

# Mental Health Liaison Services in Gloucestershire

**Jim Welch.**

Adult, Older Age and Alcohol Mental Health Liaison  
Manager.

**Becky Flory.**

Children and Young Persons Service Team Manager.

GHT is supported by both adult and children and young persons mental health assessment services

Adult, Alcohol and Older

Age

- MDT including nurses (16 WTE) and psychiatrist (.45)
- Operational since 2004
- 24/7 since February 2017
- Patients 16+

CYPS

- 2 WTE supported by CYPS Level 3 rota.
- Operational since 2016
- 8-8 Monday to Friday
- 9-5 Weekends.

# Adult Teams

- Older Age Adult (3 WTE)
- Working Age Adult (7 WTE)
- Working Age Nights (3 WTE)
- Alcohol (2 WTE)
- Frequent Attender Manager (1 WTE)

Royal College of Emergency Medicine Standards (2015)	Standard type
1. Patients who have self-harmed should have a risk assessment in the ED	<b>Fundamental</b>
2. Previous mental health issues should be documented in the patient's clinical record	Developmental
3. A Mental State Examination (MSE) should be recorded in the patient's clinical record	Developmental
4. The provisional diagnosis should be documented in the patient's clinical record	Developmental
5. Details of referral or follow-up arrangements should be documented in the patient's clinical record	Developmental
6. From the time of referral, a member of the mental health team will see the patient within 1 hour	Developmental
7a. An appropriate facility is available for the assessment of mental health patients in the ED	<b>Fundamental</b>
7b. Assessment room meets all standards set by the Psychiatric Liaison Accreditation Network (PLAN)	Developmental



A&E  
Acute/Physical Triage/Intervention



MH Referral



Intervention/  
Discharge

MHA  
Assessment

Admission

Discharge to Crisis  
Resolution/Home  
Treatment Team

Referral to other  
Services i.e. CGL,  
Housing,  
etc

# Setting the Context

- 40% of the adult population have at least 1 mental illness.
- Mental Health presentations account for 2% of ED patients (range 0-5%) or 8 per day (2015-2016)
- Yet they appear to represent 15% (range 9-23%) of 4 hour breaches.
- 2015-2016 deep dive ED Analysis demonstrated delays were dependant on wait to see decision maker (ED Dr) or admission bed for treatment (breach=37%) or delays in clinical investigation.
- MHLT achieved 95% 2 hour response and assessment KPI during the same period.
- MHLT achieved 90% 24 hour non-urgent assessment KPI during the same period.

# Learning from the Evidence

- MHLT now 24/7 (February 2017)
- ENP's and senior staff trained to undertake risk assessments reducing delay to decision makers and improving quality of patient care.
- Mental health awareness and risk assessment training delivered to new nursing staff, junior doctors and senior nurse development programmes.
- Mental Health Lead Group and Alcohol Governance Board meet quarterly.
- Weekly 4 hour breach report meeting including deep-dive analysis.
- Patient experience audit (2016) to be repeated 2018.
- MHLT now see patients <16 irrespective of reason for attendance.

# Frequent Attender Management

- Defined as 5 attendances in 3 months or 10 attendances in 12 months.
- 2 year share CQUINN with 2.5% uplift 2017-2019.
- Demonstrate a 20% reduction in re-attendance against a defined high intensity cohort in Q4 (March 2018).
- GHT failed to achieve Q3 due to delays in implementing national coding system and interruption in board oversight and contractual monitoring.



# Quarterly Report for October 2017- January 2018.

Patient	Pre Care Plan		Care Plan Implemented	Past three months	
	Attendances	Admissions		Attendances	Admissions
1	11	1	Nov 16	7	2
2	11	4	April 16	18	2
3	9	0	Sept 16	9	1
4	15	2	April 16	12	3
5	26	8	July 16	6	3
6	8	4	April 17	5	1
7	12	2	Sept 17	3	2
8	10	1	July 17	2	0
9	7	5	June 17	3	1
10	6	5	July 15	2	1
<b>Totals</b>	115	32		67	16

# CYPS EDLT - (Emergency Department Liaison Team)

In 2016, CYPS received recurrent investment from Gloucestershire CCG for a CYPS Emergency Department Liaison Team (CYPS EDLT) within the Emergency Department at Gloucestershire Royal Hospital.

