

West Kent CCG Mental Health highlight report – February 2016

Dementia – Zena Watson

Services for people with dementia and their families/carers are provided by a range of organisations across West Kent. Services include memory assessment clinics, support to live well with dementia, and support for times of crisis. Up to date information regarding all local services can be found on the West Kent dementia roadmap: <http://dementiaroadmap.info/westkent> The roadmap also includes a wide range of nationally relevant resources

Update: It is estimated that there are currently 2619 people in West Kent who have dementia but do not have a formal diagnosis. There are many benefits of receiving a diagnosis including:

- Access to medication
- Enables more informed care by GP and if admitted to hospital
- Helps family and friends to understand changes
- Enables people to plan for the future and any changes that may occur

West Kent CCG is currently undertaking some specific work to improve the dementia diagnosis rates. This includes working with GP practices, community services and nursing homes to ensure that everybody with dementia has the opportunity of receiving a diagnosis and that they are receiving the care and support that they require.

West Kent CCG has agreed to increase the amount of crisis services provided by The Alzheimer's Society from April 2016.

Primary Care Mental Health Specialist Service – Zena Watson

The Primary Care Mental Health Specialist Service is made up of experienced mental health nurses who work within GP practices. The service allows people with stable mental health conditions to move on from secondary care and receive support closer to home.

Update: There are currently 4 primary care mental health specialist nurses, 2 based in the Maidstone area and 2 based in the Tunbridge Wells area. These nurses have helped more than 200 people transfer their mental health care from secondary care services to primary care. Patients and their families have provided very positive feedback regarding this service.

West Kent CCG plans to expand this service in 2016 by employing a further 2 nurses so that more people can be cared for in primary care.

Eating Disorder Service Redesign – Zena Watson

Kent and Medway eating disorder services provide support in a range of settings for people with an eating disorder and their families/carers. At the moment services for people aged under 18 are provided by Child and Adolescent Mental Health Services (CAMHS) and services for adults are provided by Kent & Medway Partnership Trust (KMPT). People, including patients, their families/carers and GPs have raised concerns regarding some

elements of the current eating disorder services, especially regarding access to help when it is first needed.

Update: In response to the above concerns Kent and Medway CCG's have been working together to plan a new, improved eating disorder service. There has been extensive public and patient consultation to determine what is important to local people when designing a new service. Included in improvements that people would like to see are:

- Early identification of eating disorders and earlier access to specialist services
- No gap between children's and adult services
- No waiting lists
- Care available closer to home
- More support for families/carers

A new care pathway, including the improvements above, has been agreed between the CCG's and each CCG is about to make decisions regarding either introducing the improvements into the current services, or advertising and buying new services (procurement).

CAMHS – Dave Holman/Alison Watson

New Kent Children and Young People's Mental Health Service from April 2017 – The new Model, which draws together all the current service provisions throughout Local Authority and Healthcare, outlines a whole system approach to emotional wellbeing and mental health in which there is a Single Point of Access, clear seamless pathways to support ranging from Universal 'Early Help' through to Highly Specialist care with better transition between services. The final drafts of the Public Health and Health service specifications are being drawn up and will be submitted to the Collaborative Commissioning and Procurement Board for sign off in early March ready for the procurement process to begin. The documents will remain in draft format throughout the procurement process in order to develop specific areas in partnership with Providers.

CAMHS Transformation – Children and Young People's Mental Health Services are to be improved, increasing the ease with which service users access high quality mental health services. This programme of change is being driven by new funding from central government, via NHS England. The plans should demonstrate that by 2020 sustainable improvements in children and young people's mental health outcomes will be achieved and there will be a measurable closing of the health and wellbeing gap. Some national 'must-do' areas for development are Eating Disorder services, Children and Young People's Improving Access to Psychological Therapies (CYP IAPT) and Early Intervention in Psychosis. West Kent has also chosen to allocate funding to support projects relating to self-harm, crisis care and Unaccompanied Asylum Seeking Children as well as reducing waiting times for assessment and treatment. The Kent 2015/20 Plan has been published on the Live It Well website and has been identified by NHS England as an example of best practice.

