



**Wiltshire**  
Clinical Commissioning Group

# Wiltshire Mental Health Crisis Care Pathway Update

*'The right healthcare for you, with you, near you.'*



# Overview

- Swindon & Wiltshire Crisis Care Concordat
  - Meeting structure refresh
  - Action plan update
- Control Room Triage
- East Place of Safety Pilot & Evaluation
- Health Based Place of Safety Activity
- Wiltshire Place of Calm

# Swindon & Wiltshire Crisis Care Concordat

- Swindon & Wiltshire CCC meeting structure refresh
  - Quarterly meetings cycling between workshop review of the crisis care pathway, objective to identify pressures and challenges, and update meetings to monitor and support the progress against the identified actions.
- Action plan update
  - AMHP provision:
    - Reciprocal arrangement between 6 local authorities.
    - Adult Social Care transformation underway.
    - Co-location on the AWP Fountain Way (Salisbury) and Green Lane Hospital (Devizes) sites.
  - Crisis Accommodation
    - August meeting between Commissioner and Housing lead to discuss provision.
    - Agreed requirement for completion of scoping and triangulation of data to inform need for crisis accommodation; location, model and demand. Completion in Q4 1819.

# Swindon & Wiltshire Crisis Care Concordat; Action Plan Update Continued

## Dual Diagnosis:

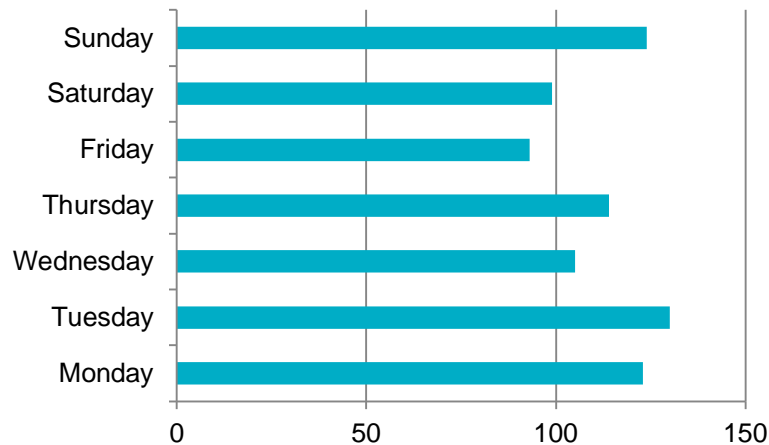
- Retendering process completed, new contract awarded to Turning Point who now provide the service across Swindon and Wiltshire.
- AWP and Turning Point developing a Wiltshire dual diagnosis pathway, Turning Point Practitioner to in reach in PCLS and inpatient wards, and a joint supervision offer will be introduced.

## Prevention:

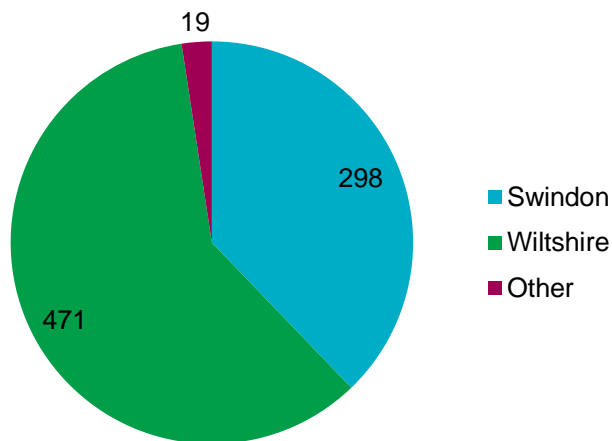
- Focus on high impact users and frequent attenders across Emergency Departments. Monthly multi-agency care planning meetings now in place.

