how these changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|--|--------------|--------------|--------------|--------------------|--------------|--------------|
| Over 65 year olds in Lewisham (Census 2011) | 3.6% | 18.0% | 1.9% | 1.9% | 74.6% | 0.0% |
| Lewisham Memory Service caseload in 2019/20 (ePJS) | 4.1% | 22.1% | 1.6% | 1.4% | 62.2% | 8.6% |
| Change from the previous year | -0.5% | +1.2% | -0.7% | +0.3% | +1.7% | -2.0% |
| Lewisham Older Adult Community Mental Health Team in 2019/20 (ePJS) | 4.7% | 19.7% | 0.6% | 1.6% | 69.1% | 4.4% |
| Change from the previous year | +1.0% | +0.8% | -0.2% | +1.0% | -3.5% | +1.0% |
| Older Adult Home Treatment (Lambeth, Southwark and Lewisham) team caseload in 2019/20 (ePJS) | 4.8% | 20.1% | 1.0% | 1.9% | 62.3% | 9.9% |
| Change from the previous year | +2.0% | +5.4% | 0.1% | -2.7% | -8.3% | +3.5% |
| Lewisham Care Home Intervention team caseload in 2019/20 (ePJS) | 1.1% | 15.6% | 0.5% | 2.2% | 72.0% | 8.6% |

| | | | | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Change from the previous year | -0.5% | -1.2% | 0.0% | -2.7% | +7.1% | -2.8% |
| FFT survey respondents to Lewisham older adult service surveys in 2019/20 (PEDIC) | 5.4% | 13.4% | 5.4% | 1.1% | 67.7% | 7.0% |
| Change from the previous year | -1.0% | -1.8% | +3.9% | +0.1% | +0.6% | -1.8% |

Between April 2019 and March 2020 Lewisham dementia and older adult community mental health services made 103 face to face interpreter bookings for 14 different languages to help communication between staff, service users and carers. This is a significant increase from the 49 bookings for 14 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Lewisham dementia and older adult community mental health services between April 2019 and March 2020.

| Language | Number of bookings |
|-----------------|---------------------------|
| Spanish | 33 |
| Turkish | 18 |
| Tamil | 10 |
| Farsi (Persian) | 7 |
| Polish | 6 |
| Vietnamese | 5 |
| Cantonese | 4 |
| Bengali | 4 |
| Lithuanian | 4 |

7.2 Experience

The table and chart below show the number of Lewisham dementia and older adult community mental health services FFT respondents in each ethnic group and the proportion that responded positively.

| How likely are you to recommend Lewisham community dementia or older adult mental health services to friends and family if they needed similar care or treatment? | | | | | | |
|---|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | Below 10 | 88.9% | 13 | 100.0% | 10 | 100.0% |
| Black | 35 | 91.4% | 30 | 83.3% | 23 | 95.7% |
| Mixed Race | Below 10 | 100.0% | Below 10 | 100.0% | 10 | 90.0% |
| Other ethnic group | Below 10 | 100.0% | Below 10 | 100.0% | Below 10 | 100.0% |
| White | 149 | 91.3% | 137 | 93.4% | 124 | 96.8% |
| Overall | 241 | 91.3% | 201 | 92.5% | 169 | 96.4% |

7.3 What does this data suggest?

Access:

- The ethnicity profile of Lewisham dementia and older adult community mental health services are broadly similar to the year before and appear broadly reflective of the ethnicity of older people in Lewisham.
- Other borough memory services have identified the need to encourage earlier access to memory services for older Black African and Caribbean service users. This activity may provide useful learning for consideration by Lewisham memory service.

- The proportion of unknown ethnicity in the Older Adult Home Treatment service (Lambeth, Southwark and Lewisham) increased from the year before making it harder to come to conclusions about access for ethnic minority service users. This suggests there was less recording of ethnicity by this service in 2019 than in the year before.
- Lewisham dementia and older adult community mental health services made significantly more interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Lewisham dementia and older adult community mental health services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.

9. Forensic offender mental health services

The Trust provides a range of medium, low secure and specialist inpatient forensic services at [River House](#). The Community Forensic Service (Lewisham) provides community-based assessment, treatment and care for people, aged 18-65, who have severe mental health problems and who may be a risk to themselves and others.

