

Report for External Services Select Committee

Tuesday 9th July 2019
Kim Cox- MH Borough Director



Introduction

This report will include updates from the following CNWL Hillingdon Services –

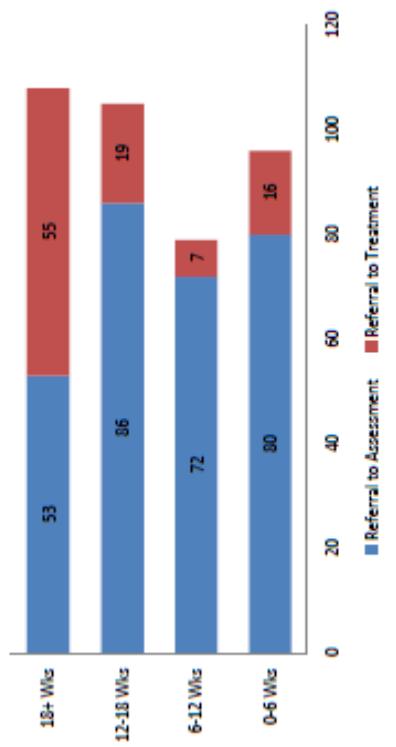
- Eating Disorder
- Child and Adolescent Mental Health Services (CAMHs)
- Children's Community Services
- Adult Community Services
- Immigration Removal Centre Health Services
- Hillingdon Drug and Alcohol Services



Hillingdon CAMHs

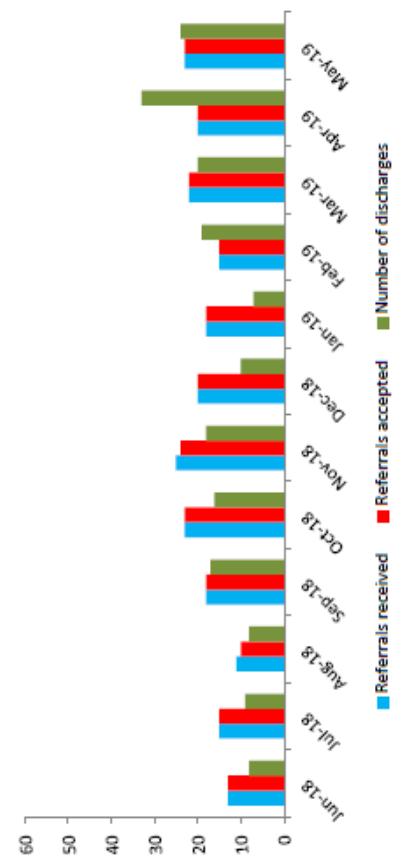
- Workforce:** The funding provided by the CCG via NHSE to increase capacity by 3 CBT therapists working is coming to an end. The additional capacity reduced the internal CBT treatment waits. There is risk that the wait for this treatment may increase without these extra posts
- The team is looking to recruit a Borough Lead Therapist to join the senior leadership team
- RTT list:** The team are using a QI project as a way of sustaining the 18 weeks referral to assessment target

Patients currently waiting to be seen

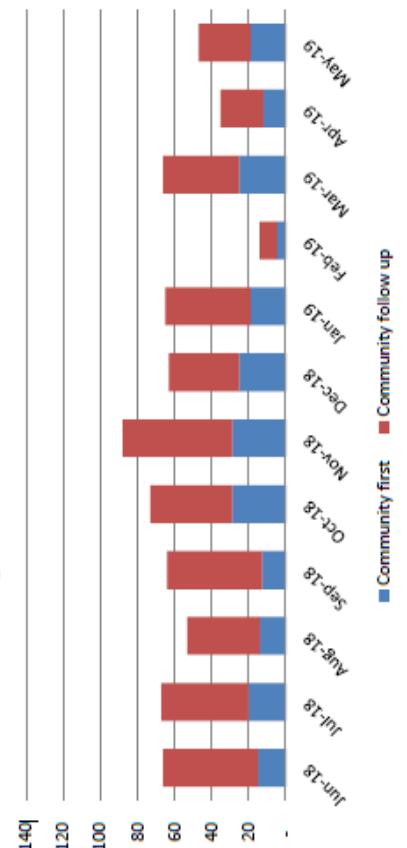


Urgent Care Team (UCT)- CNWL now offer 24/7 first response to A&E departments by CAMHS

