

Humana and RDMH

About us

Headquartered in London since 2006, Humana Europe delivers expert commissioning services and support to the NHS in England. We are recognised as leaders in designing, developing and implementing innovative programmes, tools and solutions to support Primary Care Trusts (PCTs) to commission care in line with the health needs of their local populations. Our services deliver demonstrable improvements in patient care and experience as well as cost efficiencies which enable commissioners to divert savings into priority areas.

Humana Europe's leadership team combines the diverse talents of frontline NHS health professionals, care pathway designers, consumer engagement specialists, and data and knowledge management experts to design health systems that are scalable across large populations and personalised to individual need.

One of Humana Europe's key partners for the design and delivery of mental health commissioning services is RDMH (Research and Development in Mental Health). Our partnership enables the full benefits of an organisation with a track record in commissioning services to collaborate with UK mental health specialists. RDMH are well versed in national mental health policy and have a successful track record in working with the NHS, Social Care and Third Sector. RDMH developed out of the Sainsbury Centre for Mental Health and, as such, carries forward and builds from that vast experience and respected value base.

Humana Europe and RDMH believe achieving a shared goal is obtained by working in partnership and collaboration with agencies to whom we supply services, and this can only be successful by fostering a spirit of consensus and cooperation. We bring people together to achieve one shared goal – improving patient outcomes and experience. Everything we do is centred on people: knowing them, understanding them, engaging and enabling them to be the best they can be. We create innovative solutions to complex problems and we are passionate and dedicated about what we do. Our values are to:



“World class commissioning will make a difference to the lives of people who use and require mental health services.”

- Always consider service performance through the eyes of the consumer
- Constantly innovate
- Constantly refine and improve
- Constantly strive to deliver the best

Why we believe our partnership is unique

We believe that to achieve world class commissioning within mental health services commissioners need to engage and work with their stakeholders. All of the work that we have undertaken with clients builds on the ethos of engaging service users and carers and listening to how they see services, and where change can be achieved.

We specialise in working with our clients to support them to become better commissioners, providing tools and skills and dedicated mental health expertise to assess the current status of the mental health commissioning process against world class commissioning competencies and industry best practice, giving a detailed 'health statement' of where commissioning works well and where it needs to improve. We can then work with the client to support the improvements that they wish to make. This is in the form of bespoke consultancy working with our experienced team of professionals.

We provide

Humana Accelerated Results Programme (HARP) – commissioners need to be able to benchmark their mental health commissioning for world class commissioning – our HARP tool will provide you with an assessment of your commissioning capacity, commissioning skills and assess whether commissioning processes are functioning at best practice level. HARP will do this quickly providing you with a WCC assessment at the same time.

Health needs assessment – commissioners need to understand local health needs – we will produce a detailed needs assessment for you enabling you to make informed commissioning decisions.

Capacity reviews – commissioners need to understand how the mental health resource is used, what it buys and for whom, and whether this fits with local needs – we will undertake a capacity review for you.

Organisational development and coaching – often mental health commissioners feel unsure that they have the skills and subject matter expertise to challenge their providers – we can provide dedicated coaching time to improve commissioning skills.

Governance reviews – with more and more commissioners attempting to commission jointly, we can assess your commissioning systems and processes to determine whether they are fit for purpose.

Commissioning strategies – we can help you translate your strategic objectives into commissioning intentions that enable you to commission more effectively.

National drivers – 2010 sees the introduction of shadow currencies as part of the development of PbR for mental health commissioning – we have tools that can support you to understand and use the care pathways and develop local currencies.

What do our clients say about us?

“Your support in reviewing our commissioning and governance arrangements for mental health has enabled us to renew relationships with key partners and determine a collaborative way forward. ”

Lynelle Hales
Director of Strategic Commissioning
South West Essex Teaching PCT

“Your in depth knowledge and understanding of mental health services is proving most valuable in developing an evidence base to inform our joint commissioning priorities and processes. ”

Dr. Adrian Phillips
Director of Public Health
Wolverhampton City PCT

“Your collaborative approach helped us to develop more constructive relationships with stakeholders and produce an effective commissioning framework. ”

Paul Maubach
Director of Strategy & Commissioning
NHS Warwickshire

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