



Report to the Health & Adult Social Care Select Committee

Title: Buckinghamshire Mental Health Update

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Purpose of Agenda Item

This paper will provide an overview of the current service provision of Mental Health Services currently provided by Oxford Health NHS Foundation Trust across Buckinghamshire. The paper provides a summary of the current position as well as identifying areas of good practice and planning for the future.

Background:

Buckinghamshire Mental Health Care is provided by Oxford Health NHS Foundation Trust supported by Buckinghamshire County Council through a Section 75 partnership agreement. Governance arrangements are in place in order to ensure assurance is given, and that all health and social care interventions are delivered appropriately. Last year the service saw almost 4,000 children that accessed the service through the countywide single point of access (SPA). The service is delivered through a partnership arrangement with Barnardo's and offers a wide range of pathways for mental health and wellbeing needs that are delivered through dedicated teams. These include: Eating Disorders, Neuro-developmental, Mood and Stress, Learning Disability, Attachment and Vulnerable Children.

Over the last month the Trust has started the implementation of the Neurological Developmental pathway (including single point of access) in collaboration with the Buckinghamshire Health Care NHS Trust paediatric service. The implementation plan is for a system wide ASD pathway is in progress and is being led by the CCG.

The current is 90% of children and young people referred to CAMHS (except those referred for a neuro-developmental assessment) receive an assessment within 4 weeks of referral and the service is expecting to meet that target in March 2018. Any child or young person that requires emergency or urgent intervention is seen within 24 hours and 7 days depending on their mental health needs.

Transitions:

The adult and children and young peoples' services work collaboratively to ensure that the transition period is as smooth as possible. The services have an operational framework which sets out standards that include identifying those young people who will be transitioning 6 months before they are 18 and adult staff start engaging with the young people at that time alongside the CAMHS staff. The services also works flexibly together ensuring young people are offered care in the most appropriate service to meet their needs, this means that sometimes young people will remain in CAMHS beyond their 18th birthday.

There is evidence that the transitions process will need to improve across health and social care. The improvement plan recognises the young people transitioning from all agencies will be identified at an earlier age to ensure reviews are scheduled with clear plans. The young people and their families will work closely with the transitions team to ensure their needs are clearly identified and that they are in agreement with the plan.

Adult Mental Health

Over 8,000 adults are currently supported in Buckinghamshire across a range of Mental Health services.

These include:

- 4,800 in Adult Mental Health Teams, Early Intervention in Psychosis team, Complex Needs service, Urgent Mental Health Care, Perinatal service and Memory clinic services and specialist psychological therapies.
- 2,800 in IAPT (talking therapies).

Adult Mental Health Teams (AMHTs)

In Buckinghamshire the overall referral rates for the Adult Mental Health Teams (AMHTs) has increased by 16% over the last 2 years.

To support the increasing demand, and to ensure that the service delivered for patients (and carers) is of a high standard in terms of quality, a number of service improvements are being developed which reflect the key priorities in the Five Year Forward View (FYFV) for Mental Health which include:

- Improving access to psychological therapies (IAPT) for people with long term conditions.

- Providing more integrated physical and mental health services, each AMHT holds regular wellbeing clinics and all clinical areas have physical health monitoring equipment to ensure mental health and physical health is considered at all times.
- Preventing suicide.
- Introducing integrated health and social care pathways to support Autism.
- Improving timely access to inpatient mental health services for those who present at A&E, and helping to deliver Integrated Urgent Care to national meet standards.

The approved Mental Health Professional Service (AMHPs)

The approved Mental Health Professional Service undertakes Mental Health Act assessments across the county 24 hours/7 days a week, during the last year the service undertook almost 800 assessments.

This service has been restructured, which has involved the amalgamation of the daytime service and the out of hours' service (part of the Buckinghamshire County Council Emergency Duty team). The service has been operating as a 24 hour/7 day a week since 2016 as part of the section 75 partnership agreement between Bucks County Council and Oxford Health NHS Foundation Trust. It has been recognised that the service has trained and retained staff due to the quality of support and supervision and professional development of staff.