Hillingdon UCT: Referrals / Discharges



Hillingdon UCT: Patient contacts



Eating Disorders Services

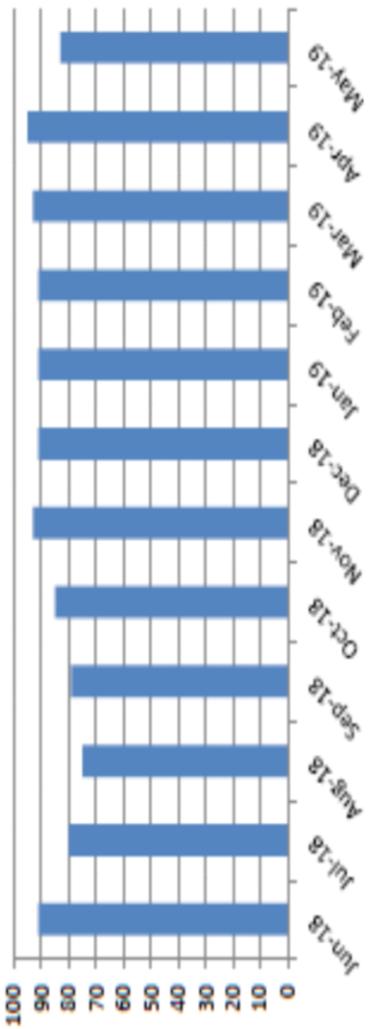
The CNWL Eating Disorders Service provides specialist help and support across all five boroughs (Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster)

There is a consistently high demand for the service as demonstrated by the high number of young people on the case load

However, the service continues to meet the referral to assessment targets

Target Description	Target	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Waiting times - routine	95%	100%	100%	96%	100%	100%	93%	100%	100%	100%	100%	100%	100%
Waiting times - urgent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

