

# Community-based Adult Mental Health Commissioning Review

Crisis and Urgent Care Workshop  
Wednesday 2 June 2021



# Welcome and Introductions

**Liz Ryan**

Commissioning and Performance  
Manager – Adult Mental Health

NHS Leeds CCG



# Housekeeping

- Please mute your microphone unless you're speaking.
- Too many of us to do introductions, so if/when you are speaking, please start by telling us who you are and where you're from.
- Also, too many people for questions as we go along. Please put them in the chat or save them until the break-out sessions later.
- We will be recording some elements of the event, so please feel free to turn off your camera if you prefer.



# Agenda

	Item
1.	Welcome and Introductions (10 mins) - Housekeeping - Agenda rundown - Brief background to the Review
2.	Introduction to the Crisis and Urgent Care theme (15 mins)
3.	Services in this theme and what we know about them (20 mins)
4.	What “good” looks like in this theme (15 mins)
5.	Proposals for change (15 mins)
6.	Comfort Break (15 mins)
7.	Group discussions in break-out rooms (60 mins)
8.	Final thoughts and summing up (10 mins)



# Brief background to the review

Part of a much wider plan, at both national and local level.

Levers for change:

- NHS Long Term Plan;
- Leeds All Age Mental Health Strategy
- Community Mental Health Transformation Programme
- MH Crisis Alternatives Transformation Programme
- Mental Health Collaborative



# This Review

## Overarching Aim

To ensure that the services being reviewed are able to contribute to the delivery of an improved, integrated and outcomes focused community-based mental health offer for the population of Leeds, and support achievement of the Leeds Mental Health Strategy ambition that Leeds will be a Mentally Healthy City for everyone.



# This Review

## Key outcomes (closely aligned to MH Strategy)

- People of all ages and communities will be comfortable in talking about their mental health and wellbeing.
- People will be part of mentally healthy, safe and supportive families, workplaces and communities.
- People's quality of life will be improved by timely access to appropriate mental health information, support and services
- People will be actively involved in their mental health and their care.
- People with long term mental health conditions will live longer, and lead fulfilling, healthy lives.



# What is a mental health crisis?

## National Collaborating Centre for Mental Health definition:

"A situation that is believed by the person experiencing the crisis or anyone else (an adult, child, young person, family member or carer) to require immediate support, assistance and care from a statutory or voluntary mental health crisis care service. This includes where there is significant intent or risk of harm to the person or others."





# And Crisis Care?

Services that provide immediate, short-term care for the alleviation of mental health crises and offer an alternative to inpatient admission. Mental health crisis care is delivered by a range of statutory and voluntary sector services, including professionals from health, social care and 'blue light' services.



# Services in this theme

Provider	Contracts	Service
<p>Leeds Survivor Led Crisis Service (LSLCS)</p>	<ul style="list-style-type: none"> <li>• Dial House</li> <li>• Connect Helpline</li> <li>• Dial House @Touchstone</li> <li>• LSLCS Deaf Project</li> </ul>	<ul style="list-style-type: none"> <li>• Out-of-hours crisis safe haven for Leeds people with complex mental health needs. Operates 5 evenings a week, 6.00pm – 02.00am</li> <li>• Out-of-hours telephone support line for Leeds people with severe mental health conditions. Operates every evening, 6.00pm – 02.00am.</li> <li>• Out-of-hours crisis safe haven support specifically for diverse ethnic communities, operating 2 nights a week.</li> <li>• Support workers able to use BSL to provide support to deaf and hard of hearing clients.</li> </ul>



# Services in this theme

Provider	Contracts	Service
Touchstone	<ul style="list-style-type: none"> <li>Well Bean Crisis Café</li> </ul>	<ul style="list-style-type: none"> <li>Out-of-hours café-style service for Leeds people in or approaching mental health crisis. Operates 7 nights a week across three different locations.</li> </ul>
BARCA	<ul style="list-style-type: none"> <li>High Volume Service User Project</li> </ul>	<ul style="list-style-type: none"> <li>The Barca Outreach Support Team works in partnership with LYPFT/LTHT and other services to develop managed and personalised pathways through services, to meet the needs of patients who frequently attend Urgent Care services.</li> </ul>



# What we know about these services, and what good looks like

**Caroline Townsend**

Pathway Integration Lead – Adult Mental Health  
NHS Leeds Clinical Commissioning Group



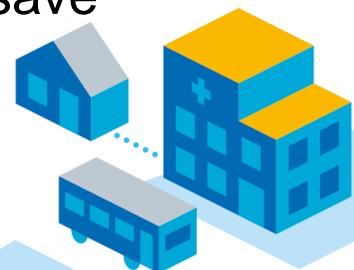
# What do we know about them?

## We know they're busy:

Supports/Calls 01 October 2020 – 31 March 2021

	<b>Well Bean Crisis Cafés (all locations)</b>	<b>Dial House</b>	<b>Connect Helpline</b>
Oct – Dec 2020	625	532	1,681
Jan – March 2021	618	622	1,743
<b>Total</b>	<b>1,243</b>	<b>1,154</b>	<b>3,424</b>

- Client feedback is almost universally positive, and it's clear these services can and do save lives.



