

Mental Health – The Crisis Care Pathway and Developments

Barnet Health & Wellbeing Board
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What is mental health crisis?



- A situation that the person experiencing the crisis or anyone else believes requires immediate support, assistance and care from an urgent and emergency mental health service due to the apparent risk.
- There are many possible causes or triggers of crisis. For example some people experience adverse life events that include psychological, physical or social elements that may require an urgent or emergency response from mental health services.
- All crises will be different in their cause, presentation and progression.
- Individuals in crisis can present in community, acute or criminal justice settings.

What does good crisis care look like..



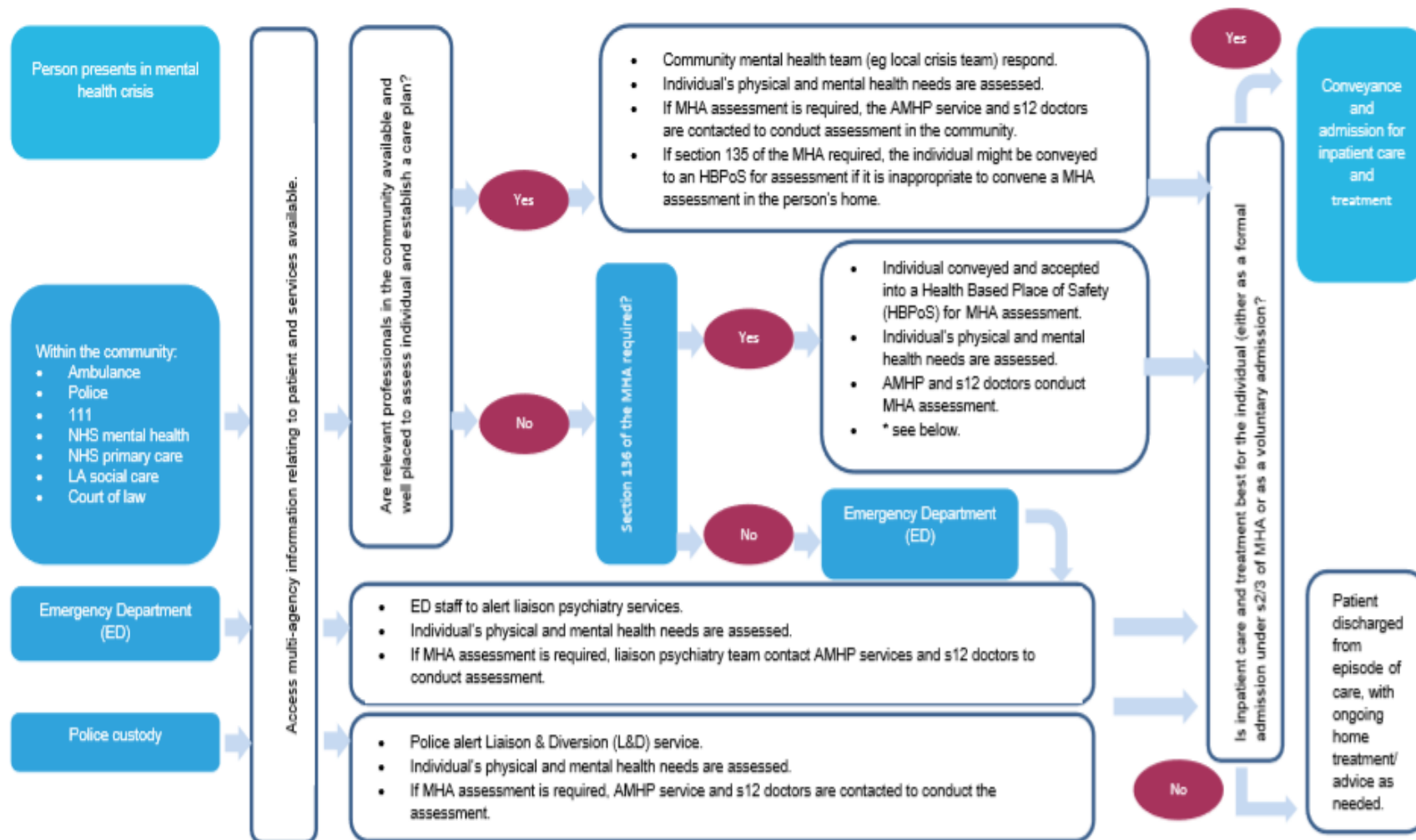
- Support is person centred, responsive, focuses on enablement and recovery
- There is parity of esteem between mental and physical health (equal value is placed on both physical and mental health)
- Support is high quality, tailored to meet an individuals needs and well co-ordinated– preventing escalation of need
- Support is accessible in a range of settings as needed by individuals (including integrated support in urgent and emergency care settings)
- There is better management of demand for services and improved patient flow across the system