# Control Room Triage

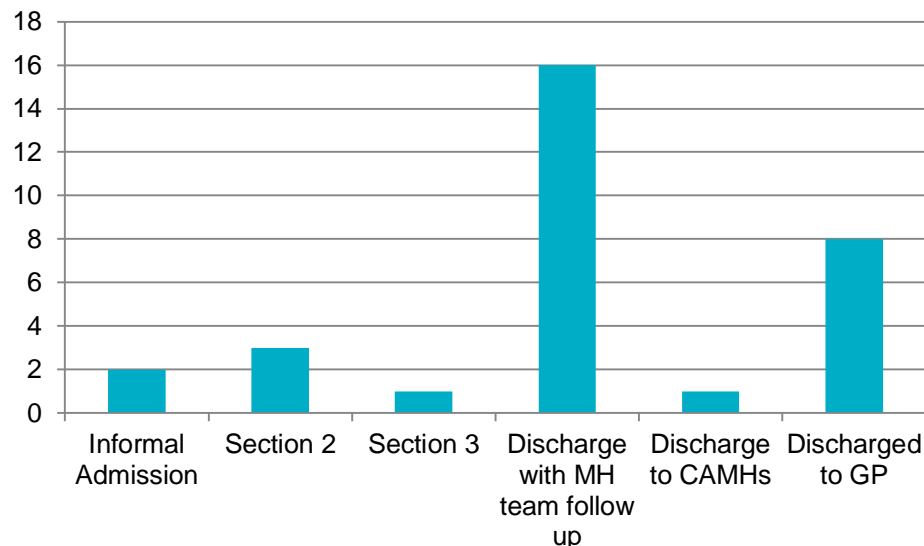
Control Room Triage Contacts	
April	749
May	832
June	751
July	788



Contact split by week day: July



Contacts split by CCG: July



Outcome of section 136 applications: July

# East Place of Safety Pilot

## Context:

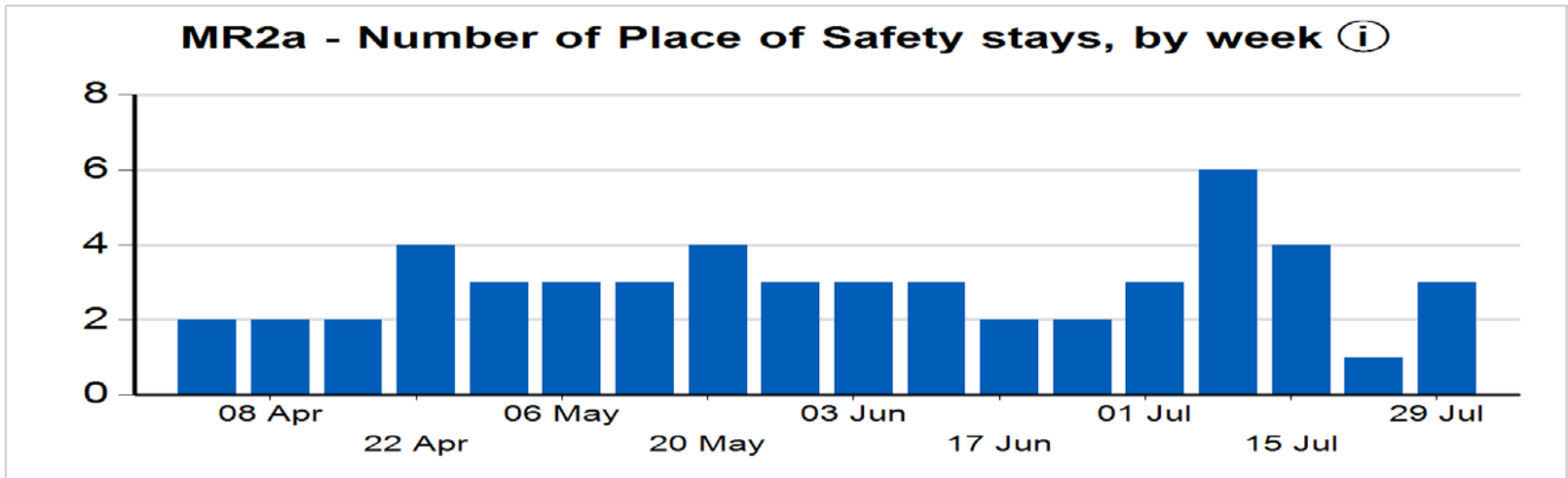
- 2017 CQC inspection highlighted that several PoS did not meet standards.
- AWP have consulted with the public and partners (16/17) on the consolidation of the 3 places of safety across Swindon and Wiltshire onto a single location with 4 places of safety on the Green Lane Hospital (GLH) site in Devizes. Temporary closure of the Fountain Way and Sandalwood Court places of safety agreed. Centralisation to GLH enhanced through DoH Capital funding (£325k) to develop PoS environment.
- Centralisation intends to enable:
  - More effective management of under 18s.
  - Operation as a centre of excellence; in providing a centralised unit AWP have transitioned from responsively staffed standalone PoS units, to a fully staffed multi-suite provision. AWP anticipate this will enable more efficient resourcing of the unit, and once established will become an attractive recruitment draw.
  - Improved adherence to the Police and Crime Act; by having one unit to staff there is an ability for required professionals to respond more efficiently to mental health act assessment responses.

