

BOD 74/2014

(Agenda Item: 6)

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

# Board of Directors

**Board Meeting**

**25 June 2014**

**Chief Operating Officer’s Report**

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**For Information**

This month’s report provides the Board with an update on:

* Dental Services
* The Development of the Mental Health Crisis Concordat in Oxfordshire and Buckinghamshire
* The Development of Oxfordshire ED Psychiatric Liaison Service
* The Development of Integrated Locality Teams
* Update on Older Adult Mental Health Service Developments
* The Mental Health Crisis Care Concordat

**Recommendations**

The Board is asked to note the report.

**Lead Executive Director: Yvonne Taylor, Chief Operating Officer**

1. **Dental Services**

Dental services are provided by Oxfordshire Salaried Primary Care Dental Service (OSPCDS) to a wide range of patients including adults and children across 10 sites in Oxfordshire. The Trust also provides a Domiciliary Dental Service and an Emergency Dental Service. The core role of the service is to provide dental care to patients requiring either special care dentistry, or specialist care. Several of the clinics are equipped to provide dental treatment with inhalation and/or intravenous sedation and the service also provides dental treatment under general anaesthesia for children and adult special care patients at the John Radcliffe and Horton Hospitals.

The Oral Health Promotion Team is currently promoting National Smile Month 19th May to 19th June 2014 and running a challenge for all Oxford Health NHS FT staff via the staff Health and Wellbeing Action Group. This links and supports the National Smile Month campaign run by the national charity British Dental Health Foundation promoting good oral health. Details of this campaign are currently on the intranet. The Team is also involved with a Fluoride Varnish Programme based within two primary schools in the county and an oral health programme targeting patients with dementia.

The service is also working in conjunction with the Oxford Clinic to provide a dental/oral health  signposting system for all patients on the wards having completed an earlier audit using an oral health assessment tool.

A business case for using CBT for Dental Phobic patients has been developed and the service will be working closely with Psychological Services in taking this forward. Successful use of CBT would mean that patients would no longer IV sedation or General Anaesthesia for their Dental treatment

The service has work planned with Eating Disorder Services to scope out oral care pathways for patients with Eating Disorders with a preventive bias and appropriate signposting to Dental Services.

A number of staff within OSPCDS have been recognised for their recent achievements including Emily Sherwin, Specialty Registrar in Special Care Dentistry based at East Oxford Dental Clinic and Didcot Dental Clinic who won the British Society for Disability and Oral Health Clinical Audit prize at the prestigious national conference for her audit project on Bacterial Endocarditis and Oral Health.

1. **Adult Services: Oxfordshire Emergency Department Psychological Medicine Service (EDPS)**  
   The Oxford University Hospitals Trust (OUH) has emergency departments (EDs) based at the John Radcliffe (JR) and Horton General Hospitals. Within these departments there is a clear need for psychiatric expertise for effective management of patients presenting with a range of psychiatric and psychological problems including those who have self-harmed.   
     
   Prior to October 2013 patients presenting to the OUH EDs with self-harm were assessed by a nurse-led self-harm service provided by Oxford Health NHS Foundation Trust (OHFT). This service accepted referrals between 9.00 – 15.00 hrs. Monday to Friday. At other times patients were referred to an on-call doctor on the psychiatry Rota.

As part of a number of joint workstreams with OUHT, a review was completed examining demand at the Emergency Departments and capacity of the service to meet these including varying pressures across the whole week. It was clear from this work that further capacity was required in order to provide appropriate and sufficient psychiatric input to Oxfordshire EDs. As a result a new multi-disciplinary service (EDPS) was established in October 2013 to providing timely and effective psychiatric assessment (face-to-face consultations with patients) and immediate management, consistent with published NICE and RCPsych guidance, for patients under the care of the ED Consultants at both the John Radcliffe and Horton Hospitals.

The Service is now available from 7.30 am – 9 pm, 7 days a week covering both the JR and Horton ED. (Outside of those hours a service is still available through on call arrangements).

EDPS also offer brief (six sessions) follow up/preventative interventions to people who repeat self-harm with the aim of reducing ED attendance.

The EDPS:

* Provide an equitable service for patients attending OUH EDs with psychiatric and psychological problems.
* Maximise the number of patients who receive a psychosocial assessment in accordance with key NICE recommendations.
* Provide rapid specialist assessment and initial management for patients who attend ED with self-harm, alcohol and drug-related problems and acute psychiatric presentations including but not limited to panic, psychosis and acute stress reactions.
* Arrange brief, evidence-based psychological treatment for patients who have self-harmed.
* Support timely discharge from ED avoiding unnecessary prolonged lengths of stay in the hospital environment.
* Contribute to reducing unnecessary admissions to secondary care mental health services.
* Support and maintain appropriate care packages.
* Facilitate training of ED staff to increase knowledge of psychiatric disorders and their management.
* Facilitate appropriate use of mental health legislation as required within the EDs.
* The service conforms to NICE guidance, including the self-harm guidelines (National Collaborating Centre for Mental Health, 2004; 2011) and will confirm with forthcoming guidance for commissioners of self-harm services.

