



Mental Health: October 2017 Update



**Jenni Newberry, Head of Commissioning
& Partnership (PCC)**

**Richard Anderson, Superintendent,
Partnership Hub (NYP)**





Police & Crime Plan



Priority 1: Caring about the Vulnerable

- **Objective 2:**

- Improved response & reduced harm to people at greater risk, including those vulnerable due to mental ill-health

- **Outcomes:**

- **Short term** - An evidence-based approach to co-commissioning of services e.g. mental health triage is embedded & the Mental Health Crisis Care Concordat is flourishing with clear a vision & agreed outcomes
- **Medium term** - Improved strategic & operational planning between partners to respond to mental health issues & crises means those with mental ill-health are supported & engaged by the most appropriate service, in the most appropriate way & only by the police when necessary



Vision & Outcomes



- **Vision: Mental Health (MH)**
 - Those coming into contact with NYP where MH is a presenting issue are enabled to access appropriate support services to meet their needs
 - Reduced demand re. calls for service where MH is a presenting issue
 - Reduced repeat calls for service where MH is a presenting issue
- **Outcome for individuals coming into contact with NYP where MH is a presenting issue:**
 - Referral to appropriate support services to meet MH needs
 - Reduced need for NYP calls for service where MH is a presenting issue



Crisis Care Concordat



- Nationally agreed February 2014
- Formally supported by NYP & partners since October 2014
- Key themes:
 - Access to support before crisis
 - Urgent & emergency access to crisis care
 - Quality of treatment & care when in crisis
 - Recovery, staying well & preventing future crises

Objectives: work in partnership to:

- Prevent crises happening whenever possible, through early intervention
- Improve system of care & support so people in mental health crisis are kept safe
- Enable people to find help they need, whichever service they turn to first
- Meet needs of vulnerable people in urgent situations, getting right care, at right time, from right people to ensure best outcomes
- Prevent suicide & support those affected by its consequences



Focus Areas

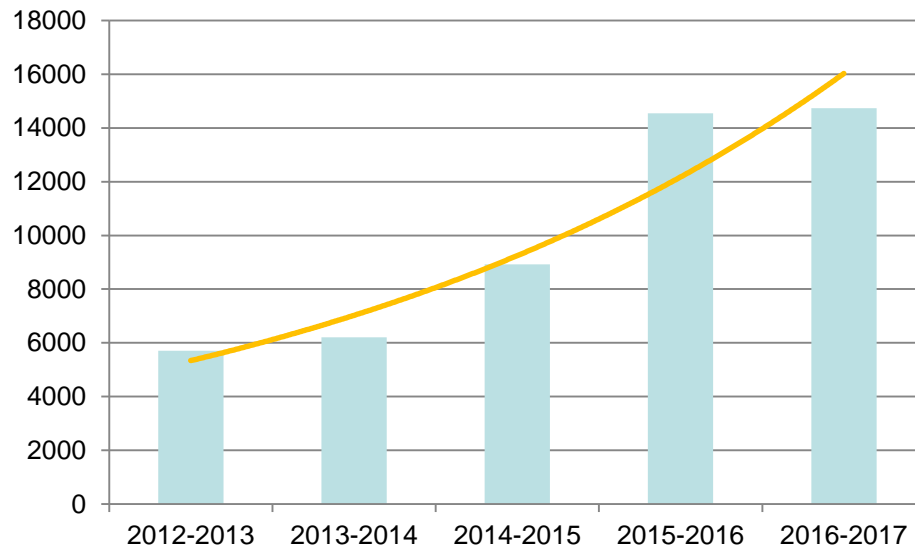
i4R Model:

- **Identification** of vulnerability, through training, raising awareness, enhancing partnerships & developing screening tools
- **Recording** of relevant information in a terminology that is commonly understood between (& accessible by) partners
- **Response** using appropriate internal & external resources in an intelligent way, to ensure the lowest appropriate, least restrictive intervention at the earliest possible opportunity
- **Referral** to agencies able to provide the correct, longer-term support & management
- **Review** to ensure residual risks & needs are understood & effectively managed, & that there is identifiable ownership of responsibilities



