

OVERVIEW AND SCRUTINY

MENTAL HEALTH SERVICES (One in four) - Review Panel (Updated August 09)

	RECOMMENDATION	CURRENT STATUS	ACTION REQUIRED	LOCAL LEAD	TIMESCALE
1	<i>"report back to the panel on different routes locally to access mental health services other than through a GP or by presenting themselves at Accident and Emergency"</i>	<p>- Policy Implementation Guide for Access and Well-being developed by the Professional Expert Group.</p> <p>The aims are: To increase the mental wellbeing and improve ACCESS to services.</p> <p>The policy states that: "access and referral routes should be as broad as possible, self referral options are to be encourage"</p> <p>- commissioned day opportunity contracts have an "open" access policy</p> <p>- Access to information - Mental Health Directory is available via the internet or in hard copy</p>	<p>- to ensure that the access point to mental wellbeing and access is widely communicated internally and to external partners <i>A Network Newsletter is now available for GP's and referrers explaining access to services as well as giving details about psychiatric seminars available to GP's</i></p> <p>- within the Improved Access to Psychological Therapies programme incorporate a self referral option</p> <p>- Ensure the MH directory is maintained and kept up to date</p> <p>- RAPID ACCESS PROTOCOL NOW AVAILABLE FOR THOSE WHO HAVE PREVIOUSLY USED SERVICES BUT HAVE DISCHARGED FROM dpt CARE</p> <p>Shared with GP's during psychiatric seminars at GP practices</p> <p>- SINCE JULY COMMON ACCESS NUMBER HAS BEEN AVAILABLE 8AM TO 6PM ON 01392 823172 TO ENSURE CLINICIAN RESPONSE</p>	ST/TS/TG	Achieved

			TO REFERRERS WITHIN THE HOUR (BUT THIS IS NOT DIRECT ACCESS TO CLIENTS) Shared with GP's at Psychiatric seminars held at GP practices		
2	<i>"report back on providing out of office hours services for health users, especially older people, young people and people with drug and alcohol issues"</i>	<ul style="list-style-type: none"> - 24 hour 7 days per week Crisis Resolution Service (18-65yrs) - Policy implementation guide for urgent and inpatient care developed - Emergency Duty Team available out of hours (across the age ranges) - Telephone help line - WAND - GP cover provided by Devon Doctors 	<ul style="list-style-type: none"> - Work in partnership with commissioners to extend CRHT to include Older People - To determine the resources and capacity needed for an extended service and to identify the funding - Review EDT provision <p>An Alternative Place of Safety service has been established at the Haytor Unit to accommodate those individuals who have been picked up by the police under Section 136 MHA</p>	TS/ST/AR TS/ST/AR AR ST	Oct 09 STILL IN DEVELOPMENT Oct 09
3	<i>"report back to the panel on the effectiveness of treatments such as cognitive behavioural therapy in the light of criticisms from service users over the frequency and consistency of treatment"</i>	<ul style="list-style-type: none"> - Professional expert group established for psychological therapies - Policy implementation guide developed May08 based on evidence and NICE guidance - stepped care model of psychological therapies introduced, including a range of evidence based therapies for those presenting with mild through to severe and complex difficulties. 	<ul style="list-style-type: none"> - IAPT Improving Access to Psychological Therapies programme due to start Oct09 providing a CBT based Depression & Anxiety Disorder service for those presenting with mild to moderate difficulties (Step 2 & 3). <p>Recruitment for this service is in progress. with 6 'high intensity' staff identified for Oct09 and a further 8 to be recruited in Oct10, and 4 'low intensity' staff to be recruited for Oct09 with a further 4 in Oct10. Clinical lead appointed</p> <ul style="list-style-type: none"> - CBT and a range of other therapies will continue to be available for those with moderate 	AR/DJ/CH	October 09

			to severe/complex (Step 4). - Waiting lists remain reasonable at Step 3&4 apart from CBT which will be addressed as IAPT programme starts.		
4	<i>"report back to the panel on policies regarding liaison with mental health charities and voluntary groups to ensure these groups have access to advice and support"</i>	<ul style="list-style-type: none"> - Mental Health Directory - members of local third sector organisations represented on Local Implementation Group (LIG) - Liaison takes place through the Local Implementation Group (LIG) 	<ul style="list-style-type: none"> - Access advice and support from specialist mental health team for mental health charities and voluntary groups currently being reviewed as part of the care co-ordination/care management protocols SEE RECOVERY COORDINATION PIG NOW AVAILABLE 	AR/ ST/AM	Ongoing
5	<i>"take action and report back on ways to provide more domiciliary care for service users and respite care for carers in Torbay"</i>	<ul style="list-style-type: none"> - Domiciliary care is commissioned on a "spot" purchase basis to meet individual needs - There are several local "specialist" mental health domiciliary care providers - There has been no problem in commissioning a local service to meet the needs of local individuals - There is a variety of respite options for carers in the Bay and sufficient capacity to meet the local needs 	<ul style="list-style-type: none"> -continue to monitor quality and capacity - continue work with carers to ensure their needs are met as identified on their care plans - A new Social inclusion floating support service has been commissioned -development of individual budgets to enable service users to "commission" their own support package 	AR ST JD JG	On going On going April 09 On going
6	<i>"report back to the panel on whether Torbay has an appropriate number of GP's with Mental health expertise to deal with the level of service users in Torbay"</i>	<ul style="list-style-type: none"> - GP's train in a variety of illnesses including Mental Illness - GP's undertake continuing development on an annual 	<ul style="list-style-type: none"> - continue to monitor and review via, QOF, GP appraisal and patient satisfaction surveys - continue to provide training and education events 	CB AR	Ongoing Ongoing

