



Kent and Medway **NHS**
NHS and Social Care Partnership Trust

Kent and Medway NHS and Social Care Partnership Trust [KMPT]

Mental Health Update

Report prepared for:

Medway Council
Health and Adult Social Care [HASC] Overview and Scrutiny Committee
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1. Introduction

- 1.1 This report has been prepared at the invitation¹ of Medway Council's Health and Adult Social Care Overview and Scrutiny Committee [HASC] to provide an update about the Trust.
- 1.2 This report aims to update Members on current activities and priorities, successes, challenges and opportunities and to provide a reminder to Members of the current service provision in Medway.
- 1.3 This report will be presented under the following set of headings:
- i. Current service provision – a reminder.
 - ii. Current activities and priorities.
 - iii. New initiatives and opportunities.
- 1.4 The Committee is asked to note the content of the report and provide comment.

2. Current service provision – a reminder

- 2.1 The Trust is commissioned to provide a range of inpatient, community and specialist services to younger and older adult residents of Medway. Some of these services are based in Medway; others are based outside of Medway and offer an inreach provision to the residents of Medway. Appendix A provides an outline of those services based in Medway. Appendix B provides an outline of those services based outside of Medway that offer an inreach provision to the residents of Medway.

3. Current activities and priorities

- 3.1 The Trust continues to experience a high demand for its services. The table below provides a summary of contacts within the Medway teams for quarter 1 (1 April 2016 to 30 June 2016), quarter 2 (1 July 2016 to 30 September 2016) and quarter 3 *to date* (1 October 2016 to 20 December 2016).

Type of Contact	Quarter 1	Quarter 2	Quarter 3 <i>to date</i>
Crisis Resolution Home Treatment [CRHT] ² episodes	223	212	167
Community Mental Health Team [CMHT] ³ contacts following assessment	6,219	5,507	4,893
Liaison Psychiatry ⁴ referral / attendance	625	704	544

¹Medway Council (19 December 2016) Jon Pitt (Democratic Services Officer, Medway Council) email to Helen Greatorex (Chief Executive, KMPT)

²Based at A Block, Medway Maritime Hospital (Gillingham), the Medway and Swale CRHT provides support at home 24 hours 7 days a week to those individuals aged 16 years and over experiencing mental health crisis and whom without support would require hospital admission.

³Based at Canada House (Gillingham) the Medway and Swale CMHT provides services to adults of working age (18 to 65 years) with severe long term mental health needs.

- 3.2 Medway is one of the Trust's highest areas for Section 136⁵ activity. In the period 1 January 2016 to 31 December 2016 Trust records⁶ indicate 168 people were assessed under Section 136 in Medway. Of these 5.95% were admitted informally, 13.10% were admitted under a section of the Mental Health Act [MHA] and 80.95% were not admitted. In addition to those individuals detained by the police under Section 136, during the period 1 October 2015 to 30 September 2016 the police received 523 mental health related calls made by the public from the Medway area alone.
- 3.3 In addition the Trust experiences significant pressures on its inpatient beds. Pressures that are impacted by a number of factors including:
- 3.3.1 The ability of CRHT teams to home treat patients and support them in a community setting thereby reducing admission.
 - 3.3.2 The ability of CRHT teams to home treat when they undertake non-home treatment roles including section 136 assessment.
 - 3.3.3 Effective management of discharge from the point of admission.
 - 3.3.4 Effective management of delayed transfers of care [DToCs]⁷.
 - 3.3.5 Enhanced levels of therapeutic intervention during an inpatient stay to speed the process of recovery and discharge.
 - 3.3.6 High numbers of service users presenting at an emergency department [ED] when in a crisis following a KMPT intervention.
 - 3.3.7 High numbers of patients with a personality disorder being admitted for long lengths of stay [LoS]⁸.
 - 3.3.8 High numbers of emergency readmissions following an inpatient stay.
 - 3.3.9 The speedy repatriation of those patients placed within private beds to improve outcomes and experience as well as reduce cost.
- 3.4 To improve patient flow, the Trust's Patient Flow Programme, continues to meet weekly to monitor the use of acute mental health and psychiatric intensive care unit [PICU] beds and monitor progress against agreed work streams. These work streams reflect the whole system approach needed to deliver and sustain change.

