

West Berkshire Community Adult Mental Health Health Overview Scrutiny Committee

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Clinical Director Community Mental Health Services



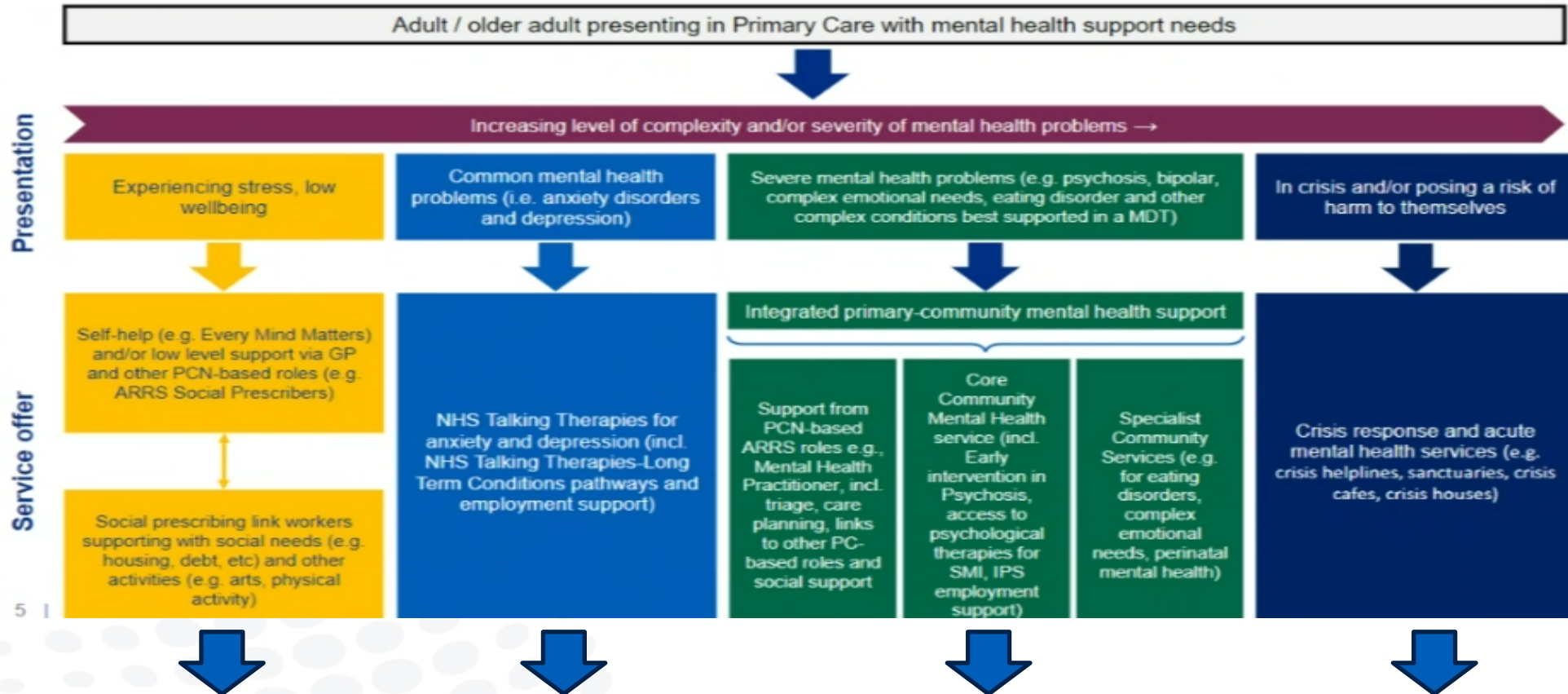
Community Mental Health Services

CMHS provides a broad range of medical, clinical and psychological treatments and interventions. It works closely with acute and crisis services, and primary care to ensure that service users receive the right care at the right time.

Referrals to the CMHS in West Berkshire are made via the CPE/Gateway and accepted based on patient being registered with a West Berkshire GP.

