



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 23RD OCTOBER 2012

SUBJECT: MENTAL HEALTH SERVICE – PERFORMANCE & DEVELOPMENT

REPORT BY: CORPORATE DIRECTOR - SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 Following a request at Scrutiny on the 10th July 2012, this report provides information on trends for the rate of referral and response times for people referred to Mental Health Services for an assessment over the past two years.
- 1.2 The report also updates members on developments within mental health services in the County Borough.

2. SUMMARY

- 2.1 Caerphilly County Borough Council and Aneurin Bevan Health Board (ABHB) jointly provide Adult Mental Health Services, which are delivered by Integrated Teams comprising of staff from both Health and Social Care. The Mental Health Service Model comprises the following elements of service:
 - First Access Team
 - Community Mental Health Teams
 - Central Referral Point Service
 - Crisis Resolution Home Treatment Team
 - Assertive Outreach Team
 - Early Intervention Team
 - Community Support Team
- 2.2 These services together with the inpatient unit at Ysbyty Ystrad Fawr form a comprehensive model of Mental Health provision in the Borough. All new referrals to the service are screened, prioritised and directed to the most appropriate part of the mental health service. However the First Access Team has been the main provider of assessments for people newly referred to the Mental Health Service during the past two years.

3. LINKS TO STRATEGY

- 3.1 Mental Health Act 1983 (Revised by the Mental Health Act 2007).
Mental Health Wales Measure Act 2010
Directorate of Social Services, Mental Health Commissioning Strategy 2009 – 2012
Directorate of Social Services, Adult Service Improvement Plan 2011-12

4. THE REPORT

4.1 The First Access Team was formed in 2009 by redirecting existing resources from the Community Mental Health Teams. The Team is made up of six Nurse Practitioners and two Social Work practitioners, and is managed on a daily basis by the Integrated Lead Practitioner for the service. Since this time the main referral point for people not previously known to the service has been the First Access Team who receive referrals from both Health and Social Care sources, e.g. via the General Practitioner or Social Services. All referrals are recorded within the Healthcare database (EPEX) when initially received. The information is not recorded on the Social Services database (SWIFT) at this point, as this would result in a duplication of administrative tasks which the service is unable to support and resource. However, following allocation by the service if the referral is passed to a Social work practitioner for assessment the information is captured on the Social Services database, and the ongoing activity is recorded and reported upon to inform the management of the service.

4.2 From the information on the Social Services Database the following assessment activity was recorded for the period as follows:

4.3 **April 2010 – March 2011:**

Care Programme Approach	250
Care Treatment Plan	N/A
Specialist Mental Capacity	50
Specialist Mental Health Act	207
Sub Total	507

April 2011 – March 2012:

Care Programme Approach	443
Care Treatment Plan	12
Specialist Mental Capacity	64
Specialist Mental Health Act	233
Sub Total	752

April 2012 – August 12:

Care Programme Approach	113
Care Treatment Plan	44
Specialist Mental Capacity	18
Specialist Mental Health Act	55
Sub Total	230

This information is demonstrating an increasing trend in the number of assessments in all categories in the previous period of two full years. The data for the current year indicates a similar trend. Although the information should be considered in the knowledge that it relates to the breakdown of activity of the social care component of the service. The overall activity data for numbers of referrals and response times is recorded by ABHB in (EPEX) and the information cannot be interrogated to produce in depth reports.

4.4 However information in relation to the overall numbers of referrals during the previous two year period to the First Access Team were recorded on the Health Care database (EPEX) and reported as follows:

April 2010 – March 2011:

Total number of Referrals to First Access Service - 1060

April 2011 - March 2012

Total number of Referrals to First Access Service - 1148

4.5 The jointly agreed standards for the First Access Service are the same day for emergency, within three days for urgent referrals and all routine appointments within six weeks. The routine assessment target has recently increased to 6 weeks, as the service could not

respond to demand within the previous timescale of 28 days. The information on the average number of days from point of contact to assessment is not recorded by ABHB on their database. This information is considered to be difficult to collate and report upon accurately as many people referred will fail to attend an appointment, or make a number of cancellations prior to being seen for the initial assessment.