Recorded incidents

- “Mental Health” qualifier - involving a person who has, or appears to be suffering from, a mental disorder or mental impairment including learning difficulties.
- Only 7% of occurrences contain the relevant qualifier





Mental Health: Funded Services

- NYP Force Control Room (FCR) Mental Health (MH) Triage Service = **FCR Triage**
- York MH Street Triage Service = **York Street Triage**
- Scarborough MH Street Triage Service = **Scarborough Street Triage**
- Together: York Pathways – MH Service = **York Pathways**



MH: Funded Services

The Journey:

- **Scarborough Street Triage**
 - 2014-2016: Home Office pilot area - evaluating impact of MH Nurses attending calls with Police Officers when individual is in MH crisis
 - Evaluation showed NYP, Health partner & Patient positive impact
 - April 16: Scarborough service continued - funded jointly locally by PCC, Clinical Commissioning Group & TEWV (Community MH service provider)
- **York Street Triage**
 - Oct 14: rolled out Street Triage service to York, currently provided as part of Community MH service by TEWV
- **FCR Triage**
 - Jan 16: rolled out across York & North Yorkshire, Police Officer access to MH Nurse expertise (TEWV) via telephone



FCR Triage: Overview



- **Funding 2017/18:** £176,834
- **Provider:** Tees, Esk & Weir Valley Foundation Trust (TEWV)
- **Pilot:** Jan 16-July 16; 4 days a week, Thursday-Sunday 10am-10:30pm
- **Mainstreamed:** July 16; 7 days a week, 10am-10:30pm
- **Service:** MH Nurses supporting Police Officers to manage incidents where individuals present in MH Crisis via telephone advice & onward referral
- **Current review:**
 - Is the service available when it is needed?
 - Resourced appropriately re. demand?
 - Delivering appropriate outcomes for individuals?
 - Who are our repeat callers & how can we better support them?
 - How do we better support those not previously known to MH services?
 - How do we improve the pathways between our MH services & partners?



FCR Triage: Outputs

April 16-Sept 17:

- Occurrences Triaged by MH Nurses = **3,491**
- An average of **8.4** Occurrences per Day of Service were Triaged

| | Days of Service | Occurrences | Occurrences per Day of Service |
|--------------------------|-----------------|-------------|--------------------------------|
| 16/17 | 243 | 2,209 | 9.1 |
| Q1 & Q2 17/18 | 171 | 1,282 | 7.5 |
| Total | 414 | 3,491 | 8.4 |

- **2,038** were Direct Calls for Assistance from Police = **58%**
- **1,012** were Proactive Reviews of Occurrences = **29%**

| | Direct Call for Assistance | Proactive Review of Occurrences | Blanks | Total |
|--------------------------|----------------------------|---------------------------------|--------|--------------|
| 16/17 | 1,088 | 703 | 418 | 2,209 |
| Q1 & Q2 17/18 | 950 | 309 | 23 | 1,282 |
| Total | 2,038 | 1,012 | 441 | 3,491 |



FCR Triage: Outcomes

April 16-Sept 17: Follow-up actions recorded = **3,073:**

- **1,020** Occurrences where MH Nurse resolved issues via IAG = **29%**
- **620** where matter was handed back to Police = **20%**
- **553** re. Other MH Follow Up = **16%**

April 16-Sept 17: Known to MH services:

- **74% Known to TEWV**
 - **1,505** were Known to TEWV but with No Active Care Plan = **43%**
 - **955** were Known to TEWV with an Active Care Plan = **29%**
 - **67** were Known to TEWV in relation to CAMHS = **2%**