Services for Mental Health- Working Age Adults

Provision of a spectrum of support for people with mental health problems presenting to primary care services



Community MH Service Overview

ARRS, MHICS, SUN, Let's Connect, Liaison and Diversion, Reconnect, Carers Hub, IPS

IAPT, IPS

CMHT, EIP, IPT, Trauma, IMPACTT, ASSIST, Ops Courage, IPS, Let's Connect,

PMS, CRHTT, Inpatients, Let's Connect

To make an adult mental health referral

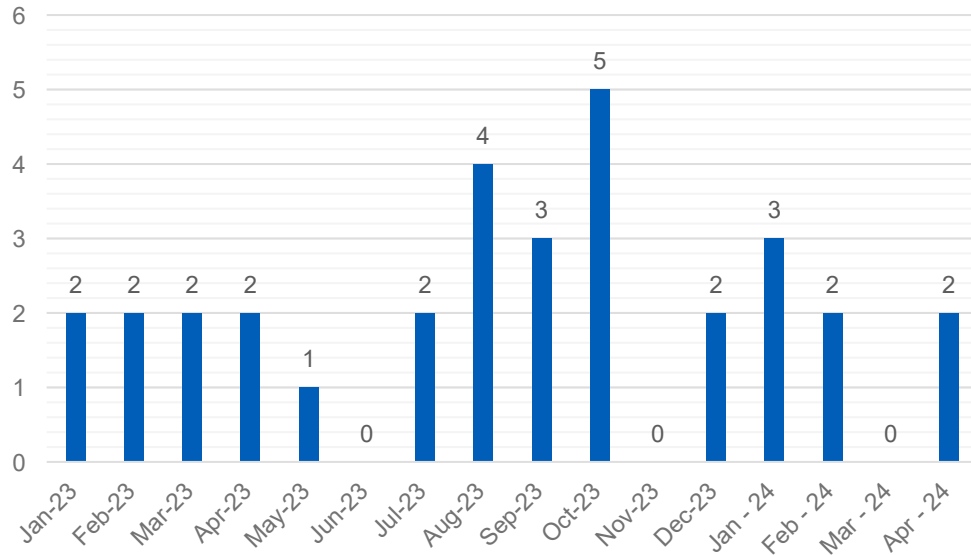
Contact our Gateway team.

Tel: [0300 365 2000](tel:03003652000)

Email: gateway@berkshire.nhs.uk

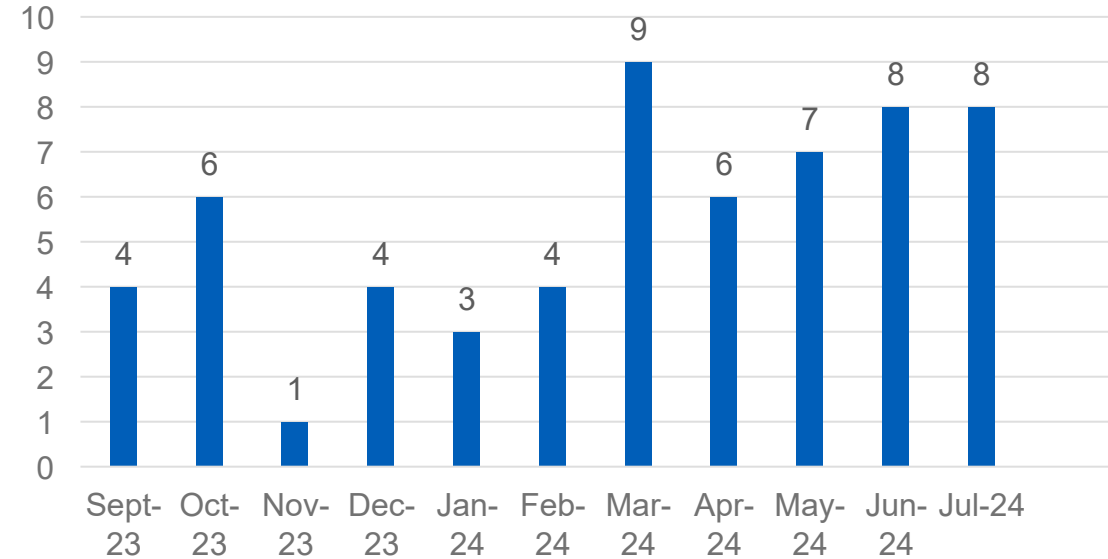
Lets Connect Wellbeing Network

LCWN West Berkshire Referrals



Individual Placement Service

IPS Referrals



[Let's Connect Wellbeing Network meetings | Eventbrite](#)

Newbury Corn Exchange Bi-Weekly Tuesday 12pm-1pm and able to offer 121 Individual sessions online.