In the 6 month period November 2013 to April 2014, EDPS have received a total of 1,022 referrals, and there have been a total of 977 attended EDPS appointments in that period (919 appointments at the JR, 54 at the Horton Hospital and 4 at other sites).

Patient outcomes are measured through a number of quality and patient experience indicators.

1. **Older People’s Services: Integrated locality teams**

On 30 June the six integrated locality teams go live in Oxfordshire, with physiotherapists, occupational therapists, community matrons, nurses, mental health rehabilitation practitioners, assistant practitioners, rehabilitation assistants, support workers and reablement moving to be a locality team. They will be working out of locality hubs supported by a locality back office and shared duty desk. With other professionals from Care Home Support Service and Hospital at Home are basing themselves in the same hubs for their locality.

* West – Witney Hospital
* North – Fiennes Centre
* North-east – Bicester
* City – Raglan House
* South east and South-west – Wallingford Hospital

The locality team will be able to respond to urgent and immediate need and be the assessment arm of the single point of access. They will also be the care co-ordinators for people with complex conditions, and be working closely with the locality GPs to deliver the new avoiding unplanned admissions enhanced service.

This will complete the end of phase one and through the summer the team will be developed. In October the team will move to 8.00 – 20.00 working 7 days a week; co-locate with Older Peoples mental health team and amalgamate more back office. The community nursing re-design will inform the further integration of nursing into the core integrated teams. Integration with social care is currently planned for the spring of 2015 when social service have completed their current ‘lean’ process and consulted on their new model.

**Older Adult Mental Health Service Remodelling**

Phase one of the Older Adult Mental Health remodelling in Buckinghamshire, formal organisational change, is nearing completion. Amber Ward has benefitted from slightly higher than normal staffing numbers during this period of settling into a new environment, whilst the staff redeployment continues. However bringing two wards into one in the move to the Whiteleaf Centre has not been easy for the staff groups involved and so a programme of support has been put in place. The community mental health teams, which have received investment from the remodelling, are undertaking recruitment to band 6 posts that will enable the provision of a responsive Duty (crisis response) service with hours extended into the evening and weekend. Extended hours will start in August subject to successful recruitment.

In Oxfordshire the formal staff consultation was completed in May 2014. Implementation of organisational change is now happening and will take a month or so. It is anticipated that the Fiennes Ward will be closed before the planned date of the end of July. Meetings have been undertaken with patients and relatives to explain what is happening and to offer reassurance around care. Advertising and interviewing of vacancies on the two Fulbrook inpatient wards is in hand. As in Buckinghamshire, the Oxfordshire community mental health teams are undertaking recruitment to band 6 posts to provide the enhanced and extended Duty service, with a plan to start extended hours in August when teams are fully staffed.

The second phase of the remodelling relates to the delivery of the new model of clinical care. This includes a series of workshops to deliver quality and changed working practice. There have been three workshops to redesign the Memory Assessment Service, also three workshops with Buckinghamshire CMHT managers and medical leads on how CMHTs will deliver the new model. Community and inpatient staff attended a very successful workshop looking at systems to review patients who need admission or who are in hospital, to ensure flow through the inpatient beds. Other workshops planned include in Buckinghamshire, workshops with BCC colleagues to ensure timely packages of care especially out of hours, also a workshop with BHT colleagues from locality teams, for early development of joint working. Older adult mental health teams in Buckinghamshire take part in the 51 Multi-Agency Groups or MAGS that happen in each GP surgery, which are the process for identifying older people with complex care needs following hospital admission, and creating a shared proactive care plan to prevent avoidable admission in the future. Across both counties we plan to hold workshops to ensure the delivery of the Clusters Care Packages in domains 4 to 21, to ensure delivery of quality treatment to older people with functional mental illnesses and with dementia.

1. **Mental Health Crisis Care Concordat**

The Concordat was published in February 2014 and its focus is to improve outcomes for people experiencing mental health crisis. The Concordat is arranged around:

* Access to support before crisis point
* Urgent and emergency access to crisis care
* The right quality of treatment and care when in crisis
* Recovery and staying well and preventing future crises.

The Concordat expects that, in every locality in England, local partnerships of health, criminal justice and local authority agencies will agree and commit to local Mental Health Crisis Declarations. These will consist of commitments and actions at a local level that will deliver services that meet the principles of the national concordat.

Oxford Health NHS Foundation Trust with partners in both Oxfordshire and Buckinghamshire, has already been working on improving services through the remodelling, the Street Triage Project in Oxfordshire, joint working with Oxford University Hospitals Trust (OUH) and the provision of suitable and appropriate S136 facilities in both counties and we have been examining these issues at our Joint Management Groups where we have a number of partners as well as service user input.. However we recognise there remains much we can do together to improve patient experience and the local adoption of the Concordat and the actions we commit to will support further improvements.

A Thames Valley Workshop is being planned for September 2014 with support from Clinical Networks to share best practice as well as agree local plans. With partners, we are developing draft local plans for Oxfordshire and Buckinghamshire to stimulate discussion and gain consensus at the conference.

Local plans will be approved through Well-Being Boards and published by 31 December 2014. We intent to provide a further update together with proposed local plans for Oxfordshire and Buckinghamshire to the Board for sign off at the October Board Meeting.