⁴Based at Medway Maritime Hospital, the Medway Liaison Psychiatry service operates 24 hours a day 7 days a week and provides mental health support to people admitted to Medway Maritime Hospital. The service is available to anyone over the age of 18, regardless of address, who attends the emergency department or is an inpatient at Medway Maritime Hospital and needs advice, assistance or a mental health assessment.

⁵A section 136 is a power under the 1983 Mental Health Act [MHA] that allows a constable to remove an apparently mentally disordered person from a public place to a place of safety for up to 72 hours for the specified purposes. The place of safety could be a police station or hospital (often a special section 136 suite).

⁶The information provided relates to the Trust's recorded Section 136 assessments. It differs from the data held by Kent Police and the Kent Approved Mental Health Professional [AMHP] Service. Work is underway to validate the information and ensure future reporting is accurate and agreed by all organisations.

⁷DToCs are those service users who no longer require acute inpatient care and are deemed fit for discharge from a Trust bed. These service users require other health or social interventions and continue to have a significant impact on the use of external beds.

⁸National Institute for Health and Clinical Excellence [NICE] guidance indicates hospital admission is not helpful for individuals presenting with an acute personality disorder, and that where hospital admission is recommended to manage risk this is brief. The Trust interprets 'brief' as normally kept to a maximum of 72 hours.

- 3.5 Members will recall the Patient Flow Programme was established in August 2016 to focus on reducing the use of private beds in line with an agreed trajectory that identified a maximum usage of private beds to 15 by the end of October 2016 and to 0 by the end of December 2016. Having successfully delivered against trajectory at the end of October 2016 and with good progress maintained to deliver at the end of December 2016⁹, the focus has now shifted to sustaining this position in the longer term. To support this a number of new work streams have been identified. These include:
- 3.5.1 *Emotionally Unstable Personality Disorder [EUPD]*: this work stream seeks to ensure a pathway is developed to provide an alternative to admission for those service users with an EUPD. It is set within the wider strategic work to restructure the whole personality disorder care pathway. A Personality Disorder Care Pathway Strategy will be presented to the Trust Board at its meeting scheduled to take place on 26 January 2017.
 - 3.5.2 *Liaison Psychiatry Services*: this work stream seeks to ensure the Trust is ready to deliver the recommendations of the National Institute for Health and Clinical Excellence [NICE] and NHS England [NHSE] guidance¹⁰ that recommends that liaison mental health teams should be available to respond to mental health crises within one hour.
 - 3.5.3 *Section 136 (72 hours to 24 hours)*: this work stream seeks to ensure the Trust is ready to meet the change in maximum length of detention under Section 136 from 72 hours to 24 hours which is scheduled to go live in April 2017.

4. New initiatives and opportunities

- 4.1 The Trust continues to welcome the opportunity to develop new initiatives and opportunities to deliver its vision¹¹. To achieve this, the Trust is involved in a number of projects in partnership with Local Authorities, Kent Police, other NHS organisations, community and voluntary sector providers. These include:
- 4.1.1 *Joint Mental Health Summit*: On 12 October 2016 the Trust hosted a joint Mental Health Summit with Medway Clinical Commissioning Group [CCG] and Medway Council to discuss the key mental health related issues for local communities across the area. The summit was well attended by a wide range of stakeholders and provided a good opportunity to work together to plan and prioritise the future improvements required to better meet the needs of local population.
 - 4.1.2 *Kent Police*: The Trust is working with Kent Police to develop a joint strategy to improve the joint response to people with crisis. The strategy is county-wide and will be very relevant to Medway given its high Section 136 activity. The aim of the strategy is to provide the right care and support for people in crisis by:

⁹Appendix C provides an illustrative representation of achievement against trajectory.

¹⁰(November 2016) NICE and NHSE *Achieving Better Access to 24/7 Urgent and Emergency Mental Health Care – Part 2: Implementing the Evidence-based Treatment Pathway for Urgent and Emergency Liaison Mental Health Services for Adults and Older Adults - Guidance*

¹¹KMPT's vision is to create an environment within Medway and Kent where mental health is everyone's business, where every health and social care contact counts, where everyone works together to encourage and support children, their parents, young people and adults of all ages with a mental health problem or at risk of developing one to live in their own community, to experience care closer to or at home and to stay out of hospital and lead a meaningful life.

