

Appendix A

Primary Care Link Workers

Primary Care Link Workers provide support to primary care staff to support and maintain working age adults with emotional or mental health needs in their communities (where possible). Link workers are intended to offer brief interventions and assessments to those referred to them through providing advice and support, using third sector services or referring to specialist secondary services when required. Link workers aim to support primary care colleagues to better manage those presenting with mental ill health within primary care settings and improve understand of how to manage those presenting with mental ill health. Referrals to the Primary Care Link Worker Team come via GP's.

Work to date achieved via the Link Worker Team has been positive however, there are opportunities to develop the range of interventions they offer, improve multidisciplinary working across the Link Worker Team, social care, VCS, primary and secondary care and improve how patients are supported to maintain their health and wellbeing. Additionally, work is being undertaken to improve how we monitor the impact that the link worker team is having on managing demand; preventing representation to the system or escalation of need.

Crisis Resolution Home Treatment Team (CRHTT's)

Crisis Resolution Home Treatment (CRHT) teams help people through short-term mental health crises by providing intensive treatment and support outside hospital, ideally in their own homes. Psychotic episodes, severe self-harm and suicide attempts are examples of acute mental health crises. Because of the nature of their work, Crisis Resolution Home Treatment Teams offer a 24-hour service, and cases are often referred to them through A&E departments or the police service. Crisis Resolution Home Treatment Teams will usually review a person in their own home, but they may also see people in other community settings. CRHTTs play a vital role in preventing avoidable admissions and supporting people in crisis to remain in their own communities.

Within Barnet the CRHTTs are delivered by BEHMHT. The Teams are multi-disciplinary comprised of mental health professionals who provide intensive care and support in patient's homes as an alternative to acute inpatient admissions. If following assessment, the Team believe that the clinical risks indicate that admission is required then CRHTT's will arrange an admission within either one of the assessments wards or in the case of service users being well known to services who already have a clear treatment plan arrange admission onto one of the acute wards. The services are there to provide 24/7 support for any adult presenting with an acute mental health crisis aged 16 and over. Services can be accessed via referrals from community teams, primary care link workers, and from the intake service once it is indicated that someone is in an acute mental health crisis and may need admission to an acute bed.

Mental Health Liaison Services

Within urgent and emergency care mental health liaison services play an intrinsic role ensuring that patients with mental ill health presenting in Accident and

Emergency Departments and/or admitted to a ward receive appropriate support and access to mental health services post their acute needs being attended to. The service includes provision of assessment for people presenting in acute settings in mental health crisis, care coordination and advice and training to other members of staff within acute settings. The outcomes to be achieved through high quality mental health liaison services include: -

- Earlier referral and identification of problem
- Reduced length of stay, improved clinical outcomes
- Improved transfer of care back into the community

Within Barnet, Mental health psychiatric liaison services operate on both the Barnet Hospital site and Hampstead site 24/7 with Barnet, Enfield and Haringey Mental Health Trust providing coverage to Barnet Hospital and Camden and Islington Mental Health Trust providing coverage to the Royal Free Hampstead site.