Over the past 12 months the AMHP service has strengthened its working partnerships with clients and their families through its work with the Recovery College and the Carers team at A workshop in November 2017. AMHPs, other professionals, Experts by Experience and their family members looked at the Mental Health Act assessment process from each other's perspective. The AMHP service has plans to engage experts by experience and their families in the future development of the service.

Safeguarding

During 2017, there were two safeguarding adults reviews (SARs) both service users had prior contact with teams within OHFT as well as other organisations. Whilst the circumstances and learning identified in the two SARs are very different, there are some common themes identified with regards to self-neglect. As part of the learning from these and previous SARs systems and processes have been developed to support practitioners across organisations to identify and address issues relating to self-neglect.

To support both Oxford Health NHS Foundation Trust and Buckinghamshire County Council in improving safeguarding processes and practices across the agencies OHFT is piloting a senior mental health nurse working within the MASH with the Police and BCC staff. This will be evaluated in three months' time to review if this has provided a more effective and efficient way of working across the partnership.

PIRLS

The Psychiatric in-reach and liaison service is based at Stoke Mandeville Hospital and addresses the mental health needs of people who are first treated for physical health problems, which may or may not be connected to a mental illness. The prevalence of mental illness among people with physical health conditions is two to three times higher than in the rest of the population. Prevalence is particularly high in the hospital setting, where around half of all inpatients suffer from a mental health condition such as depression, dementia or delirium.

PIRLS provides a 1 hour response to any mental health emergency at Stoke Mandeville Hospital. The service also provides a 4 hour response to urgent issues and a 24 hour response to wards including older adults at Wycombe General Hospital. The service also provides training to the acute Trust staff in order to improve awareness and knowledge about mental health symptoms, treatment and management, including risk assessment and management of complex cases within the acute environment. The feedback from BHT regarding this training has been positive and the service is developing ways in which to provide more responsive training in order to meet the demands of the busy acute hospital environment.

Within the service there are 3 response time targets:

- Referrals from A&E and GP streaming have a response time of 1 hour
- Referrals from AOU/Ward 10/ITU/Ambulatory Care have a response time of 4 hours
- Referrals from other wards have a response time of 24 hours

Measure	Num./Denom.	Jan18
Number of patients seen within 1 hour	Number seen within 1 hour	100
	Number of patients to be seen	100
	%	100%
Measure	Num./Denom.	Jan18
Number of patients seen within 4 hours	Number seen within 4hrs	19
	Number of patients to be seen	19
	%	100%
Measure	Num./Denom.	Jan18
Number of patients seen within 24 hours	Number seen within 24 hours	25
	Number of patients to be seen	25
	%	100%

Street Triage

Oxford Health NHS Foundation Trust and Thames Valley Police work together to develop interagency working protocols and working relationships in order to support appropriate pathways for members of the public who present with mental health issues.

The service also provides formal and informal education and training to Thames Valley Police in relation to mental health and local service provision. This partnership has reduced the numbers of those people detained by the Police who need a formal assessment has decreased. The service has improved working relationships between health and Police staff as well as improvements in the patient pathway in terms of experience.

Recovery College

The Buckinghamshire Recovery College Service was established 2016/2017 as part of the Oxford Health NHS Foundation Trust service requiring more of recovery focused environment following the successfully Recovery College in Oxfordshire.

The purpose of the Buckinghamshire Recovery College is to provide education and training for people who access Oxford Health NHS Foundation Trust (and other mental health services), their carers and supporters as well as staff, volunteers and students. This shared learning aims to enhance the quality of experience of mental health services for all.

The Buckinghamshire Recovery College will function in part, to reduce some dependency on mental health services through the delivery of recovery focused courses. Education, leisure, creativity and social networking courses and workshops will focus on self-management, self-determination, choice, hope, opportunity and responsibility. Therefore, the courses delivered within the Buckinghamshire Recovery College will not replicate courses currently available within the local community, for example those provided by Further Education (FE) Colleges.

The aim of the service is to facilitate recovery through education, leisure, work, creative and social sessions across Buckinghamshire:

Courses are co-designed and co-facilitated to: -

- Inspire HOPE through culture, environment and relationships
- Enable people to take CONTROL of their symptoms and, life challenges. This is achieved through involvement in treatment and being given the opportunity to access relevant courses whilst becoming a college student.
- Facilitate access to OPPORTUNITIES via, individual learning plans and community connections.