- ✓ Reducing the number of people who reach mental health crisis in circumstances that require police intervention.
- ✓ Reducing the number of people who are detained under Section 136.
- ✓ Minimising the use of police custody as a place of safety except in exceptional circumstances where a person is violent, or has committed a crime or cannot be safely accommodated elsewhere in line with legislation and best practice.
- ✓ Reducing the time people spend in a police custody waiting for an assessment under the Mental Health Act [MHA] where one is deemed as being required.
- ✓ Reducing the time and resources utilised by police officers, health and social care staff spent with detained persons who require assessment.
- ✓ Improving the pathways and services available for people suffering from mental health crisis before, during and after a crisis occurs.

To achieve this the Trust will work closely with Local Authorities, the Police, and other NHS organisations in Medway and Kent to develop effective and economically sustainable services for those in mental health crisis. The Trust will continue to work with the Crisis Care Concordat to improve the service provided to those in mental health crisis. This means the Trust will:

- ✓ Develop Mental Health Street Triage teams in local areas with high activity at times of peak demand which will see a mental health professional working with Kent Police to provide advice on alternative suitable care people in crisis.

4.1.3 *Medway Community Street Triage:* Subject to commissioner funding, the Trust proposed street triage trial pilot, will commence in February 2017 in Medway for a period of 12 months. This will see a mental health practitioner and a police officer in a dedicated (unmarked) vehicle responding to Section 136 call outs, providing an initial assessment and, with rapid access to information systems, being able to offer alternatives to detention under Section 136 where appropriate. The team will work closely with the Police's Force Control Room and the Trust's county-wide Single Point of Access [SPoA] team and the local Medway Crisis Resolution Home Treatment [CRHT] team in order to facilitate a range of appropriate options for supporting those individuals in crisis. The service will operate during identified peak hours of Medway Section 136 detention activity, that is Wednesday to Friday between the hours of 12.00 noon and 23.00 hours each week. The service will be for all age groups. For young people who present under the age of 18 there will be close liaison with the Child and Adolescent Mental Health Services [CAMHS] provided by Sussex Partnership NHS Foundation Trust [SPFT] for support, advice and possible assessment.

4.1.4 *Mental Health Triage Nurse:* In November 2016 the Trust launched a new development that sees a Trust mental health triage nurse based in the South East Coast Ambulance Service NHS Foundation Trust [SeCAmb] local control centre. The service provides additional clinical advice to call handlers with 999 calls where there may be a mental health concern. One of the key focusses of the new development is to improve the effectiveness of the response and patient experience.

4.1.5 *Liaison Psychiatry Services:* Local CCGs are leading on the development of a bid for new transformation funding for urgent and emergency liaison mental health services in acute hospitals. The closing date for bid submissions is 18 January 2017. This is linked with the NICE and NHS England [NHSE] guidance¹² that recommends that liaison mental health teams should be available to respond to mental health crises

¹²(November 2016) NICE and NHSE *Achieving Better Access to 24/7 Urgent and Emergency Mental Health Care – Part 2: Implementing the Evidence-based Treatment Pathway for Urgent an Emergency Liaison Mental Health Services for Adults and Older Adults - Guidance*

within one hour as part of the transformation of urgent and emergence care pathways nationally.

- 4.1.6 *Mother and Infant Mental Health Services [MIMHS]*: The Trust has been successful in securing more than £2m funding over the next three years. The funding will enable the Trust to recruit more specialist staff which will help the service to reach an additional 598 women per year county-wide. Care will become more integrated, comprehensive and seamless while, importantly, meeting NICE and Royal College of Psychiatrists [RCPsych) standards. The existing team provides a good foundation for development with a strong history of partnership working and training provision across the perinatal pathway. Thanks to the team, the Trust is highly visible within the regional and county-wide clinical networks where an integrated pathway is being developed. In addition Medway and Kent is one of four areas in England to test the Competency Framework for Perinatal Mental Health.
- 4.1.7 *Peer-supported Open Dialogue [POD]¹³*: The Trust continues to implement Open Dialogue at pace. Two POD teams are being developed in Medway and Canterbury - localities chosen as a result of the particular circumstances and unique challenges each offers. Work is ongoing to reconfigure existing trained practitioners from the Acute and Community Recovery service lines to form standalone POD teams in each of the chosen localities. It is hoped that the first team will start to take formal referrals from early January 2017. The service has also secured further funding from Health Education England (£54K) to train another six practitioners in POD and support two clinicians to attend the Train the Trainers course in Helsinki. This training will ultimately contribute to the sustainability of the model and offer opportunities for Medway and Kent to be seen as a beacon of best practice for this approach. In addition and in recognition of this pioneering work the Trust won the 2016 National Social Worker of the Year award for Creative and Innovative Practice and was one of five shortlisted projects in the 2016 NHS England Positive Practice in Mental Health - Crisis Care award category.
- 4.2 The Trust continues to proactively work with a number of key stakeholders including the Medway Five Carers Group, the Armed Forces Network Medway, Carers First, and Live It Well. Details of the Trust's work with each of these groups was provided to Members in the October 2016 Mental Health Update report and is therefore not repeated here.

