Supporting people with a mental health need who present in crisis

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Why focus on supporting people in crisis

- Service user and carer feedback
- Stakeholder feedback
- Current model is not sustainable
- WG strategic context e.g. Mental Health Crisis Care Concordat
Why focus on supporting people in crisis
Action Learning Set

- What was the ALS
- Who was in it
- Methodology
- Outcomes
Emerging Definition of Crisis

- A crisis can be defined by an individual or their carers

- When someone reaches a point where their level of distress is intolerable for them and they cannot wait for help to manage it

- Urgent need for help at any time, any place, for anyone, for themselves or on behalf of someone else

- Crisis can be seen as an opportunity for change and responses to crisis should reflect this sense of opportunity
Values and Principles to Support People in Crisis and those around them

- We will treat you as an individual and respond to you when you need us.
- We will treat you with dignity, compassion, empathy, respect and kindness at all times.
- We will treat you as an individual.
- We will work together with you and people who are important to you.
- We will be open and honest.
- We will strive to support you to keep yourself safe and act in your best interests.
- We will not decide anything for you or do anything to you without talking to you.
A Gwent ‘Whole Person, Whole System’ Acute and Crisis Model
Resilient Communities

comprehensive community-based services across all five Gwent Boroughs inc:

- Community Counselling
- Information, Advice and Assistance
- Community Well Being Services
- Vocational pathways and employment routes
- Social Enterprises
- Art and Drama Therapy
- Anxiety Management
- Mindfulness
- Confidence Building
- Depression Management Courses
Recovery orientated services preventing crisis

Peer Mentoring
Improving Access to Psychological Therapies
ACEs and Trauma informed approaches

Community Mental Health Teams
Primary Care Mental Health Support Service
Early Intervention Psychosis Team
Perinatal Service
Eating Disorder Service
Substance Misuse Services
Forensic Mental Health Services
A Gwent “Whole Person, Whole System” Acute and Crisis Model

- Single point of contact
  - The House
  - Sanctuary
  - Shared Lives
  - Housing and Tenancy Support
  - Mental health Support for First Responders
  - Crisis Home treatment and Liaison
  - Acute Inpatient Provision

The House
Sanctuary
Shared Lives
Housing and Tenancy Support
Mental health Support for First Responders
Crisis Home treatment and Liaison
Acute Inpatient Provision

A Gwent “Whole Person, Whole System” Acute and Crisis Model
Sanctuary

- *Sanctuary* support provides a place where a person in crisis could go to be alone and just have a quiet few hours without being disturbed
- Self help resources, peer support and professional help are available depending on need
- **Progress of work stream**
  - Developing a new approach to dealing with people presenting in crisis, designed and co-produced with Service Users at the heart of the model
  - Completed a feasibility study to develop service models, funding and costs, environmental factors, and stakeholder views
  - Service User consultation undertaken
Shared Lives

What is it?
- Placements with families as an alternative to in-patient admission
- Locally, an extension to our Shared Lives scheme which already provides placements for people with a LD
- Max placement length – 4 weeks

Progress of work stream
- Membership established, including service user, carer, third sector, LA, Health and Shared Lives reps; crisis team engaged actively.
- Pilot site identified (Newport)
- Successful bid from WG transformation monies for funded pilot to establish efficacy, safety, acceptability and uptake locally
Support House

- A *Support house* provides short-term residential support as an alternative to going into hospital. Usually run by the Third Sector, professional and medical support is provided by local Crisis MH Teams as required.

- Only 1 other house of its kind in Wales.

- Recent progress has included securing WG transformation funding that will enable us to go out to tender in the next 3–6 months. Following this, we hope to award a contract to a provider for a 6 bed house that will have a family atmosphere and be supported 24/7 by staff in the house and the MH crisis teams.
Other Initiatives

- Extension of Crisis Resolution Home Treatment Team operational hours
- MH Practitioner service within the Police Control Room
- MH Pathway implemented with Welsh Ambulance Services NHS Trust
- Conveyancing Pilot
- MH Practitioner in Primary Care OOH Hub Pilot
- MH Practitioner in Primary Care Surgery Pilot
## So what difference will this make?

<table>
<thead>
<tr>
<th>How will these changes affect service users, carers and families?</th>
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<tbody>
<tr>
<td>• MORE help, advice and support available 24 hours a day, 7 days a week</td>
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<td>• LESS need to repeat my story to different care professionals</td>
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<td>• MORE support options at or before crisis point</td>
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<td>• MORE service user and carer involvement</td>
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<td>• MORE positive publicity about mental health</td>
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<td>• MORE care that focuses on the whole person which promotes recovery and discovery</td>
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<td>• MORE equal, open and consistent relationships between people who use services and staff in mental health services</td>
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<td>• MORE opportunities for carers to be asked their views and be involved in developing the package of support for an individual</td>
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Community of Practice

- Bringing people together across Gwent who share a common interest in improving support for those with a mental health need who experience a crisis and their carers
Diolch yn fawr iawn