

Overview and Scrutiny Committee Briefing

Subject: Mental Health Crisis Care review- Public engagement update
Briefing date: 18th September 2017

Overview

In 2014/15, Bedfordshire Clinical Commissioning Group in partnership with Bedford Borough Council and Central Bedfordshire Council commissioned East London Foundation Trust (ELFT) to deliver mental health services in Bedfordshire. The contract was co-designed with patients and the public to ensure people received the right care in the right place at the right time.

The contract is currently in the third year of the seven year contract, and with the introduction of the Five Year Forward View for mental health, which aims to create parity of esteem between physical and mental health and our commitments to the Mental Health Crisis Care Concordat, which aims to deliver timely and quality response to mental health crisis care, the commissioners and ELFT commenced a review of Mental Health Crisis Care for Bedfordshire residents.

To assist in informing changes in crisis care provision, the partnership asked service users, carers, public and professionals for their views on how we can improve mental health crisis care for adults living in Bedfordshire. We also wanted to test out our initial views on what developments were needed for Bedfordshire, based on national direction and best practice, to ensure this was in line with people's views and needs.

The feedback will help to reshape our contract with ELFT and help commission services that provide the right care in the right place at the right time. We will also ensure partners are informed of the findings to assist in developing cross organisational care pathways which have an impact on our crisis care response across Bedfordshire. We also wish to be work in coloration with partners and our voluntary sector providers to support a variety and innovative choices to respond to mental health crisis care.

Approach:

The approach we took was to convene a multi partnership reference group to support the Mental Health crisis care review. This consisted of Bedford Borough, Central Bedfordshire, Bedfordshire Clinical Commissioning Group, Clinical Leads and East London Foundation Trust. This group helped shape the direction and scope of the public engagement.

The questions we asked were:

- What do people need when in crisis?
- Where would people want to go when in crisis?
- How do people want to communicate when in crisis?
- How can we ensure people are safe when in crisis?

We also tested our initial thoughts on positive responses to metal health crisis care. Which were:

- Expansion of **Mental health professionals in Primary Care** (GP practices)
- Expansion of **Mental health professionals in Hospital** (A&E)
- Continuation & expansion of **Mental Health Street triage** - a 999 response with police, ambulance and mental professional in attendance).

- **Crisis Cafés** - a place where anyone experiencing a mental health problem diagnosed or not, can drop in for a cup of tea and a chat and can request more formal help if needed.
- **Crisis Sanctuaries** - offering intensive, short-term support so individuals can manage and resolve their crisis in a residential setting (rather than hospital).
- **Host Families** - families where individuals can get the help and support they need for a short period of time
- Expansion of current **out of hours telephone line and teams**

How we engaged:

The commissioners and ELFT wanted to ensure that service users, carers and those who had an interest in mental health crisis care had the opportunity to share their views, so a number of channels were used to gather their feedback during July and August 2017.

- **Stakeholder Engagement Events**

An event was held at the Rufus Centre in Central Bedfordshire on 3 July and another at The Addison Centre in Bedford Borough on 12 July 2017. The events were promoted by the three commissioning organisations and ELFT. There were specific focussed user groups to ensure differing needs were captured: Older people with mental health needs, working age adults with mental health needs, Individuals with a learning disability and mental health needs, Individuals with Autism and mental health needs, Individuals with drug and alcohol and mental health needs. Participants were asked to consider the needs of individuals with housing needs, entering or leaving the criminal justice system and language and cultural needs. The Central Bedfordshire event was attended by 27 stakeholders and the Bedford Borough event by 37 stakeholders.

- **Bespoke Service User Meetings**

Bespoke meetings were hosted by ELFT's People's Participation Lead and Diverse Communities Team, these were held at the Wellbeing Centre specifically for service users who had experience of a mental health crisis.

- **Survey**

A questionnaire covering the same topics as the engagement events was made available in paper format and online. BCCG received 294 responses to the survey. 50.69% of the responses were residents from Centrals Bedfordshire and 41.72% were residents from Bedford Borough.

- **Easy Read Survey**

An easy read version of the questionnaire was available in paper format and online. BCCG received 19 responses to the easy read survey.

