

Wiltshire Mental Health Crisis Care Update: September 2019

1.0 Purpose

This report presents an overview of crisis care developments in Wiltshire. The report provides an update on the delivery of care for those experiencing a mental health crisis, priority areas and the progressive partnerships across the system together to provide and improve the effectiveness of crisis care for local people.

2.0 Background

Members will recall that a presentation was given at the Health and Well Being Board in May 2019, updating them on this work programme. Key partners, including police, providers, commissioners etc. of the Wiltshire and Swindon Crisis Care Concordat have committed to providing routine updates to the Health and Wellbeing Board, as per the agreed key performance indicators and system focus areas.

This report gives an update on the complex ongoing work to ensure robust interfaces and collaborative working practices for services supporting the crisis care pathway; to ensure the highest quality of care for service users experiencing a mental health crisis, through the provision of responsive and effective crisis care in Wiltshire.

3.0 Update on Key Areas

3.1 Wiltshire & Swindon Crisis Care Concordat

The Wiltshire & Swindon Crisis Care Concordat continues to take place on a quarterly basis. The refreshed focus, incorporating workshop style discussions has led to the development of an effective action plan overview. The Concordat structure continues to enable cross-provider crisis care pathway developmental discussions; initial key focus areas and action plan themes include:

- Multi Agency Protocol for the management of under 18s S136 Protocol. The concordat to provide forum to discuss and develop protocol and to support the direct and associated work going forward. Expected completion date Q4 19/20

- Dual Diagnosis; continued pathway development between AWP and Turning Point, regarding joint working practices. The Concordat will facilitate the extension of this pathway to incorporate its wider partners, including Police, SWAFT and the Acute General Hospitals. Expected completion Q3 19/20.
- Prevention; Development of Crisis avoidance protocols and pathways. Expected completion Q4 19/20.

Work continues at pace on the next steps for development of the learning disability and attention deficit hyperactivity (ADHD) pathway review with focus on early intervention and reduction of crisis management. Multi-agency review will link with FACT all age work stream. Planned initial stages (delayed from August due to annual leave) involve case reviews to gain understanding of themes and capture learning.

CCG and AWP Strategic Leads for BSW (Acting Director for Mental Health, Maternity and Children, and BSW Clinical Director, respectively) continue to attend the overarching Avon, Somerset & Wiltshire Crisis Care Concordat, ensuring our developing local action plan is aligned to the overarching prioritised work plan. The Concordat interface further ensures that local developments and issues are reflected at super-scale with key partners in Bristol, North Somerset and South Gloucestershire.

3.2 Health Based Place of Safety Activity

Wiltshire health based place of safety (HBPoS) activity (captured from the period of May the 1st through to the 31st of July 2019), is presented in appendix 1. Comparably to the previous update there have been an increase of 20 Wiltshire HBPoS assessments during this report period; 58 assessments from 38 in the previous period. The activity rate has been less variable through May – July, with activity tending to increase across the working week and decreasing on Saturdays before starting to build again on Sundays; this differs from the trend observed in the in the previous report, which illustrated a demand at the start of the working week. Rates of activity were at their highest 6pm-3am; this indicated peak activity starting earlier and subsiding earlier than the previous period. Typically approximately 70% of S136 detainees are now conveyed in an ambulance to the HBPoS. This represents a

significant change over the last 2 years, where previously only 20% of detainees being conveyed via Ambulance. A positive working relationship between agencies has continued to develop as the HBPoS has become established, with reporting of noticeably smoother transitions into PoS than in the same period last year. The majority of assessments are completed in between 12-24hours of admission to the HBPoS, with no reported breaches this period for Wiltshire residents. It is worthy of note that a high proportion 80% (8) of previous breaches, occurring in this reporting period, were in relation to those who came from outside of Swindon and Wilts areas.

Provision of beds for HBPoS for Swindon and Wiltshire residents considered to be proportionate however demand from outside of area is increasing with more than 50% of those being conveyed to the HBPoS coming from outside of Swindon and Wilts. Concerns around the impact that BNSSG and BaNES demand is having on capacity on PoS have been formally raised by Acting Director for Mental Health, Maternity and Children to BNSSG Director of Commissioning, the outcome of which will be presented in the next board report.

