

MENTAL HEALTH SERVICES: CRISIS PATHWAY UPDATE

Relevant Board Member(s)	Vanessa Odlin
Organisation	CNWL
Report author	Mathew Read, CNWL
Papers with report	None

1. HEADLINE INFORMATION

Summary	The Board requested update on mental health crisis pathways
Contribution to plans and strategies	Crisis Mental Health support is an important part of our Transformation plans as set out in the Joint Health and Wellbeing Strategy 2022-2025.
Financial Cost	There are no direct financial costs arising from this report.
Ward(s) affected	All

2. RECOMMENDATION

That the updates in respect of mental health crisis services be noted.

3. INFORMATION

Introduction

At the March 2022 Health and Wellbeing Board meeting the Board requested that updates be provided on the mental health crisis pathway developments. This paper provides an update of crisis provision in the borough and includes specific updates on progress made with the implementation of the Crisis House, as well as the changes made to the Crisis Cove Café becoming open access.

The First Responder team is a 24/7 community-based teams providing rapid assessment to people experiencing a crisis or mental health distress. They respond to urgent requests for mental health assessment in the community and at A&E, to determine the next best step for someone who needs urgent mental health attention or in crisis 24/7, 365 days a year. The team manage to avoid admissions for 60% of the referrals they receive.

Graph of weekly referrals into Hillingdon First Responders Team



The First Responder team are supported by our Home Treatment Team who help avoid admission to a mental health inpatient ward by providing intensive support to people in acute mental crisis in their homes. On average Home Treatment Teams provide nine contacts per patient over a seventeen day period.

Graph of weekly referrals into Hillingdon Home Treatment Team



4. Cove Crisis Cafe

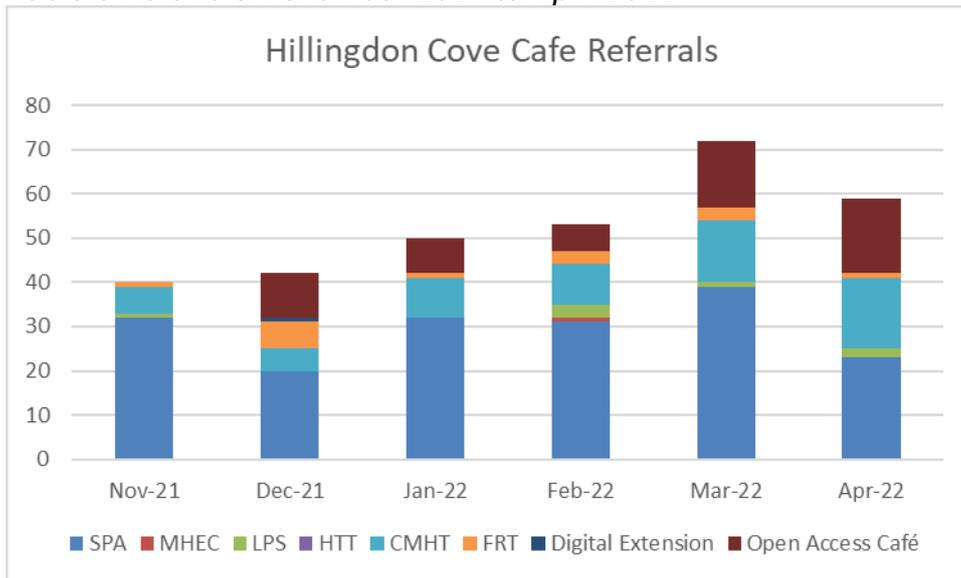
The Cove Crisis Café is co-located at Haya House Community Centre, 90A East Avenue, Hayes, UB3 2HR. There has been an increase of 50-70 people per month through to April 2022 but CNWL are working with Hestia to increase the numbers coming through using social media and primary care communications.

CNWL have regular monthly contract review meetings with Hestia and are working together on initiatives to increase attendances into the Coves. A wide advertising campaign has taken place to ensure the Crisis Cove Café is widely known to partners, stakeholders and service users across Hillingdon. We are also piloting in our Brent Café expanding the service offer to 16 to 18 year olds, something we will roll out to Hillingdon over the next 3 months.

Attendances

	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
SPA	32	20	32	31	39	23
MHEC	0	0	0	1	0	0
LPS	1	0	0	3	1	2
HTT	0	0	0	0	0	0
CMHT	6	5	9	9	14	16
FRT	1	6	1	3	3	1
Digital Extension	0	1	0	0	0	0
Open Access Café		10	8	6	15	17
Total	40	39	50	53	72	59

Table of referrals November 2021 to April 2022.



Since November 2021, 316 attendances have been occurred, of which approximately 25% are currently utilising through open access.

Support hours provided ranges from 10 minutes to 60 minutes.

- One example of 10-minute support provided - providing a service user with reassurance surrounding health anxieties.
- Activity during 60 minute one to one sessions has been:
 - Active listening
 - Emotional support
 - Signposting.
- Activity lasting more than 60 minutes:
 - De-escalating suicidal ideations
 - Contacting emergency services.
- Staff also ensure to conduct welfare checks following incidents.

Service User Feedback

How useful/supportive was the session on a scale 1-10?	Total SU scores
Score 10	16
Score 9	1
Score 8	2
Score 7	1

Did the service help you feel less anxious?	Total
Yes	18
No	2

Did the service help you know what to do to manage your own wellbeing?	Total
Yes	18
No	2

Feedback

- *“I wasn’t sure of what to do and how to help my son, I appreciate you taking the time to help me”*
- *“You just let me talk which was I needed. Thank you, I really appreciate that”*
- *“Thank you for speaking with me. I felt low when I came in here but now, I feel better”*
- *“I have an idea of what to do and who to speak to now. I appreciate the help”*
- *“Very helpful. I find you’re a very nice guy. I feel you’re understanding me, and it makes me feel good”*
- *“You’ve proved to me that there is someone out there who wants to make me better. Thank you. If I could rate it a 20 out of 10, I would. Even though it’s only been three sessions, it’s been good and positive. You’ve helped me sleep better and feel better”*

5. Crisis House

Both the NHS Long Term Plan (2019) & Five Year Forward View for Mental Health (2016) centre on transforming Mental Health support so that people are able to access support early, in the least restrictive environment and as close to home as possible. NWL has an ambitious plan to remodel the NWL MH pathways to support the strategic direction and improve outcomes for people using MH services.

Partners in Hillingdon developed a business case which reviewed the current pathway, highlighting gaps and displaying a need for change. The data shows a consistently high adult acute bed occupancy averaging 92.8% over the last ten years. 51.1% of all admission are now detained at the point of admission. Hillingdon is consistently higher on key metrics when compared to national averages and not currently providing a robust crisis pathway and cannot deliver appropriate, timely service alternatives to A&E. This has a detrimental impact on service users' health and well-being.

The business case recommended the development of a six-bed Crisis House in Hillingdon which would allow NWL to test the model for the wider ICS. Evidence shows that this type of facility, embedded in the system led, by the independent /voluntary sector, supported by the specialist mental health services, delivers good outcomes for people in crisis and supports system management and efficiency. It will contribute to a flexible and responsive crisis pathway, a robust alternative to A&E.

As reported in March’s Health and Wellbeing Board, this business case for a Crisis House has been agreed with partners. Hillingdon LA have now concluded negotiations to appoint an established local provider to secure delivery, i.e., Comfort Care Services. This means that the

Crisis House will become operational in 2022 with building works due to finish in June 2022. This will be a key part of the crisis pathway and contribute to a reduction in acute admissions and better outcomes for people living with mental health conditions.