5. Conclusion and Recommendation

- 5.1 The Medway HASC is requested to note the content of this mental health update report.

¹³The Trust is one of four Trusts in England piloting and introducing the POD model. Developed in Finland the strong psychosocial POD model (open dialogue) focuses on following what the service users and their family want and has been shown to improve return to work / study rates for those with a first episode of psychosis by 78% and reduce relapse for that group by 19%.

Type of service	Description of service
Acute (younger adult) services	
Crisis resolution and home treatment [CRHT]	Based at A Block, Medway Maritime Hospital (Gillingham), the Medway and Swale CRHT provides support at home 24 hours 7 days a week to those individuals aged 18 years and over experiencing mental health crisis and whom without support would require hospital admission
Liaison psychiatry	Based at Medway Maritime Hospital, the Medway Liaison Psychiatry service operates 24 hours a day 7 days a week and aims to provide mental health support to people admitted to Medway Maritime Hospital. The service works very closely with staff at Medway Maritime Hospital to allow a patient's mental health to be treated effectively alongside any physical health problems. The service is available to anyone over the age of 18, regardless of address, who attends the emergency department or is an inpatient at Medway Maritime Hospital and needs advice, assistance or a mental health assessment.
Community recovery services	
CMHT	Based at Canada House (Gillingham) the Medway and Swale CMHT provides services to adults of working age (18 to 65 years) with severe long term mental health needs.
Mental health learning disability [MHLDD]	Based at Canada House, the Medway and Swale MHLDD team provides services to adults of working age (18 to 65 years) with a mental health learning disabilities.
Early intervention for psychosis [EIP]	Based at Canada House, the Medway and West Kent EIP service works with people aged between 14 and 35 years old who are experiencing their first episode of psychosis, and who have been experiencing symptoms for less than three years.
Inpatient rehabilitation	Based at Newhaven Lodge, Medway Maritime Hospital, the 8 bedded Newhaven Lodge Rehabilitation Unit is a mixed gender inpatient adult mental health rehabilitation unit. The rehabilitation team work with men and women who have experienced a relapse in their mental health, to promote recovery and support them to develop or regain skills for every day living.
Older adult services	
Inpatient older adult	Based at A Block, Medway Maritime Hospital, the 14 bedded Ruby Ward is a mixed gender inpatient older adult unit for people suffering acute mental health challenges and experiencing dementia, depression, anxiety and psychotic conditions.

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Community mental health service for older people [CMHSOP] Based at Elizabeth House (Rainham), the Medway CMHSOP provides a service for people age over 65 years with both organic and functional presentations.

Forensic and specialist services

Criminal justice liaison and diversion service [CJLD] Based in the Medway Custody Suite, the Medway CJLD service¹⁴ provides screening and assessment of individuals, of all age groups and vulnerabilities within the criminal justice system.

Chronic fatigue syndrome [CFS] / myalgic encephalopathy[ME] (pain clinic) Based at Medway Maritime Hospital the pan-county service offers multidisciplinary assessment and treatment programmes for adults from 18 years with a diagnosis of CFS / ME.

Disablement services (prosthetics and orthotics) and environmental control services Based at the DSC the pan-county Disablement and Environmental Control teams provide services to people with a permanent medical condition or severe physical disability by providing suitable equipment that can help with every day life. This includes providing electronic assistive technology equipment, on loan, to severely disabled people to enable them to live more independently in their homes.

