

Health and Adult Social Care Scrutiny Committee

14 March 2024

Mental Health Crisis Transformation

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To review the progress of the transformation of the mental health crisis service offer to Nottingham residents, provided by the Nottinghamshire Healthcare NHS Foundation Trust (NHT).

2 Action required

- 2.1 The Committee is asked:

- 1) to make any comments or recommendations in response to the report on NHT's mental health crisis service offer and the transformation process; and
- 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

3 Background information

- 3.1 The NHS Long Term Plan (LTP) sets out an ambition for there to be 24/7 age-appropriate crisis care available via NHS 111 by April 2024. This includes Crisis Resolution Home Treatment (CRHT) service for all adults, integrated crisis provision for children and young people under 18 and their families, the development of local crisis services in addition to those offered within Emergency Departments, a programme for mental health and ambulance services to work together to deliver services, and all general hospitals to have mental health liaison services.
- 3.2 A key aspect of the crisis service offer for Nottingham is three CRHT teams, which cover the whole of the city and the wider county area. One team covers Nottingham, with a second in place for the south of Nottinghamshire (both teams are based at Highbury Hospital and work closely together). The third team works across the middle and north of the county.
- 3.3 The NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) and NHT work collaboratively to use the 39 Core Fidelity Standards (CFS) as the framework for the commissioning and delivery of crisis services. In March 2023, an assessment of crisis services against the CFS was carried out and 19 areas of improvement potential were identified. NHT has been working in partnership to formulate actions and work towards achieving improvement within the 19 CFSs, many of which are aligned to the mobilisation of the new Crisis Clinical Access Telephone Line. As of January 2024, a further review of services

showed that 8 areas of improvement remained in relation to the Crisis Resolution Team (CRT).

- 3.4 Healthwatch was commissioned to undertake a project that aimed to understand the experiences of people accessing local clinical mental health services, which was published in November 2023. NHT is working together with the ICB and Healthwatch to develop an action plan both with people with lived experience and partners to address the key recommendations within the report. Development work has also been informed by gathering service users' experiences of accessing local mental health care in a crisis, and from feedback gathered from NHT's Patient Involvement teams, which helps system partners to prioritise improvement work. A significant programme of work is focussed on supporting each CRT to work with patients and carers to ensure that their voices inform both individual care plans and all improvement work that is undertaken. This is being supported by Patient Involvement teams and local volunteers.
- 3.5 The Care Quality Commission (CQC) carried out an unannounced inspection of NHT's mental and community health services during October 2023. The CQC visited the three mental health services that had been rated as 'good' in 2014. The CQC published reports on 17 January and 1 March 2024 – with the overall rating for these services being downgraded to 'requires improvement'.
- 3.6 The Committee has engaged with NHT on a number of occasions, with representatives attending the meeting on 17 December 2020 to discuss the specific support offer for people in mental health crisis, and then on 13 May 2021 to review NHT's overall strategy and transformation work in the context of the Coronavirus pandemic. The Committee has also reviewed other items with NHT and partners on psychological services (16 September 2021 and 15 September 2022), eating disorder services (14 October 2021 and 13 October 2022), the support available to people with co-existing substance misuse and mental health needs (23 June 2022), and mental health service commissioning (23 March 2023).

4 List of attached information

- 4.1 Report: Nottingham and Nottinghamshire Mental Health Crisis Transformation

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 [Nottinghamshire Healthcare NHS Foundation Trust CQC Inspection Reports](#)

- 6.2 Reports to, and Minutes of, the Health and Adult Social Care Scrutiny meetings held on:

- [17 December 2020](#)

- [13 May 2021](#)
- [16 September 2021](#)
- [14 October 2021](#)
- [23 June 2022](#)
- [15 September 2022](#)
- [13 October 2022](#)
- [23 March 2023](#)

7 Wards affected

7.1 All

8 Contact information

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