

MENTAL HEALTH CASE STUDIES

Crisis care, liaison, equity, transformation and improvement delivery

BETTER PATHWAYS. BRIGHTER LIVES.

DESIGNED FOR WEBSITE DOWNLOADS AND CLIENT CONVERSATIONS

A curated set of TMPM case studies grouped by work area for ongoing communications.

FOCUS	USE	FORMAT
Portfolio examples grouped by delivery context, with place and organisation names removed for wider promotion.	Suitable for website downloads, LinkedIn follow-ups, client introductions and targeted business development.	Landscape PDF pack with a matching cover, individual case-study pages and a contact page.

8 case studies

- Health Crisis Care Transformation of Digital Tech Therapy Platform
- Mental Health Service Implementation
- Development of Crisis Alternative Provision and Community Mental Health Transformation
- Mental Health Liaison Service
- 117 Rapid Improvement and Capacity Communications for Mental Health Trust

MENTAL HEALTH CRISIS CARE TRANSFORMATION

All-age mental health / Crisis care redesign and delivery

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

All-age crisis transformation depends on joined-up pathways, ownership and delivery discipline.

ALL-AGE

RE-DESIGN

TRANSFORMATION

GOVERNANCE



THE CHALLENGE

The local system needed clearer access to mental health crisis support and better coordination across age groups, pathways and partner organisations.



TMPM ACTIVITY

TMPM led redesign, stakeholder engagement, programme planning and governance to support a whole-system approach to all-age crisis care.



WHAT CHANGED

Partners gained a clearer crisis care model, stronger alignment and a more structured basis for continuing improvement.

BENEFITS & EVIDENCE

£1.044M | **120+**

programme
funding secured

stakeholders
engaged



CLEARER CRISIS PATHWAYS

A defined all-age model and stronger alignment across partners.



SHARED DELIVERY

Programme plans and governance supported coordinated improvement.

Scope: 5 workstreams, 3 consultations and 4 workshops.

DESIGN OF DIGITAL TECH & THERAPY PLATFORM

Psychological assistance / Trauma-informed therapy and technology

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

A trauma-informed digital service model translated sensitive user needs into a credible, scalable delivery proposition.

SERVICE DESIGN

MODERN SLAVERY

TECH & THERAPY

BID RESPONSE



THE CHALLENGE

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



TMPM ACTIVITY

TMPM brought clinical therapy, technology, solution design and commercial planning together into an integrated service proposition.



WHAT CHANGED

The client gained a credible, competitive offer aligned with sensitive user needs, contractual requirements and wider strategic priorities.

BENEFITS & EVIDENCE



TRAUMA-INFORMED DESIGN
Therapy and technology were integrated around sensitive user needs.



COMMERCIAL FEASIBILITY
ROM costings tested the delivery proposition before the RFP.



PARTNER READINESS
Discovery interviews developed therapy and technology partner routes.

ETHNIC MENTAL HEALTH SERVICE IMPLEMENTATION

Mental health / Community equity and implementation support

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

Equity improves when community insight is connected to accountable implementation.

EQUITY

COMMUNITY

IMPLEMENTATION

VCSE



THE CHALLENGE

Equity priorities needed to translate into practical mental health implementation, with stronger community voice and culturally responsive support.



TMPM ACTIVITY

TMPM connected community insight with programme planning, stakeholder coordination, governance and delivery activity.



WHAT CHANGED

The programme gained clearer delivery structure, better visibility of equity priorities and a more coordinated route to improvement.

BENEFITS & EVIDENCE



COMMUNITY VOICE
Community insight was connected to implementation priorities.



ACCOUNTABLE DELIVERY
Programme plans and governance clarified the route to action.



EQUITY IN PRACTICE
Culturally responsive support gained a stronger delivery framework.

DESIGN & DEVELOPMENT OF CRISIS ALTERNATIVE PROVISION

Mental health / Crisis alternatives and pathway development

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

Crisis transformation works when alternatives are practical, coordinated and ready to implement.

CRISIS CARE

ALTERNATIVE
PROVISION

IMPLEMENTATION

PATHWAYS



THE CHALLENGE

The local system needed timely, appropriate alternatives to acute crisis pathways and a more responsive mental health support offer.



TPM ACTIVITY

TPM coordinated partners, developed delivery plans and supported the design and implementation of alternative crisis provision.



WHAT CHANGED

The work strengthened the crisis alternatives offer and the system's ability to organise more appropriate responses.

BENEFITS & EVIDENCE

7

days per week of
Crisis Cafe
availability

16–17

dedicated
safe-space age
group



MORE APPROPRIATE SUPPORT

Crisis alternatives broadened the pathway response.



