

Urgent Care Services available in York & Selby

There are a number of urgent care services available to individuals in mental health distress in the York & Selby locality. These services include the following:

- Crisis Resolution and Intensive Home Treatment Team
- Access and Wellbeing Team
- Mental Health Street Triage Team
- Section 136 Suite – Health Based Place of Safety
- Force Control Room – Mental Health Triage Service
- Emergency Department Psychiatric Liaison
- Safe Haven at Clarence Street
- Adult Inpatient Wards

Below is an overview of each of these services with an indication of the level of referrals to each of the elements within the past 12 month.

Crisis Resolution and Intensive Home Treatment Team

This service is based at Peppermill Court in York.

The Crisis Resolution and Intensive Home Treatment Team will:

- Appropriately triage and provide rapid assessment within 4 hours to individuals across Adult Mental Health services that are experiencing a mental health crisis.
- Assertively engage individuals, carers and their families. There is an expectation that an individual will engage in the assessment process and be informed of the referral to the CRHT

- Act as a gateway to mental health services, rapidly assessing individuals with acute mental health problems and referring as necessary to the most appropriate agency which may include in-patient areas
- Provide multi-disciplinary community based treatment 24 hours a day, 7 days a week
- Remain involved with the service user until the acute episode is resolved and there is no longer a role for the CRHT. The CRHT will ensure that any appropriate services that lead towards continued recovery will be facilitated.
- Where hospitalisation is necessary, be actively involved in the Purposeful Inpatient Admission Process (PIPA) at the earliest possible stage and aim to provide intensive home treatment to support the discharge process.
- Help build and maximise service user resilience by introducing and teaching a variety of self-management skills
- Work collaboratively with all Community Intervention Teams and referrers regarding all support available.
- Facilitation and attendance to Section 136 detentions in some areas and liaison with Street triage teams and liaison psychiatry teams
- No admission can be made to an in-patient bed without an assessment by CRHT staff to consider the best option to minimise both short and long term harm to the individual within their recovery. This will include those assessed and consequently detained under the Mental Health act 1983. The only exemption from this is recall under a Community Treatment Order (C.T.O.).

Access to the Crisis services in TEWV is available 24 hours per day. All referrals will be triaged in line with agreed Trust wide processes. This will direct individuals to the most appropriate service identified to meet their needs.

It is important that an individual is made aware of the intention to refer to a CRHT and that referrers are clear as to why they are doing so in order that the CRHT can work collaboratively with an individual. It is also expected that for self-referrals the crisis team clearly discusses consent and assesses capacity to engage. There may be occasions when an individual may not be able to consent to assessment and/or chose to engage with the CRHT for various reasons.

Staff will:

- Provide telephone advice to the referrer to inform care and treatment and then may;
- Provide a rapid response, face to face assessment within 4 hours.
- Signpost to alternative services.

Intensive home treatment will provide a range of co-produced and specific interventions, in the community, with the goal of stabilising well-being and promoting recovery. All interventions will be worked through in a collaborative manner placing importance on basic human connectedness and trust.

Access to intensive home treatment to be determined based on any of the following:

- Distress level
- Impact on functioning
- Potential for harm...

...As experienced by the individual or anyone in their support network, requiring a response that is:

- Face to face, within timescales agreed by assessor, referrer and service-user, not later 24 hours from the point of referral
- Frequent
- Available to access 24 hours a day, seven days a week

Aims of Involvement

To:

- Reduce acute distress
- Minimise potential for immediate harm
- Improve functioning
- Provide alternative to hospital admission

- Facilitate hospital discharge through step down support
- Problem solve acute social or interpersonal crisis

An integral role of the CRHT's is to facilitate early discharge from acute Inpatient wards for service-users who continue to experience acute mental health problems, but no longer require continued hospitalisation. These individuals would benefit from intensive home treatment/ community support and whereby risks are collaboratively assessed, considered and reduced via a therapeutic plan. This may involve joint working with community intervention teams and other relevant teams along with the provision of a 7 day follow up in line with national guidance. Where intensive home treatment can be facilitated the CRHT will arrange to see the individual within 24 hours of discharge from the ward and/or commencement of intensive home treatment.