The current crisis pathway



1. Access to support before crisis point; the provision of readily accessible support 24 hours a day 7 days a week-
2. Urgent and emergency access to crisis care- when people need emergency help related to their mental health needs when in crisis.
3. Quality of treatment and care when in crisis- the provision of support and treatment for people in mental health crisis.
4. Promoting recovery/ preventing future crises

Overview of pathway into inpatient care for individuals presenting in crisis



* In cases where s136 is applied, the individual could still go to ED if there were emergency physical health needs.

- Experience for individuals experiencing crisis can be variable
- Sometimes emergency services related to mental health compare unfavourably with those related to emergency physical health services

“I was experiencing a [mental health crisis](#) and it became immediately apparent to the doctors on duty that I needed to be admitted to an Acute Psychiatric Ward but, the lack of beds available in the system meant I was treated in a general ward for a number of days before transfer.”

“I am indebted to the doctors and nurses for treating me with genuine respect and putting me on the road to recovery. With counselling and daily monitoring by the Treatment Team I have been able to move to the Community Mental Health Team. This has given me the sense of having a lifeboat should I need it. Surrounded by a cacophony of daily life stresses I feel ‘listened to’. The long road to recovery is littered with potholes – facing reality, adapting back into work and dealing with conflict – but however long it takes, I have the basic confidence that I am facing in the right direction.”

Improving the pathway....



Key Challenges

- Significant financial challenges
- Ensuring appropriate alternative provision is in place to prevent unnecessary admission into acute settings
- Increasing demand
- Fragmentation in the system
- Ensuring sufficient appropriate provision is in place to meet complex needs to support timely and good step down

Development and improving crisis care support

High quality care and
support focusing on
enablement and recovery

Prevention of crisis

Urgent and emergency
access to crisis care

Discharge

Work to deliver improvement to the pathway..



Crisis Pathway Development

- Review of the current crisis care pathway for Barnet – to be completed by the end of Q1 2019 (extensive engagement to be carried out to inform the review and set out recommendations).
- A Mental Health Compact for London (a compact between London' mental health and acute Trusts, Local Authorities, Clinical Commissioning Groups, NHS England, NHS Improvement, London Ambulance Service and Police Services) will be implemented in 2019

Work to deliver improvement to the pathway..



Early help and support

- Further investment by Barnet CCG in improving access to psychological therapies (IAPT) offer for Barnet patients is occurring to meet presenting demand and deliver NHS England targets
- Commitment to develop the mental health offer as part of CHIN delivery and CHIN 5 dementia focus
- A Mental Health Awareness Campaign is being delivered by Public Health to increase awareness of mental ill health and reduce stigma
- Delivery of the Public Health Suicide Strategy Action Plan (supported by key stakeholders across the system)
- An individual placement support service (IPS) is being developed for patients in secondary mental health services for Barnet in 2019 (employment support offered through the service will be integrated into mental health services within Barnet, Enfield and Haringey Mental Health Trust)
- A review of the current Accommodation and Support offer for adults with mental ill health is being undertaken

Work to deliver improvement to the pathway..



Mental health liaison in acute hospitals

- North Central London (NCL) commissioners are carrying out a joint procurement for mental health liaison services to deliver an improved service model across NCL hospitals.
- A member of Barnet, Enfield and Haringey Mental Health Trust now attends the Urgent Emergency Care Boards in place within Barnet to support improved patient flow in acute settings and improve joint working

Work to deliver improvement to the pathway..



Discharge from mental health inpatient care- Improved patient flow programme to:

- Implement the mental health System Resilience Framework (to improve system visibility of patient flow)
- Support the Trust's updated discharge policy; and
- Support continued embedding of new processes to reduce delayed transfers of care; including delayed transfer of care (DTOC) meetings occurring between Adult Social Care and the Trust
- Embedded resource to support improvements across Barnet, Enfield and Haringey (Resilience Officer)
- Working with Barnet, Enfield and Haringey Mental Health Trust to deliver 0% out of area placements by 2021