DELIVERY READINESS

Partner coordination and implementation plans supported the offer.

Service model: evening Crisis Cafe, 6pm to midnight.

PRIMARY AND COMMUNITY MENTAL HEALTH TRANSFORMATION

Integrated care / Primary and community mental health transformation

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

Structured programme leadership helped turn strategic intent into a coordinated delivery model.

MENTAL HEALTH

CO-DESIGN

GOVERNANCE

TRANSFORMATION



THE CHALLENGE

A stalled primary and community mental health transformation programme needed renewed direction, stronger governance and partner alignment.



TMPM ACTIVITY

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



WHAT CHANGED

The programme regained momentum, a clearer roadmap and better-informed model options for the incoming Programme Lead.

BENEFITS & EVIDENCE



PROGRAMME RESET

Governance, escalation and workstream roles were clarified.



SHARED MODEL OPTIONS

Visioning and hub workshops combined local and national learning.



CONTINUITY

A clear roadmap and handover equipped the next Programme Lead.

ADULT MENTAL HEALTH LIAISON SERVICE

Mental health / Liaison services and the investment case

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER
TOGETHER FOR
BRIGHTER TOMORROWS.

KEY INSIGHT

A strong business case turns service gaps into a clear and actionable improvement proposition.

LIAISON MH

BUSINESS CASE

SERVICE MAPPING

RISK CONTROL



THE CHALLENGE

The adult mental health liaison business case needed clearer patient journeys, stronger evidence and a compelling account of early intervention.



TMPM ACTIVITY

TMPM developed patient scenarios, visual service maps and supporting narrative with stakeholders across mental and physical health care.



WHAT CHANGED

The work strengthened the investment case and helped secure funding for the continuation and expansion of liaison services.

BENEFITS & EVIDENCE



FUNDING SUPPORTED
Patient journey materials helped secure backing for liaison services.



A CLEARER CASE
Visuals connected earlier intervention with patient and system value.



INTEGRATED CARE
The proposition linked mental and physical health needs.

SECTION 117 RAPID IMPROVEMENT

Mental health / Section 117 process transformation

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER
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BRIGHTER TOMORROWS.

KEY INSIGHT

Rapid improvement depends on clear ownership, disciplined tracking and coordinated partner action.

SECTION 117

MENTAL HEALTH

RAPID
IMPROVEMENT

DELIVERY
RECOVERY



THE CHALLENGE

Unforecast high Section 117 spend required clearer processes, better case information and more informed commissioning decisions.



TMPM ACTIVITY

TMPM redesigned the process, introduced a joint Power BI dashboard and coordinated reviews of high-cost cases.



WHAT CHANGED

Reviews generated reported savings and improved data accuracy, financial visibility and joint working between the council and NHS partners.

BENEFITS & EVIDENCE

£54,000

reported savings from top-cost case reviews



FINANCIAL VISIBILITY

A joint Power BI dashboard improved spend and cohort information.



PERSON-CENTRED PROCESS

Reviews and strengths-based practice informed more appropriate support.

DEMAND AND CAPACITY COMMUNICATIONS FOR MENTAL HEALTH TRUST

Mental health / Demand, capacity and communications

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER
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BRIGHTER TOMORROWS.

KEY INSIGHT

Clear communications help complex operational pressures become shared priorities for action.

DEMAND

CAPACITY

STAKEHOLDERS

COMMUNICATIONS



THE CHALLENGE

A mental health trust needed clear communications to support cultural change and the adoption of a new demand and capacity model.



TMPM ACTIVITY

TMPM co-produced a phased campaign using infographics, champions, staff channels and community show-and-tell sessions.



WHAT CHANGED

Staff gained a clearer understanding of the model, its dashboard, toolkit and virtual community, supporting better-informed decisions.

BENEFITS & EVIDENCE

4 PHASES

co-produced communications plan



STAFF UNDERSTANDING

The campaign explained the dashboard, toolkit and virtual community.



MODEL ADOPTION

Champions and staff channels supported the rollout.

LET'S BUILD DELIVERY GRIP.

People. Partnerships. Lasting change.

TMPM helps health and care organisations diagnose delivery challenges, strengthen governance and turn ambition into measurable progress.

EXPERT CONSULTANCY

Independent senior support for complex health and care change.

PMO & ASSURANCE

Governance, reporting, risk and benefits tracking that leaders can use.

TRANSFORMATION DELIVERY

Pathway, commissioning and system redesign from idea to implementation.

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