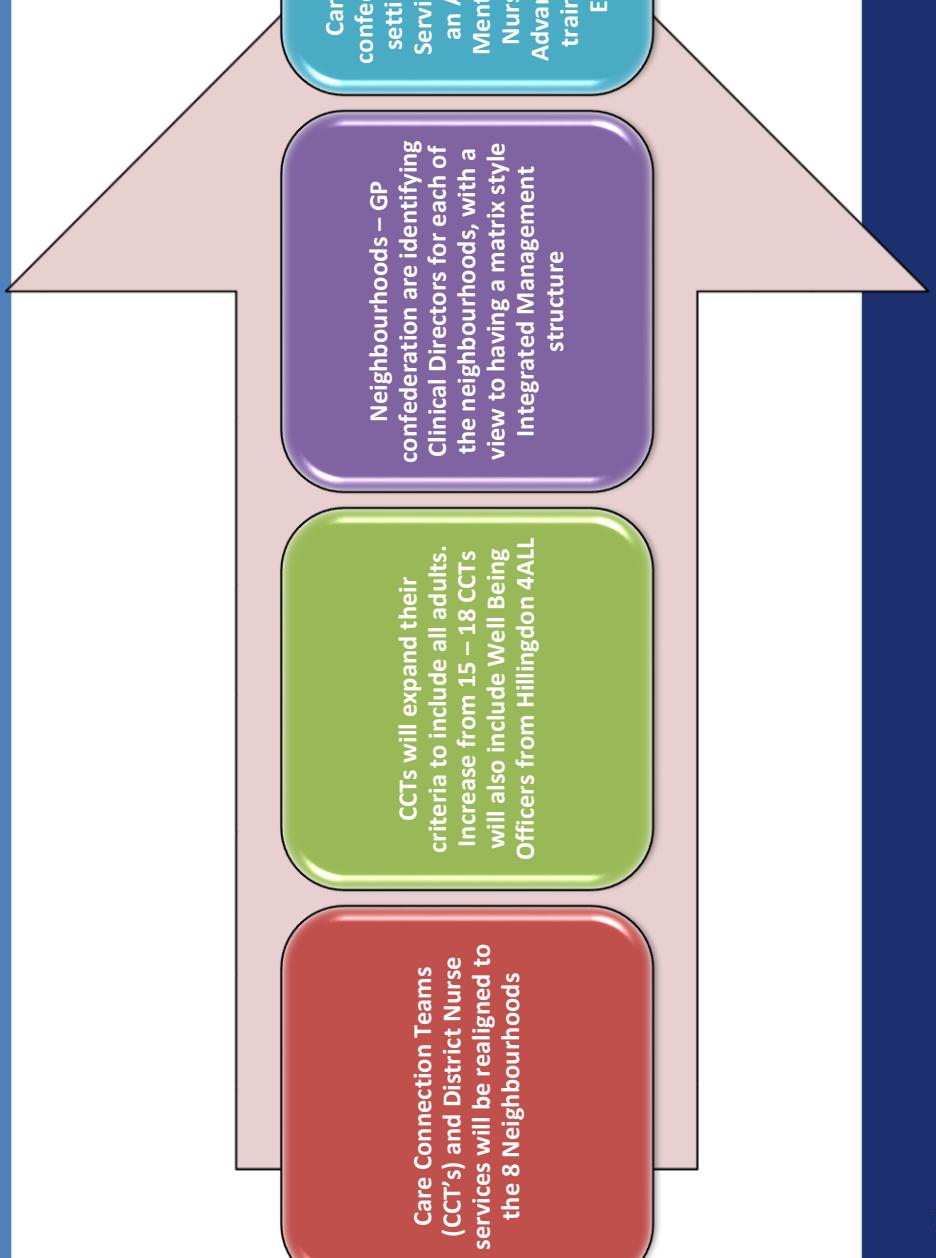
Caseload



Children's Services



Hillingdon Health Care Partners



CNWL Adult Services



Your Life Line 24/7 – successfully
keeping people at home.



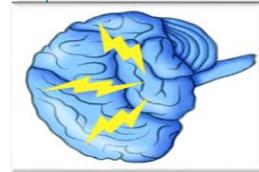
Bladder & Bowel and Tissue Viability
have also engaged Care homes in
providing training and preventing
pressure ulcers.



CARS ‘Reducing Falls in Care Homes’ – finalists at the May 2019 HSJ Value Awards



CNWL have successfully recruited a
Epilepsy and Parkinson's Disease
Nurse



Diabetes – we are currently working with the lead Commissioner at reviewing the service spec and what the service needs are to meet the increasing demand.



Heart Failure Services have had extra investment due to a significant increase in activity being diverted from the acute Trust.



Hillingdon Mental Health Services



Number of Section 136 (MHA) assessments hit all time high in April at 59



We have commenced a 'SIM' project jointly working with the Police to give intensive interventions from both a health and criminal justice perspective for a caseload of service users



We have also bid for funding for a service specifically for our service users who suffer from a personality disorder



Bed pressures remain an ongoing issue which hopefully additional support in the community will reduce



Arch – Innovation

ARCH was awarded a public health grant to implement fibrous scanning on-site.

- Effective implementation of a comprehensive 'welfare, physical and wellbeing' offer for alcohol misuse clients in the borough, providing a 'health passport' .
- Training programme for all Arch Nurses to provide Fibroscanning.
- Provision of a wide range of non-stigmatising satellite settings and in -reach arrangements with housing and partner agencies- for this client group.
- Onsite provision of priority clinics in partnership with Hillingdon LA and the development of the Rough Sleepers Initiative project in 2019/20.
- Refurbishment of Arch Welfare Room- provision of clothes, food, toiletries and onsite support for housing and health & wellbeing with new pathway .
- Client access to Information and Communications Technology (ICT) Social Work support & housing clinics.

KPIs /outcomes – Increase in clients accessing Fibroscanning with health passports at Arch

- Increase in street homeless accessing Arch.
- Increase in access to housing

Early intervention and prevention of liver disease
Reduction in inpatient bed days and length of Stay
Reduction in hospital admission episodes for alcohol-specific conditions and the mortality rate from alcohol liver disease.



New Contracts



From 1st April 2019, ARCH have been awarded the contract by London Borough of Hillingdon to manage the provision of the new services including **Smoking Cessation, Supervised Consumption, Needle exchange , GPSC and in-patient detoxification budget managed by Arch.**

Smoking Cessation

- Innovative new pathway at Arch – covering the borough –providing a range of smoking cessation pharmacotherapy and psychological interventions.
- Targeted groups & pathways
 - Hillingdon HHT- A&E, CDC, AMU Maternity, COPD, Respiratory pre-post operative.
 - GPs/ links with GP consortium, GPSC, health Centres , Primary Care .
 - Mental Health – Links with DD clients/disability teams .
 - CNWL wide smoking cessation staffing campaign /staff living in Hillingdon.
 - Staffing – extend to AP's Nurse's and team at Arch



Central and
North West London
NHS Foundation Trust
Priority Groups/KPIs – agreed outcomes ;
Children under 18, pregnancy/childbirth , MH, disability, routine manual occupations.