The aspiration would be to extend the network to the rural areas Hungerford and Thatcham in 2025-26.

Current caseload	17
July outcomes	
Referrals	8
Access	8

Service User Network (SUN)

Peer support group

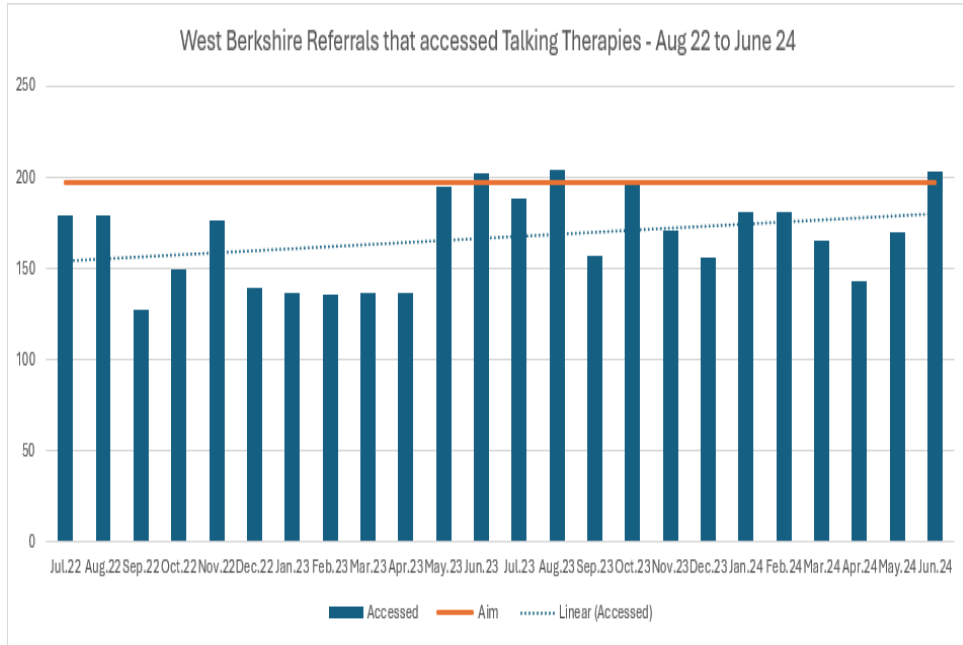
Why do people join the SUN? (quotes from our SUN Members)

These are quotes from some of our SUN members:

- "Reminding me I'm not alone"
- "I used SUN as a form of support instead of calling the CMHT duty line"
- "Some ideas from others of what to do"
- "Being able to share your thoughts and feelings with others who will understand"
- "It is great that this kind of peer support is available in the community"
- "Since attending SUN I have not had contact with the crisis team for 2.5 weeks"
- "Since the Crisis Team discharged me, SUN has been a great support to me"
- "Everyone's really supportive and open to making changes to improve quality of life"

[Service User Network \(SUN\) service | Berkshire
Healthcare NHS Foundation Trust](#)
Newbury Wednesday 10am to 1230pm

Talking Therapies IAPT



Talking Therapies target/aim is for 197 incoming referrals for West Berkshire each month.

The average over 12 months is 177 referrals.

Wait times for assessment are 2 weeks.