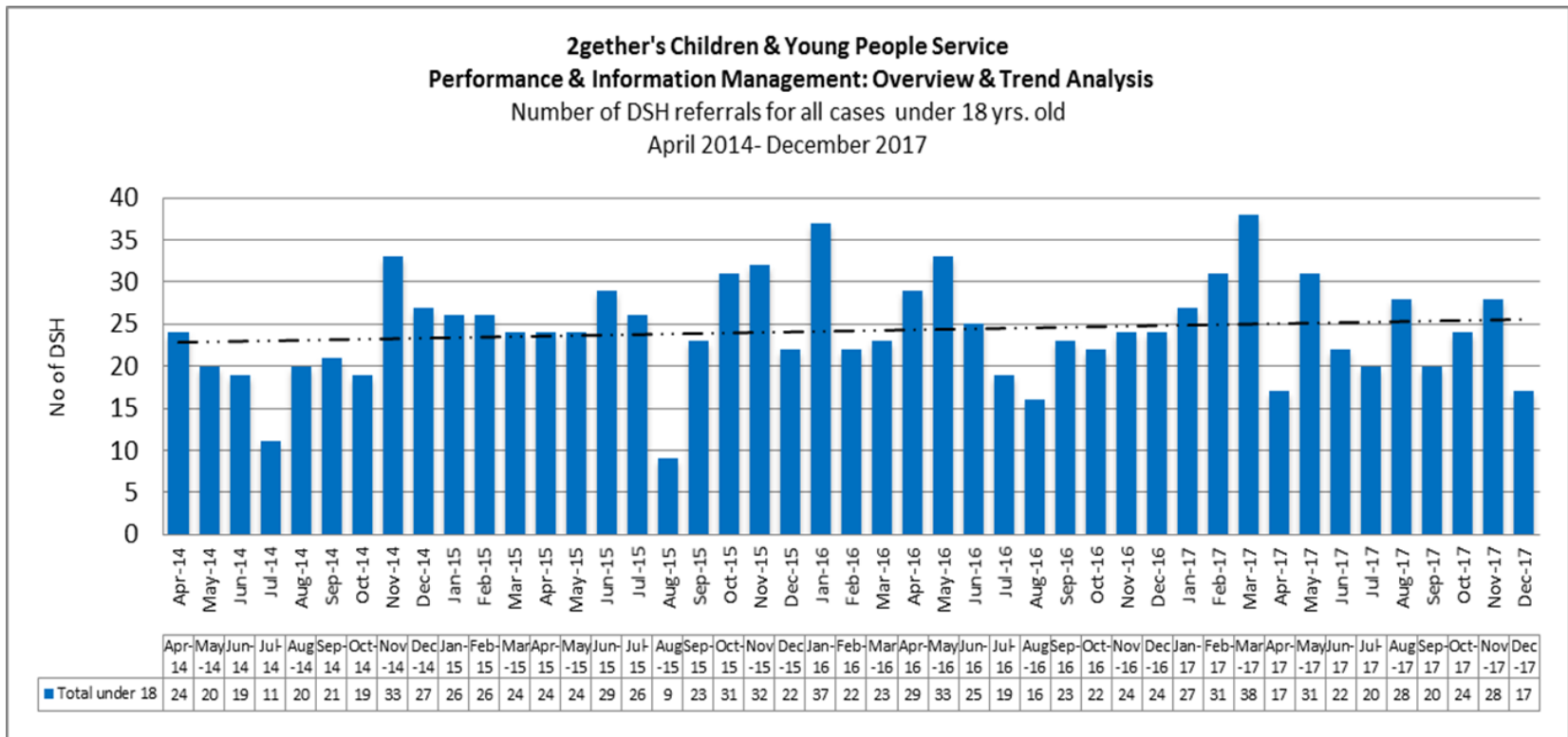
EDLT consists of a nurse led team that aims to provide same day urgent mental health assessments for those young people presenting with Self Harm or other mental health difficulties.

# What do we do ?

- We offer Same day urgent CYPS mental health assessments within the Emergency Department where young people are diverted from being admitted to the Children's Ward wherever clinically appropriate, or if they have been admitted and once medically fit , they will be seen and assessed on the ward.
- EDLT cover's a full clinical rota of two shifts per day covering the 8am-8pm weekdays and one shift of 9am-5pm across Saturday and Sunday.
- Alongside these assessments, CYPS EDLT staff would be involved in multi-agency meetings on the ward and multiagency liaison around a young person where necessary, offering regular urgent CHOICE and DSH follow up appointments as well as offering training, consultation and supervision as requested.

# CYPS -DSH Referral Demand

The below table depicts the monthly breakdown of DSH referrals of 'Under 18's' who have been admitted to Gloucestershire Royal Hospital over the last 3.5 financial years. The graph shows a consistent referral rate with random spikes (e.g Nov, Jan, and March)



# Future Developments

- Co-location of all Liaison Services.
- Alcohol Frequent Attender Management (Blue Light Project).
- Serenity Integrated Mentoring (SIM initiative).
- ? Psychiatric HOT clinic integrated with urban ED, UTC and AAU.
- ? Follow up of Did Not Wait cohort.
- Commissioning of Personal Care Budgets under “Find and Prevent” agenda.
- ? Develop substance misuse service (prescribed opiates)

Any Questions?