



South West Acute Inpatient & Crisis Resolution & Home Treatment Network Update

May/June 2009 (7)

Welcome to the seventh update on 'Acute Care' developments from both the National and Regional perspective.

Next Acute Network News

Next Acute Network Meeting

'Improving the Patient Pathway' - An opportunity for acute service providers and commissioners to review and improve the Acute Pathway, from Pre-Admission to Discharge and Beyond! – 9.30 -15.30 hours , 25 June, Canalside Bridgewater.

This event aims to provide an opportunity to review the service user pathway through acute services provision. Our speaker s include:

- Julie Clark, author of ***On The Bounce*** a review of Crises Resolution Home Treatment services within the North West Region. Her report makes interesting reading and contains a number of recommendations that are relevant to both commissioners and providers of crisis services within the South West.
- Bill Peachan the author of the soon to be published ***National Acute Pathway Guidance*** . The Guidance provides a toolkit to establish a baseline upon which to measure service provision, monitor variation and reduce duplication.
- Iola Davies, Bristol service user on the development of a Crisis House in Bristol after over twenty years of campaigning by service users.

We encourage attendees to share positive practice and the afternoon workshop enables teams to find solutions to common problems raised within the morning discussions. The programme will include an update on the SWDC/NMHDU developments.

Please promote this event among your colleagues.

National Acute Care Programme Update

All Change!

A new agency, the National Mental Health Development Unit (NMHDU), was established on 1st April to ensure national mental health policies bring about real improvements for patients and carers. This agency succeeded NIMHE which closed down on 31.3.09. This means that the ten strategic health authorities will now oversee much of the regional and local delivery of new mental health policies, with support from the new Development Unit. More information about NMHDU can be found on its website <http://www.nmhd.org.uk>

What does this mean for acute care?

The National Acute Care Programme is one of the key programmes within NMHDU for coordinating support for improving mental health care pathways. However, the regional resource for delivery (formerly within the Regional Development Centres) now comes under the control of the local SHA which may well result in different emerging patterns and improvement priorities. Despite being in different organisations, we will continue to set a high priority on maintaining our national and regional networks to promote and share learning and good practice as well as inform future policy.

Key priorities for 2009-10

National Acute Summit

Following the recent publication of the Healthcare Commission's (HC) '*Pathway to Recovery*' report on acute inpatient services and the National Audit Office's (NAO) Value for Money report on Crisis Resolution Home Treatment Teams, many of the key recommendations will require a high level of engagement, ownership, agreement and a high level of collaboration between key stakeholders. We are therefore organising an acute summit for July which aims to:

- Develop an agreed consensus statement or 'Declaration' on acute care mental health. This will include a ward based charter regarding acute care.
- Agree a national action plan which matches each statement with an action point and 3-5 year transformational outcome measures.
- Link both to the NHS Next Stage review and the DH New Horizons mental health strategy.
- Establish a National Acute Care Forum Association or Network under the auspices of the NHS Confederation Mental Health Network.

Following the summit, we are aiming to launch the finalised acute declaration and nationally agreed action plan in October

Other key priorities

- Refresh, re launch and maintain the Virtual Ward website to promote and share good practice, ideas and information which will include regular e-newsletters
- Complement the National MH Contract by developing an acute care service specification for commissioners which would include a review of the "Capable Acute Care Forum" document.
- Support the establishment of the national management of violence accreditation scheme and publication of definitive guidance
- Work is currently being scoped out regarding the following:
 - Improved acute care pathway development and integration particularly relating to equitable and appropriate access to CRHT services.
 - Better integration of care pathways and improved outcomes for people with co-morbid mental health and substance misuse problems who require acute care.
 - Address the application of age equality within the acute care pathway and respond to the extension of public duty within the forthcoming Equalities Bill.
 - Address the application of age appropriate acute mental health services for young people under the age of 18 by 2010 under the 2008 Mental Health Amendment Act.
 - Follow up "Getting the medicines right" publication by developing practical guidance on effective medicines management in crisis and home treatment services.

Recent and forthcoming publications

- Our most recent publication (April 2009) is "Strategies to reduce missing patients" which is a practical workbook designed to provide staff with key strategies in order to reduce the number of patients who go missing from acute wards. It includes a self-assessment tool to help in developing local improvement plans. The publication and user friendly assessment tool can be downloaded from <http://www.virtualward.org.uk/>

We have two publications due out shortly:

- “Getting the Medicines Right” which provides an evaluation of specific medicines management schemes and gives recommendations for their suitability within adult and older adult mental health wards; and a framework for better medicines management in an acute ward.
- “Acute Integrated Pathways” in booklet and CD format which aims to help Trusts develop integrated acute care pathways based on evidence based steps; and assist PCT Commissioners in identifying what could be expected at each stage of an acute pathway.