3.3 Bluebell Health Based Place of Safety Evaluation Update

The evaluation report has been completed and outlines three options for this provision. The final draft report is being circulated for comments. The current pilot will continue until a consensus has been reached on the presented options. Health watch have been involved in engaging with service users; however it should be noted this was a small sample. The CCG hopes to be able to provide a more comprehensive update on the outcomes and next steps imminently. In the interim, oversight of the temporary centralisation of the places of safety in Devizes (Bluebell) will continue through monthly the BSW AWP contract and performance meetings, and with an operational focus at the Crisis Care Concordat.

3.4 BaNES & Wiltshire Crisis Accommodation

Usage of BaNES and Wiltshire Crisis Accommodation remains high. Bed pressures within AWP remain a key area for focus with the Trust reporting OPEL 3 since February 2019 and escalation to Opel 4 in June, July and August. The introduction of the community based crisis accommodation, with provision of three beds to support the Wiltshire and BaNES population has been successful in supporting flow

through the MH inpatient and Acute Hospitals, as well as step up from the community. Occupancy levels have been at capacity consistently since approximately May. A business case for continued funding is being compiled for consideration with a noted preference of an increase in beds to 4; current funding period will cease in October 2019

3.5 Successful Funding Bids

BSW have successfully bid for transformation funding in 2 key areas to provide significant benefits to the population of Wiltshire; Community Crisis Care and Out of Hours/111 Single Point of MH Contact.

The out of hours/111 project aims to deliver a single coordination point for service users and carers requiring mental health support to enable the better utilisation of available resources and a more rapid response. A more agile resource would enable increased offer of community based and urgent, crisis appointments and triage in locations other than A&E departments through the use of multiple communication options. Central coordination will enable a prioritisation to risk and clinical need for each service user. Longer term development of the model could provide a single point of access for all Mental health referrals in the future.

The Community Crisis Care transformation funding will dovetail with the out of hours/111 bid and be used to deliver workforce recruitment and development to provide robust 24/7 hours of operation for crisis resolution and home treatment (CRHT) functions by March 2020. The service expansion will enable staffing and operational performance at a level to provide a high fidelity service by 2021. Alongside this will be provision for equivalent older adults CRHT function with organic presentations; at present this is a noted gap in the crisis service coverage across BaNES, Swindon and Wiltshire. The bid also incorporates the recruitment and development for the staffing of the Crisis Café/Place of calm in Salisbury to be operational in Quarter 4 19/20.

The Crisis Care Concordat will provide both oversight for development of the projects, with both reporting formally to the THRIVE programme board.

3.6 Wiltshire Place of Calm Café Update

Wiltshire CCG continues to work in partnership with Alabare to develop and progress the multi –agency hub providing support to divert MH crisis escalation or maintain HBPOS-crisis recovery. This will be located in Salisbury, in the form of a Place of Calm Café (PoC), and will be open to access to those over 18 across BSW . A steering group involving key partners is in place to oversee the delivery of the project. Expected completion in Q4 2019/20.

It is intended that the PoC will have provision for confidential meeting spaces, as well as providing a functional café space where social inclusion will be promoted through a range of regular activities and events, as well as through the day to day provision of a welcoming, non-judgmental, supportive and understanding space.

3.7 Control Room Triage

The control room triage continues to work well with positive feedback. There has been more recent increase in demand across all hours of the days but particularly during the evening shift resulting in resource proving insufficient on a number of occasions and not every incident being dealt with through this function. Data is now being collected to quantify those incidents not being managed through control room triage team. Concordant continue to monitor and discuss.

3.8 Adolescent Services

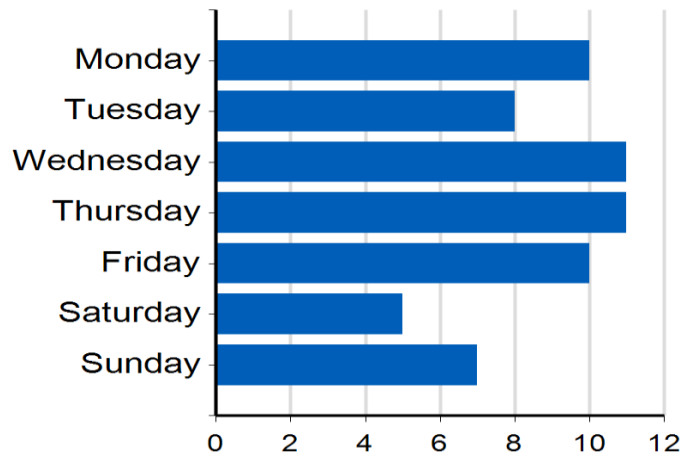
The CCG is working with local authority colleagues as part of the co-creation process around adolescent services, particularly for those young people on the edge of criminality. This work links into both the concordat meeting s and FACT programmes. The local authority lead for this work which presented at the last GP Executive meeting with a number of key actions identified to greater involve primary care in such pathways.

