

South London and Maudsley NHS Foundation Trust
Response to Scrutiny Reviews for the Healthy Communities Scrutiny meeting
on 11th November 2014

The following sets out the South London and Maudsley NHS Foundation Trust's response to relevant recommendations contained in the following two reports:

- **Access to Health Services in Southwark**

Recommendations:

4. We recommend that the Trusts regularly report to the sub-committee on current staffing levels and the ways in which they are working to ensure that they are adequate.

17. We welcome the decision by SLAM to collate information on classifications of presentations to Emergency Departments and would recommend that this information is shared as part of the Joint Mental Health Strategy that is being developed.

19. The sub-committee welcomes the services that are currently provided by SLaM to support those with mental health conditions in Southwark. We recommend that priority is placed by SLaM on supporting people with mental health in the community, and intervening ahead of any admissions to A&E wards.

- **Prevalence of Psychosis and Access to Mental Health Services for the BME Community in Southwark**

Recommendations:

5. We welcome the decision by SLAM to collate information on classifications of presentations to Emergency Departments and would recommend that this information is shared as part of the Joint Mental Health Strategy that is being developed. [repeat of Rec 17 above]

8. The sub-committee welcomes the services that are currently provided by SLaM to support those with mental health conditions in Southwark. We recommend that priority is placed by SLaM on supporting people with mental health in the community, and intervening ahead of any admissions to A&E wards. [Repeat of Rec 19 above]

Recommendations and South London and Maudsley NHS Trust responses

Recommendation 4: *We recommend that the Trusts regularly report to the sub-committee on current staffing levels and the ways in which they are working to ensure that they are adequate*

As the demand at King's College Hospital Accident and Emergency [A&E] Department remains high, the staffing levels of mental health staff working in the department have been kept under constant review. Discussions with the Clinical Commissioning Group [CCG] have led to an increase in the number of psychiatric liaison nurses [PLNs] working in the department. There is now an establishment of 11 PLNs, which provides two PLNs on a 24/7 basis. At present there are two vacancies which are being actively recruited to.

We are now initiating discussions with the CCG and King's College Hospital [KCH] on how an enhanced model of liaison would improve patient care.

Recommendation 17 [and Recommendation 5]

We welcome the decision by SLAM to collate information on classifications of presentations to Emergency Departments and would recommend that this information is shared as part of the Joint Mental Health Strategy that is being developed.

We are conducting a detailed audit of all mental health presentations to King's College Hospital and St Thomas' Hospital Emergency Departments [EDs]. We have, for several years, compiled detailed activity reports on numbers of presentations and whether individuals are known or unknown to SLaM.

We have now extended the data collection to look at reasons for presentation, diagnosis and, where individuals are known to SLaM, which community service they are under. This information will help us to better understand the reasons why people are attending the EDs, and to help to inform what we may do differently in order to reduce attendance at EDs of those individuals for whom there may be an alternative and more appropriate option.

We have agreed with the Lambeth and Southwark Urgent Care Board Mental Health Sub-Group that we will share the findings of the audit at the next meeting, scheduled for November.

Recommendation 19 [and Recommendation 8]

The sub-committee welcomes the services that are currently provided by SLaM to support those with mental health conditions in Southwark. We recommend that priority is placed by SLaM on supporting people with mental health in the community, and intervening ahead of any admissions to A&E wards.

SLaM has been working closely with the Clinical Commissioning Group to take forward a proposal to introduce the Adult Mental Health (AMH) Model in Southwark. The model has been implemented in Lewisham and Lambeth. Serious mental illnesses are illnesses of relapse and remission; however the severity, duration and impact on the individual of a crisis can be reduced. The purpose of the model is to move away from bed based services and increase support in the community, intervening early to reduce the length and severity of crisis and to support people to stay well and home. The model focuses on the development of community services with three main aims:

1. To ensure prompt and expert assessments for people referred into secondary mental health services. The assessment teams provide a single point of access to services, working closely with GP practices and the Southwark Home Treatment Team so that the service is available throughout GP practice hours, including up to 8pm and Saturday mornings, so reducing the number of people in mental health crisis referred to A&E for assessment, and increasing the number of people who are supported at home during a crisis.
2. To enhance the interventions available in the community by increasing availability of talking therapies and vocational interventions and encouraging better engagement with the service through a reduction in caseloads per care co-ordinator allowing more time to support people early in a crisis to help reduce both length and severity of crisis, again supporting people to stay well at home.

3. Working with primary care to support the transfer of care from secondary care to primary care of people who are stable and at low risk of relapse.

The model requires investment in community services initially but provides a saving from a reduction in the number of beds in the longer term. It is envisaged that a saving of in the region of 20% of occupied beds days can be achieved once the new community services have been up and running for a year.

Southwark CCG have commissioned the new assessment teams and they are currently being set up within SLAM. The remaining enhancements are in negotiation and we hope to be able to attend, with a CCG representative, to discuss implementation with the Scrutiny Committee shortly.