Both will, as usual, be available to download from the Virtual Ward website with a limited number of hard copies available via South West Development Centre.

Regional Acute Care Programme Update

Regional Acute Care Support and Network to continue into 2009/10

Unlike many regions in England, NHS South West have identified the provision of high quality adult acute care provision as a high priority within the South West and consequently the South West Development Centre will continue to provide support for the development of acute inpatient and crisis service provision. Alan Howard will continue in his role as development Consultant two days per week and will be available to support local projects to enhance acute care provision as outlined with the HCC standards. In the coming months Alan will contact all Acute Care Forum Leads to discuss potential initiatives. In addition, as previously requested we intend to continue the Network in 2009/10 and provided there remains the demand for a Crisis Resolution Home Treatment and Adult Acute Inpatient Network we will continue run quarterly events. With the Support of the NHS South West we will be able to continue to provide a regional focus to the development of local acute services. If you would like assistance with a particular project to improve acute service provision please contact Alan Howard.

In addition to running the events within a central South West location we to facilitate local development events within local provide. This provides the opportunity to enhance practice and show case existing good practice from within your own Trust.

If you would like to contribute to future event or share your local good practice initiatives, please contact Alan Howard SWDC Development Consultant at alan.howard@dhft.nhs.uk or on 07876 453497

Maintaining a National Profile for Acute Care for the South West

Acute Care will remain on the agenda for 2009/10 with the National Project Board for Acute Care taking a key role in its ongoing development. The Project Board brings together all the key stakeholders for Acute Care from the Department of Health, Strategic Health Authorities, key government departments, NHS Confederation and Royal Colleges and provides an opportunity to both coordinate and influence the direction of Acute Care Services in England. This summer the Project Board are organising a National Acute Summit with key stakeholders, the event aims to develop an ‘Acute Care Declaration’ that will set out the direction of quality acute care provision and outline a National Action Plan to achieving this. If you would like to know more about the Project Board or have copies of its minutes please contact Alan Howard.

Planned National Network for Acute Care Forums

To support the development of local Acute Care Forums we are planning to establish in collaboration with the NHS Confederation an Association for Acute Care Forums. This is still in the early planning stage and I would welcome your views on its terms of reference and potential role.

Strategies to Reduce Missing Patients a Practical Workbook

Patients who go missing from mental health wards present a continuing challenge to mental health services. They may place themselves and others at risk, while significant amounts of health service time and resources are spent in seeking to ensure their safety.

This workbook explains the background to the challenge of missing patients and offers the following five practical strategies which can help to reduce the numbers who go missing

- Understanding the problem
- Developing entry/exit policies
- Providing meaningful engagement
- Structuring the day
- Engaging key stakeholders

Good practice examples are provided for each strategy, together with contact details and a list of useful references. A self-assessment tool is included as an appendix so that acute services can measure their own progress and develop local action plans.

City University self-training package for staff

City University London published a self-training package for staff (City Univ, 2003) on how to reduce the numbers of patients going missing from acute wards, based upon three research studies which they had carried out. Their “antiabsconding intervention” suggested the following key actions:

- Rule clarity regarding entrance and exit policies
- Identify those at high risk of going missing
- Target nursing time for those at high risk
- Careful breaking of bad news
- Post incident debriefing
- MDT review following 2 episodes of going missing

This material can be downloaded from <http://www.citypsych.com>

Integrated Care Pathway & Outcomes

Integrated Care Pathway Guidance

This publication & PDF with supportive web links, outlines agreed standards of acute service provision. It is anticipated that you will be able to use this toolkit establish a baseline upon which to measure service provision, monitor variation and hopefully reduce duplication. This document is expected to be published at May/June. (Bill Peachan will present the Acute Pathway Document at our next Network meeting)

Outcomes Compendium – helping you select the right tools for the best mental health care practice in your field

An outcomes compendium that reviews the variety of assessment tools used within mental health services has recently been published by the Department of Health. A copy of the compendium can be downloaded from:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_093316?IdcService=GET_FILE&dID=183033&Rendition=Web

or you can order hard copies from: <http://www.orderline.dh.gov.uk>

Crisis Resolution and Home Treatment (CRHT) Service News

“On the Bounce” Understanding Mental Health Systems in the North West

In September 2008 NHS North West commissioned Julie Clark, Service Improvement Lead for NW CSIP to review CRHT services within the North West Region. The report makes interesting reading and contains a number of recommendations that are potentially relevant to both commissioners and providers of crisis services within the South West. A copy of the report is available at:

<http://www.nimhe.csip.org.uk/silo/files/csip-sw-acute-inpatient-newsletter-march--april-2009pdf.pdf>

Julie will present her study at our next Network meeting in June)

The National Audit Office Crisis Resolution & home Treatment Value For Money Report & Service User and Carer Report

Following its excellent report on CRHT the National Audit Office have published an additional report based on service user and carers experiences of CRHT services.

