

# Transforming mental health services in Wiltshire



# Strategic vision and principles

*“We aspire to give you the best possible care in the right place, at the right time, to help you recover and live your best life”*

- *Our strategic principles guide everything we do; they respond to the challenges we face today and ensure we maintain focus on what matters as we work towards our vision for the future. They are our top priorities.*
- *We will support our service users and carers:*
  - *building innovative, integrated care pathways designed to enhance the whole service user experience.*
- *We will engage our staff:*
  - *offering real opportunities at all levels to innovate and contribute to the delivery of our transformation plans.*
- *We will be sustainable:*
  - *ensuring we continue to provide good clinical care in an affordable way.*



### Core Mental Health Services

- Primary Care Liaison Services \*
- IAPT \*
- Early Intervention in Psychosis (EIP) \*
- Community Mental Health Teams\*
- Care home liaison \*
- Recovery Services \*
- Acute Liaison & Intensive services \*
- Health Based Place of Safety \*
- Adult Acute Inpatient Services \*
- Older Adult Inpatient Services \*
- PICU \*
- Inpatient rehabilitation
- Community CAMHS
- Community Perinatal Mental Health (BNSSG)

\*Denotes part of the core provision for Wiltshire

### Specialist Services

- Inpatient Forensic Services incl. medium secure LD and women's service
- Community Forensic Services
- Liaison and Diversion Services (within Wilts police stations) \*
- Prison Mental Health \*
- Drug and Alcohol Services \*\*\*
- Inpatient CAMHS \*\*
- Inpatient Perinatal Mental Health
- Inpatient & Community Eating Disorders \*\*
- Inpatient Learning Disabilities (Daisy) \*
- Specialist Community Services incl: Veterans Mental Health\*, Wilts Autistic Spectrum Diagnostic Service (WADS)\*, Learning Disability Intensive Service (LDWIS)\*, Deaf Mental Health; Bristol Autistic Spectrum Service; ADHD

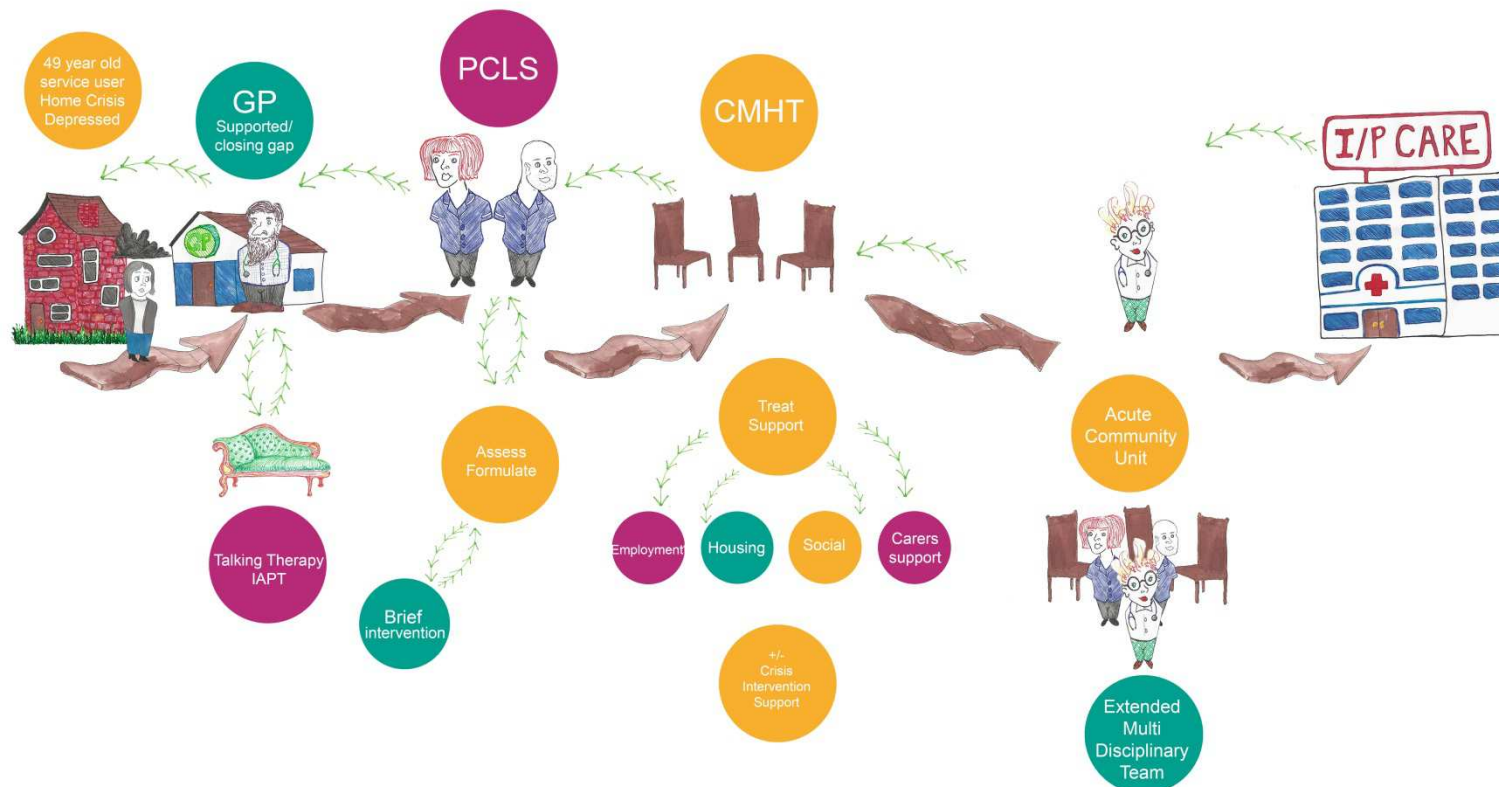
\*Denotes part of the core provision for Wiltshire provided by AWP

