

Consultation summary

Improving Section 136 health-based places of safety in Kent and Medway

21 February to 18 April 2023

NHS organisations in Kent and Medway are working together with partners to improve services for people who are experiencing mental health crisis and in need of emergency care and urgent support.

In this public consultation, we are asking for your views on proposals to improve facilities Kent and Medway NHS and Social Care Partnership Trust (KMPT) provides for police officers to take people (adults) under a Section 136 order for emergency care and assessment. These are called health-based places of safety (HBPoS).

We have been allocated £3.7m in government funding to make these improvements. The money is capital funding, which can only be used to expand or renovate an existing facility, build a new one, or buy major equipment.

We are asking for your views on a proposal to improve services by bringing together the HBPoS, which are split across three sites, Maidstone, Canterbury and Dartford, into a new, large, fit-for-purpose, Section 136 suite on the Maidstone HBPoS site.

We understand having an assessment in a Section 136 HBPoS may happen when a person is at their lowest moment, overwhelmed by life, at risk of harming themselves or others, or when someone is severely unwell and unable to help themselves or even ask for help.

This public consultation aims to gather people's views and hold sensitive and safe discussions about improving mental health urgent and emergency care services, particularly KMPT's Section 136 health-based places of safety.

We need to make sure a person experiencing a mental health crisis receives the best possible care at the earliest possible point.



Support and services already in place that impact on Section 136 and the health-based places of safety include:

836 service

24/7 phone advice service to help police officers discuss care needed and identify suitable alternatives to Section 136.

Wellbeing/crisis cafes

A café style environment, run by VCSE organisations out-of-hours, usually from 4 to 9pm.

Liaison psychiatry services

24/7 multi-disciplinary clinical team based at an acute hospital, which sees people who are in A&E or on a medical ward because of their physical health, but who also need psychiatric assessment.

Urgent crisis line

24/7 KMPT urgent crisis line. From 31 March 2023, people will be able access this via NHS 111, by selecting option two.

Community crisis alternative services

Non-clinical services provided by voluntary, community and social enterprise (VCSE) organisations to help people help themselves (self-care) to recover.

Crisis Resolution and Home Treatment (CRHT) Team

24/7 multi-disciplinary clinical team providing urgent mental health assessment and hospital at home services.

Professional phone line

KMPT phone clinical advice line for urgent treatment centres (UTCs) and South East Coast Ambulance Service (SECamb) to phone between 8am and 8pm.

Safe havens

Spaces provided by VCSE organisations with support workers, offering mental health advice and support for people experiencing mental health crisis. Open between 6 and 11pm, seven-days-a-week, and slightly longer at weekends.

New and improved services planned and proposed services for 2023/24 include:

Crisis houses

Two are proposed, one in Medway and one in east Kent. They would provide people experiencing mental health crisis with a 24-hour supervised but supportive therapeutic space as an alternative to admission to mental health hospital bed.

Rapid response service

The rapid response service is being developed from the Crisis Resolution Home Treatment Team (CHRT), which will be split in to two services, a 24/7 rapid response service that will respond within four hours from April 2023 and a home treatment service.

Enhanced home treatment

KMPT is developing the home treatment service where the team's sole function is to provide planned acute care to keep people safe and well in their own homes.

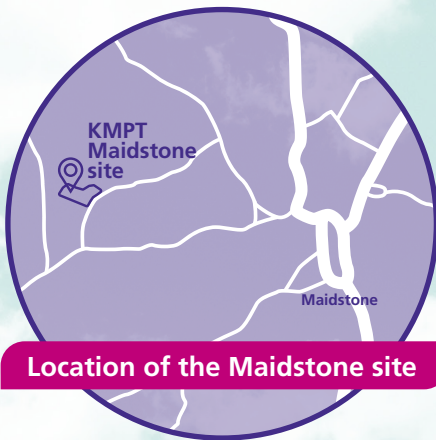
Mental health patient transport

We intend to invest in a dedicated mental health patient transport provider to help to care for and take people who need urgent admission to a KMPT hospital bed or health-based place of safety. They will also take people home following a Section 136 Mental Health Act (MHA) assessment, where the decision is to discharge home.



