

HEALTH AND WELLBEING BOARD		AGENDA ITEM No. 7
22 SEPTEMBER 2016		PUBLIC REPORT
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MENTAL HEALTH VANGUARD PROJECT UPDATE

R E C O M M E N D A T I O N S	
FROM : Mental Health Vanguard Team	Deadline date : N/A
<p>The Health and Wellbeing Board are asked to note the contents of the report with regard to the most recent developments of the Mental Health Vanguard project.</p>	

1. ORIGIN OF REPORT

- 1.1 This report is submitted to the Board from Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) and Clinical Commissioning Group (CCG) Partnership

2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to update the committee with the most recent developments of the Mental Health Vanguard project.
- 2.2 This report is for Board to consider under its Terms of Reference No. 3.3, 'To keep under review the delivery of the designated public health functions and their contribution to improving health and wellbeing and tackling health inequalities'.

3. BACKGROUND

- 3.1 In July 2015, Cambridgeshire and Peterborough CCG was awarded status to become one of eight national Urgent and Emergency Care Vanguard sites.
- 3.2 As part of a national NHS England programme, Vanguard sites are designed to test, evaluate and accelerate change, by piloting a range of new models of care.
- 3.3 The local Vanguard programme has been split into five workstreams, which are clinically-led and involve patients and their carers throughout their development and implementation.
- 3.4 The five workstreams are:
1. 111/out of hours clinical hub
 2. Admission avoidance/community access
 3. In-hospital emergency care
 4. Post hospital discharge
 5. **Urgent and emergency mental health care**
- 3.5 The CCG and CPFT partnership is leading on the Vanguard programme, which relates to urgent and emergency mental health care.

4. SIGNIFICANT IMPLICATIONS

4.1 Phase 1

Non-recurrent winter monies funds were used to fund a six month pilot, to support a limited component of a community-based Mental Health crisis service. This has and will inform the roll out of the proposed full vanguard service model CCG-wide by 19 September 2016.

Components of the phase 1 pilot currently in place:

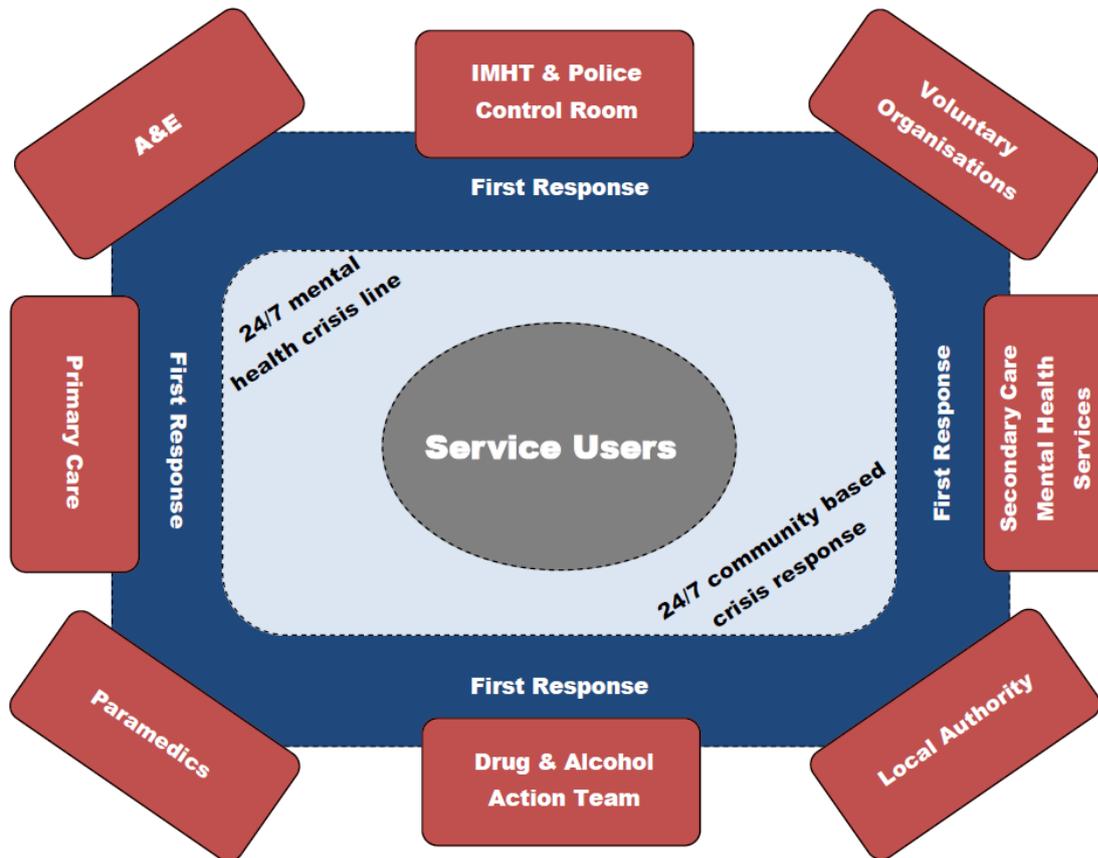
- First response service: With referrals triaged by the new system-wide co-ordinator, the first response service team dealt with 158 referrals in the first month of operation alone. Based in Cambridge, the team provide assessments in the community out-of-hours and respond to urgent referrals from emergency services.
- Sanctuary: The Sanctuary, based in Cambridge, opened on 4 April 2016 and allows people to get practical and emotional support during mental health crisis out of hours. Since opening feedback from patients and professionals has been very encouraging. Staffed by mental health charity Mind in Cambridgeshire, the Sanctuary can help patients link up with clinicians from CPFT's services or support from other organisations.
- MiDOS: MiDOS is a new mobile app that allows professionals to view a directory of services available locally and the service's live capacity. This will help professionals from different organisations better understand what is available, and then refer people on to the right service first time.
- A new integrated mental health team also launched on 29 March 2016 to provide mental health advice and support to the police. The team was part of the partnership response to the Crisis Care Concordat and is funded by the Cambridgeshire Police and Crime Commissioner and Peterborough City Council. In the first month they received 752 referrals from police across the county and were able to support the calls with advice or signposting to other services.