13% Not Known by TEWV

- **393** were Not Known to TEWV = **11%**
- **54** were Craven or not NY residents = **2%**

| Follow Up Action | 16/17 | 17/18 | Total | % |
|---------------------------------|--------------|--------------|--------------|------------|
| Info. Advice, Guidance (IAG) | 496 | 524 | 1,020 | 29% |
| Ongoing Police Matter | 363 | 257 | 620 | 18% |
| Other | 146 | 89 | 235 | 7% |
| Other MH Follow up (GP/Key Wkr) | 381 | 172 | 553 | 16% |
| Referral to Crisis Service | 124 | 46 | 170 | 5% |
| Referral to ED Liaison Service | 127 | 48 | 175 | 5% |
| Referral re. Section 136 | 50 | 23 | 73 | 2% |
| Referral to Street Triage | 104 | 100 | 204 | 6% |
| Blanks | 418 | 23 | 441 | 13% |
| Total | 2,209 | 1,282 | 3,491 | |



York Street Triage: Overview & Outputs

- **Funding:** £66,667 (additional funding via CCG/TEWV)
- **Provider:** Tees, Esk & Weir Valley Foundation Trust (TEWV)
- **Service:** 3 days a week

April 17-Sept 17:

- Occurrences Triaged by MH Nurses = **153**
- An average of **1.7** Occurrences per Day of Service recorded were dealt with by York MH Street Triage

| | Q1 & Q2 17/18 Total |
|---------------------|---------------------|
| Occurrences | 153 |
| Days of Service | 88 |
| Occurrences per Day | 1.7 |



York Street Triage: Outcomes



April 17-Sept 17: Follow-up actions recorded = **153**:

- **57** re. Ongoing MH support = **37%**
- **31** GP Referrals = **20%**
- **17** Section 136 Referrals = **11%**

| Outcome | Q1 & 2 17/18 Total |
|---|-----------------------|
| GP | 31 |
| Ongoing mental health support | 57 |
| Referral to Crisis | 9 |
| Referral to Well-being / CMHT (Community MH) | 6 |
| Referral re. Section 136 | 17 |
| Signpost 3rd Sector | 7 |
| Referral to Liaison | 7 |
| Other | 15 |
| (blank) | 4 |
| Total | 153 |

April 17-Sept 17: Of **153** MH Nurse Triage Occurrences:

- **82% Known to TEWV**
 - **69** were Known to TEWV but with No Active Care Plan = **45%**
 - **49** were Known to TEWV with an Active Care Plan = **32%**
 - **7** were Known to TEWV in relation to CAMHS = **5%**
- **17% Not Known by TEWV**
 - **26** were Not Known to TEWV = **17%**



Scarborough Street Triage: Overview & Outputs

- **Funding:** £67,627 (additional funding via CCG/TEWV)
- **Provider:** Tees, Esk & Weir Valley Foundation Trust (TEWV)
- **Service:** 7 days a week, 1-11pm
- **Staff:** 4 FTE, roles made permanent Summer 2016

April 16-Sept 17:

- Occurrences Triaged by MH Nurses = **809**
- An average of **2.7** Occurrences per Day of Service recorded were dealt with by Scarborough MH Street Triage

| | 16/17 Total | Q1 & Q2 17/18 | Total |
|---------------------|-------------|------------------|------------|
| Occurrences | 501 | 308 | 809 |
| Days of Service | 201 | 104 | 305 |
| Occurrences per Day | 2.5 | 3.0 | 2.7 |



Scarborough Street Triage: Outcomes

April 16-Sept 17: Follow-up actions recorded = **809**:

- **396** Community Referrals re. MH = **49%**
- **376** Informal Referrals re. MH = **46%**
- **14** = Section 136 Referrals = **2%**

| Outcome | 16/17 | Q1 & Q2 17/18 | Total |
|--------------------------|------------|------------------|------------|
| Referral re. Section 136 | 8 | 6 | 14 |
| BoP | 0 | 4 | 4 |
| Informal Referral to MH | 254 | 122 | 376 |
| Community Referral | 223 | 173 | 396 |
| Blank | 16 | 3 | 19 |
| Total | 501 | 308 | 809 |

