

# Out of Hours Services Update and Progress Report

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# Overview of mental health urgent care in Oxon

- Emergency Dept Psychiatric Service EDPS (inc TAP and BIRSH)
- Police 'street' Triage
- High Intensity Users service (partnership with 3<sup>rd</sup> sector Elmore)
- Home Treatment Team
- Night Assessment Team
- Partnerships in Practice (PIP)
- Day Hospitals
- AMHT / CMHT step-up
- Approved MH Professionals service
- Assessment Hub (emergency assessment physical environment only)
- Suicide prevention trailblazer
- MH Helpline 'interim model' – call handling and MHUC Response Line
- SCAS MH Triage (current service and likely move to 24/7 service as successor to MH Helpline)

# Update from actions following quality review March 2019: Oxon Night Team Development

- Karen Lascelles (Nurse Consultant, Suicide Prevention) completed shadowing of nights with the Oxon Night team and provided real-time learning / feedback
- Development day to pick up on learning and feedback held in February 2020 – well attended and received:
  - Patient-centred communication; customer service skills involving service users; crisis management; safety planning; grounding; problem-solving; de-escalation
  - Connectivity, interdependencies and interface between MHUC teams
  - Use of digital (star leaf) with service users and between MHUC teams (inc. Safe Havens)
  - Mo Patel led a session on team culture, values and sensitivities
- Recording of phone calls – Britta Klinck (Dep Dir Nursing) leading on Trust-wide (and all service) approach to this

# Oxon Urgent care: Other actions and developments

- **Oxon Safe Haven** put on permanent sustainable footing (4 evening sessions each week delivered by RESPONSE)
- **Banbury Safe Haven** commenced Feb 2020
- **Oxon CRHT developments** – Home Treatment Team for Oxford City adults and older adults established (go-live delayed by covid, but has commenced 6/7/20). Oxon CRHT developments are planned for in a number of phases subject to investment plan being agreed with commissioners: Phase 1 – HTT Oxford City / Phase 2 – HTT whole county / Phase 3 – add in crisis response and inpatient gatekeeping functionality / Phase 4 – tie in CRHT developments with wider service SPA ambition.
- We are continuing to work with the **Night Team** staff group on their individual & team development needs; reflective practice group established 6-8 weekly which Karen Lascelles facilitates; leadership development plans in place
- In response to covid we have established a **24/7 MH Helpline for the Trust**. There is a helpline for CYP and a helpline for adults covering both counties. For adults, there is a call-handling function hosted by the IAPT services and sitting being this is a 24/7 MH urgent care response line. The helpline was set up for 12 weeks which have now concluded and the helpline is moving into an interim model hosted by Bucks CRHT. The MH Urgent Care Response Line will remain in place during the interim period. A new service is being developed which will take over from the MH Helpline within 3-6 months. This service will be embedded within SCAS 111 / 999 and will be a more enhanced and robust version of the current SCAS MH Triage service and will cover 24/7. The service will combine functionality of the public facing MH Helpline (direct access to mental health advice and support) and access to MH clinicians by other HCP's and Police forming a 'blue light navigation hub'
- As part of the Helpline we have further **developed and improved 111 pathways** into mental health services – electronic referrals into MHUC and IAPT are not taking place in line with 111 dispositions
- In Autumn 2019 we ran a number of **PIP workshops** – there were multiagency scenarios based workshops to assist with relationship building, understanding and joint working across agencies in relation to MH crisis care
- During Covid period we commenced using the **Assessment Hub as a 'mental health urgent care centre'** and alternative to Emergency Dept MH presentations. Demand for this was very low and so we are reviewing future options.

# Overview of mental health urgent care in Bucks

- Psychiatric Liaison Service based at Stoke Mandeville Hospital 7 days per week between 7am and 9pm.
- Crisis Response and Home Treatment Team (CRHTT) operating from both Wycombe and Aylesbury 7 days per week.
- Night Response Team based at the Whiteleaf Centre provide cover between 8.30pm and 7.30am, including emergency assessment in Urgent Care Centre and at Stoke Mandeville Hospital.
- Safe Haven 7 evenings per week in partnership with MIND shared between Aylesbury and Wycombe. Digital service during COVID but returning to face to face working.
- Aylesbury CRHTT base supporting mental health helpline as part of the Trusts continuing COVID response.
- Street Triage
- SCAS triage service (in collaboration with Oxon)

# summary of concerns, complaints, compliments

- Mental Health Helpline - positive feedback overall from callers and helpline have provided positive feedback to Oxon Night team about communication and supportive planning
- Some concerns received about MH Helpline not facilitating access to services addressed
- Themes of out of hours communication with other services continue to be raised periodically as a concern.
- A formal complaint was received from a patient which was partially upheld over communication style and support. Reflective practice has been added as a team supervision space as a result.
- A repeat of the service user survey conducted in 2019 will be repeated over the next 3 months

# Future opportunities

## Transformation Funding – Crisis Alternatives

- Working with OMHP, other system partners and service users to identify gaps and schemes
  - Address inequalities in accessing crisis care
  - From previous work, gaps identified as:
    - Full Safe Haven coverage
    - Full street triage coverage
    - Walk-in centre (MHUCC)
    - Step-down house provision
    - 3<sup>rd</sup> sector inputs into the EDs
    - Crisis House (pre-admission)
    - Crisis Response / suicide prevention for men
    - Liaison core 24: drug and alcohol specialism
- ... but need to review / refresh with others