Buckinghamshire Recovery College service is for anyone over the age of 18+ and the service operates Monday–Friday (9am–5pm). The service is not referral based and anyone that is interested in the service can complete an expression of interest form that can be accessible on our website, at reception areas, from care-co-ordinators or the office that is based within the Whiteleaf Centre.

The Carers' Assessment Team

The Carers Assessment team offer support and advice to family and friends who are providing care for people who are experiencing mental health difficulties. The team take referrals for Carers assessments from the community mental health teams, the wards and Carers Bucks. The team assess those carers where a more independent assessment is needed, where there are safeguarding concerns and generally the more complex cases. There has been a recent increase in referrals to the team, where the carer has made a complaint and with the input of the team this has often helped to partially resolve some of the issues for the carer.

The Carers assessors work closely with their colleagues in the community mental health teams to provide holistic care to the service user and the cared for person. More recently the team have worked more closely with the adult and older adult wards support the wards in offering support to carers. The Carers Team contact the carer and offer an assessment, followed by signposting to appropriate support networks/agencies in the local community. The team have also supported the wards in organising events for carers and plan to assist in organising a Cream Tea event for carers during Carers Week in June of this year.

The team organises monthly workshops with the intention of providing education and support to carers. These are facilitated by a trainer and carers have recently used these forums to establish networks with other carers. Other events organised by the Carers Teams include 'Back to work/Education' days for carers and a Carers Wellbeing Day. Feedback from the carers Wellbeing Day was such positive so another Wellbeing event is being planned again for this year.

Over the past 3/4 years the number of assessments undertaken by the team has considerably increased and continues to do so, which demonstrates the effectiveness of the team. The team also have a portfolio which includes feedback from carers, which highlights the positive work of the team and gives evidence that carers have felt 'listened to'.

Urgent Care pathway

Oxford Health NHS Foundation Trust hosted a crisis workshop on the 6th December 2017. The day was attended by people and carers who use services as well as staff from the voluntary sector, Buckinghamshire County Council Buckinghamshire Health Care NHS Trust, GP's and the Police. This was a collaborative day that enabled conversations and the sharing of ideas that will enable the county to further develop and improve the outcomes and experiences for people who experience mental health crisis This is an important part of our plans for delivering significant changes in mental health next year and beyond and we intend that this way of co-working can continue as the plans develop.

Perinatal Mental Health

Oxford Health NHS Foundation Trust, Buckinghamshire Health Care NHS Trust and the CCG are currently working on a bid for a grant from NHS England to provide a specialist perinatal mental health service.

If successful, this will build on the current small service that operates across the county prioritising those women who have mental health issues during pregnancy or following the birth of their children. The current caseload varies between 40/50 women and provides an out-reach function to those women who are held within the Adult Mental Health Teams. A successful bid process will allow us the opportunity to develop the service to include further training and collaborative working, whilst delivering high quality care to woman presenting with more complex needs.

Individual Placement Support

Oxford Health NHS Foundation Trust is also involved in the newly formed Buckinghamshire Mental Health employment group which was formed to bring together all stakeholders across the county. Oxford Health NHS Foundation Trust has submitted a bid to NHS England, which if successful will provide improved access to, and keep people in, competitive paid employment by bringing third sector employment specialists into the community teams.

Conclusion/Summary

Oxford Health provides age inclusive mental health services to residents of Buckinghamshire. We have good relationships with key partners including Buckinghamshire County Council, Buckinghamshire Health trust, Primary Care providers, Thames Valley Police, South Central Ambulance Service and a range of third sector providers. We continue to work closely with all stake holders to maximise the availability of services in line with local resources and national requirements.

Key successes include working with partners in the urgent care pathway and the establishment of the new Whiteleaf Health and Wellbeing Centre with the development of the Recovery College on site. Building relationships with third sector providers and the production of the Buckinghamshire Mind Guide (available to all via the Buckinghamshire Mind Website) that provides details of all the available groups and services to support people with their mental health across the county. For younger people the development of the new care model which is fully embedded with Barnardo's. The most significant challenge remains to ensure that we continue to recruit and retain a workforce with the skills to deliver developing services.