

LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of the Multiagency Review Steering Group

Report to	Lincolnshire Health and Wellbeing Board
Date:	25 September 2018
Subject:	Multiagency Review of Mental Health Crisis Services in Lincolnshire

Summary:

The Multiagency Review of Mental Health Services in Lincolnshire was completed in May 2018 and outlines ten key recommendations to be implemented in order to improve mental health and maximise the provision of mental health crisis services for the local population.

Actions Required:

The Health and Wellbeing Board are asked to note the recommendations of the review and oversee implementation of those recommendations which are agreed by lead commissioners.

1. Background

The review of mental health crisis services was initiated due to an increase in the number and associated costs of patients being transferred to hospitals outside of Lincolnshire, revised legislation around section 136 detentions in a health based place of safety, and excessive use of police resources in dealing with mental health crisis. Intelligence suggested that mental health crisis services were not configured to meet the needs of local people experiencing crisis, and senior representatives from key stakeholder organisations came together to lead this multiagency review, with the shared aim of improving the experience of service users, making best use of the existing funding and resources available, and ensuring sufficient capacity of mental health crisis services across Lincolnshire.

The purpose of the review was to obtain a clear picture of currently commissioned mental health crisis services across Lincolnshire. The review covers the whole population of Lincolnshire, including all ages and geographical locations, and therefore looks at provision of services for children and young people, working age adults and older adults

across the county. These services include Crisis Resolution and Home Treatment Teams (CRHTTs), Approved Mental Health Professionals (AMHPs), mental health liaison service, triage car, crisis housing, section 136 suite and other health-base places of safety, Child and Adolescent Mental Health Services (CAMHS) and the Single Point of Access (SPA), and acute inpatient services are also included for the purposes of mapping the crisis pathway following assessment and identifying the impact of current crisis services on acute bed usage, both within Lincolnshire and in out of area placements.

Additional focus is also placed on those services not commissioned for mental health crisis response but who play an important part in the pathway, specifically Lincolnshire Police, Accident and emergency departments at United Lincolnshire Hospitals NHS Trust and General Practitioners.

The information presented within this review was compiled from three sources:

- Service information - gathered from relevant service specifications, operational documents and/or discussions with service leads, to obtain a full and current picture of service provision;
- User feedback - collected from a range of individuals and groups, including service users, carers and professionals, to understand views and experiences of current service provision;
- Data - activity and demand data has been collected from all local providers, and benchmarking against regional and national figures has also been undertaken, where relevant.

The Multi-Agency Steering Group, established to oversee the review of Mental Health Crisis Services in Lincolnshire, endorsed the following recommendations to be considered by lead commissioners and other key stakeholders, and wholeheartedly hope that these recommendations will lead to further positive outcomes in the development of Mental Health provision and improved outcomes for the people of Lincolnshire.

The recommendations are as follows:

1. ***Future ownership of the review and associated recommendations*** - To ensure that the review has the best chance to influence the future development of crisis support provision in Lincolnshire, it is recommended that the report is shared with responsible lead commissioners and associated key stakeholders.
2. ***Prevention, early intervention and recovery*** - While services to support people at the point of mental health crisis are essential, the priority should be to prevent people reaching the point of crisis in the first instance and aid the recovery of people who have experienced crisis wherever possible.
3. ***Mental health awareness*** - Providing training for all staff who may come into contact with those experiencing mental ill health, including mental health staff and all initial points of contact such as reception and admin staff, A&E and primary care, would help to raise awareness and improve attitudes, thereby reducing the stigma and discrimination associated with mental ill health.
4. ***Pre-referral support*** - There is a clear need for services to provide an all-age, 24/7 urgent response where those who simply need to speak to someone to prevent crisis escalating should be able to do so, and those who need additional support can be signposted or directed to the most appropriate and least restrictive source, including crisis teams where necessary.

5. ***Review and update the existing Crisis Resolution and Home Treatment Teams specification*** - While it is clearly important to provide a prevention and early intervention offer for people with lower level needs, the Crisis and Home Treatment services need to be more appropriately targeted at those in greatest need.
6. ***Review of wider community-based mental health services*** - While Community Mental Health Teams were outside the scope of the Mental Health Crisis Review, there is a link between Community Mental Health Teams and Crisis Services and it is recommended that key stakeholders should commission a multi-agency review of non-crisis community mental health provision aligned to Integrated Neighbourhood Team working.
7. ***Mental health transport services*** - There are often delays in commissioned transport responding to mental health crisis in a timely fashion, sometimes leaving other professionals at risk. It is recommended that there is an urgent review of the existing commissioning and provider arrangements for mental health transport services, to ensure that these services are effective, economic and appropriate.
8. ***Collaborative working between services*** - No single service can meet all of a user's needs, and additional focus should be placed on providing integrated team working as part of a wider health, emergency and social care system which supports the service user based on their individual needs.
9. ***Investment in mental health services*** - It is clear that the recommendations made in this report will require some level of investment and in this respect it is recommended that key stakeholders review the current expenditure on mental health services in comparison to the investment standard requirements. Equally, key stakeholders should review the proportion of overall existing expenditure on inpatient provision with a view to targeting a greater proportion of expenditure on community based and preventative provision in the future.
10. ***Priorities for Lincolnshire's Mental Health Crisis Care Concordat*** - It is recommended that, following receipt and consideration of this Review, Lincolnshire's Mental Health Crisis Care Concordat should consider a review of current priorities to ensure that the areas within this report are appropriately represented and to avoid duplication.

2. Conclusion

The multiagency steering group acted as the delivery vehicle for completion of the review and has now been disbanded. While it will be the commissioners for mental health who need to accept and agree the recommendations, the steering group's expectation was that the Lincolnshire Health and Wellbeing Board would provide oversight to the Sustainability and Transformation Partnership (STP) Mental Health and Learning Disability Group in implementing those recommendations which are agreed by commissioners, and review the plan for implementation regularly, as part of the Joint Health and Wellbeing Strategy delivery mechanism.

3. Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy

The Council and Clinical Commissioning Groups must have regard to the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

The evidence in the JSNA suggests that mental ill health for children and young people and adults has a significant financial impact on the economy and can result in negative outcomes in relation to education, employment, housing, substance abuse and the criminal justice system. This Review supports the evidence that supporting families and carers, building resilience through childhood to adulthood, and supporting self-care reduces the burden of mental and physical ill health over the whole life course, reducing the cost of future interventions, improving economic growth and reducing health inequalities.

In relation to the Joint Health and Wellbeing Strategy, this report contributes to the furtherance of the two priority areas of mental health and emotional wellbeing (children and young people) and mental health (adults), and the recommendations of the Review support the four aims of the Strategy, namely:

- Have a strong focus on prevention and early intervention
- Take collective action on health and wellbeing across a range of organisations
- Tackle inequalities and equity of service provision to meet the population needs
- Deliver transformational change in order to improve health and wellbeing

4. Consultation

The majority of the information contained within the report was gathered from engagement with a range of groups and individuals. Six engagement events were held across the county and an online survey was developed to gather the views and experiences of service users and carers. A combination of online surveys and focus groups was also used to gather the views and experiences of a range of professionals, including frontline police officers, A&E staff, GPs, AMHPs and representatives from third sector organisations.

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Executive Summary: Multiagency Review of Mental Health Crisis Services in Lincolnshire

6. Background Papers

Document	Where it can be accessed
Review of Mental Health Crisis Services in Lincolnshire – full report	https://www.lincolnshire.gov.uk/health-and-wellbeing/mental-health/

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