

**Mental Health Crisis Pathways  
Nottingham City Health Scrutiny Committee  
17 December 2020**

## **1. Introduction**

The purpose of this briefing is to provide an outline of services and support that is available in Nottingham City if a person is experiencing a mental health crisis.

## **2. The mental health crisis and urgent care pathway**

The following section provides information on services within the mental health crisis and urgent care pathway.

- **Crisis Resolution and Home Treatment Teams:** operate 24/7 the teams provide face to face assessments and home treatment to people who would otherwise be admitted to hospital. Team capacity has been increased over the last year with specific services for children and young people and older people.
- **Mental Health Liaison Services:** operate 24/7 in Sherwood Forest Hospital and Nottingham University Hospital and provide rapid assessment of patients who are referred due to concerns for their mental health while they are being treated for physical health problems or symptoms. The Service takes referrals from the Emergency Department or from inpatient wards.
- **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
- **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. Since starting in April 2020 the line has received over 7000 calls.
- All age **Mental Health helpline:** delivered in partnership with Turning Point and provides emotional and therapeutic support and onward signposting to other services. This helpline is available 9am-11pm, 7 days per week
- **Crisis House:** delivered in partnership with Turning Point provides a residential and provides practical and emotional support, including coping strategies, 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. Haven House has 6 individual bedrooms and communal areas and residential stays may be 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 received by the police. 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 in 2019 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 recommenced and a pilot will be implemented during early 2021 through a partnership of voluntary sector organisations. The sanctuaries will be a safe space where people can go at times of crisis which is impacting on their mental health; the service will provide practical and emotional support.

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

### 3. Increasing Service Provision

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

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 support traditional crisis resolution and home treatment teams and reduce presentations at the Emergency Department.

Over the last 12 months investment into the community teams has taken place, despite some delays in recruitment due to the covid-19 pandemic there has been a reduction in waiting times across all teams with an average waiting time of 49 days from referral down from 66 this time last year. New roles are being tested as part of the investment including peer support workers and pharmacy technicians working in the teams. Plans are in place to develop the early intervention in psychosis service to meet NICE level 3 standards including and maintain the 2 week waiting standard. Investment in to personality disorder specialist services will offer specialist support across the community pathways including evidence based therapeutic interventions and partnership working with the voluntary community sector to provide more robust community pathways and support.

### 4. Collaboration and Partnership working

An ICS Mental Health Urgent Care and Out of Area Placement Taskforce focuses on joint planning and system solutions to improve the urgent and crisis mental health care pathway for people of all ages.

### 5. Health Inequalities

It is recognised that there is on-going work required address health inequalities and understanding local needs. There is also a recognition that we need to utilise information about health inequalities in our planning.



Work is on-going with the ICS population health management team and the Nottinghamshire Healthcare Foundation Trust data analyst teams to better understand the needs of the local area, how caseloads are currently made including understanding under and over represented groups when compared to the local demographic profiles.

## **6. Conclusion**

The briefing provides an overview of services that are available if a crisis is experienced that is impacting on mental health. There have been a number of developments in Nottinghamshire over the past 3 years and the briefing outlines further plans to increase services and ensure early access to support.