Referrals →Crisis Team

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
245	146	188	179	169	144	148	147	178	153	170	172	2039

Access & Wellbeing Team

This service is based at Huntington House.

In January 2017 the Single Point of Access (SPA) model was redesigned and a new locality-wide Access to Mental Wellbeing Services (AMWS) team was formed. This team was formed using resource from SPA and the Primary Care Mental Health team. The new service is responsible for the triage and assessment of all new routine referrals into mental health services and where appropriate will offer brief interventions to service users.

The service has the following aims:

- To provide a consistent access point for routine referrals from GPs and all other health and social care professionals for individuals who may require support from adult and older people's mental health care services.
- To minimise gaps between mental health service providers, including between primary and secondary care services and between statutory and non-statutory services.
- To ensure service users receive a timely response to a referral being made.
- To prevent service users from being redirected between several services without being assessed and agreed needs identified.

The Access and brief intervention service will:

- Operate between the hours of 09.00 and 17.00, Monday to Friday. During these hours clinical staff will be on duty to support delivery of the service.
- Redirect service users and referrers to crisis services outside of these hours.
- Work as part of a multi-disciplinary team, encouraging shared team decision making, where possible using a consensus approach
- Take ownership of a referral until the most appropriate support for the service user has been ascertained
- Have detailed knowledge of potential services available, including statutory and non-statutory services.
- Develop close working links with services available to service users, including statutory and non-statutory services
- Maintain a flexible, person centred response.
- Provide timely clinical decisions to professionals from a wide range of services.
- Effectively triage referrals to determine the urgency of assessment. Timely triage and assessment will add value for the service user by ensuring their referral is accurately signposted to the right service for support
- Support effective sharing networks and working relationships across Health & Social Care.
- Be responsive to peaks in demand.

- Provide a service that promotes hope and optimism for all individuals as well as promoting an individual’s meaning and purpose, their sense of connectedness, their sense of identity away from their current difficulties, and supports individuals to feel empowered.
- Collaboratively agree the outcomes of the assessment and priorities for intervention with the individual
- Following completion of assessment, co-author plans of care wherever possible, or at least develop a plan in collaboration with the service user
- Ensure all the information collected and recorded regarding the referral is recorded on an electronic system for the next worker to open and build on.

Referrals → Access & Wellbeing Team

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
264	307	222	306	258	259	190	356	313	199	289	236	3199

Street Triage Team

The Street Triage service is a partnership between North Yorkshire Police and Tees, Esk and Wear Valleys NHS Foundation Trust, with mental health nurses working 12 hours daily. The funding for this service in York & Selby is part of the block contract with Vale of York CCG. When police are called to an address or incident and believe that an individual involved has a mental disorder, learning disability or substance misuse problems, they contact the nurses to carry out an assessment. The nursing assessment informs further care planning, ascertaining whether the person needs to be held under s136 and if not, whether follow up from mental health, social or substance misuse services is required.

Research suggests that joint working between mental health care provider organisations and the police force could substantially reduce the number of people being subjected to Mental Health Legislation. The potential beneficial outcomes include reduced

distress to service users, better utilisation of professional skill mix, cost savings to police, healthcare and local authority services and improved sign-posting and provision of appropriate interventions to this population of individuals.

Referrals → Street Triage Team

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
-	13	36	46	24	25	24	8	5	19	30	39	269

Section 136 Suite – Health Based Place of Safety

This facility is based at Peppermill Court and is attached to the offices of the Crisis Resolution and Home Based Treatment Team.

Section 136 of the Mental Health Act 1983 provides a police officer with the power to remove someone found in a public place who, in the officers opinion:

- has a mental health condition
- is in need of care or control
- requires a place of safety for their own interests or for the protection of others.

