

Case Study

# Mental Health Referral

West Essex Mind is affiliated to National Mind, and works to the Mind Quality Standard to offer mental health services, assisting people to make choices about treatment, and understanding their rights and how to reach out to sources of support.

West Essex Mind and MegaNexus have been working together since 2010, when MegaNexus created a system that was configured to Mind’s requirements in capturing Service User’s details and allowing case workers to complete support requirement questions such as records of attendance, length of sessions and outcome measurements.

The platform allows for quick allocation to case workers and services within West Essex Mind. Having multi-access, accurate up-to-date client records has generated a ‘golden thread’ of client data recording activity plans and activities. This means that all appropriate staff have immediate visibility of effective support actions and records for each client, so if a member of staff changes the client support is maintained in an effective and timely manner.

The West Essex Mind version of the MegaNexus platform allows the organization to enter client details and refer them to the appropriate mental health resources that they need, with RBACs (Role-Based Access Controls) ensuring only those relating to a particular client can access sensitive data.

Assessments can be undertaken and the most appropriate resources are allocated and recorded within the CMS (Case Management System). Reporting allows the organization to produce reports on any entered dataset at any time.



## About MegaNexus

Through the Secure Equation platform, MegaNexus provides services across rehabilitation pathways to support socially excluded people.

We place the Service-User at the centre of support and plan the solution around the individual’s needs and requirements.

MegaNexus has led rehabilitation ICT for Justice, Healthcare and Employability for over a decade. Our Secure Equation solution provides Through-the-Gate digital services to over 120 prisons and 25% of probation services in England & Wales, as well as numerous NHS Trusts, third-sector charities and large and small private sector companies.

“The MegaNexus platform enables us to have a safe, secure, and time-relevant way of handling clients, allowing us to refer them to the appropriate consultants and gather the data back quickly and easily.

Our therapists are spread across a wide rural area (we work from 11 different venues), so the transfer of immediate data is incredibly important.

As a user-led service, everyone wants it in their area. The only way to do this securely in a such a wide geographical area is if our therapists can pick up data securely, safely and quickly through the MegaNexus platform.

CEO West Essex Mind



## About West Essex Mind

West Essex Mind supports people affected by mental ill health to make positive changes in their lives and to improve their emotional resilience.

All MegaNexus data is held across secure data centres in the UK, and meets the highest standards of sensitive data security.

MegaNexus is an ISO27001 accredited organisation.

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