

15 June 2015	ITEM: 5
Thurrock Health and Wellbeing Board	
Mental Health Crisis Care Concordat and Mental Health Services in Thurrock	
Report of: Jane Itangata, Senior Commissioning Manager, Mental Health and Learning Disabilities, Mark Tebbs, Head of Integrated Commission Thurrock Clinical Commissioning Group and Catherine Wilson Strategic Lead for Commissioning and Procurement, Adults, Health and Commissioning Thurrock Council	
Accountable Directors: Roger Harris Director Adults Health and Commissioning and Mandy Ansell, Acting Interim Accountable Officer, Thurrock CCG	
This report is Public	
Purpose of Report: The purpose of this report is to ensure that the Health and Well Being Board are informed about progress with the Mental Health Crisis Care Concordat and Mental Health Services in Thurrock	

EXECUTIVE SUMMARY

The purpose of this report is to outline the Mental Health Crisis Care Concordat and provide the Health and Wellbeing Board with a detailed summary of the services provided in Thurrock for people mental health issues.

The Mental Health Crisis Care Concordat was launched in February 2014. The aim of the document was to set out the standards of care people should expect from public services if they experience a mental health crisis. Its publication was intended to offer a point of reference regarding good practice to support national and local organisations to improve commissioning and the standards of delivery. Key to the implementation of the Mental Health Crisis Care Concordat is the challenge it gives to local health, social care and criminal justice partnerships to develop and improve local responses to support people experiencing a mental health crisis.

Local Mental Health services have undergone a period of change following the collaborative development of the South Essex Mental Health Strategy together with the implementation of Personal Health budgets and the re-evaluation of the market and its future development to provide a range of responses and services for people with mental ill health in Thurrock.

It has been agreed that a detailed discussion will be held with the Health and Wellbeing Board regarding mental health at this meeting and so the information

within this report will be highlighted further as a presentation from the CCG, the Council, provider services and the voluntary sector.

1 RECOMMENDATIONS:

- **That the Health and Wellbeing Board support the progress of the Mental Health Crisis Care Concordat and the proposed framework for the implementation plan for Thurrock**
- **That the Health and Wellbeing Board are aware of the services being provided in Thurrock for people experiencing mental ill health**
- **That the Health and Wellbeing Board have an opportunity to discuss in more depth mental health services in Thurrock**

2. THE MENTAL HEALTH CRISIS CARE CONCORDAT

The mental health crisis concordat is a national agreement between services and agencies involved in the care and support of people in crisis. The concordat sets out a new agreement between police, the NHS and other emergency partners in a bid to improve mental health crisis care.

The Mandate from the Government to NHS England in 2014 established specific objectives for the NHS to improve mental health crisis care. The government expects:

- NHS England to make rapid progress, working with clinical commissioning groups (CCGs) and other commissioners, to help deliver on our shared goal to have crisis services that, for an individual, are at all times accessible, responsive and high quality as other health emergency services.
- NHS England to ensure there are adequate liaison psychiatry services in Emergency Departments.
- Every community to have plans to ensure no one in crisis will be turned away, based on the principles set out in this Concordat.

The concordat expected that local partnerships of health, criminal justice and local authorities agreed to commit to a local Mental Health Crisis Declaration by December 2014. This was undertaken as a joint statement of intent and common purpose and consisted of a commitment and actions that would deliver services locally that meet the principles of the national concordat. In support of this declaration organisations were to develop their action plans and upload these onto the national website by 23rd March 2015.

The Police & Crime Commissioners' office led by Morris Mason the Assistant Chief Constable Essex Police, in collaboration with the safeguarding hub, coordinate the Pan Essex development and implementation of the Concordat. Through this forum the agreement was to have three action plans in the region namely North Essex, South West Essex and South East Essex.