Both reports are available in electronic copies: The NAO Value for Money can be downloaded from: http://www.nao.org.uk/publications/0708/helping_people_through_mental.aspx

The NAO CRHT service user and carer views from <http://www.nao.org.uk/idoc.ashx?docId=a191069f-af8e-4f99-9536-b14012c4c51b&version=-1>

Healthcare Commission Adult Mental Health Inpatient Service User Survey 2009

In 2008, the Healthcare Commission published its findings from a national review of acute inpatient mental health services. The report, *The Pathway to Recovery*, highlighted the lack of information that could be used to assess the performance of trusts from the perspective of people using these services. The report recommended establishing a data source that reflects the experience of those who use acute care services. It is hoped that this survey will go a long way to addressing this recommendation and will ensure that the views of those using acute inpatient mental health services are incorporated as a key element in Healthcare Commission's assessment of NHS mental health providers for 2009/2010. In addition to providing a national picture of service users' experiences of acute mental health hospital services, the information for this survey will be used by the Healthcare Commission to cross-check trusts' self declarations of performance against national core standards and as the basis of the 'experience of patients' indicator which will form part of the annual health check performance rating for mental health provider trusts in 2008/2009. All trusts will receive individual reports of the results to enable them to identify areas of strengths and areas where further improvement is required. These reports will also enable trusts to benchmark their performance with other organisations.

Key dates for the survey are:

- **By 9 March 2009:** each trust draws their local sample for the survey
- **3 April 2009:** the questionnaire is sent out to everyone in the selected sample
- **17 April 2009:** the first reminder is sent out to those who have not responded
- **1 May 2009:** the final reminder is sent out to those who have not responded
- **19 May 2009:** All data are submitted to NatCen

Where can you get further information about this survey?

The survey guidance and all other documents, including a full timetable and details for planning the survey, was published on NatCen's coordination centre website (<http://www.nhspatientsurveys.org.uk>)

In addition the HCC plan to publish in collaboration with Star Wards Project a Service user & Carer focused report on the 2007 Acute Inpatient Review it will be available this summer

Call for Acute Mental Healthcare Best Practice

The NHS Confederation Mental Health Network has set up a database of examples of best practice in acute mental healthcare that can be used in national and trade publications to highlight good care in acute settings. The aim is to get more positive examples of the care that acute services can offer. They have already collected a large selection but are always keen to have more.

Any examples would be welcome – from delivering racial equality to safety and violence.

Please contact Niall Smith at the NHS Confederation if you would like to help on 02070743304 or niall.smith@nhsconfed.org

Virtual Ward

Look out for VW II

The Virtual Ward Sharing good practice website is currently being up graded, the site will still be available and from June we are able to provide a more interactive service. The revised Virtual Ward II will be launched officially at the planned National Summit on 16th July in London with a number of key stake holders.

We need examples of up to date good practice for the new VWII

Please continue share your good practice and use the Virtual Ward to ensure it continues to be funded as a National resource.

If you would like examples of good practice and National Policy documents please visit the Acute Good Practice Website on <http://www.virtualward.org.uk>.

Lord Bradley's review of people with mental health problems or learning disabilities in the criminal justice system Department of Health

This independent review was commissioned to examine the extent to which offenders with mental health problems or learning disabilities could, in appropriate cases, be diverted from prison to other services and the barriers to such diversion.

The review has kept a broad remit and incorporated the range of mental health problems and learning disabilities across the whole of the criminal justice system, and made recommendations to government including the organisation of effective liaison and diversion arrangements and the services needed to support them.

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_098694 to download the various documents

Govt response to Bradley Review is at <http://www.justice.gov.uk/publications/docs/bradley-mental-health-cjs-gov-response-grid.pdf>

Star Wards

Marion Janner and the Star Wards Project continue to influence the National Agenda. Planned projects for this year include:

- A magazine style version of the HealthCare Commission Acute Review and Standards for Service user & Carers
- "Talk well" a resource to assist mental health workers in managing conversations with acutely unwell individuals. Follow up publications will include "sleep well" and "group well".
- Work is also starting on Star wards III. The focus will be on 'alternatives.' Please contact Marion with your good practice examples.
- Finally, this years Star Wards festival could go on tour, so watch out for the "magical mystery tour!"