If an individual is placed on a Section 136 police work together with mental health services to share information and ensure that the individual is taken to a place of safety. The individual will be supported by a mental health nurse while they wait to be assessed by medical staff and an approved mental health professional.

Of the 136 admissions to the 136 suite over the 12 month period, 37 were formally admitted to an inpatient service and 18 agreed to an informal admission following assessment.

Admissions → Section 136 Suite

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
13	9	11	14	12	7	5	13	12	9	16	15	136

Force Control Room – Mental Health Triage

This service is based within the Force Control Room at Fulford Road Police Station. The service is provided by TEWV and is commissioned by North Yorkshire Police. The service commenced as a pilot in January 2016 and increased to a full service from May 2106.

Objectives of Mental Health Triage

- Any member of the public experiencing mental health distress coming into contact with a Police Officer should be triaged by a Mental Health Professional that holds the skills and knowledge to manage the issues at the earliest opportunity
- Enhance the provision of Mental Health Services
- Reduce the number of unnecessary detentions under Section 136 of the MHA 1983
- Reduce number of repeat attenders to the Accident and Emergency department
- Offer an alternative service to attending A&E or accessing NHS 111 telephone service.
- Promote suicide prevention and actively support self-harm reduction.

- Work as part of the evolving Urgent Care Service, including early intervention, diversion from A&E, out of hours GPs, Urgent Care centres and police custody
- Reduce unnecessary pressures on partnership agencies, including Police, A&E and GP Practices.
- Provide training and advice regarding mental health issues to FCR staff and Police Officers
- Further strengthen communication and partnership working
- Improve Service User experience

Delivery of service

A Mental Health practitioner is based In FCR (12 hours a day, 7 days week) providing a mental health triaging service for North Yorkshire, in addition to the two existing street Triage services in Scarborough and York

The service is staffed 12 hours per day, 7 days a week

North Yorkshire Police areas are shown as York/Selby, Scarborough/Ryedale, Hambleton/Richmondshire and Harrogate/Craven.

The main cities and towns within these areas are as follows: York/Selby – Tadcaster

Scarborough/Ryedale – Malton, Filey, Pickering, Whitby.

Hambleton/Richmondshire – Catterick, Stokesley, Northallerton, Richmond, Bedale, Thirsk, Easingwold.

Harrogate/Craven – Ripon, Knaresborough, Boroughbridge, Skipton.



Anything outside of this area referred by police in alternative areas will not be covered by MH triage team unless the person being referred is within the NYP boundaries.

Being based within the force control room will enables staff to provide rapid triage response to individuals with mental health needs either by contacting their staff who are able to respond or by providing advice, guidance and information directly to police, dispatchers and FCR staff.

The practitioner will also be able to provide information and advice from clinical records and where required speak directly to the individual and take an appropriate course of action which may include, signposting to another service, book an assessment for mental health via primary or secondary care services or in an urgent situation request for a face to face crisis assessment by the relevant Crisis Team/Street Triage team or signpost back to the police if it is felt that the person requires further police involvement.

This service will provide a first response which will triage people of all ages, whether they have learning disability, personality disorder, substance misuse, or mental health issues at the first point of contact with the police and prior to a decision to detain a person under the Mental Health Act.

The Band 6 clinician will not be dispatched from FCR, but will aid in triaging the information and organising with the relevant mental health teams across North Yorkshire for staff to go out to support the police (where possible) or provide further assessment.

Referrals → Force Control Room

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
264	185	164	199	214	228	211	152	165	178	219	180	2359

Approved Mental Health Professionals

All community mental health services responding to mental health crisis work closely with the CYC Approved Mental Health Professionals (AMHP) service. The York AMHP service consists of 13 mental health social workers who play a vital role in supporting people in mental health crisis. AMHPs have a crucial role in making urgent decisions about the least restrictive and most suitable context in which people receive care and treatment, playing a vital, statutory role in protecting people's human rights and promoting the principles of the Mental Health Act Code of Practice (2015). In addition to their statutory role York's mental health social workers undertake complex case work, supporting those most at risk of further mental health crisis and risk of admission.