4.0 Conclusions

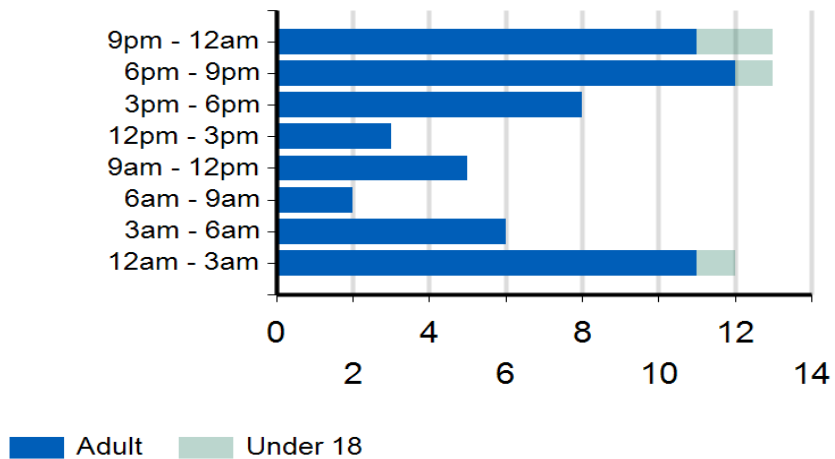
The Members are asked to note this update paper.

Appendix 1: Wiltshire AWP Place of Safety Data May - July 2019

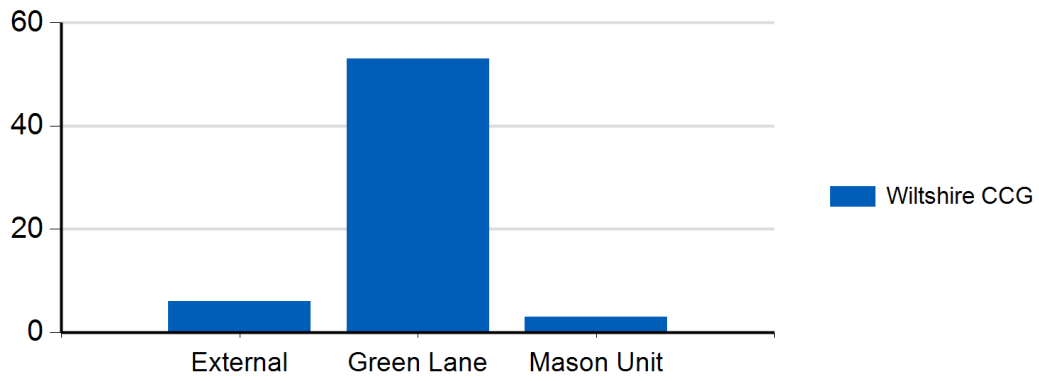
MR2 - Number of Detainees by Day of Week (i)



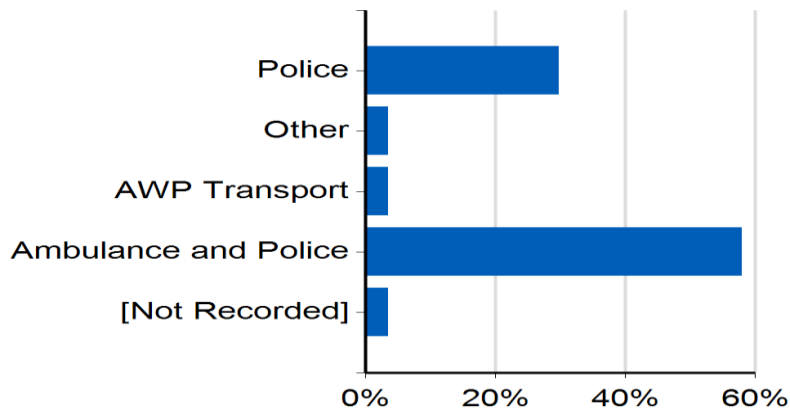
MR2b - Time of Day Arrival Profile - All Ages (i)



MR1c - Number of detainees by POS by CCG



MR12 - Means of conveying



MR10 - Time to assessment