Community brain injury Based at Medway Maritime Hospital the Medway and Swale Community Brain Injury team supports people with non-progressive brain injuries between the ages of 18 and 65 years.

¹⁴The Medway CJLD team is one of seven operating pan-county; in addition to the team operating out of the Medway Custody Suite, teams operate from six other suites outside Medway.

APPENDIX B : SERVICES BASED OUTSIDE MEDWAY THAT OFFER AN INREACH PROVISION TO THE RESIDENTS OF MEDWAY

Type of service	Description of service
Acute (younger adult) services	
Section 136 suite	Based at Priority House (Maidstone), the 2 roomed suite offers a place of safety for those individuals on a section 136 awaiting assessment. Should the Maidstone suite be full, individuals can be taken to the 1 roomed suite at Little Brook Hospital (Dartford).
Inpatient acute	Based at Little Brook Hospital, the two 17 bedded (Amberwood and Cherrywood) and one 16 bedded (Pinewood ¹⁵) acute younger adult admission wards provide inpatient care with intensive support for patients in periods of acute psychiatric illness.
PICU	Based at Little Brook Hospital, the pan-county 12 bedded (Willow suite) PICU provides mixed gender facilities designed for short-stay treatment of patients with mental health problems requiring intensive treatment, care and observation.
Older adult services	
Inpatient older adult	Based at Darent Valley Hospital, the 16 bedded Jasmine Ward is a mixed gender older adult unit for people suffering acute mental health challenges and experiencing dementia, depression, anxiety and psychotic conditions.
Inpatient continuing healthcare [CHC]	Based at the Frank Lloyd Unit (Sittingbourne), the two 20 bedded wards, Hearts Delight and Woodstock, and the one 16 bedded Littlestone ward based at Little Brook Hospital provide CHC bed stock for all North Kent localities. Patients with a diagnosis of dementia and associated needs are admitted to the most suitable bed for the individual's need.
Forensic and specialist services	
Street triage	Based within the Kent Police Force Control Room and South East Coast Ambulance NHS Foundation Trust [SECAMB] Emergency Room, the pan-county service will operate between 16.00 and 00.00 hours Sunday to Tuesday from November 2016. Currently the night service comprises one band 4 nurse within the Control Room; this is increasing to one band 6 nurse who will respond in person and two band 4 nurses who will be based in the Control and Emergency Rooms to provide advice from November 2016. In addition as an extension to the Criminal Justice Liaison and Diversion Service based within the Kent Police Northfleet custody suite (Gravesend) the pan-county day service will operate between 09.00 and 17.00 hours Monday to Friday from November

¹⁵ To mitigate against the risks to safety as a direct result of the ongoing challenges in recruiting and retaining staff in North Kent, as at 20 December 2016 Pinewood is operating below capacity at 8-10 beds. This position is subject to ongoing review.

APPENDIX 1

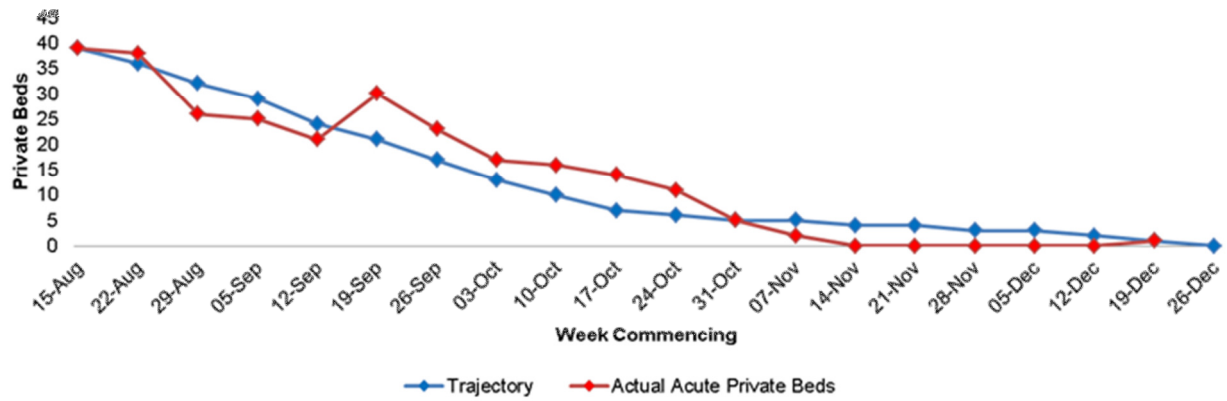
2016. This service will comprise one band 7 senior practitioner who will respond in person.