8.1 Access

The table and chart below show data for the period between April 2019 and March 2020 on the ethnicity profile of Lewisham CCG service users in forensic offender mental health services compared to the ethnicity profile of 18-65 year olds in Lewisham, the ethnicity of all Forensic service FFT respondents and how this changed from the year before.

| | Asian | Black | Mixed Race | Other Ethnic Group | White | Unknown |
|---|--------------|--------------|--------------|--------------------|--------------|--------------|
| 18-65 year olds in Lewisham | 7.5% | 25.4% | 5.2% | 5.4% | 56.6% | 0.0% |
| Lewisham CCG Forensic Offender Health Pathway caseload in 2019/20 (ePJS) | 2.8% | 54.3% | 3.9% | 2.5% | 32.8% | 3.6% |
| Change from the previous year | 0.0% | +3.8% | +0.8% | -0.3% | -3.8% | -0.5% |
| Trust-wide FFT survey respondents to Forensic services surveys in 2019/20 (PEDIC) | 2.8% | 32.1% | 11.6% | 1.7% | 41.2% | 10.5% |
| Change from the previous year | -0.8% | -2.9% | +2.3% | +0.1% | +3.8% | -2.5% |

Our interpreting data does not enable us to identify the borough that Forensic service users are from; therefore, the following information spans the whole forensic service.

Between April 2019 and March 2020 all the Trust’s forensic services made 82 bookings for 6 different languages. This is a decrease from the 108 bookings for 9 languages made in the year before.

The top three languages of face to face interpreters booked for forensic service users were Portuguese (42 bookings), Amharic (18 bookings) and Romanian (17 bookings).

8.2 Experience

It is not possible to identify Lewisham CCG forensic service users in the anonymised FFT surveys. The table and chart below show the number of all Forensic service FFT respondents in each ethnic group and the proportion that responded positively.

| How likely are you to recommend forensic mental health services to friends and family if they needed similar care or treatment? | | | | | | |
|---|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Ethnicity | Number of responses in 17/18 | Positive responses in 17/18 | Number of responses in 18/19 | Positive responses in 18/19 | Number of responses in 19/20 | Positive responses in 19/20 |
| Asian | 34 | 82.4% | 24 | 83.3% | 10 | 100.0% |
| Black | 232 | 66.8% | 203 | 74.9% | 110 | 78.2% |
| Mixed Race | 57 | 77.2% | 57 | 82.5% | 40 | 90.0% |
| Other ethnic group | 11 | 63.6% | 13 | 76.9% | Below 10 | 83.3% |
| White | 299 | 73.6% | 200 | 80.5% | 145 | 84.1% |
| Overall | 709 | 69.1% | 574 | 78.2% | 311 | 83.3% |

8.3 What does this data suggest?

Access:

- The ethnicity profile of Lewisham Forensic services is broadly similar to the year before. Black services continue to represent a high proportion of service users in these services.
- Forensic services made fewer interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of forensic services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.

10. What will we do next?

During 2020/21, the Trust will:

- Use this report to encourage staff to consider and analyse ethnicity data (on access, experience and outcomes) so services can respond to any potential race equality issues that are identified. Recommendations for staff include:
 - Use this report to consider how your service is providing the best possible services to ethnic minority service users. This is an issue that BAME communities repeatedly tell us they are concerned about.
 - Improve recording of the ethnicity of service users to improve the data available to monitor and improve access to services.
 - Encourage more survey responses from ethnic minority carers and service users to provide better data to understand the experience of services for different ethnic groups.
- Continue to deliver the [Trust's integrated equalities action plan \(2018-21\)](#)

- Continue to encourage Lewisham staff to attend cultural competency training developed and delivered in partnership with BME Community Development Workers from Off The Record Croydon and Croydon BME Forum.
- [Partnership working with members of Lewisham Independent Advisory Group through quarterly Joint Working Groups.](#)
- Seek feedback on this report from stakeholders and staff to identify how it can be improved.
- Work with staff in the Trust's operational directorates to develop another local ethnicity report for Lewisham covering the 2020/21 financial year. This will be published in June 2021, as part of our annual equality information to show what we have done and what has changed.