In summary, the phase 1 pilot was providing an urgent crisis response to mental health referrals in the emergency system by: coordinating the out of hours emergency response to mental health across the CCG, providing phone support out of hours for emergency referrals, and providing a full mental health response service within the Cambridge area.

4.2 Phase 2 – Mental Health Crisis Response Service, CCG-wide from 19 September, to includes the following:

- First Response Service will expand to cover the whole of Cambridgeshire and Peterborough 24/7. The service will aim to provide face-to-face assessment and crisis support within one hour, before diverting patients to a range of social, health and independent sector services, and urgent prescribing.
- A second Sanctuary, run by the third sector, will open in Peterborough to support people in the north of the county. There will also be an outreach service in Huntingdon, where people in crisis will be seen by the Sanctuary staff in a Huntingdon venue to work through their crisis and potentially be diverted from an unnecessary hospital attendance.
- Patients will be able to self-refer by telephone to urgent mental health services. Tele-coaches (experienced Psychological Wellbeing Coaches) will provide initial assessment and support via one point of telephone contact. They will then be able to signpost patients to the most appropriate service for them. They will be aided in this by the UK Mental Health Triage Scale – a new tool to assess over the telephone how quickly someone needs to receive mental health care. For more information please visit <https://ukmentalhealthtragescale.org/>

It should be noted that the Mental Health Vanguard funding is non-recurrent but that any success within the programme could lead to these services being commissioned longer term.



4.3 CYP Mental Health Crisis pathway

- Online Counselling Service – KOOOTH. It is expected that an online counselling support service will go live end Sept/early October, which will complement established face-to-face local counselling services. A practitioner will also work locally to promote the service in schools.
- Dedicated CYP practitioners within the Tele-triage. We propose to have dedicated CYP practitioners within the Tele-triage to ensure clinical safety, and appropriate levels of Clinical intervention to meet CYP needs, but the data of higher risk periods of the day would suggest this is not required 24hrs. The practitioner will have access to health and social care IT systems, with good liaison between the Crisis response, CAMHS, local authorities, schools and the voluntary sector.
- Discovery College – Based at Peterborough City College – proof of concept for CYP in Peterborough. It will provide an environment for young people to ‘drop –in’, it could also provide an appropriate environment for assessment if required. This Discovery college programme would be facilitated by the multiple agencies/ services and would allow CYP to present and self-refer in a crisis, or a service to be signposted too, if the crisis first came to attention through First response, schools or the online forum or website. The Discovery College would be a multi-agency environment with educational and mental health awareness training available. Given the diverseness of the population, the level of deprivation and the high rates of self-harm in Peterborough, the proof of concept would be initiated in this location.

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