



## **Update on progress following the consultation “Achieving Excellent Care in a Mental Health Crisis”**

Following the decision by the Secretary of State in November 2013 that the implementation of changes to acute mental health inpatient services should be allowed to proceed as soon as possible, Kent and Medway NHS and Social Care Partnership Trust (KMPT) has been moving to

1. strengthen community services for people in a mental health crisis,
2. develop existing KMPT provision in Canterbury, Maidstone and Dartford to become centres of excellence,
3. cease use of A Block in Medway for inpatient treatment for adults in a mental health crisis,
4. create a Psychiatric Intensive Care outreach team for east Kent to match that already available in west Kent and Medway, and
5. consolidate Psychiatric Intensive Care inpatient services in Dartford.

### **Progress so far:**

#### **Development of Crisis Resolution Home Treatment teams**

Additional Support Time Recovery (STR) workers are providing support to service users in their own environment, or helping them prepare for discharge and providing initial support at home.

#### **Street Triage**

This service is a joint project between KMPT and the police. A mental health nurse accompanies the police and provides immediate specialist opinion and support for a person in crisis. The pilot at the end of 2013 saw a 40 per cent reduction in the number of people needing detention under Section 136 of the Mental Health Act.

The pilot was a three day a week service. As a result of its success, the CCGs are funding it seven days a week.

#### **Liaison Psychiatry**

This is a service to provide specialist assessment to people with mental health needs attending A&E. It is being extended in North and East Kent to offer cover 24 hour 365 days a year and so ensure people attending A&E receive a specialist assessment within four hours.

#### **Single point of access and crisis concordat**

Work is underway with NHS 111 and KMPT to develop pathways so, if a person in crisis phones NHS 111, they can be linked up with the right service rather than be advised to attend A&E or call the police.

The crisis concordat has been signed by commissioners and key partners (NHS England, ambulance, police, mental health trusts, acute trusts, NHS 111). It sets out an agreement for the different organisations to work together and support one another to deliver an urgent response to people with mental health problems. This will ensure the same level of response exists for mental health as for physical health/medical problems (as set out in the NHS commitment to parity of esteem). A delivery plan has been developed and is monitored by a group made up of very senior representatives from these organisations.

### **New pilot day care intensive treatment service for patients with Personality Disorder**

KMPT has set up a pilot intensive therapeutic group programme for people with personality disorder, funded by NHS Medway CCG. Evidence shows people with this condition do not respond well to treatment on acute inpatient wards. However, they need to access acute services for support and treatment when they are trying to cope with difficult issues and may feel out of control in their lives.

Sixty two people completed the programme between November and July. They have had:

- A decrease of 91.7 per cent in the number of admissions to an acute bed
- A reduction in their length of stay by 1,745 days
- A decrease in CRHT presentations by 82.9 per cent
- A 79.6 per cent decline in the number of section 136 presentations

### **A Block**

Sapphire ward, for female patients, moved to Little Brook Hospital, Dartford on 19 December 2013. (It is now a mixed ward but there is also an all-female ward at Little Brook for those who need care in that environment.)

At the same time, to reduce clinical risk, the 136 suite closed in Medway. Patients are conveyed to Dartford by the police wherever possible. Should the 136 suite at Little Brook Hospital be busy, Maidstone is the next option.

Emerald ward, for male patients, remains open at A Block but is due to close once a new mixed ward at Priority House is available. This is expected in March 2015. This will enable patients from Swale to access inpatient services at Maidstone.

### **Psychiatric Intensive Care**

KMPT has introduced a Psychiatric Intensive Care outreach service in east Kent to mirror the service already available in west Kent and Medway; Psychiatric Intensive Care inpatient beds have been centralised at Dartford.

### **Increased capacity matching local needs**

Dudley Venables House at St Martin's, Canterbury has been refurbished to provide 15 acute inpatient beds for men aged 18 plus experiencing acute mental health difficulties.

## **Centres of Excellence**

KMPT is developing a vision for the three centres of excellence in Dartford, Maidstone and Canterbury so they provide the best of care for patients, their carers and families, now and in the future. All clinicians and colleagues working in these centres of excellence will provide the best possible care for every patient and a clear vision of how to support all the families who use these services.

A Centre of Excellence was defined in the consultation as “*A service that is delivered to a recognised high (national or world class) standard, in terms of measurable results and innovation*”. In addition to performing its own core work effectively, it has an additional role in improving practice and knowledge throughout the rest of the organisation.

The centres of excellence will offer:

- Faster and more complete recovery for service users
- Patients having a better experience including feeling safe and being able to see the progress they are making in recovering from their crisis
- An excellent acute inpatient mental health service in itself, delivered by highly effective staff who are well supported and able to deal with any crisis 24/7
- More opportunities for therapeutic interventions at weekends and into the evening
- Purpose-built accommodation for safe care, with calm environments that support recovery.
- Hubs of good practice with a research programme that attracts and retains highly qualified, expert and motivated staff.

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