- 4.6 The First Access Service has been operating with a waiting list for routine appointments during the last period of six months, this is due to an increase in demand and staff vacancies in the service. The Integrated Lead Practitioner is pro-actively managing the waiting list and recruitment to the vacancies in the service has been successful. It is therefore anticipated the number of people waiting outside of the period of six weeks for routine appointments will incrementally reduce in order to meet the agreed standard of 28 days at the point of the implementation of the Mental Health Measure in October 2012.
- 4.7 The Central Referral Team is comprised of Nurse and Social Work Practitioners from the Community Mental Health Teams and operates on a daily basis from Ysbyty Ystrad Fawr. All referrals are screened for urgency and prioritised on a daily basis and those people in urgent need of assessment will be offered a same day appointment. The referral may be passed to First Access for short term intervention, escalated for assessment and support from the Crisis Intervention Home Treatment Team or responded to by one the Community Mental Health teams who can provide longer term support and assessment, dependent upon the need.
- 4.8 The Performance of the Social Care element of the Adult Mental Health Service is reported through the Local Authority's Ffynnon system on a monthly basis. The end of year performance for the period of the last two years is reported in the Adult Services Improvement Plan as follows:

April 2010 – March 2011

ASPI 17 - Mental Health Reviews started on time 76.9% (286 out of 372) with a target of 90%

ASPI 18 - Mental Health Assessments started on time 92% (706 out of 767) with a target of 90%

April 2011 – March 2012

ASPI 17 - Mental Health Reviews started on time 86.6% (272 out of 315) with a target of 90%

ASPI 18 – Mental Health Assessments started on time 86.8% (956 out of 1076) with a target of 90%

- 4.9 To support the implementation of the Mental Health Measure it has been agreed that collation and reporting of all activity will be undertaken by ABHB for Health and Social Care. Welsh Government has introduced a National data set. This is being reported on with effect from June 2012 and details the numbers of people receiving Mental Health services who are in receipt of a Care and Treatment Plan. It is anticipated that this information will be reported on and made available to inform performance and planning at local level.

4.10 Current Developments

4.10.1 Mental Health Measure

Members will be aware that a report was brought to Scrutiny Committee on the 11 September 2012 outlining the proposals for part 1 of the Mental Health measure. Scrutiny endorsed this report and Cabinet subsequently approved it on the 18 July 2012. Staffs are now working alongside colleagues from ABHB with regard to implementation.

4.10.2 Mental Health Integration

Scrutiny has previously received reports on the 7th December 2010, 25th October 2011, 6th December 2011 and 14th February 2012 with regard to progress in terms of the delivery of an integrated strategy for Mental Health services in the County Borough. This strategy would deliver by ABHB and the five former Gwent local authorities. This work is overseen by a

Partnership Board, which includes the Corporate Director Social Services. Since February good progress has been made in respect of adult mental health and the integrated strategy has been agreed and is in place. Other developments in terms of integration include,

- The appointment of two integrated team leader posts
- A move from three to two Community Mental Health Teams
- Groups considering the finance and personnel implications continue to meet.
- Proposals about to be made with regard to the appointment of integrated borough managers for Mental Health.

4.10.3 Health Inspectorate Wales Recommendations

In May 2011 the authority received a report from the Health Inspectorate Wales (HIW) following an investigation into a homicide committed within the County Borough by a user of mental health services in March 2009. Scrutiny was last updated on progress on these issues on the 14th February 2012 and a copy of the action plan was emailed to Scrutiny members on the 20th February 2012. This report was presented to Cabinet on the 6th March 2012.

The HIW report made a total of 23 recommendations for all agencies involved in the investigation and staff from both Social Services and Health met weekly to oversee the implications of the action plan. The action plan has now been signed off as completed by both the authority and the Health Board. Amongst the key achievements have been,

- Training for all staff in terms of risk assessment
- Development of a joint caseload supervision policy
- The implementation of a Risk Reference panel.
- Provision of an assertive outreach services on a 7 day a week basis.
- Protocol developed between Housing, Social Services and ABHB with regard the accommodation needs of people with mental health problems.

Progress on the action plan is subject to scrutiny by external agencies. Staff from the Welsh Audit Office visited the authority in August 2012 to consider the governance and housing issues arising from the action plan. This was followed by a visit from the Care & Social Services Inspectorate for Wales (CSSIW) on the 3rd October 2012 to consider care management practice. The findings of these inspections are known at this point.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes, so the Council's Equality Impact assessment process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications arising from this report.

8. CONSULTATIONS

- 8.1 All comments received have been included in the report.

9. RECOMMENDATIONS

9.1 Members note the content of the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To respond to the request from Scrutiny members for information concerning the provision of Services to Adults with Mental Health problems and to update members with regard to developments within mental health services within the County Borough.

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