

Mental Health Crisis Pathways

16 November 2020

1. Introduction

The purpose of this briefing is to provide an outline of crisis support that is available in a mental health crisis is; an update on system plans to increase capacity, particularly over winter will also be included. A GP representative will provide details on the pathway for primary care and Nottinghamshire Healthcare NHS Trust will provide details on the Crisis Resolution and Home Treatment Teams.

2. Core Mental Health Crisis Service

- **Crisis Resolution and Home Treatment Teams** operating 24/7 and providing face to face assessments and home treatment to people who would otherwise be admitted to hospital.
- **Mental Health Liaison Services** operate across Sherwood Forest Hospital and the Nottingham University Hospital sites 24/7 and provide rapid assessment of patients within these hospitals who are referred due to concerns regarding their mental health whilst they are being treated for physical health problems or symptoms within the acute hospital setting. The Service takes referrals from the Emergency Department or from inpatient wards.

3. Services within the mental health crisis and urgent care pathway

- **24/7 Crisis Line:** providing 24/7, all age, open access/self-referral to urgent NHS mental health support, advice and triage, staffed by the Crisis Resolution and Home Treatment Team
- All age **Mental Health helpline:** delivered in partnership with Turning Point and providing emotional and therapeutic support and onward signposting into other services. This helpline is available 9am-11pm, 7 days per week
- **Crisis House:** delivered in partnership with Turning Point provides a homely and welcoming space for people who are feeling distressed or experiencing a crisis that is affecting their mental health, and may otherwise need to be admitted to hospital. It provides a residential setting for stays of up to 7 days
- **Street triage:** is a partnership between Nottinghamshire Healthcare NHS Trust, Nottinghamshire Police and the CCG and delivers a joint response to mental health related calls. The service operates 9am- 1am
- **Harmless:** The Tomorrow Project- Designed as an all age primary care, short-term crisis management support pathway providing emotional and practical support for crisis – e.g. safety planning, having a named worker, liaising with other professionals involved in care
- **Mental Health Crisis Sanctuaries:** A series of collaborative workshops were held to jointly develop a local model for Mental Health Crisis Sanctuaries, with a plan to pilot the sanctuaries model from summer 2020. Due to the COVID-19 pandemic, the original timescale has not been feasible. However, planning for the sanctuaries has recently recommenced and a pilot will be implemented during this year through a partnership of voluntary sector organisations working together to provide a safe and welcoming spaces where people can go at times of a crisis where they can access practical and emotional support

- **Children and Young People Mental Health Service (CAMHS) crisis and liaison team:** The team provide a home treatment service and in-reach into the Emergency Department and acute hospital wards. Children and young people can self-refer to the team

In addition to commissioned services outlined above there are services which are funded nationally or by charities which support the local system.

4. Increasing Service Provision

To build resilience and capacity within commissioned services, additional staff are being recruited to across the Crisis and Urgent Care pathway, including expanding the Crisis line and Crisis Resolution and Home Treatment Teams, supporting the CAMHS Crisis service overnight and also to provide additional support in the Emergency Department. There will also be increased communications to the public on mental health services available to support them.

Furthermore, as part of the NHS Long Term Plan Priorities for Mental Health, over the next 3 years there will be investment in complementary and alternative crisis services (to complement traditional crisis teams and reduce presentations at the Emergency Department) and to ensure that services for children and young people, continue to be developed, ensuring by 2023/24 a 24/7 crisis response is available for children and young people.

5. Collaboration and Partnership working

An ICS Mental Health Urgent Care and Out of Area Placement Taskforce Group ensures the system collaboration to achieve the ICS strategy and Long-Term Plan aims and priorities in relation to the urgent and crisis mental health care pathway for all ages. The group focuses on the interface between services/organisations is represented by system partners across the crisis and urgent care pathway. This Group reports to the ICS Mental Health and Social Care Board.

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