



North Staffordshire
Combined Healthcare
NHS Trust



Midlands Partnership
NHS Foundation Trust
A Keele University Teaching Trust

Healthy Staffordshire Select Committee

6th July 2020



Transforming health and care for
Staffordshire & Stoke-on-Trent



Extra capacity that is being implemented to deal with the likely increase in demand.

- Additional **older persons beds** provided in Harplands Hospital and criteria relaxed in Q1 to facilitate timely discharge of patients with dementia from the acute sector. **Step up capacity** from the community also available.
- Additional **Older Persons / Dementia** Clinical input to Care Homes in collaboration with the PERT Team and newly established IST (Intensive Support Team) provided.
- During COVID-19 we have initially seen a **reduction in referrals received into community mental health services**. Activity is now increasing but has not reached normal levels. Aligned to this we have seen an improved engagement of those service users already known to us.
- The **absolute number of contacts with service users - both 1:1 and groups - has increased** due to enhanced digital offering and resulting efficiencies.
- Establishment of an all age **24 hour helpline** to support the population of South Staffordshire during Covid 19
- Additional dedicated **mental health input to service users with Dementia and mental health difficulties** discharged from Acute Hospital Services into Pathway 1 and Pathway 2 D2A services
- Provision of additional **Home Treatment** Interventions from community mental health services over 7 days for service users known to us to prevent relapse and reduce the risk of hospital admission
- Additional **wellbeing sessions** provided through the PAN Staffordshire & Stoke-on-Trent Wellbeing Services to support the psychological needs of the population.
- Focussed work to create a **dashboard to understand capacity and demand** modelling developed to enable planning



Access to services by those who are known and not known to providers.

- In October 2019 North Staffordshire Combined Healthcare NHS Trust opened our Crisis Care Centre which offers **24/7 all age access** across North Staffordshire & S-o-T without the need for referral by another professional. This facility has allowed us to open an **additional Place of Safety** for MHA assessments.
- The Trusts have maintained a **maximum four week wait to full assessment** upon referral into services. The intention is to maintain this including for routine referrals.
- All service users under the care of our community services have been **proactively risk assessed** and categorised with a subsequent **care plan** in place to meet their needs.
- There have been **no Mental Health services closed** due to the COVID-19 pandemic, with the exception of the children's short breaks respite service in Stoke-on-Trent, which successfully reopened on 22nd June 2020.
- Increased **access through the PAN Staffordshire & Stoke-on-Trent Wellbeing Services** to a wider range of interventions through digital technologies.
- Enhanced access to all services through **digital technologies** both to service users and care providers.
- Access to **24 hour helplines** now accessible to the public and directly linked into mental health service pathways.
- Evidence emerging from clinicians that **access by known CYP service users and carers has increased** via adoption of digital technologies to provide 1:1 and group work.
- Schools based **Educational Mental Health Practitioners (EMHPs)** defaulted to **digital support** for children and young people at home – extremely positive feedback received.



Pathways including means of self-referral.

- Both Mental Health Trusts have **24/7 Access Teams** who accept self-referral.
- Walk-in **24/7 Crisis Centre in Stoke-on-Trent** houses our Access, Crisis Resolution & Home Treatment Teams.
- Sign posting is available to complementary services (e.g. **voluntary sector**).
- If secondary care Mental Health is required, the referral is passed to relevant **community service** to ensure patient is **prompt assessment** and a **care plan** formulated.
- Self referral by telephone or online to the **PAN Staffordshire & Stoke-on-Trent Wellbeing Service**.



Implementation of social distancing guidelines and implications for access to services by patients.

- Service users are being seen on a face to face basis where the **clinical need** suggests that this is required.
- The Trusts has adopted a **digital-by-default** approach during the pandemic. **DNA rates have reduced** significantly and clinicians report patient engagement with services has improved.
- Assessment and treatment is being delivered through **virtual platforms** where possible – positive feedback received from service users on digital accessibility.
- There have been no issues with accessibility to a face-to-face appointment if clinically indicated. Where this is required, **full social distancing procedures** and the **use of PPE is in place**.
- All wards in Harplands Hospital have been converted to **single occupancy**. This has resulted in the loss of 15 acute psychiatric beds (58 to 43) and 5 older persons beds. Services are currently **operating safely** within this reduced capacity. The Trust has applied for capital funding to permanently convert this capacity.
- All wards in St Georges Hospital are **single occupancy bedrooms with the majority being en-suite**.
- All new admissions are **isolated and tested for COVID-19** whilst awaiting swab results during inpatient stays.



Proactive measures being undertaken to identify and contact people at risk.

- Each multidisciplinary team has a process in place for reviewing their **vulnerable patients on a weekly basis**, agreeing care delivery based upon a clinical RAG rating.
- The Trusts have communicated with **primary and community care services, social care, acute providers** and the **voluntary sector** to ensure all are aware that services are open and ready to accept referrals.
- Each multidisciplinary team has a process in place through digital solutions for reviewing their **vulnerable patients on a daily basis**, agreeing care delivery based upon a clinical RAG rating.
- Services have extended their days of operation to cover **seven days** to support those service users identified as vulnerable and at risk of requiring home treatment or inpatient care.



Potential increases in substance (drug and alcohol) misuse.

- Community drug and alcohol services in Staffordshire are not provided by either of the NHS Mental Health Trusts. This is provided by **Human Kind charity**.
- North Staffordshire Combined Healthcare NHS Trust continues to provide **inpatient detoxification** for drug and alcohol misuse to the Staffordshire population. **Demand has increased** during the COVID-19 pandemic. The Trust continues to work closely with Human Kind who commission the inpatient capacity.
- In both Trusts the Mental Health services continue to work closely with the community provider of substance misuse services to ensure seamless care.



NHS Mental Health Long Term Plan Developments

- The Trusts, along with local commissioners, had agreed an ambitious **programme of expansion** for Mental Health services during 2020-21 financial year across **Staffordshire and Stoke-on-Trent**.

- This programme is aligned to and funded by the **NHS Long Term Plan (LTP)** for Mental Health and included developments in services such as:
 - Home Treatment for Children & Young People
 - Adults Eating Disorders
 - Early Intervention in Psychosis
 - Learning Disability Services
 - Enhanced Community Services
 - Core 24 Psychiatry Liaison – Queens Hospital
 - Educational Mental Health Practitioners in Schools
 - Expansion of Wellbeing (IAPT) services pan-Staffordshire and Stoke-on-Trent

- The programme continues to operate and after COVID-19 has been re-established with the aim of successfully implementing the LTP **service developments** identified for 2020/21.





Thank You and Questions