April 17-Sept 17: Of **308** MH Nurse Triage Occurrences:

- **279** were **Known** to TEWV = **91%**
- **29** were **Not Known** to TEWV = **9%**

| Known to TEWV | Q1 & Q2 17/18 Total |
|------------------|------------------------|
| Yes | 279 |
| No | 29 |
| Total | 308 |



York Pathways: Overview



- **Funding 2016/17:** £37k NYP; £165k Lankelly Chase
- **Provider:** Together, from April 15
- **Referral Agencies:** Health, Third Sector, CJ Agencies, Community Safety Hub
- **Service:** Identify shared cohort of individuals who place greatest demands on emergency services & assertively engage them to tackle '3 Hardest Things' in individuals lives:
 - Intensive work with up to 30 individuals at a time
- **Vision:** Increased wellbeing & resilience of individuals in contact with the project by tackling the root cause of problems
 - Reducing inappropriate demand on emergency services
- **Current Review:**
 - Sustainability into 2018/19?
 - Does the service meet NYP need & demand in York?
 - Delivering appropriate outcomes for individuals?
 - How do we appropriately prioritise access re. NYP referrals?
 - Improve the referral routes into the service for NYP / FCR & York Street Triage?



York Pathways: Outputs & Outcomes

Outputs:

| | 2015-16 | 2016-17 | Q1 & Q2, 2018-19 | Total |
|----------|---------|---------|------------------|-----------|
| Referred | 33 | 17 | 2 | 52 |
| Engaged | 25 | 16 | 2 | 43 |

Outcomes: Interim Evaluation April 15-Jan 17

- **IOMI Multi-dimensional Change Measurement Tool:**
 - Initially Pathways Clients were less hopeful, motivated, resilient, trusting & impulsive than all other groups they were compared with
 - Positive changes identified re. Hope; Agency/Self-efficacy; Impulsivity; Motivation to change: Interpersonal trust; Emotional wellbeing; Managing finance & debt; Maintaining positive relationships; Difficulties concerning drugs & alcohol
- **Pathways Clients self-reported:**
 - increased **Confidence & autonomy**; decreased **Mental health problems/management**; decreased **Alcohol misuse**; improved **Outlook & mood**; increased **Motivation**; increased **Engagement with other services**; decreased **suicidal ideation or intention**



Developments

Recent:

- Introduction of Health-Based Places of Safety (HBPoS) for people detained by police under Mental Health Act
- CAMHS Crisis Service
- Connect – Mental Health Collaboration
- Suicide Prevention (Suicide Safer City)
- Suicide Postvention Service
- Problem Profile
- NYP Mental Health Policy
- HMIC Inspection

Forthcoming:

- FOCUS Pathway
- FCR AMPH Liaison Pilot
- Mental Health training for all public-facing staff
- Amendments to Mental Health Act
- New Hospital being built in York



Section 136: MHA Detentions



- Health-Based Place of Safety utilisation 2016/17:

| Health Based Place of Safety | Count |
|------------------------------|------------|
| York | 87 |
| Bradford | 5 |
| Scarborough | 110 |
| Northallerton | 65 |
| Harrogate | 84 |
| Total | 351 |

- 87% decrease in use of custody for detention over past 5 years
- Patient assessment & transportation compliance



Connect – Mental Health Partnership



connect

Evidence Based Policing

- Collaboration between University of York, NYP, TEWV & College of Policing 2015 -2017. Police Knowledge Fund.
- Deliverables:
 - Systematic review of evidence re. what works
 - Develop a better understand of interagency working
 - Develop & evaluate training of staff in mental health issues
 - Deliver & evaluate Research Methods training
 - Share learning nationally through College of Policing & other agencies
 - <http://connectebp.org/>