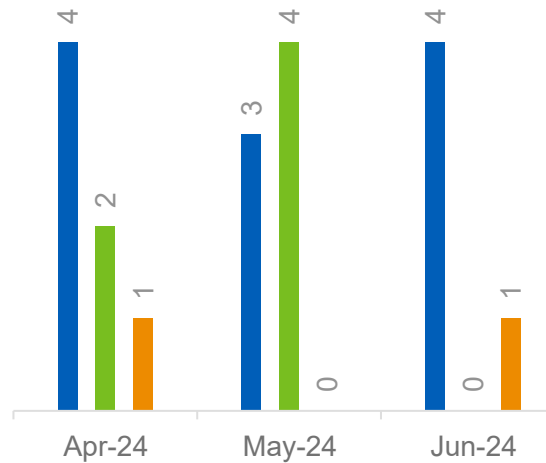
Managing Emotions Programme



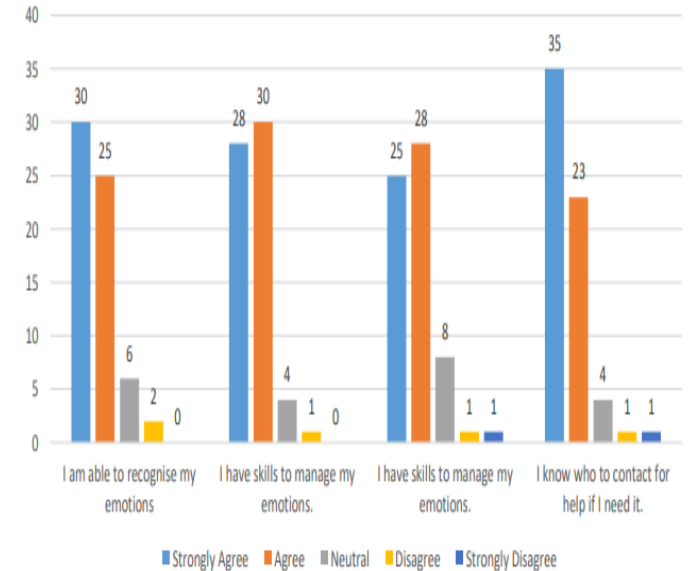
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The MEP programme aims to address the needs of people who currently fall between gaps in provision of psychological services for people with emotional regulation difficulties. MEP consists of psychoeducational courses increasing level of complexity.

