

**MENTAL HEALTH VANGUARD UPDATE (PLUS APPENDIX ON PRISM; NEW  
PRIMARY CARE SERVICE FOR MENTAL HEALTH)**

**To:** HEALTH COMMITTEE

**Meeting Date:** 8 September 2016

**From:** Mental Health Vanguard Project Team and PRISM Project Team: Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) and Cambridgeshire and Peterborough Foundation Trust (CPFT)

**Electoral division(s):** All

**Forward Plan ref:** Not applicable

**Purpose:** For comment and for information

**Recommendation:** The Committee is recommended to note and comment upon the recent updates on Mental Health services for the Cambridgeshire and Peterborough health system.

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## **1. BACKGROUND**

In July 2015, Cambridgeshire and Peterborough CCG was awarded status to become one of eight national Urgent and Emergency Care Vanguard sites.

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.

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.

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**

The CCG and CPFT partnership is leading on the Vanguard programme, which relates to urgent and emergency mental health care.

## **2. MAIN ISSUES**

Before 4 April 2016, out of hours there was minimal support for emergency services to respond and provide a timely and effective support for people in mental health crisis. For most patients there was also no alternative for help in a crisis other than attending A&E.

Progress has been made in enhancing the psychiatric liaison provision in the emergency departments in recent years. However there is continued concern that mental health presentations to all A&E sites have been increasing year on year. There is an identified need for an effective crisis pathway in the community for mental health if this trend is going to be addressed. There have also been reports of long waiting times for assessment and poor patient and colleague experience.

The Vanguard project aims to provide an age-inclusive, self-referral, 24/7 crisis pathway for mental health – which will facilitate an assertive community-based response, allowing patients to be diverted from A&E and managed appropriately in the community. The crisis response and assessment service has been developed in parallel with a project involving our voluntary sector organisations, who are commissioned to provide alternative locations where patients in crisis can attend and be provided with support as an alternative to statutory services where appropriate. The overall objectives are: to reduce A&E attendance and acute hospital admission for patients with non-medical mental health problems by diverting patients from A&E; and to provide a fast response to mental health crisis in order to prevent escalation and improve patient and carer experience.

## **3. SIGNIFICANT IMPLICATIONS**

### **3.1 Currently**

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.

### 3.2 Next steps – Mental Health Crisis Response Service, CCG-wide from 19 September, to include the following:

- **First Response Service** will expand to cover the whole of Cambridgeshire and Peterborough out of hours. The service will 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://ukmentalhealthtriagescale.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.

### 3.3 Next steps: integrated mental healthcare for all

In addition to the Mental Health Vanguard Project which focuses on urgent mental healthcare, the CCG and CPFT are also working together on another project; PRISM, the new primary care service for mental health (please see Appendix 1 for details).

Source Documents	Location
UK Mental Health Triage Scale (webpage)	<a href="https://ukmentalhealthtriagescale.org/">https://ukmentalhealthtriagescale.org/</a>

### **PRISM – the new primary care service for mental health**

Cambridgeshire and Peterborough CCG and Cambridgeshire and Peterborough Foundation Trust (CPFT) are working together on a pilot to improve the wellbeing and care of people with mental health conditions; who are either transitioning from secondary care (provided by CPFT) to primary care, or who need more mental health support than primary care can provide.

The new enhanced primary care mental health service (known as PRISM) is being trialled in a small number of practices, in Huntingdon and Fenland.

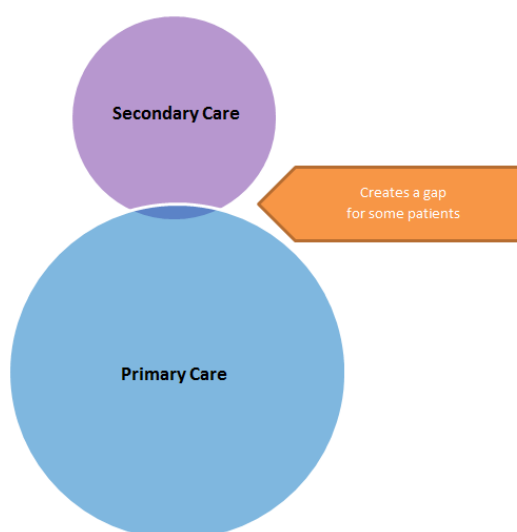
Staffed by CPFT, the team will include a mental health nurse, a peer support worker, and a health care assistant. The service, based in GP practices, will offer appointment slots for patient assessments and provide mental health support and advice to GPs.

People that would be suitable to use the service are likely to have stable mental health problems of moderate to high severity, and have risk levels that can be managed in a primary care-based service. The service is for people aged 17-65 years.

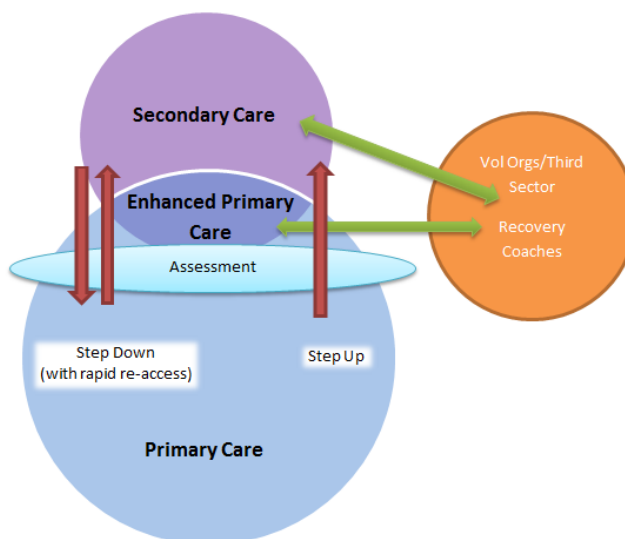
Interventions will include medication management and regular proactive reviews or assessments.

The pilot aims to provide a service that is based on a person's needs rather than their diagnosis. By providing greater support in primary care it will allow secondary services to focus on patients with the greatest and most complex needs. The service will also ensure prompt re-access to secondary care for people when needed, with additional signposting to third sector services.

Current model:



Future model:



If the pilot is successful, we hope to launch the service across the whole of Cambridgeshire and Peterborough.