Locally the SW Essex working group chaired by the BBCCG Clinical Director developed the action plan and is now working with partners across the health, social care and voluntary sectors to deliver an effective pathway to:

- Improve baseline and demographic data
- Commission robustly to allow earlier intervention and responsive crisis services
- Promote access to support before the crisis point
- Facilitate urgent and emergency access to care
- Enhance quality of treatment and care when in crisis
- Ensure Recovery and staying well preventing future crisis

3. CCG COMMISSIONED MENTAL HEALTH SERVICES

Thurrock CCG commission a range of services for people with mental health needs (this paper doesn't not include Children and Young People Services). The table below lists the key service lines with a brief description of the service provided and the location of this provision.

Category	Name (14/15 services)	Description	Location
Tertiary	Individual placements	Spot purchase of tertiary placements	Various locations across the country
Inpatient	Psychiatric Intensive Care Unit	High intensity, short term inpatient unit	Basildon Hospital (SEPT)
	Adult assessment unit	Short term adult assessment ward	Basildon Hospital (SEPT)
	Adult acute ward	Acute inpatient ward	Westley Ward, Basildon Hospital
	Older people acute inpatient	Inpatient ward for people with dementia with challenging behaviour	Mayfield Ward, Thurrock Hospital
	Older people assessment ward	Short term assessment ward for people with dementia	Meadowview Ward, Thurrock Hospital
	Older people continuing care	Longer term inpatient ward for people eligible for continuing health care	Rawreth and Clifton
	Dementia	Step up and step down	Mountnessing

	intermediate care	facility for people with dementia	court, Billericay
Community	Single point of contact	New configuration of service to ease access to care	Grays Hall, Thurrock
	First response service	New configuration of service to provide intensive multi-disciplinary response	Grays Hall, Thurrock
	Recovery and wellbeing service	New configuration of service to support longer term rehabilitation needs	Grays Hall, Thurrock
	Memory services	Dementia assessment service	Grays Hall, Thurrock
	Crisis resolution home treatment	Community based intensive support team for people in crisis	Mental Health Unit Basildon Hospital
	Assertive outreach	Intensive support for people who are difficult to engage, often with drug and alcohol issues.	Grays Hall, Thurrock
	Early intervention in Psychosis	Early intervention service for first episode psychosis. Linked with both CAMHS and primary care	Pride House, Laindon
	Eating Disorder Service	Both a community team and a day service supporting people with eating disorders	Mental Health Unit Basildon Hospital
	RAID	Mental health liaison service located in BTUH for both A&E and ward based assessments	Basildon Hospital (BTUH)
	Street Triage service	Mental Health assessment service located with Essex police	South Essex
	Psychology and psychotherapy	Psychological support and psychotherapy, including family and art therapy, for people with severe mental health	Basildon resource therapy centre

		problems.	
	Older people CMHT	Older people community mental health teams for organic and functional disorders	Grays Hall, Thurrock
	Older people outpatient	Consultant psychiatrist outpatient appointments	Grays Hall, Thurrock
	Dementia intensive support team	Combined with the dementia crisis response team provided by NELFT to avoid admissions	Grays Hall, Thurrock
	Community dementia nurses	Support for people with dementia in care homes	Grays Hall, Thurrock
Primary Care	IAPT	Evidence based cognitive behavioural therapy services for anxiety and depressions	Mainly within primary care settings
Third Sector	Personal health budgets	Various depending of choice	Various
	Basildon mind	Forensic advocacy at the secure mental health unit at Runwell	Runwell, Wickford
	Alzheimer's society	Carers support, based partly within the memory services	Grays Hall, Thurrock

4. COUNCIL COMMISSIONED MENTAL HEALTH SERVICES

Thurrock Council commission a range of Mental Health Services. The provision of social work and support work is delivered through the Council delegating its statutory responsibilities to undertake assessment and care management to SEPT. This is established through a Section 75 Agreement under the NHS Health Act 1977. This allows health organisations and social care to work in partnership. Social workers and support workers are seconded to SEPT, there are social care staff who deliver the social care delegated responsibilities, the cost of this to the Council is £500K per annum. In addition to this the Council also funds a proportion of administrative support and 50% of the team managers salary.

Thurrock Council also commission residential and supported living placements for people who need higher levels of support together with lower level floating support services to enable people to live more independently in the community.

