

West Kent CCG Mental Health highlight report – August 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 2623 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.

Work has started on development of a West Kent dementia strategy which will aim to improve services available for people with dementia and their families/carers. Over the next 2 months West Kent CCG will be meeting with people who have dementia and their families/carers to find out what they would like included in the strategy.

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).

WKCCG have commissioned carers skills workshops for carers of people with eating disorders. These free workshops are being delivered in Sevenoaks and Maidstone. For more details please contact Zena Watson (contact details are at the end of this report).

Children and Young people's mental health – Martine McCahon

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 service specifications are being drawn up, a market event has been held on 10th June, the pre-qualification questionnaires have been evaluated and the Invitation to Submit an Outline Solution advertised. 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 www.liveitwell.org.uk 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: NHS England has set new access targets of 25% (currently 15%) that have to be achieved by 2020/21, the CCG and providers will work towards increasing 3% year on year. This will include IAPT for Long Term Conditions

There will be a targeted approach to increasing access this year for perinatal services, all providers are advertising and making arrangements to meet with Health Visitors and other services

Crisis Care Concordat: Dave Holman/Jacquie Pryke

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) & Rachel Ireland. (Acting Chief Superintendent, Head of Strategic Partnership Command). 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. The timings of the service are currently being reviewed in line with data evidence, to ensure that they are in place at the most critical/needed times.

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 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, however this will not be the full service as provided with Kent Police, as KMPT do not have the staff to support this, but will include a senior healthcare worker being placed in the control room.

The pilot for street triage concluded in June and funding has been agreed to continue with this service

- **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 & Tunbridge Wells hospitals, where a consultant psychiatrist and mental health nurses are based in A&E.

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.

Adult services will run a 8-8 service, seven days a week from September in both Maidstone & Tunbridge Wells Hospitals.

- **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

Due to changes in funding and the current financial climate, West Kent CCG funding to develop the crisis cafes has been put on hold until Sept when it will be reviewed again. Jacquie will put a case forward for this to be supported then, both Maidstone Mind and West Kent Mind would still like to be involved in this development in Sept.

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 in 2016/17 to create the legal framework for this

to happen. A Kent Section 75 Integrated Commissioning Board for Learning Disability has been formed, 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 has produced a Transforming Care Partnership plan and a Joint Learning Disability Commissioning Action Plan for 2016/17. These changes have been driven by the Winterbourne View scandal and resulting reports and recommendations on how services should be provided in the future.

Update: Recruitment continues for a Clinical Lead for Learning Disability at West Kent CCG following Dr Gay Berman's departure at the end of March.

Mental Health Placements – Chris Hird

Adults with mental health and/or learning disability/autism who require specialist inpatient 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 37 people placed in specialist services from the West Kent area.

Update: Cygnet Healthcare, a private mental healthcare provider has been granted full planning permission by Maidstone Council to build a 65 bed hospital on the Kent Medical Campus site in Maidstone. This aims to provide four specialist mental health services for men and women. The build start date is targeted for late September 2016 with an anticipated 65 week construction programme. If all goes to plan the first admissions are planned for January 2018.

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.

Update: WKCCG has re-commissioned Psicon in 2016/17 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

The Armed Forces Covenant was first published by Ministry of Defence in May 2011, and last updated in May 2015 and it sets out the obligations for government and the nation to the armed forces community and it establishes how they should expect to be treated and be able to access healthcare. Currently, this is not happening and Kent and Medway are not meeting the Armed Forces Act 2011 requirements and an establishment of armed forces provision is now essential.

The charitable provider, Kent and Medway Armed Forces Network was contracted from 1st April 2013 to 31st March 2015 to provide a signposting and championing service for armed forces personnel in Kent and Medway. They formally withdrew in May 2015. West Kent CCG are the lead commissioner in leading on a new project following a similar model to that of Sussex Partnership.

Kate Parkin of Sussex Armed Forces Network is now leading on the Kent and Medway Armed Forces Network after agreement from all Kent and Medway CCG's and NHS England.

The network is in the early stages, however, West Kent CCG and Sussex are working collaboratively to ensure that we implement without delay. This will include the launch of the Kent and Medway Armed Forces website and future training days for new champions. Information regarding the next steps of the network will be announced as soon as they are available.

Neuro-rehabilitation – Teresa Boffa

West Kent, Dartford, Gravesham and Swanley (DGS) and Medway patients who require a neurological intervention in a rehabilitative environment have been principally serviced by the West Kent Neuro Rehab Unit (WKNRU), Knole Centre, Darent House, Sevenoaks which is managed by Kent and Medway NHS and Social Care Partnership Trust (KMPT). KMPT no longer provide this service.

It is the view of the commissioners that the best solution for these patients, who have very specialist needs, is a focus on recovery for independent living in the community with the potential for many patients to receive treatment closer to home, depending on need.

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 are receiving regular updates from SECSU and will continue to review and monitor this.

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