Emergency Department Liaison

York Liaison Mental Health Team is operational 24 hours a day, 7 days a week within The York Hospital (York Teaching Hospitals Trust) and comprises a multi-disciplinary team of professionals. The team provides specialist mental health services to adults aged 16 and over who present at or are an in-patient at The York Hospital, and have a diagnosed or suspected mental health problem.

The Liaison team operates a single point of access for all referrals from York Hospital for patients attending York ED (all ages) and for inpatient wards for patients aged 16-65 years.

York LMHT has 3 main roles

- 24 hours a day, 7 days a week providing Self-harm and Mental Health assessments to York ED for all patients aged 16 years and above
- 8am-8pm, Monday to Sunday providing Self-harm assessments to all YH inpatients aged 16 years and above
- 8am – 8pm, Monday to Sunday providing biopsychosocial assessments, management advice, treatment and brief intervention to all YH inpatients aged 16 to 65 years



York LMHT also works alongside a Substance Misuse Clinical Nurse Specialist for all Substance misuse referrals from York Hospital, 3 days/ week – liaison team covers this work out of hours and when this team member is not available.

York LMHT also work alongside the CAMHS Team (patients aged <16 years), with the duty CAMHS Liaison team member embedded within the Liaison Team 1pm – 9pm. This role is provided by the on call Psychiatry Trainee outside these hours, with supervision from the on call Senior CAMHS Clinician.

YLMHT will also provide supervision, teaching and support for multidisciplinary professionals working within YH, with individual link roles developed as required.

In-patients in YH aged 65 years and above with mental health needs (NOT including Self-Harm assessments) will continue to be assessed and managed by the Older persons Liaison team which is provided by York Hospital.

The York LMHT consists of a Team manager, Advanced Nurse Practitioner, Substance Misuse Clinical Nurse Specialist, and a part-time Consultant Liaison Psychiatrist, supporting a number of front-line Mental Health Practitioners working across the age range whilst also developing areas of special interest.

Referrals → Emergency Department Liaison

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
273	226	244	184	203	167	182	216	192	161	203	227	2478

CAMHS Crisis Service

The trust has recently set up a CAMHS crisis service across the locality.

The service aims to provide rapid response, prompt assessment and, where appropriate, intensive time-limited interventions for children and young people up to the age of 18, who are experiencing an acute mental health or emotional crisis which is acutely affecting their functioning. The Service aims to work with people experiencing severe emotional/mental health difficulties in the least restrictive environment, consistent with the need for their own safety and the safety of others. The Service can be provided in a range of settings and offers a genuine alternative to the traditional response of in-patient care or acute hospital admission. The priority of the Service is for the Young person to remain at home, wherever possible. Within the Trust, priority has been given to the promotion of this ethos, however access to in-patient services can be negotiated if this is felt to be in the best interest of a young person.

The main components of the service are:

1. To provide a 7 day, 10am-10pm (proposed 24/7 in the longer term) response to Children and Young People who present in the catchment area of the York and Selby, Harrogate, Scarborough and Northallerton mental health services and who are experiencing an emotional/ mental health crisis.
2. Referral can be made by anyone who has concerns that a child, young person is experiencing a mental health crisis.
3. Every child, young person who is experiencing a mental health crisis will be offered a mental health assessment that focuses on the current risk and a management plan, which will include short term interventions.
4. For Children and Young People, where there is a known risk of admission to in-patient services and to facilitate discharge, the team may provide flexible, short term interventions (maximum 8 weeks) in order to minimise the need for hospitalisation or further mental health crisis.