Improving Access to Psychological Therapies (IAPT) – Jacquie Pryke

IAPT services provide free NHS talking or online therapy services for people with anxiety and depression related problems such as: trauma, anger, phobias, obsessions & compulsions, PTSD, bereavement, panic, insomnia etc. They offer a range of services such as: - Cognitive Behavioural Therapy (CBT), Interpersonal Therapy, Eye Movement Desensitisation and Reprocessing Therapy (EMDR).

Update: All providers are going to increase their promotional materials and the CCG is working with GP's to try to promote referral to IAPT services at an earlier stage of intervention (Step 2) rather than at a later stage where more intense treatment is required (Step 3), this will benefit the patient more and promote earlier recovery. This has been promoted in the GP's practice bulletin and will be raised at all GP locality meetings. The providers would like to do a presentation to the GP's so that they understand the reasons for referring earlier and the benefits, The CCG is looking into this to find out what would be the most appropriate meeting is to present at.

An updated list of all IAPT providers, the services they provide and their venues according to locality has been distributed to all GP practices and circulated to MHAG. This will help both providers and other services (i.e. job centres, Mind etc.) to increase the understanding and opportunities that exist within the IAPT services, particularly when they deliver a specialised service for a specific problem, so that they can signpost people for an appropriate referral, i.e. Sleepstation is an online service that provides a specific service for people with insomnia.

The CCG is also working with providers to look at linking in more directly with the work that is being carried out re: Armed Forces. This work is at an early stage and future opportunities to do this will be discussed with all providers.

Crisis Care: – Dave Holman/Jacquie Pryke

Crisis Care Concordat:

The Crisis Care Concordat for Kent & Medway has a multi-agency membership that is accountable for delivering an action plan that improves outcomes for people experiencing mental health crisis.

The action plan ensures that services work together and with local organisations to provide crisis care interventions that ensure we meet the needs of vulnerable people in urgent situations.

The Concordat is jointly chaired by Dave Holman (Head of Mental health commissioning for WK CCG) & Ann Lisseman (Head of Criminal justice Dept., Kent Police). It is responsible for commissioning and monitoring the crisis services identified below:-

Crisis care update:

- **Street Triage**– Jacquie Pryke

The Street Triage service is a joint service between KMPT and Kent Police. It aims to provide guidance and assessment for anyone suffering from mental ill health or who are in mental health crisis in a public place. The police may be first on the scene of a person in a mental health crisis, therefore assisting police officers to be able to identify people with mental ill health from the very first point of contact and getting them to the right care, can play a critical role in improving health outcomes and response.

There will be a strong focus on diversion rather detention under section 136 Mental Health Act; and providing a service that is right for the individual and supporting identification of the most suitable pathway at the earliest opportunity, this will also help to reduce attendance at A & E.

The pilot service started in Dec, and runs 3 nights a week (Thurs/Fri/Sat) between the hours 6pm-2am. This service is currently based in Northfleet.

A senior health care worker is placed in the police control room to provide a triage service and give advice and support to callers and signpost them to the correct services. A qualified mental health nurse is also available to go out to with the police to provide assessments.

Since the service started it has had a positive impact, in the first two weeks they received 27 referrals, 15 of which required a face to face assessment, 10 of which avoided a detention under s136.

The project is going to be expanded so that a service is provided with SECAMB as well and there are plans to extend the service out across Medway.

- **Psychiatric Liaison:** Jacquie Pryke

Liaison services provide a timely access to specialist mental health assessments, advice, management and referral for patients presenting with psychological or mental health problems in A & E. the aim is to reduce unnecessary delays in discharges whilst waiting for a MH assessment

Liaison services are currently being provided at both Maidstone & Pembury hospitals, where a consultant psychiatrist and mental health nurses are based in A & E.