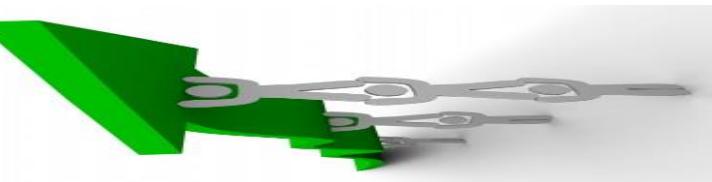
Wellbeing for life

IRC Heathrow Focus

Actions completed from CQC Inspection

SUPERVISION

- CNWL Offender Care Directorate has strengthened the existing arrangements for supervision in line with Trust Policy.
- An immediate review of systems and processes resulted in a strengthened plan that is delivering both individual and group supervision.
- A target of 95% of staff to have received supervision in line with the policy (every 4 -6 weeks) has been set. April supervision rate – 79.1%.
- The governance and monitoring process for supervision completion has been made more robust.
- Supervision completions are monitored weekly through the local Senior Management Team (SMT) meetings and any outstanding supervision addressed with the supervisor and supervisee.
- Completion figures are now monitored through a monthly KPI (supervision completed within last 4-6 weeks) and are reported to the monthly Offender Care Business and Performance SMT meeting for oversight and scrutiny.



TRANSLATION SERVICES

- Monthly reporting of use of translating services
- All staff were reminded of the need to use professional interpreting services
- Posters are displayed for detainees in 14 languages advising them of the provision
- Posters are displayed and leaflets available advising detainees of healthcare services available at the IRC and translated into a variety of languages and in an easy read format
- User friendly written information has been made available in alternative languages and is on display in patient areas
- Health promotion information is available in a number of languages including diabetes, cancer awareness and heart disease
- A process has been established to ensure posters and health information is in place and updated monthly.
- The patient engagement lead continues to hold regular detainee forums to gather feedback from detainees and address any gaps in healthcare information needed.

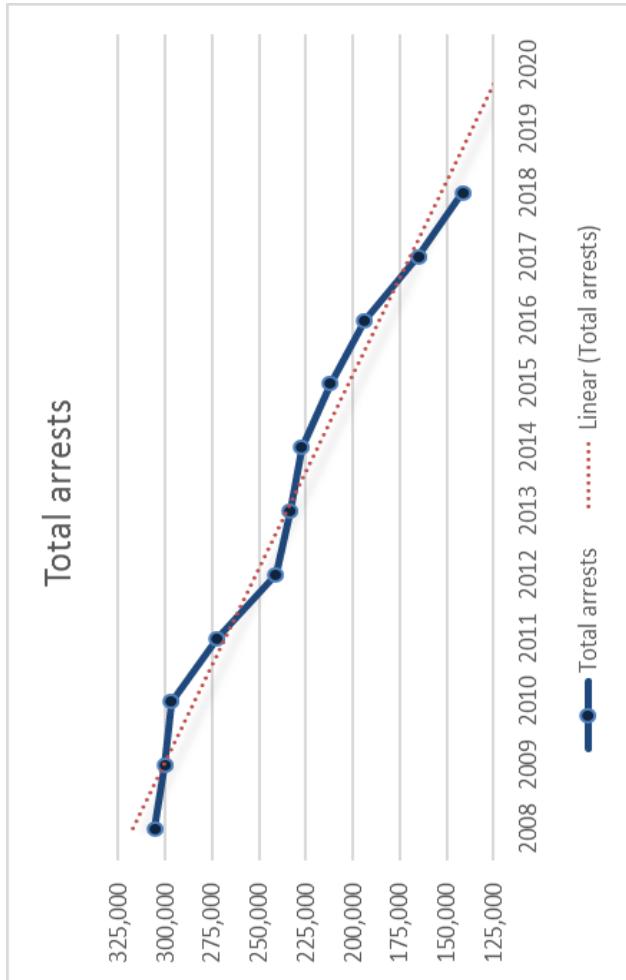


Offender Care Liaison and Diversion Service – Hillingdon

Operating an all age & all vulnerability model across 3 sites: Uxbridge Magistrate's Court, Heathrow Police Custody and Hillingdon Youth Offending Service

Aims:

- Improved access to healthcare and support services for vulnerable individuals and a reduction in health inequalities
- Liaison with healthcare and support services to deliver a coordinated response, ensuring that the needs of individuals are met
- Diversions of individuals, where appropriate, out of the criminal justice system into health, social care, education and training, or other supportive services
- To reduce re-offending and/or escalation of offending behaviours



Multi-disciplinary team consisting of:

- Team Manager
- Liaison and Diversion Practitioners
- Youth Justice Liaison and Diversion Practitioners
- Consultant Forensic Psychiatrist

Working in partnership with 'Together for Mental Wellbeing' and West London Mental Health Trust