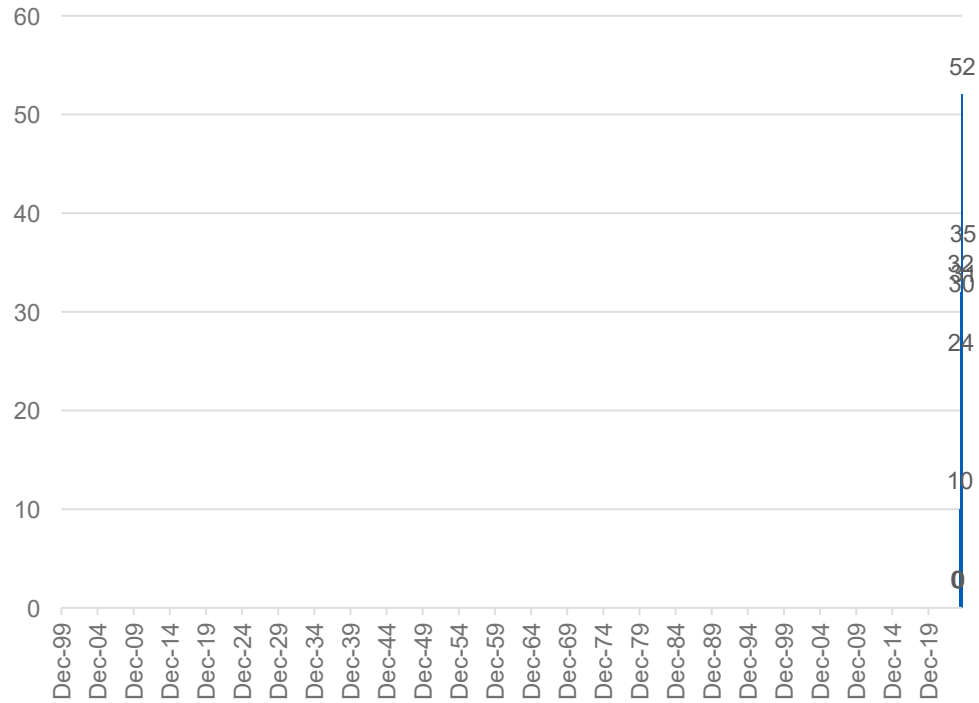
■ Newbury ■ Thatcham ■ Hungerford



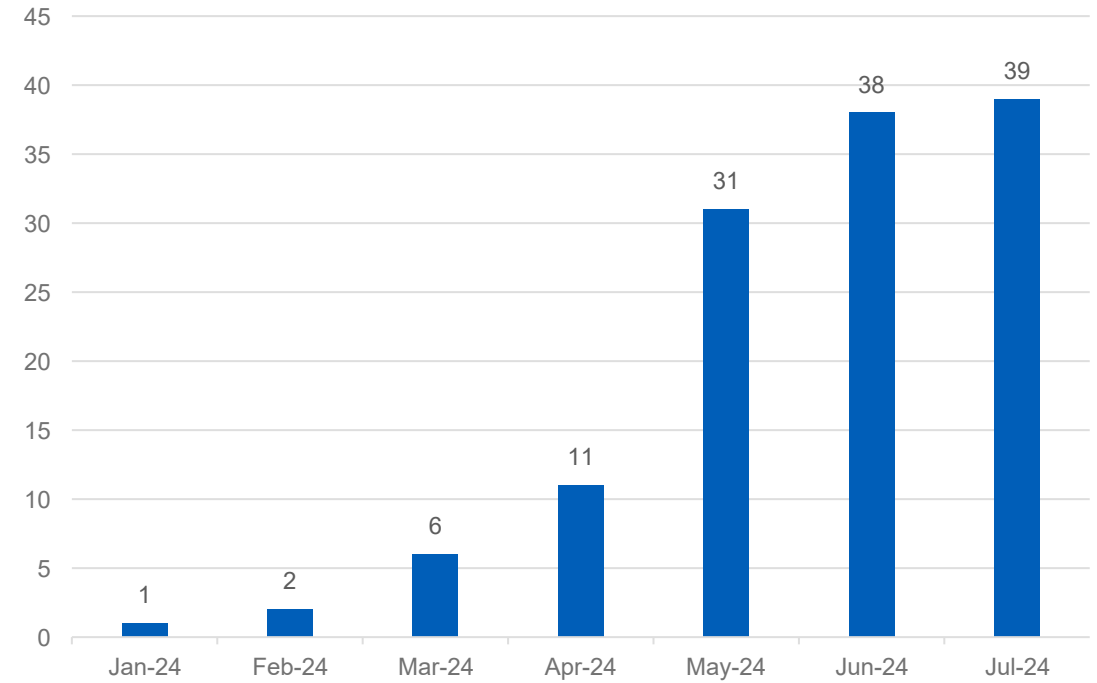
Post-Course Survey



West Berkshire MHICS Referrals

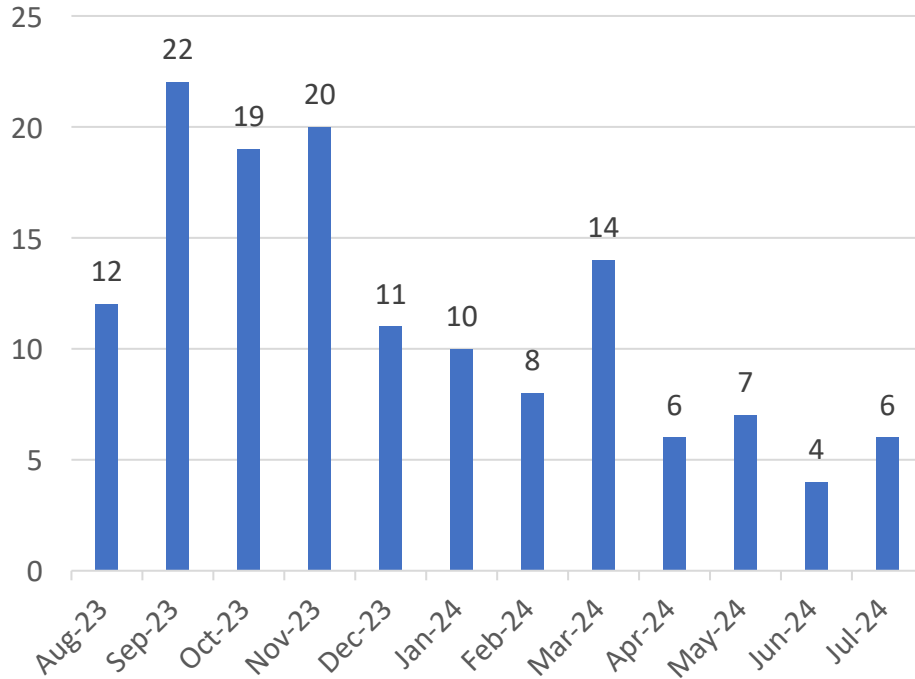


West Berkshire MHICS Caseload