Remember if you haven't already joined Star Wards or would like to find out more about this contact Marion and her colleagues on <http://www.starwards.org.uk>

Star Wards Newsletter Issue 49½ is available at: <http://www.swdc.org.uk/news/wp-content/uploads/star-wards-newsletter-issue-49c2bd.doc>

NPSA Seven steps to safety in mental health

The NPSA Seven steps to safety in mental health is now available at:

<http://www.npsa.nhs.uk/nrls/improvingpatientsafety/patient-safety-tools-and-guidance/7steps/mental-health/>

NIMHE /Royal College of Psychiatrists Pilot Program for safe and appropriate care for young people on adult wards

Adult Mental Health wards can use the standards to identify what changes they need to undertake to make young people safer. See NIMHE Legislation for more details site : <http://mhact.csip.org.uk>

The Royal College of Psychiatrists are still encouraging working age providers of in patient services to have a look at the standards and if they have not already done so, consider being part of the pilot project.

You can still use the standards internally if you don't wish to be part of the pilot, and we hope that working age services commissioners build this in as part of their quality assurance process.

The audit tool is available:

<http://www.rcpsych.ac.uk/clinicalservicestandards/centreforqualityimprovement/safecareforypaudittool.aspx>.

Management of Violence

The definitive guidance of the therapeutic management of violence is currently being agreed with the Department of Health and will include additional sections on: children and adolescents; older people; and sexual safety. The launch will coincide with the final agreement on the national scheme for the regulation of trainers and accreditation of training. Continue to watch this space still no new news on this long awaited article.

New Ways of Working & Laying the Foundations for Better Acute Mental Health Care

The final and long awaited guidance on reviewing acute teams' skill mix has been published "***More than just staffing numbers***". The guidance complements the '***Laying the foundations for better acute mental healthcare***'. As previously stated in this news letter don't expect a statement of minimum staffing levels the booklet aims to provide guidance on the skill mix of new teams to meet local need. It will supplement the existing NWW and Creating Capable Teams approaches.

More Than Just Staffing Numbers is available at:

<http://www.virtualward.org.uk/silo/files/more-than-staffing-numbespdf.pdf>

Laying the foundations for better acute mental healthcare is available at:

<http://www.nimhe.csip.org.uk/silo/files/csip-finalpdf.pdf>

If you wish to review your skill mix you may consider using the Acute Capacity Calculator Tool Kit. The Toolkit assists in the development of a skill mix based on data collected on ward activity. If you are interested in this project you will need to contact Alan Howard or Mark Norman at SWDC to discuss the implementation of this. Please note the toolkit can be initially time consuming and Trust level support in addition SWDC specialist support is essential in its application.

Self Injury: A Recovery & Evidence Based Tool Kit

Bolton, Salford & Trafford NHS Trust have produced an excellent Self Injury Tool Kit that provides guidance on the assessment, care & treatment of people who self injure. It is available at:

<http://www.swdc.org.uk/news/wp-content/uploads/self-injury-tool-kit-2008.doc>

Gender Sensitive Acute Care Practice Guidance

Informed Gender Practice: Mental Health acute care that works for women, was published this July 08, available on <http://www.virtualward.org.uk> and hard copies from the South West Development Centre.

Rivers to Cross Training DVD

SWDC have funded a DVD that provides the perspective of black and minority ethnic carers in mental health services. Within the DVD carers describe their experiences and speak about the individuals for whom they care. This DVD is excellent resource for acute staff and provides a opportunity to explore the topics discussed within the DVD. It is available from the SWDC and limited number of copies will be available at the June SW Acute Network meeting.

Acute Spirituality Guidance

Last year NIMHE published guidance on understanding and promoting the importance of spirituality for recovery. Guidance, posters and leaflets.

Guidance is available at:

<http://www.virtualward.org.uk/silo/files/spiritualityleaflet3pdf.pdf>

Poster isle at:

<http://www.virtualward.org.uk/silo/files/spiritualityposter3pdf.pdf>

If you would like a local event based around Spirituality please contact Alan Howard.

This news letter was prepared by Alan Howard. If you would like to contribute to the this newsletter, promote a local good practice initiative or would like further details on any of the publications please e-mail Alan Howard Nurse Consultant & SW Acute Development Consultant at alan.howard@dhft.nhs.uk or alternately check out our new interactive South West Development Centre website at <http://www.southwest.csip.org.uk>