

North Yorkshire & York Urgent and Emergency Care – Update

Crisis and Home-Based Treatment Teams

These Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) teams provide triage, assessment (where appropriate) and intensive home treatment to prevent admission to a mental health hospital where this is appropriate.

In the last 3 months the Trusts Crisis Response and Home-based treatment teams received 1834 referrals across North Yorkshire and York with an average response to very urgent referrals (seen within 4 hours) of above 95%.

Changes to our 0800 mental health crisis support line

There are national changes on how people experiencing a mental health crisis can access support 24 hours a day, 7 days a week linked to NHS 111. There will be national and local communications as the changes take place.

In preparation for this change and to improve the people's access to support TEWV are now working with Everyturn who provide screening of calls (except for calls relating to young people under 16 which are supported separately).

The Trust have also introduced a new phone system to help manage calls to the service giving greater live information about who is calling the service and how available resources are managed in the best way.

On average the Trust receives 185 calls a day (based on calls since January 2024) to the 0800 number from across North Yorkshire and York.

Mental Health Urgent and Emergency Care Pathway

The crisis concordant meeting across North Yorkshire and York is being developed and has broadened its scope and formed the North Yorkshire & York Mental Health Crisis Improvement and Delivery Group. There is further work ongoing to strengthen the multi-agency approach across York and North Yorkshire including:

Working together, supporting Right Care, Right Person (A multi-agency meeting at operational level looking at how services are working together in the delivery of Right Care, Right Person including reflective practice sessions related to case studies and identifying good practice and learning from these).

TEWV Urgent and Emergency Care Board (This is an internal board working across the whole trust area to develop the trusts urgent and emergency care services, ensure they reflect best practice and support their local delivery at place. There is a stakeholder event planned involving people who use services, partner organisations and trust staff towards the end of May).

Right care Right Person Workshop (North Yorkshire Police are leading a workshop at the end of April with system partners to develop the strategic overview and ownership within the system of Right Care, Right Person and its delivery in line with national guidance).

Multi Agency Mental Health Act Legislation Operational Group (This meeting has been reinstated and led by TEWV first meeting 12 April 2024. The meeting is a forum to monitor the use of the Mental Health Act and partners responsibilities within the Act across North Yorkshire and York. The meeting is also intended to be place of support for agencies in the use of the Mental Health Act and how we can further develop knowledge, skills and working practices across all agencies).

April 2024