# East Place of Safety Pilot Evaluation:

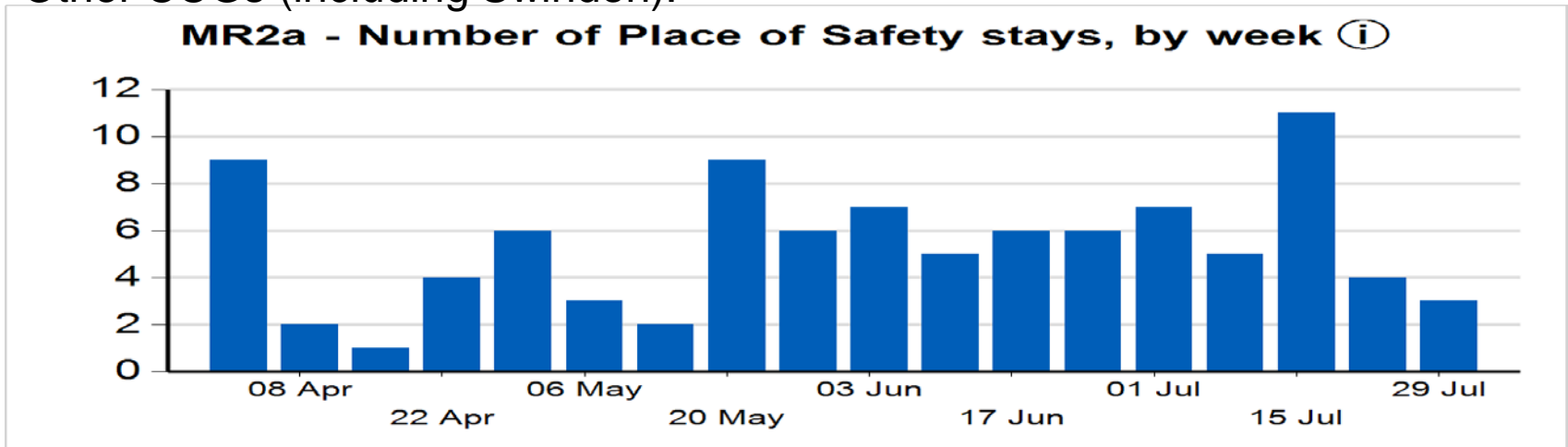
Key Milestones	Timeline
Evaluation working group established	Sept 18
Provider and public engagement	Sept – Dec 18
Data analysis and evaluation report drafting	Sept – Dec 18
Evaluation report submission to Wiltshire and Swindon Governing Bodies & HOSCs	Jan 19

# GLH Health Based Place of Safety Activity: April – July 2018

Wiltshire PoS stays:



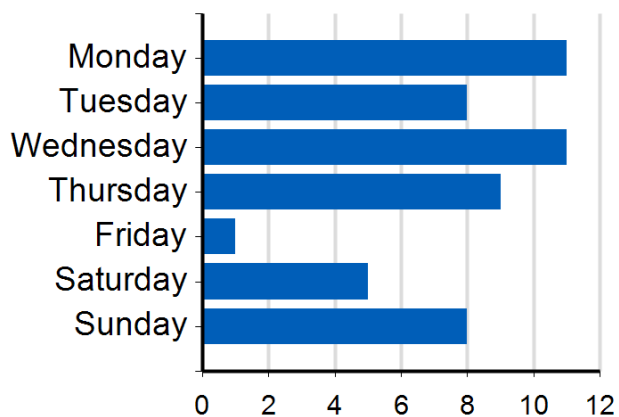
Other CCGs (including Swindon):



