

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

Report Recommendations - Action Plan

#	Recommendations		
1	Health boards must support people to develop an individual crisis plan to aid them in seeking further support when required.		
	Action Plan:	Responsible person:	Date for completion:
	Crisis plans are integral to CTP for known service users. Plans are currently underway to audit CTP plans and this will highlight any service deficits. Each caller to the 111 press 2 service will have an action plan on how to access services if a crisis develops again.	Directorate Manager/Lead Nurse	August 2022 July 2022
2	Health boards must take steps to improve the timeliness of assessment or intervention following referral to mental health statutory service (such as LPMHSS and CMHT) whilst also considering how people are supported in the community whilst awaiting assessment or intervention.		
	Action Plan:	Responsible person:	Date for completion:
	SBUHB LPMHSS service currently meets the Part 1 waiting target of 28 days. Each CMHT operates a Duty System allowing urgent appointments to be expedited according to risk or need. When 111press 2 becomes operational OT will be delivering a structured programme of intervention whilst service users are awaiting intervention or assessment from CMHT or LPMHSS.	Directorate Manager/Lead Nurse/Lead OT	May 2022 July 2022
3	Health boards must ensure that clear processes are in place to ensure that physical health assessments and monitoring is undertaken for relevant patients under the Mental Health (Wales) Measure 2010.		
	Action Plan:	Responsible person:	Date for completion:
	Currently there is disparity across SBUHB in how and where clinics are held. In order to reduce the health inequality experienced by some service users, the MH, Service Development and Transformational Manager	Lead Nurse MH, service	Aug 2022

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

	and Lead Nurse will review current physical health checks clinics. This will also be discussed and actions formulated at the monthly Community Managers meeting. A part of the service improvement funding (MHSIF 22/23) a proposal for band 3 HCSW post has been identified to work across CMHT's to deliver physical health clinics.	development and Transformational Manager	Aug 2022
4	Health boards and GP services must consider how communication between different teams in primary care can be improved and strengthened, to ensure prompt mental health advice and efficient and timely referral processes.		
	Action Plan:	Responsible person:	Date for completion:
	There are mental health link workers allocated by GP clusters and working within GP practices who will identify and offer appropriate intervention and referral into MH services. Regular meetings are held between the Mental Division and Primary Care leads to identify issues or concerns to improve access and pathways. SUHB uses Consultant Connect allowing rapid advice from a range of hospital consultants. Each GP cluster has an identified directorate Manager or lead nurse from the Mental Health Division	Associate Director and MH, service development and Transformational Manager	Already in place
5	Health boards must consider how arrangements can be strengthened to ensure primary care professionals are able to access timely specialist advice on mental health conditions, appropriate treatments and medication.		
	Action Plan:	Responsible person:	Date for completion:
	Single Point of Access (SPOA) offers a professional line where primary care professionals are able to seek advice or refer into services. This phone is manned by a registered mental health practitioner who will triage the need and make an onward referral. The triage is processed by the use of an evidenced-based triage tool (UK Mental Health Triage tool).	Associate Director and MH, service development and Transformational Manager	Already in place
6	Health boards need to consider how they can strengthen linkages between services to improve access and provision for individuals needing support for their mental health and well-being.		

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

	Action Plan:	Responsible person:	Date for completion:
	The West Glamorgan Regional Partnership group is leading on establishing priorities for all partners in order to deliver a joined-up service for individuals who need emotional and well-being support.	Associate Director and MH, service development and Transformational Manager	July 2022
7	Health boards and GP services must ensure that there are clear and robust follow up processes in place to ensure timely and appropriate follow up for people who have received crisis intervention, and are not subsequently admitted in to hospital.		
	Action Plan:	Responsible person:	Date for completion:
	<p>If a person has received a period of crisis intervention delivered by the Crisis Resolution & Home Treatment Team they would receive advice on discharge on how they can re-access services in light of a relapse.</p> <p>Following discharge, the person's GP would receive a notification of discharge and summary of intervention.</p> <p>Adastra is also used to record information about an episode of care and send further information/details to the service users GP ensuring continuity of care.</p> <p>Standard operational policy to be developed by directorate manager for individual who are not Care Co-ordinated to feed directly back to GP's</p>	Associate Director and MH, service development and Transformational Manager Directorate manager	<p>May 2022</p> <p>July 2022</p>

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

8	Health boards need to consider how they can strengthen the role and involvement of the third sector to improve the range of provision for individuals needing support for their mental health and well-being.		
	Action Plan:	Responsible person:	Date for completion:
	MH, service development and Transformational Manager to link with the third sector to map out current provision available to eliminate duplication of services. Health Board is working in partnership with West Glamorgan Regional Partnership to develop a strategic Framework for Adults.	MH, service development and Transformational Manager	September 2022
9	To prevent the requirement for multiple referrals, health boards must ensure that referral processes are clear to all services, and when appropriate, a single point of access to the range of health board mental health services is implemented to support referral and patient options.		
	Action Plan:	Responsible person:	Date for completion:
	SPOA is operational and receives referrals from a range of health care professionals. 111 press 2, will provide an open access platform for people and their carers to speak directly to a registered mental health practitioner who will be able to offer support, advice and make an on-ward referral for the intervention if required.	Associate Director and MH, service development and Transformational Manager	July 2022
10	Health boards should review the community mental health services available in their localities, to ensure that services focus on individualised needs of people to prevent a deterioration in mental health, and to provide timely care and support in all community services when required.		
	Action Plan:	Responsible person:	Date for completion:

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

	MH Service Development and Transformational manager to review the role and function of the CMHT's.	MH, service development and Transformational Manager	August 2022
11	Health boards and Welsh Government should consider benchmarking mental health services across Wales to identify good practice and positive initiatives and to share learning.		
	Action Plan:	Responsible person:	Date for completion:
	Links have been made with Cardiff and Vale and visits taken place to identify best practice particularly around in-patient services. MH, Service Development and Transformational Manager & Directorate Manager, currently benchmarking mental health services and to feedback to MH Divisional Board.	MH, service development and Transformational Manager & Directorate Manager	August 2022
12	All health boards should consider how mental health crisis teams can be more accessible to emergency services, to help provide advice and/or timely care and support to people with urgent mental health needs.		
	Action Plan	Responsible person:	Date for completion:
	SBUH has a professional's line in place offering direct access to the Single Point of Access Mental Health practitioner. This ensures that the professional can obtain timely advice on a person in their care and tailor intervention accordingly. This might be a police officer, social worker, GP, paramedic or any other professional. SBUHB commissions a sanctuary for those individuals requiring out of hours practical and therapeutic support whilst experiencing a mental health crisis. SBUHB also has a mental health practitioner based in SWP There are established pathways between CRHT & WAST & SWP	Associate Director and MH, service development and Transformational Manager	Already in place

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

13	Health boards, emergency services and primary care services should consider how mental health staff can be incorporated within emergency call handling teams across Wales, to enable early advice and support to people who need urgent care or support for their mental health.		
	Action Plan:	Responsible person:	Date for completion:
	Pathways are currently in place between CRHT, SWP and WAST (Reviewed as part of crisis concordat) SWP have mental health triage workers in post.	Associate Director and MH, service development and Transformational Manager	Already in place
14	Health boards should ensure clear advice and information is available and promoted to people with mental health needs, to help maximise their knowledge about additional support services available within the community including the third sector.		
	Action Plan:	Responsible person:	Date for completion:
	SBUHB has developed the Sorted and Supported website in conjunction with the third sector. This is an online tool for service users exploring mental health and wellbeing issues and offers advice and information about how and where support can be accessed. It is also a useful resource for professional to navigate a range of services. This service will be launched alongside 111 press 2	MH, service development and Transformational Manager	July 2022
15	Health boards should consider how they can strengthen collaboration with third sector organisations to enable appropriate direct referrals in to NHS mental health services when required.		
	Action Plan:	Responsible person:	Date for completion:

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

	111 press 2 will enable third sector organisations to refer directly into mental health services and allow an onward referral made to the most appropriate services.	Associate Director MH, service development and Transformational Manager	July 2022
16	Health boards should ensure that single point of access services are implemented across Wales and is accessible to all professionals and public to help facilitate prompt support and care for people with mental health needs.		
	Action Plan:	Responsible person:	Date for completion:
	Plans are in place for SBUHB to go live with 111 press 2. This will be accessible to anybody requiring mental health support, ensuring that they are put on the most appropriate pathway. SBUHB operates a Single Point of Access to health professionals via the use of a professional line, offering support and advice to professionals wishing to seek information from a mental health practitioner.	Associate Director and MH, service development and Transformational Manager	July 2022
17	Health boards must consider how to support and embed the mental health practitioner roles further and ensure that they can link directly into a seamless mental health pathway.		
	Action Plan:	Responsible person:	Date for completion:
	SBUHB have GP cluster worker and well-being link workers who are able to link directly with the SPOA professional line.	Associate Director and MH, service development and	Already in place

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

		Transformational Manager	
18	Health boards should consider how adults with urgent mental health needs, and who are experiencing mental distress, can easily access safe places in the community, which can provide a calm and safe space in a less clinical setting as an alternative to hospital admission or contacting emergency services.		
	Action Plan:	Responsible person:	Date for completion:
	SBUHB currently provides a sanctuary. The sanctuary is based in Swansea and offers advice and intervention out of hours to residents of Swansea Bay. As part of MHSIF (22/23) SBUHB is expanding this service and identifying suitable accommodation in Neath/Port Talbot to offer a second sanctuary.	Directorate Manager, MH, service development and Transformational Manager	May 2022 August 2022
19	Health boards, and Public Health Wales, should consider what additional steps can be taken to raise mental health support awareness in men, to support their mental well-being and signposting to support services.		
	Action Plan:	Responsible person:	Date for completion:
	MH, service development and Transformational Manager to review current services available to men to support mental health wellbeing. Review and ensure that the Sorted and Supported website also offers support to the male population. The local 111press 2 campaign will ensure it targets the male population through local football and rugby clubs along with barbers and GP surgeries.	MH, service development and Transformational Manager	July 2022

OFFICIAL SENSITIVE

National Review of Mental Health Crisis Prevention

Action Plan Completed by:	Malcolm Jones & Lisa John
Designation:	Associate Service Director & MH Transformation & Service Development Manager
Date of completion:	19/05/2022
Date of submission to HIW:	