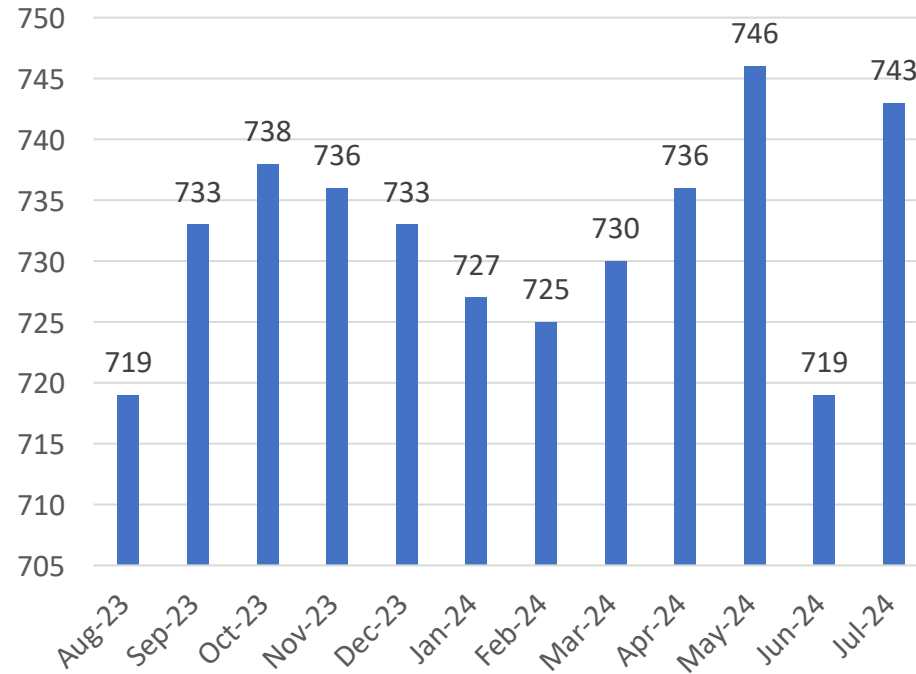


Adult CMHT

West Berkshire CMHT Referrals

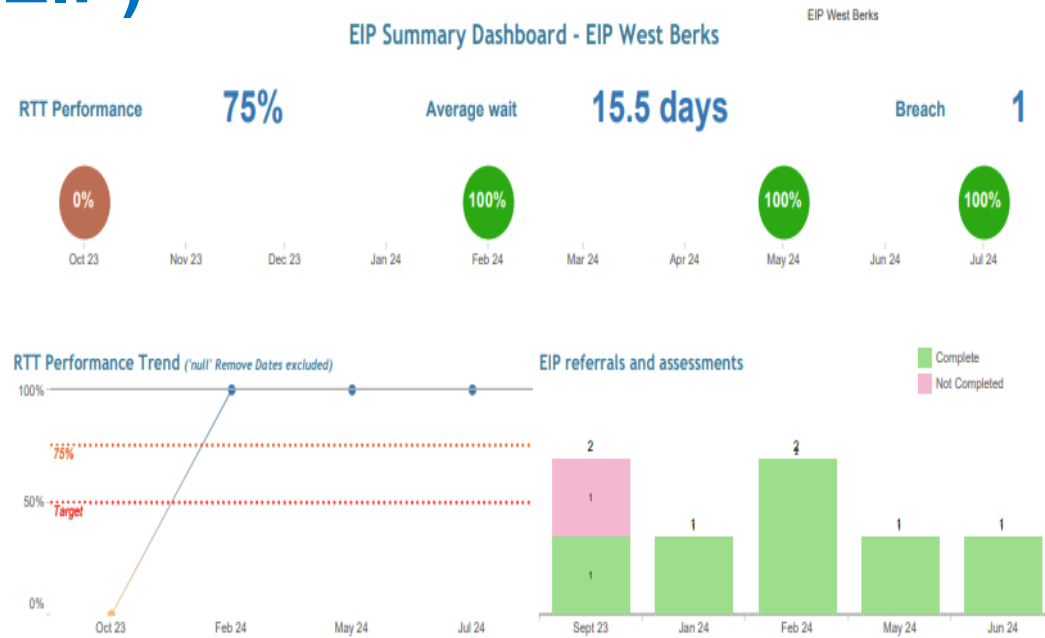


West Berkshire CMHT Caseload



1st Psychiatry Waiting time is 12wks
Care Coordination waiting times 6wks

Early Intervention in Psychosis (EIP)