5. The Team will work with Locality Acute Foundation Hospital Trusts to prevent unnecessary admissions to acute services. The team will also provide assessment to young people admitted to hospital with an ongoing physical condition who may be experiencing psychological difficulties.

30 Clarence Street

City of York Council drove the refurbishment project between January and June 2017 which saw Sycamore House turn into a new community based mental health offer. This includes the building for 'The Haven' £326k and the revitalised community space at 30 Clarence street. (£178k of DoH 'health based places of safety' funding, plus £148k of CYC capital funding)

York Mind and York Pathways have office space in the building. The synergy between these organisations and the services operating from the ground floor, are helping facilitate even closer working relationships between the sector, the council and the NHS to both respond to and prevent mental health crisis.

Safe Haven

The Haven at 30 Clarence Street is collaboration between TEWV, CYC and Mental Health Matters and offers a welcoming, safe, comfortable, non-judgmental and non-clinical environment. The Haven will be able to provide information and emotional support if individuals are in crisis or they feel they are heading towards a crisis situation. The service is open 6pm – 11pm everyday including bank holidays and weekends.

Individuals can come just for a cup of tea and a chat, or can access one-to-one emotional support from trained mental health professionals. They also offer help in creating staying well and crisis plans, and support visitors to access other services and organisations that may be useful to them.

The service works closely with GPs, Community Mental Health Teams, Crisis Teams, A&E Mental Health Liaison Teams, Police and Ambulance Services, Street Triage, and other front-line healthcare professionals to ensure that people in emotional distress have a safe, supportive Haven to go to, with appropriate mental health support available.

People using The Haven will also be supported by the 24/7 helpline, which offers access to emotional support and information even when The Haven is closed.

The service had a staged opening from October 2017 with limited opening times and now operates during the hours stated above. The numbers of visitors to the haven are increasing accordingly and the initial feedback is very positive.

Self-Referrals → Safe Haven

Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Total
-	-	-	-	-	-	-	0	7	11	11	30	59

Adult Inpatient Wards – Ebor & Minster Ward

This service is based at Peppermill Court. Peppermill Court is the Adult Acute Inpatient facility in York, which was created following the closure of Bootham Park in October 2015. Having previously been a Dementia unit, Peppermill Court was substantially refurbished to provide two 12 bedded Wards, Minster (male) and Ebor (female) which opened in October 2016. Each Ward has 12 bedrooms and day spaces, offices and clinical facilities to operate independently of one another. The unit has shared space which incorporates visiting rooms, an Occupational Therapy Suite (including ADL kitchen) and the Healthy Living Service (which includes a Gym).

There is a single entry to the unit which has a staffed reception during day time hours.

The aims and objectives of the service are:

- To provide a compassionate, purposeful, person centred and recovery focused service to individuals who may be at their most vulnerable or experiencing their darkest times.
- Provide single sex inpatient environments which enables care to be contemporary and meet privacy and dignity needs.
- Using the Purposeful In-Patient Admission process we will develop individualised and co-created care plans, with specific goals and interventions.
- Implement interventions according to the care plan that promote recovery and restore mental health. All interventions will help the individual to be independent, improve their coping abilities and prevent further relapse.
- Provide an inclusive service which uses the experiences and opinions of people who use our service and their carers, to minimise the impact of mental health problems.
- Working with partners in the Third Sector to provide a socially inclusive service which promotes recovery, independence and self-determination.

Ebor Ward (Female Acute Inpatient) → Admissions / Discharges / Bed Occupancy

	Admissions	Discharges	Bed Occ %		Admissions	Discharges	Bed Occ %		Admissions	Discharges	Bed Occ %
Mar 17	7	10	98.39	Jul 17	15	13	87.37	Nov 17	16	12	90.00
Apr 17	5	9	93.61	Aug 17	14	13	82.53	Dec 17	13	18	79.30
May 17	11	16	96.51	Sep 17	8	8	86.11	Jan 18	14	14	84.14
Jun 17	14	15	90.83	Oct 17	11	13	69.35	Feb 18	15	16	94.64

