

PORTFOLIO / MENTAL HEALTH

MENTAL HEALTH CASE STUDIES

Selected programme experience, including earlier roles.

CASE 01**All-age crisis care transformation****THE CHALLENGE**

The system needed clearer crisis access and coordination across ages, pathways and partner organisations.

THE WORK

Led redesign, stakeholder engagement, programme planning and governance for a whole-system approach.

REPORTED CHANGE

£1.044m programme funding secured; 120+ stakeholders engaged. Five workstreams, three consultations and four workshops supported a clearer model and shared delivery.

CASE 02**Digital therapy service design****THE CHALLENGE**

A commissioning opportunity required scalable, trauma-informed psychological assistance for victims of modern slavery.

THE WORK

Combined clinical therapy, technology, solution design, partner interviews and commercial planning.

REPORTED CHANGE

A credible offer aligned with sensitive user needs and contractual requirements. Rough-order-of-magnitude costings tested feasibility before the bid.

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EXPERIENCE IN PRACTICE

CASE 03

Ethnic mental health implementation

THE CHALLENGE

Turn equity priorities into practical implementation with stronger community voice and culturally responsive support.

THE WORK

Connected community insight with programme planning, stakeholder coordination, governance and delivery.

REPORTED CHANGE

Clearer delivery structure, more visible equity priorities and a coordinated route to improvement.

CASE 04

Crisis alternatives

THE CHALLENGE

The system needed timely alternatives to acute crisis pathways and more responsive mental health support.

THE WORK

Coordinated partners, delivery plans and the design and implementation of alternative crisis provision.

REPORTED CHANGE

A stronger offer included a seven-day Crisis Cafe, 6pm-midnight, and dedicated provision for 16-17-year-olds. Delivery plans and partner coordination supported readiness.

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EXPERIENCE IN PRACTICE

CASE 05**Primary and community mental health****THE CHALLENGE**

A stalled programme needed renewed direction, stronger governance and aligned partners.

THE WORK

Reset governance, co-produced a shared vision, refined hub-model options and prepared a structured handover.

REPORTED CHANGE

Renewed momentum, clearer escalation and workstream roles, and better-informed options and a roadmap for the incoming Programme Lead.

CASE 06**Adult mental health liaison****THE CHALLENGE**

The business case needed clearer patient journeys and a stronger account of early intervention.

THE WORK

Developed patient scenarios, visual service maps and supporting narrative across mental and physical health stakeholders.

REPORTED CHANGE

A stronger investment case helped secure funding for liaison service continuation and expansion.

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EXPERIENCE IN PRACTICE

CASE 07**Section 117 rapid improvement****THE CHALLENGE**

Unforecast high spend required clearer processes, better case data and more informed commissioning.

THE WORK

Redesigned the process, introduced a joint Power BI dashboard and coordinated high-cost case reviews.

REPORTED CHANGE

Reported savings of £54,000 from top-cost case reviews, better data accuracy and financial visibility, and stronger joint working and person-centred review.

CASE 08**Demand and capacity communications****THE CHALLENGE**

A trust needed clear communication to support cultural change and a new demand and capacity model.

THE WORK

Co-produced a four-phase campaign using infographics, champions, staff channels and community show-and-tell sessions.

REPORTED CHANGE

Staff better understood the model, dashboard, toolkit and virtual community, supporting adoption and more informed decisions.

Published, anonymised programme examples. Results reflect their original context and are not forecasts for a new engagement.

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