		<p>basis</p> <ul style="list-style-type: none"> - Primary care patient satisfaction survey (annual) - although there are not formally accredited GP's with a special interest in MH there are a number of local GP's who have a particular interest in MH issues. They are actively involved in monitoring and developing MH services - Depression, dementia and Severe Mental Illness (SMI) are within the GP Quality Outcome Framework which has meant that all practices now have a greater focus on MH - Annual GP away day - aims to update GP's with clinical issues and service developments - local information website for GP's (TORMENTED) - locally developed clinical guideline developed jointly by primary and secondary care - Dedicated mental health life styles worker in post 	<ul style="list-style-type: none"> - New ways of working - develop closer links with GP practice and consultant psychiatrist - Senior MH practitioner to be the named link with Well-being and primary care All GP practices have a named link mental health practitioner - Develop three best practice pathways (across primary and secondary care) based on published guidelines from the National Institute for health and Clinical Excellence <p>Programme of education and raising awareness of MH rolled out to all GP practices</p>	<p>ST/TS/TG</p> <p>TS/TG</p> <p>AR</p>	<p>Ongoing</p> <p>Achieved</p> <p>31 March 11</p>
7	<i>"explore and action methods to decrease the stigma of mental illness in Torbay's population"</i>	<ul style="list-style-type: none"> - All services are being required to demonstrate how they are enhancing individual recovery, including social inclusion and hence reduce 	<ul style="list-style-type: none"> - Appointment of a Housing link worker to work with MH services and local accommodation providers <p>post holder in post and working in partnership with a range of</p>	AR/ST	Achieved

		<p>stigma of mental illness in Torbay's population.</p> <p>Specific actions-</p> <ul style="list-style-type: none"> - Support time and recovery workers to support MH service users to access mainstream and community services - Community Development Workers for Black and Ethnic Minority groups - Back into education courses - Mental Health awareness for employers (Mindful employer) - Mental Health awareness in schools <p>RECOVERY STANDARDS PUBLISHED</p> <p>Occupations Forum well established in Torbay comprising health, education, employment job centre - very good example of multi-agencies working collaboratively.</p>	<p>providers</p> <ul style="list-style-type: none"> - Develop and implement a mental health and well-being strategy - Implement and monitor strategy <p>Wider recognition of the benefits of improving mental health and well being in policy and practice will also reduce the stigma attached to mental illness and increase people's willingness to seek help early, greatly improving their chances of recovery. Mental Health Promotion not only play an important role in challenging discrimination and increasing the understanding of mental health issues, but has a wider range of health, and social benefits. These include emotional resilience, greater social inclusion and participation and higher productivity.</p> <p>Devon Partnership Trust is a mindful employer and the organization is committed to employing people with lived mental health experience.</p>	DS/AR	Dec 09
8	<i>"appoint a liaison psychiatrist and a Liaison Psychiatric nurse in Torbay Hospital's Accident and Emergency Unit"</i>	<ul style="list-style-type: none"> - No service currently available - Torbay Care Trust have expressed a commitment to commission a psychiatric Liaison service at Torbay Hospital - Devon Partnership Trust 	<ul style="list-style-type: none"> - A full service is dependent on joint funding from Devon PCT. There is now commitment from DPCT to contribute its financial share to the new Liaison Psychiatry service from April 2010 - Recruitment of staff - Service to be operational by Jan 	DPT TCT	Jan - April

		have been commissioned to develop a service 08/09 - Operating framework agreed	10 - On going monitoring and evaluation The Liaison Psychiatry service is being developed for South Devon and recruitment of key staff is in progress with the full team being in post in early 2010.		2010 On-going
9	<i>"Improve the quality of the accommodation to service users and staff at the Haytor Unit, Torbay Hospital and Family Guidance Unit, Torbay Hospital"</i>	- clinical areas reviewed on a regular basis (PEAT review) - rolling maintenance programme - Family Guidance unit - has been redecorated recently - Haytor - regular feedback received from service users via ward meetings. Feedback acted upon where possible.	- continue to improve the quality of the accommodation based on the formal review process and patient feedback - plans for the refurbishment and upgrading of Fernworthy ward are in process, subject to agreement over security of tenure AND FUNCTION OF NEW WARD. - an acute care improvement project has begun, and will be extended to all wards. - the Trust has been allocated a grant to run a pilot project on 'releasing time to care', the results of which will be shared across the Trust	Haytor - LM	On-going

Key

DPT Devon Partnership Trust
TCT Torbay Care Trust
PEG Professional Expert Group
ST Shawn Tait
TS Trevor Snowden
TG Terry Grace
AR Ann Redmayne

JD	James Drummond
JG	Judy Grant
LM	Linda Moore - Modern Matron
CB	Dr Christine Branson - Assistant Director of Primary Care (TCT)
DJ	David Jefferies - Head of Psychology (DPT)
DS	Debbie Stark - Acting Director of Public Health (TCT)
CH	Claire Hobbs