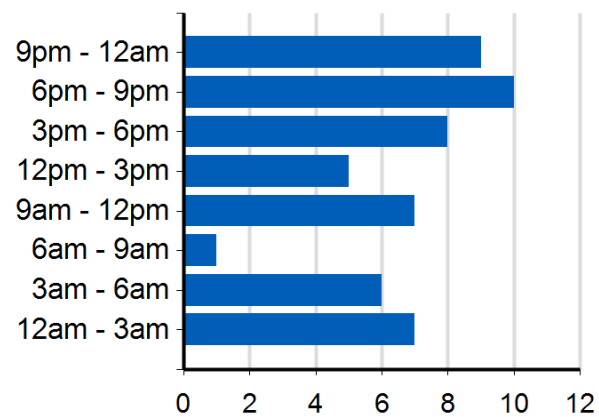


# GLH Health Based Place of Safety Activity: Wiltshire Residents, July 2018

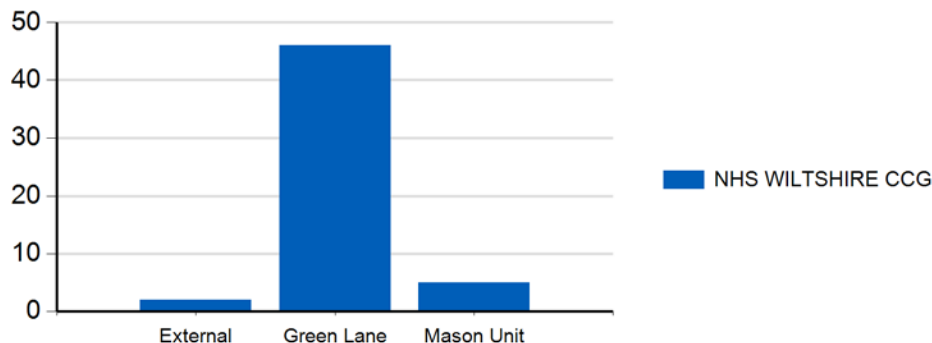
MR2b - Day of Week Arrival Profile



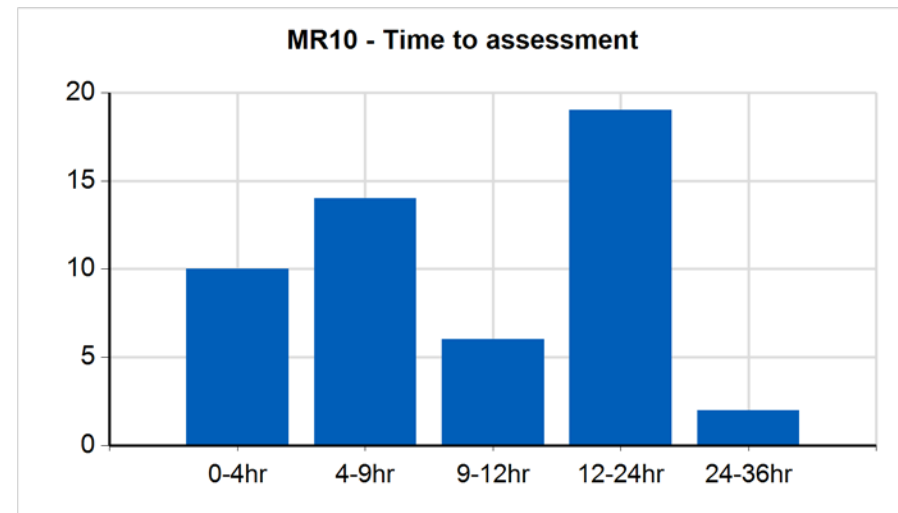
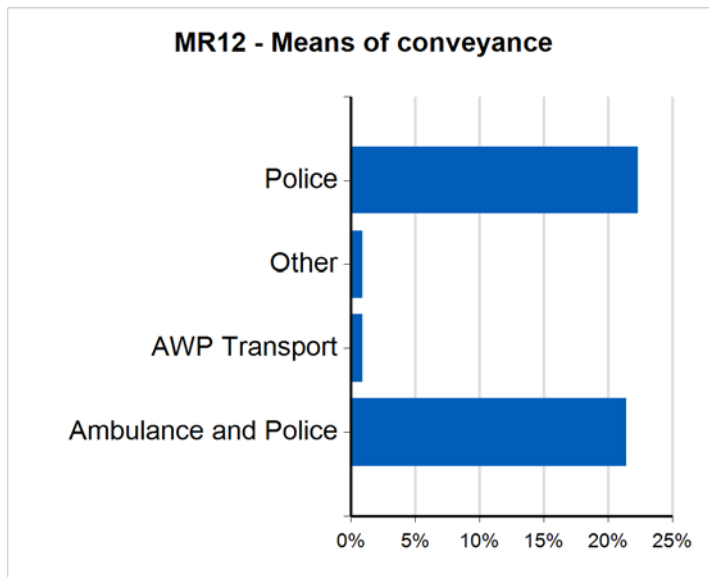
MR2 - Number of Detainees by time detained (i)



MR1c - Number of detainees by POS by CCG



# GLH Health Based Place of Safety Activity: Wiltshire Residents, July 2018



# Place of Calm

Wiltshire CCG and Alabare submitted a collaborative bid for capital funding through the Department of Health

- £450k awarded - Crisis Café/place of calm provision in Salisbury.
- 2 year programme to develop the property and supporting pathways.
- Implementation steering group to commence Q3 1819.

## Place of Calm Specification:

- Aims is to reduce people experiencing a mental health crisis using the emergency services or acute beds.
- The intention is that it will be open 365 days a year, approx. opening from 6 p.m. to 1 a.m.
- Providing a calming, psychologically informed environment, opportunity for peer support, assessment by health and social care professional, and assistance to engage with wider support provisions.