



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
14 December 2017

Version: 3.0
Date: 22 November 2017
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1. Introduction

- 1.1 This report has been prepared at the invitation 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 **Community Street Triage:** Underpinning the work of the *Mental Health Strategy* and *Crisis Care Concordat* the Medway Community Street Triage service has been running since June 2017. The service operates three days a week on a Wednesday, Thursday and Friday between 11.30 hours and midnight.
- 3.2 Over the first four months the service received 112 referrals, an average of 2 referrals a night; of these 58% were open to mental health services. Although the overall number of referrals remains relatively low, this is in line with the Section 136 activity identified to usually fall within the hours of service delivery for Medway.
- 3.3 Like all street triage services the majority of referrals were not potential Section 136 assessments as the person was not in a place to which the public has access. However the service diverted 89% of referrals to alternative services and avoided 24 Section 136 detentions. 17 people still required detention under Section 136 and 9 of these 17 cases were not admitted to hospital, therefore the conversion rate to admission remained low.
- 3.4 There will be an interim evaluation after 6 months where there will be a greater analysis of activity and outcomes to determine the future service model going forward.
- 3.5 **Liaison Psychiatry:** The Medway Liaison Psychiatry Service is commissioned to provide a 24/7 service. An extended model was launched on 10 October 2017. The service operates with two practitioners on each shift (early, late and night).
- 3.6 Performance targets have been set for referral to treatment to start within two hours and referral to treatment start within one hour. The table below sets out performance for the Medway

respect ♦ open ♦ accountable ♦ working together ♦ innovative ♦ excellence

Liaison Psychiatry Service based at Medway Hospital for the period 01 April 2017 to 30 October 2017.

Indicator	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Total
Urgent referrals	150	171	182	196	191	185	190	1,265
Seen in 2 hours	89	112	103	156	157	168	174	959
Not seen in 2 hours	61	59	79	40	34	17	16	306
% seen in 2 hours	59.3	65.5	56.6	79.6	82.2	90.8	91.6	75.8
Seen in 1 hour	40	60	64	107	94	119	146	630
Not seen in 1 hour	110	111	118	89	97	66	44	635
& seen in 1 hour	26.7	53.1	35.2	54.6	49.2	64.3	76.8	49.8

- 3.7 To support acute providers in delivering the four hour target all acute providers have been asked to provide patient level extracts outlining any patients that breach the target and are “query mental health patients”. The Liaison Psychiatry Service reviews this information to confirm if the person falls within the remit of the Trust. Where this is the case, confirmation is sought to understand what delayed the person in the acute emergency department. Where the person does not fall within the remit of the Trust, this is confirmed and fed-back to the respective emergency department lead. Themes are being highlighted as appropriate.

4. New initiatives and opportunities

- 4.1 The Trust continues to welcome the opportunity to develop new initiatives and opportunities to deliver its vision¹. To achieve this, the Trust is involved in a number of initiatives in partnership with other agencies:
- 4.2 **Medway Urgent Care:** The Trust is currently working with its commissioners and Medway NHS Foundation Trust [MFT] to explore options to improve the urgent care response in Medway. Outcomes will be jointly agreed with commissioners, MFT and the Trust.

5. Conclusion and Recommendation

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

¹KMPT'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.

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 [MHLd]	Based at Canada House, the Medway and Swale MHLd team provides services to adults of working age (18 to 65 years) with a mental health learning disability.
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 works 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 female only inpatient older adult unit for people suffering acute mental health challenges and experiencing dementia, depression, anxiety and psychotic conditions.
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 service ² 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

²The 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.

	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.
Community street triage	Based out of the Medway Custody Suite, the service operates Wednesday, Thursday and Friday 11.30 hours to 00.00 hours. The police and a nurse patrol the local area in an unmarked police vehicle and respond to section 136 call outs to provide assessment and clinical expertise as an alternative.

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) 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 15 bedded wards, Hearts Delight and Woodstock 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 has operated between 16.00 and 00.00 hours Sunday to Tuesday since 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 has operated between 09.00 and 17.00 hours Monday to Friday since November 2016. This service comprises 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

APPENDIX 1

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 forensic (rehabilitation)	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.