The cost of this for 2014-2015 was £2 million. Accommodation and support are highlighted as key contributing factors to an individual's wellbeing so it is important wherever possible to ensure that accommodation and support is stable and consistent. Thurrock needs to expand the resource available for this and we are working hard to stimulate the market locally to develop. The recently produced Market Position Statement has indicated our direction of travel to reduce reliance on residential support and to develop the market to provide a range of services that support access to care in the right place at the right time with an appropriate level of support. We are focusing on more supported living with specialist support delivered through personal budgets enabling increases and decreases to levels of support as required, this would be envisaged as a step up with more support and a step down with lesser support in different types of accommodation.

Another key area to support wellbeing is employment and social care and health are working in partnership to facilitate the World of Work to deliver employment services within mental health. A grant of £60,000 a year for 2 years is being given to the project funded 50-50 between health and social care.

The impact of specialist health assessment and treatment for social care is often the requirement to find a specialist placement to prevent delayed discharges. Alongside this is the local authority and CCG have a duty for Section 117 Aftercare for people discharged from hospital under certain sections of the Mental Health Act meaning they have Section 117 rights under the Mental Health Act therefore an entitlement to free aftercare at the point of delivery so they make no contribution to their care and support through charging. The Thurrock section 117 register which is maintained on behalf of the CCG and LA by SEPT.

Within mental health services the focus on the personalisation agenda to support people to have autonomy over their care packages has made slow progress. A project was introduced 3 years ago to support the growth of personal budgets and direct payments in mental health this was the implementation of recovery Budgets. The recovery budget is a small amount of money up to £200 for carers and up to £300 for people who directly use services to facilitate recovery. Small items to support hobbies, wellbeing, physical fitness, breaks for care, education or something to facilitate independence have been regularly requested and anecdotal evidence has shown these budgets have been of huge support to individuals helping to reduce the impact of mental ill health on the individual and on family life. They have also supported carers to have breaks from their caring role to enable them to continue to support their relative or friend. From 1st April 2015 the CCG facilitated the introduction of Personal Health Budgets in mental health for people with social inclusion needs as a complement to Personal and Recovery Budgets.

5. VOLUNTARY SERVICE PROVISION

The voluntary sector is a focus to supporting the preventative agenda together with offering a wealth of information and advice. Mind provides specialist support in Thurrock. The Council commission a small amount of day opportunity support, the CCG and Council care commission counselling services, the Council

commission community bridge builder services. The CCG are working with Mind to commission a peer mentoring and support initiative which will support the ongoing work of the organisation, build capacity and enhance resilience for people experiencing mental health problems.

There is an active Mental Health Forum in Thurrock which is facilitated by Thurrock Coalition our local user led organisation, this is linked to the Thurrock Diversity Network which in turn supports the current Disability Partnership Board. Discussions are currently under way with the Partnership to include mental health within its remit. This will create a forum where service users across all specialisms and communities of Thurrock have an opportunity to support and monitor service development and changes.

6. RECOMMENDATIONS:

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7. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:

7.1 N/A

8. REASONS FOR RECOMMENDATION:

8.1 To ensure that the Health and Well Being Board are well informed about Mental Health service provision in Thurrock.

9. CONSULTATION (including Overview and Scrutiny, if applicable)

N/A

10. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT

10.1 The failure to deliver high quality services and support to people with mental health issues would affect a significant number of Thurrock residents, it is important therefore to raise awareness of the provision available and ensure partnership working with those who use services is key to future developments.

11. IMPLICATIONS

11.1 Financial

Implications verified by: Michael Jones
Management Accountant

There are no financial implications for this report.

11.2 Legal

Implications verified by: Dawn Pelle
Adult Care Lawyer

There are no legal implications for this report.

11.3 Diversity and Equality

Implications verified by: Becky Price
Community Development Officer

The provision of mental health services in Thurrock must ensure that people continue to be supported with dignity and respect, recognising their diversity needs.

12. Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental

N/A

BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):

APPENDICES TO THIS REPORT:

Appendix 1: Action Plan

Report Author Contact Details:

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Jane Itangata, Senior Commissioning Manager, Mental Health and Learning Disabilities.