The services current services provide liaison from 9am – midnight, 7 days a week for both Adults and Children. The Aim is to provide a 24/7 service and the CCG are currently negotiating contracts with providers to increase the services to meet this aim. Jacquie will update MHAG when contracts have been agreed and further information is available on the services.

- **Crisis Café :** - Jacquie Pryke

A Crisis café is a community based resource for local people 18+, experiencing mental health problems who are in crisis, they will offer a dedicated out of hours service that provides a mix of informal and formal peer support and professional support from volunteers and qualified MH practitioners (1-1)

They will provide a safe environment for people to drop in for tea & chat, provide peer support and an opportunity to meet new people. Their aim is to:

- Help prevent escalation of MH problems & thereby avoid a MH crisis
- Prevent unnecessary referrals to secondary MH services, A & E depts., and other emergency and out of hours services
- Improve and support individual mental health and wellbeing
- Increase recovery, independence, self-management and reduce isolation

There were plans to develop two crisis cafes (Maidstone and Tonbridge) in this financial year, however these have been on hold, but are now being fast-tracked to move this forward for development in the new financial year.

Jacque is meeting with key stakeholders in February and will update on plans to take this forward.

Learning Disabilities – Chris Hird

WKCCG continues to be involved in a Kent wide Integrated Commissioning project for people with learning disability together with KCC, other Kent CCGs, KMPT and KCHFT. This will bring together the three learning disability providers into one integrated service in 2017/18 under an alliance contract. The CCGs and KCC will enter into a Section 75 Agreement to create the legal framework for this to happen. A Kent Section 75 Integrated Commissioning Board for Learning Disability has met in shadow form chaired by KCC, vice-chair is Ian Ayres, Accountable Officer of WKCCG and Dave Holman is WKCCGs representative on the Board.

A new national plan to develop community services and close inpatient facilities for people with a learning disability and/or autism who display challenging behaviour including those with a mental health condition was published in October 2015. This was accompanied by a service model for commissioners and requires CCGs, local authorities and NHS England to form transforming care partnerships. The Kent partnership is chaired by Penny Southern from KCC and is required to produce a joint transformation plan by April 2016. These changes have been driven by the Winterbourne View scandal and resulting reports and recommendations on how services should be provided in the future.

Mental Health Placements – Chris Hird

Adults with mental health and/or learning disability/autism who require specialist in-patient treatment which is not available locally are placed in services best placed to meet their needs. Sometimes these placements may be distant from West Kent so WKCCG has a responsibility to regularly review the treatment being received and be involved in discharge planning back to the local area. There are currently 25 people placed in specialist services from the West Kent area.

Neurodevelopmental pathway – Chris Hird

Following Kent wide agreement on a neurodevelopmental care pathway in October 2015, each health economy, North, West and East Kent are reviewing services for people with Autism or ADHD. This includes diagnostic services and post diagnostic support. West Kent aims to test the market in the next few months to determine provider interest in delivering a local service for adult with suspected/diagnosed autism or ADHD.

WKCCG continues to commission Psicon to undertake adult ASD diagnostic assessments to keep the waiting list within NICE guidelines of 12 weeks from referral to assessment.

Armed Forces – Teresa Boffa

West Kent CCG and NHS England have a teleconference arranged in March. This meeting has been arranged in order to determine the outcomes that NHS England require from the proposed model and whether or not West Kent CCG can deliver those specific outcomes. An agreement will need to be made so that this piece of work can continue and West Kent CCG can begin to develop their training program and network of Armed Forces Champions.

Neuro-rehabilitation – Teresa Boffa

West Kent CCG has met with South East Commissioning Support Unit (SECSU) to establish and agree the assessment and placement process for patients that will now be referred into one of the facilities that are being used as a result of the closure of The Knole Centre, Sevenoaks. West Kent CCG will continue to review and monitor this with SECSU to ensure patients are receiving appropriate referrals and placements.

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