



**NHS**

South London  
and Maudsley  
NHS Foundation Trust

# Lewisham 24/7 Community Mental Health Model

SEL ICB - Neighbourhood Based Care Board

22nd April 2026

## Lewisham 24/7 model and learning for broader neighbourhood health

- ▶ The Lewisham 24/7 pilot aims to transform mental health care in the community, offering a new service delivered by an integrated and expanded community and primary care team
- ▶ The scope of the pilot is to develop a 24/7 model for general adult community mental health services often referred to as Community Mental Health Teams (CMHTs), and the services that work closely with them, such as crisis and home treatment teams
- ▶ The model reflects leading national and international models of community mental health care and is one of six NHSE funded national pilot sites
- ▶ The aims of the pilot mirror the broad aims of neighbourhood health, with joined up care delivered closer to home, outside of hospitals where possible
- ▶ The pilot includes the renovation of an existing Trust site at Heather Close to provide a dedicated mental health centre for the new team, similar to the design of neighbourhood health centres
- ▶ We are 12 months into delivery, with interim learnings and impact currently being worked through for sharing in September – this may be helpful for system partners currently designing the SEL neighbourhood health offer

# Overview of Lewisham 24/7 pilot



**1) Neighbourhood based:** A newly refurbished, neighbourhood-based Heather Close Community Mental Health Centre in Hither Green that offers a 24/7 service delivered by an integrated and expanded MDT (opens May '26).



**2) Relationships at the heart:** We aim to build a trusting relationship between the person, their family, carers and network and the care team, working with system partners to make sure we offer holistic care.



**3) Rooted in community feedback and evidence based:** The co-produced service model has been developed through a process of ongoing engagement with service users, carers, staff, and local communities, plus evidence and best practice nationally and internationally.



**4) A new, improved offer:** Extended hours and an extended support offer including crisis functions, guest beds and a day programme; enhanced collaboration with local VCSE partners; co-location with the Primary Care Mental Health Team, VCSE organisations and system partners; and accessible crisis support and 24/7 care in the community.



**5) Introducing a Membership Model:** Providing ongoing support and resources and building a strong community where individuals can connect, share experiences, and find mutual support. Work and work-related activities are integrated as a key component of recovery - promoting skills development and meaningful engagement.



**6) Long term commitment to new ways of working:** Aiming to share and spread our success and learning across Lewisham and beyond.

## Progress and impact to date: headlines



### **Increased...**

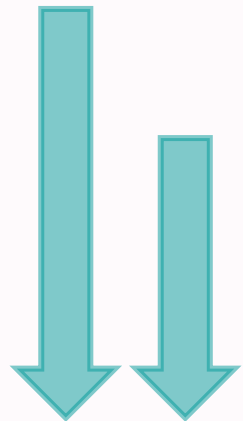
Face to face contacts

Number of service users accessing the services

% of Black service users accessing the services

Referrals to the recovery house

Patient reported outcome measures showing improvement



### **Reduced...**

Mental health presentations to ED

Number of occupied beds

% of Black service detained under the mental health act

Number of Community Treatment Orders

## Progress and impact to date: what do we think is making the difference?

- ▶ Extended hours: enables us to see more service users and reduces waiting times for psychological therapies
- ▶ Renewed assertive outreach offer: provides intensive support to help avoid admissions and to deliver better outcomes for service users
- ▶ Introduction of a non-medical prescriber role: reduces reliance on medical prescribing and allows rapid response to urgent issues
- ▶ Establishing a shared district nursing pathway: supports primary care integration and enables delivery of joined up care at neighbourhood level
- ▶ Carestream approach delivered through mini MDTs: enables staff to identify clear intervention pathways
- ▶ Developing collaborative ways of working with INTs: supports primary care integration
- ▶ Guest Beds used as 'step up' services: reducing admissions and providing choice and control
- ▶ Introduction of a membership offer: improves working relationships with primary care partners and delivers better outcomes for services users by allowing re-entry back into services after discharge without the need for a referral

## Embedding learning from Lewisham in the development of neighbourhood care

- ▶ Learning from the implementation of the pilot and specific challenges relating to the integration of care may be helpful for system partners who are undertaking the same type of work as part of the development of INTs and a broader neighbourhood health offer
- ▶ Interim learnings for the pilot are due to be fully worked up by September 2026 and these will include the impact on service user and carer experience, ability to deliver system deliverables and targets and the organisational development requirements to enable change successfully
- ▶ Regular presentations at local, regional and national forums, plus bespoke sessions for interested Trusts/ICBs have been taking place but these will be enhanced further once we have the interim findings
- ▶ In the meantime, SLaM and Oxleas are working together to establish a core offer for mental health that can be delivered at neighbourhood level – this will incorporate the learning from the Lewisham 24/7 pilot
- ▶ SLaM will also be continuing to develop and align our community mental health offer to the new INT and neighbourhood health offer, again incorporating the initial learning from Lewisham