Minster Ward (Male Acute Inpatient) → Admissions / Discharges / Bed Occupancy

	Admissions	Discharges	Bed Occ %		Admissions	Discharges	Bed Occ %		Admissions	Discharges	Bed Occ %
Mar 17	13	15	97.31	Jul 17	15	12	93.28	Nov 17	13	16	88.33
Apr 17	14	15	91.67	Aug 17	13	14	92.74	Dec 17	17	17	72.58
May 17	10	17	98.12	Sep 17	21	21	91.39	Jan 18	19	17	91.94
Jun 17	10	17	99.17	Oct 17	20	12	93.01	Feb 18	15	21	81.85

Mental Health and Housing

Maintaining a home from which to build a rewarding life can be difficult for those at most risk of mental health crisis. City of York Council currently provide a grant to York Housing Association to provide 4 housing related support schemes for people who need this level of support to prevent crisis and potential hospital admission.

As part of the recent review of the grant to these schemes a number of case studies were presented which highlighted the effective work being done. One example presented was of a person on a community treatment order at risk of recall to hospital, who has been supported through bereavement, problems with alcohol, financial difficulty and potential exploitation from members of the community all of which could have triggered a relapse without such housing with support.

Partners including CYC, NHS, community, voluntary and independent sectors are working together to review our approach to mental health housing with a view to ensuring those with the most complex needs have access to housing with support to prevent recurring crisis and to ensure better, earlier access to tenancies with support for those who would benefit.

Prevention of Mental Health Crisis

CYC have invested in a range of mental health and well-being activities aimed specifically at helping maintain people and improve their mental health in the community and avoid mental health crisis. This is in addition to the universal wellbeing services such as local area coordination and social prescribing which contribute to mental wellbeing.

In July 2017 CYC awarded a three year £80k per year contract to York Mind, in partnership with six local organisations, to deliver a bespoke range of activities to support individuals' mental health and wellbeing across the city of York. York Mind is working in conjunction with Converge, St Nick's, York Carers' Centre, York LGBT Forum, Sunshine Changing Lanes and Kindlewoods. Activities run across the year, with staggered start dates and include guided learning such as mindfulness, vocational courses, facilitated peer support, green exercise, woodland well-being sessions, social events, and support groups.

The programme provides a wide range of activities that people with mental ill-health can access to give them “places to go, and things to do” which can support them in their recovery. It all fits squarely within the early intervention and prevention agenda that we are promoting within the city-wide Mental Health Strategy. A Service User Steering Group helps ensure that service users are at the centre of monitoring the quality and relevance the programme and can help shape appropriate adjustments as and when feedback dictates.

Some examples of feedback from people attending some of the activities

York Carers Centre – Caring for Carers’ Wellbeing

- Laughter with the tears. I would need to reread my notes to recall everything. Each week I’d leave feeling built up and less isolated and very grateful to the organisers.

Sunshine Changing Lanes – courses on Conflict Resolution, and Anxieties and Fears

- A number of techniques to assist me – active listening, ‘I’ messages, non-blaming languages and volcano vents. Excellent workshop.
- I think the whole weekend has been brilliant! Its set out in an amazing way especially in one block weekend instead of it been weekly. The intensity of it works well.
- Given tool box and skills to understand my needs and feelings and other needs and feeling. I felt safe to open into the group.
- The course has been amazing in so many ways increasing awareness in errors of thinking.
- Everything beyond words can’t describe how much positivity and care went into making SCL it has touched me and changed my life.

St Nick's Cycling

- I always feel better after my walking and cycling sessions at St Nicks. It keeps me coming. I can tell I'm fitter and feel loads better.
- St Nicks helps me feel responsible for myself and gives me a routine that I can own.
- St Nicks has helped me greatly in various ways. I would be very sad if St Nicks didn't run any groups. It has helped me in my recovery since coming out of hospital.