\*\* Denotes part of the core provision for Wiltshire provided by Oxford Health

\*\*\* Denotes part of the core provision for Wiltshire provided by Turning Point



# Our Vision



PCLS – Primary Care Liaison Service  
 CMHT – Community Mental Health Teams  
 I/P Care – Inpatient Care  
 IAPT – Improving Access to Psychological Therapies



# Progress so far

## **Acute Community Unit (ACU)**

- Enables service users to go somewhere during the day to access services which have been identified in their care plan to support them and to return home at the end of the day
- Enables Intensive Teams to work in different ways to manage more service users in the community
- 2 units opened (Bristol and Swindon)

## **Primary Care Liaison Service (PCLS)**

- Getting people to the right service as quickly as possible regardless of entry point
- Introduction of the UK mental health triage scale to inform triage and assessment
- New referral system and telephone triage to enable a quicker response time
- Supports move to the national e-referral system

## **Place of Safety (PoS)**

- Somewhere you can be taken when Section 136 of the Mental Health Act has been invoked.
- System changes have measurably improved how the police work with mental health colleagues to support people experiencing a mental health crisis
- Multi-agency approach including input from experts by experience, police, ambulance, local authorities
- Created a pilot single site PoS suite in Devizes to improve the experience of people on a Section 136 to reduce the use of police custody for people on a Section 136 as well as attendance and waiting at emergency departments.



# Progress so far

## *Standard Care and Discharge Packages*

- *Do not always have standardised clinical interventions across our different teams and localities*
- *Service users and carers do not always know what to expect*
- *Introduced new standard set of care packages to give clear information and guidance to staff, service users and carers.*
- *Give service users clear expectation of the treatment they will receive as well as a consistent level and quality of care*
- *Improve caseload management of staff as well as measurable clinical outcomes*
- *Increase effectiveness of care and allow for ongoing innovation and improvement*

## *Bed Management*

- *We know that out of area admissions lead to longer inpatient stays and that friends and family find it difficult to visit if their relative is admitted to a bed further afield*
- *Introduced new systems and processes to facilitate local admissions for service users*
- *Introduced new systems to support inpatient wards in improving patient flow*



# Next steps

- *AWP is facing a rising demand for services*
- *We want to ensure that people can continue to receive high quality care in a timely manner and as close to their home as possible*
- *We need to continue to do things differently*
- *We believe our transformation programme will help us do this*
- *We will continue to monitor and evaluate progress*
- *We will seek feedback from service users, commissioners, clinicians, staff, carers, communities and if things need to change we will make these changes*

For more information on our transformation programme and the services provided by the Trust please see [www.awp.nhs.uk](http://www.awp.nhs.uk)