Promoting the Engagement Activity:

Activity to promote the engagement included:

- Promoting the events and survey via email, social media and online
- Targeted tweets to organisations and groups including ELFT, BLMK Mind, Our Mind Matters. Mental Health Football Association, Break the Stigma, Meaningful Education, Mental Health Street Triage (MHST)

- Circulating details to BCCG's public membership, Patient Participation Groups (PPGs) and GP surgeries.
- Bedford Borough Council and Central Bedfordshire Council promoting to social work teams, partnership boards etc.
- Taking the questionnaire to engagement events, for example the Bedford Borough Aging Well Festival and Healthwatch Central Bedfordshire supported respondents to complete surveys at their Just Ask community engagement events.
- Promotion to GPs and other health professionals via GP News and GP portal.
- Healthwatch Bedford Borough worked with Hear Me Out to produce a VLOG in BSL for the Deaf community. The short video explains the reason the survey is being conducted and encourages Deaf people to give their views. The video was posted on Facebook, Twitter and BCCG's website, the VLOG can be viewed on this link <https://t.co/omk7JvwW5X>
- A blog was produced by a Bedfordshire resident on what mental health crisis means to them and how the service could be improved, the blog encouraged people to take part in the survey
- One of the media releases which was picked up and published in the Times and Citizen (see appendix xxx)
- Emails sent to members of the Equality and Diversity forums for both local authorities encouraging participation
- Posters and flyers displayed at the Barley Mow public house, Bedford's longest established LGBT venue.

Findings:

Overarching survey results showed that:

- **75.86%** of participants completely agreed with the suggestion of: expansion of Mental health professionals in Primary Care (GP practices)
- **61.46%** of participants completely agreed with the suggestion of: expansion of Mental health professionals in Hospital (A&E)
- **67.49%** of participants completely agreed with the suggestion of: Continuation & expansion of Mental Health Street triage - a 999 response with police, ambulance and mental professional in attendance).
- **70.73%** of participants completely agreed with the suggestion of: Crisis Cafés - a place where anyone experiencing a mental health problem diagnosed or not, can drop in for a cup of tea and a chat and can request more formal help if needed.
- **75.98%** of participants completely agreed with the suggestion Crisis Sanctuaries - offering intensive, short-term support so individuals can manage and resolve their crisis in a residential setting (rather than hospital).
- **34.98%** of participants completely agreed with the suggestion of: Host Families - families where individuals can get the help and support they need for a short period of time
- **75%** of participants completely agreed with the suggestion of an expansion of current out of hours telephone line and teams.

The full report can be requested.

The public engagement events and service user groups collaborated the survey results and key qualitative statements can be seen below:

- **What do you/patients need in a crisis?**
 - Someone to listen.
 - Immediate support via telephone
 - Effective & clear communication across services/information sharing/ tell my story once.

- **Where would you/patients want to go in a crisis?**
 - Somewhere that offers peer support
 - Someway peaceful/calm

- **How do you/ patients want to communicate when in crisis?**
 - 1 to 1 preferred
 - Translation services need to be accessible
 - By telephone

- **How can we ensure you/people are safe when in crisis?**
 - Not A&E
 - Café with private place to talk
 - A sanctuary

Key findings summary:

The findings suggest that our initial ideas are broadly in line with people views. The findings show the need for variety and choice and highlight that people experiencing a mental health crisis are all individuals with differing, individual needs. The challenge for Bedfordshire will be how to ensure we meet the differing needs and wants for residents to ensure a responsive mental health crisis care system.

Next steps:

The results of the survey and engagement events and groups will be shared with all those that contributed and published online.

The reference group will meet to discuss the outcomes of the engagement work, including the organisational views from a system, organisational and care pathway perspective. These discussion will assist in deciding on how best to meet the needs of the initial suggested developments for crisis care for Bedfordshire and any additional requirements the engagement piece has highlighted.

The developments will include contractual discussions with providers, task and finish groups with wider partners to determine changes in care pathways that can better support a system wide approach to crisis care and discussions with partner organisations, including our voluntary sector providers on innovative and collaborative approaches to delivering a new approach to mental health crisis care for Bedfordshire.

Timeline:

Timescales	Action
September- October 2017	Presentation at Bedford Borough and Central Bedfordshire OSC and BCCG Governing Body.
September 2017	Mental Health Crisis Care delivery plan completed and owned

	by the Partnership Reference group.
	Contractual conversations to be completed
	Publication of engagement write up
	Testing of planned changes with stakeholders
December 2017	Contract variations applied and agreed
January-February 2018	Pathways adjustments, that are outside of contract variations, to be implemented
April 2018	Mobilisation of contract changes commence
	Mobilisation of new projects commence