Our current health-based places of safety

Kent and Medway NHS and Social Care Partnership Trust (KMPT) has five health-based places of safety assessment rooms. These are divided between three Section 136 suites in Maidstone, Dartford and Canterbury. The suites each differ in the number of rooms and space they provide:

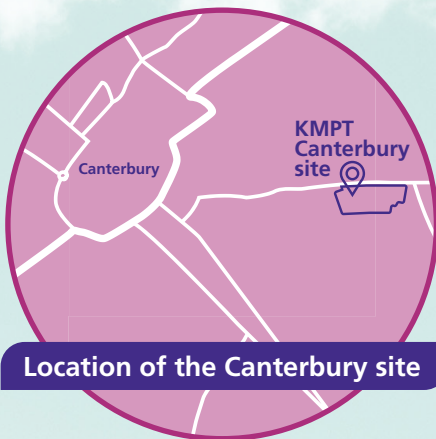


Location of the Maidstone site

Maidstone:

Largest suite (109m²), with two bed/assessment rooms and a seclusion/extra care area.

Location: Priority House, Oakwood site, Hermitage Lane, Maidstone, ME16 9PH



Location of the Canterbury site

Canterbury:

78m² suite with two bed/assessment rooms

Location: Fern Ward, St Martins Hospital, Littlebourne Road, Canterbury, CT1 1TD



Location of the Dartford site

Dartford:

Smallest suite (40m²) with one bed/assessment room.

Location: Littlebrook Hospital, Greenacres Site, Bow Arrow Lane, Dartford DA2 6PB



Why we need to improve: Our case for change

Across Kent and Medway, good progress has been made in improving the safety and quality of Kent and Medway NHS and Social Care Partnership Trust's mental health sites and facilities.

Our HBPoS do not offer the right environment to support people needing care and assessment under Section 136 of the Mental Health Act.

If people are to receive the best quality of care, a health-based place of safety should provide a comfortable therapeutic environment, meeting the highest safety standards.

It is also important professional, compassionate staff are in place to care for and assess people in a timely way and suites are not closed due to maintenance or staffing issues.

We know good quality buildings improve patient care and experience, as well as providing a better environment for staff to work in.

Despite investment in their maintenance and updated layouts over the years, all Kent and Medway NHS and Social Care Partnership Trust's (KMPT's) Section 136 suite health-based places of safety (HBPoS) struggle to meet modern standards and are no longer fit for purpose.

People have told us what they want from a HBPoS. This money gives us the opportunity to make improvements.

Increasing availability

At times, the HBPoS can be temporarily unavailable. When there isn't space, people are taken to the nearest hospital emergency department (ED) as an alternative health-based place of safety. This can cause delays in the assessment process.

Reducing assessment delays

People placed under a Section 136 require a full mental health assessment (MHA) with an approved mental health professional (AMHP) and two Section 12 doctors. With a limited numbers of AMHPs and Section 12 doctors covering three sites, co-ordination of assessments can be challenging.

Staffing challenges

Finding people who want to work in the current Section 136 suite health-based places of safety (HBPoS) is challenging. Teams, which are split across three sites, are small and isolated. As the teams are small, unattractive unsociable shift hours/patterns are more common. Staff vacancies at the existing HBPoS prove an operational challenge and can impact on other services ability to deliver care.

How do we improve care?

We need to have HBPoS which offer safe and therapeutic environment(s), better access to care and quicker assessment with fewer delays. We will not need less space, but we do need better facilities.

Our proposal

Our preferred option to improve patient experience and overcome the challenges we face with staffing and buildings, is to develop a fit-for-purpose Section 136 facility that brings together the five health-based places of safety on the existing HBPoS site at Priority House in Maidstone. No reduction in the number of HBPoS assessment rooms is proposed.

Design and layout

The proposed facility will have a modern, therapeutic layout and interior design. It will include:

- five individual rooms, with bedroom and ensuite facilities
- access to seclusion/extra care area rooms
- assessment rooms
- access to outside space
- office for nursing and medical staff
- waiting/lounge area
- kitchen/drinks facilities.

Artist's impressions or designs are not available at this stage of the process. The design will depend on the outcome of this public consultation and further engagement with patients/service users, and supporting services and teams impacted by the development.



Location of the Maidstone site

How you can find out more and give your feedback

The full consultation document, summary animation, questionnaire and the different ways to get involved and respond can be found on NHS Kent and Medway's interactive engagement platform by visiting haveyoursayinkentandmedway.co.uk or scanning the QR code.




The project is called Public consultation: Improving Section 136 health-based places of safety.



If you have any questions or queries, please don't hesitate to get in touch kmicb.engage@nhs.net



If you do not have access to email or the internet, please phone **01634 335095**, select 'option 2', leave a message and we will call you back.

A background image showing a close-up of a person's hands writing in a notebook with a silver pen. The person is wearing a dark jacket. The image is partially obscured by a white circular graphic with teal and white curved lines.

The consultation runs from Tuesday 21 February to midnight on Tuesday 18 April 2023.



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