Inpatient forensic (medium secure)	Based at the Trevor Gibbens Unit (Maidstone) the pan-county service provides medium secure care for men and women.
Inpatient forensic (low secure)	Based at the Greenacres site (Dartford) the 20 bedded pan-county Tarentfort Centre consists of two wards for male patients with a learning disability whose offending behaviour and mental health needs require that they are detained under the MHA in secure conditions. In addition, the 20 bedded pan-county Allington Centre offers holistic person centered care packages for male patients between the age of 18- 64 years detained under the MHA, whose mental health and offending / criminal behaviors puts them and / or others at significant risk.
Inpatient (rehabilitation) forensic	Based at the Greenacres site the 10 bedded pan-county Brookfield Centre provides a rehabilitation and recovery inpatient service for forensic male patients with a learning disability. The service helps to reintegrate this patient group into the community, and acts primarily as a step down service for patients from the Tarentfort Centre.
Personality disorder	Based at The Brenchley Unit (Maidstone) this service provides a therapeutic community and range of services for patients diagnosed with a severe or borderline personality disorder.
Inpatient addiction	Based at Fant Oast (Maidstone) the pan-county 10 bedded Bridge House Service provides inpatient detoxification treatment in a high quality environment.
Neuropsychiatry	Based at Darent House (Sevenoaks) the West Kent and Medway tertiary neuropsychiatry service offers outpatient assessment and treatment to individuals with a psychological / psychiatric disorder that manifest as neurological / organic conditions.
Eating disorder services [EDS]	Based at Oakapple Lane (Maidstone) the pan-county EDS provides services to people with eating disorders and works mainly with people who are experiencing anorexia or bulimia nervosa.
Mother and infant mental health services [MIMHS]	Based in Canterbury and Maidstone the pan-county MIMHS is for women with mental health difficulties who are considering pregnancy, are currently pregnant, or have given birth and the baby is under a year old. The team also provides inreach services at Canada House.

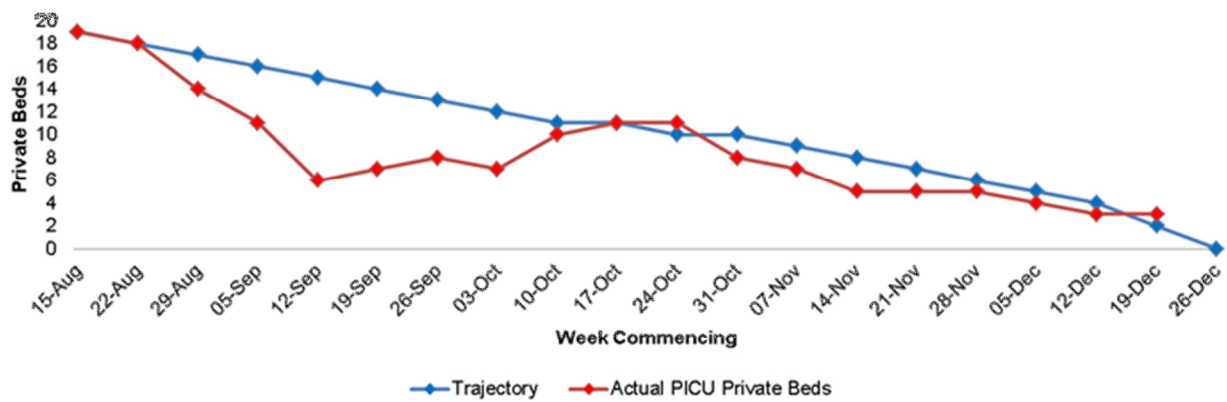
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APPENDIX C : PATIENT FLOW PROGRAMME ACHIEVEMENT AGAINST TRAJECTORY (as at 19 December 2016)

**Younger Adult Acute Private Beds
Reduction In Use
Trajectory**



**PICU Private Beds
Reduction In Use
Trajectory**



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