# What do we know about them?

**We know that demand outstrips supply:**

Clients turned away/Calls unanswered 01 October 2020 – 31 March 2021

	<b>Well Bean Crisis Cafés (all locations)</b>	<b>Dial House</b>	<b>Connect Helpline</b>
Oct – Dec 2020	35	30	245
Jan – March 2021	38	13	265
<b>Total</b>	<b>73</b>	<b>43</b>	<b>510</b>



# What do we know about them?

## We know the evidenced outcomes

- Managing individuals' crisis and reducing risk, including of self harm
- Supporting people to develop self management skills
- Services are effective at reducing use of statutory crisis and emergency services
- Reduction in hospital admissions
- Reducing social isolation and loneliness.



# What do we know about them?

**We know that there is very close collaboration between them**

- LSLCS, Touchstone and BARCA work very closely together to deliver on their parallel objectives of:
  - providing alternative, more holistic care for people in crisis.
  - reducing or avoiding frequent attendances at A&E.
- Also some good collaboration with statutory crisis services, eg, the manager of LYPFT's CRISS service is on the Steering Group of the Crisis Café.





# What does "good" crisis care look like?

National Collaboration Centre for Mental Health's six principles:

Anyone in MH crisis should:

- have easy access to good quality, appropriate mental health crisis care regardless of their age or background.
- know which service to contact – this requires services to work within their local communities to tell people about their service and what they offer.
- be able to call one number and access the right service.
- receive a first response in the community.
- know they will receive high quality care no matter where they live or who they see.
- be seen in their community or an alternative location to hospital; going to A&E should be a last resort, and only if there is a physical or medical reason.

**Building healthier communities**



# What does "good" crisis care look like?

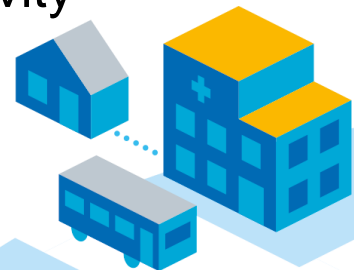
And their seven recommendations:

- focus on and work with the person.
- equal and inclusive access to care.
- getting the right help, in the right way, at the right time.
- appropriate and safe spaces.
- collaborative care and partnership working.
- having the right staff.
- ensuring a quality service.



# Proposals for change

- Build on the effective collaboration between our commissioned services to really embed integration into the DNA of service delivery.
- Several options for this – by a single contract that covers all our third sector delivered crisis services; or by making collaboration a mandatory element of contracts, are just a couple of ideas – we'll explore this in the break out groups.
- Active future-proofing of services – including building on the innovative ways of working that have come out of the Covid-19 pandemic – so that they can fit with the work of the Mental Health Collaborative to develop a fully integrated and comprehensive crisis care pathway.
- Greater focus on tackling health inequalities across crisis care services.
- Move towards a more outcomes-focussed approach to measuring delivery, not just activity and targets.



# Discussion Groups

- Zoom will put us all into break out rooms, each one will have someone from the project team to help facilitate and capture key points of discussion.
- We have a set of questions we want you to think about, that link to the proposals for change, which is why there's a good long while for you to have the conversations in – 60 minutes in total.
- We genuinely want to hear what you have to say, so please use this opportunity to get this conversation going.



## Group discussion questions

- What are the opportunities to better integrate commissioned crisis and urgent care support – both between third sector provision and also with statutory support, and how do we make them happen?
- How can we ensure that we are continuing to deliver the best possible support for people, taking into account ongoing Covid-19 restrictions/challenges, and the need to retain digital innovation and new and different ways of working?
- How should we measure success in the future to ensure that people are getting the best possible support?
- What are the future opportunities to reduce inequalities in support provided? Are there any gaps in support and/or opportunities to improve access to support for people?



# Break (15 minutes)

Please do not disconnect. We will move automatically into separate break-out rooms after the break.



# Final Thoughts and summing up



# Next steps

Dates	Key milestones/activity
25 May -27 July 2021	Involvement and Co-production Phase events.
August 2021	Analysis of involvement and Co-production feedback and findings.
10 September 2021	Involvement and Co-production feedback workshop – to share feedback with stakeholders and proposed next steps.
October 2021 – September 2022	Procurement activity where required
October 2022 – March 2023	Mobilisation period of new contracts
1 April 2023	New contracts formally come into effect





# Workshops

**Supported Accommodation**

**8 June, 1pm - 4pm**

**Employment Support**

**15 June, 10am – 12pm**

**Specialist Community Support**

**15 June, 2pm – 4pm**

**Service User Involvement**

**22 June, 1pm – 4pm**

**Refugees and Asylum Seekers**

**30 June, 10am – 1pm**

<https://leedscommmhworkshops.eventbrite.co.uk>



# Focus Groups

**Crisis and Urgent Care**

**13 July, 2pm – 3.30pm**

**Supported Accommodation**

**16 July, 10am – 11.30am**

**Employment Support**

**20 July, 10am – 11.30am**

**Specialist Community Support**

**20 July, 2pm – 3.30pm**

**Service User Involvement**

**23 July, 1pm – 2.30pm**

**Refugees and Asylum Seekers**

**27 July, 10.30am – 12.30pm**

<https://leedscommmhfocusgroups.eventbrite.co.uk>



# Evaluation

Please take five minutes to fill in our online evaluation of the session which you will receive via email after this session.

Please be honest so that we can improve future sessions.



# Thank you!

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