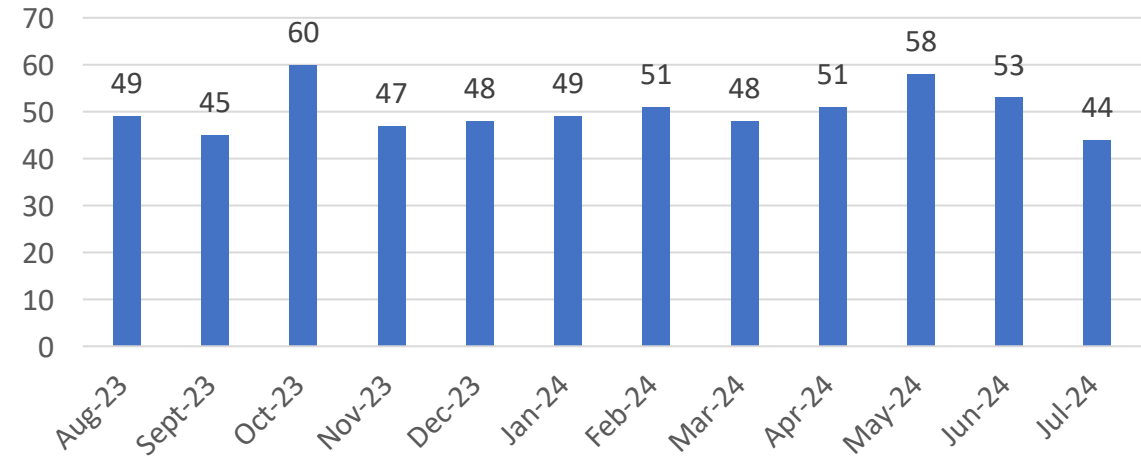
Referrals 1-2 Per Month

Waiting times are 1-2 weeks*
(1 breach in Sept 23)

Caseload West Berkshire total
12

CRHTT

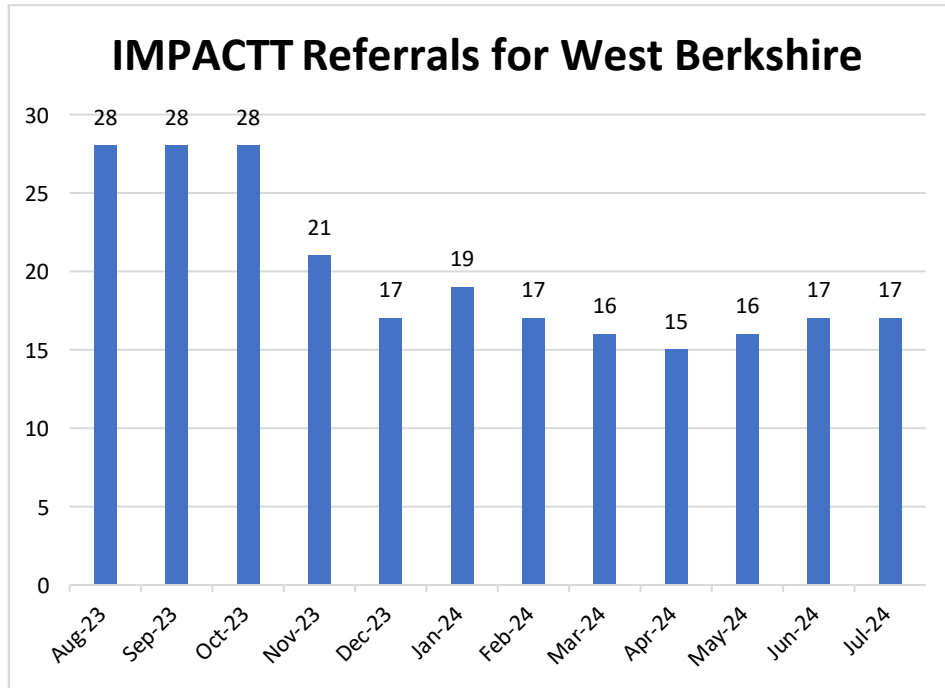
Crisis Referrals for West Berkshire



Caseload 01.08.2024

R.A.G	NEWBURY
REFERRALS IN	3
RED	2
AMBER	7
GREEN	11
TOTAL	23

IMPACTT



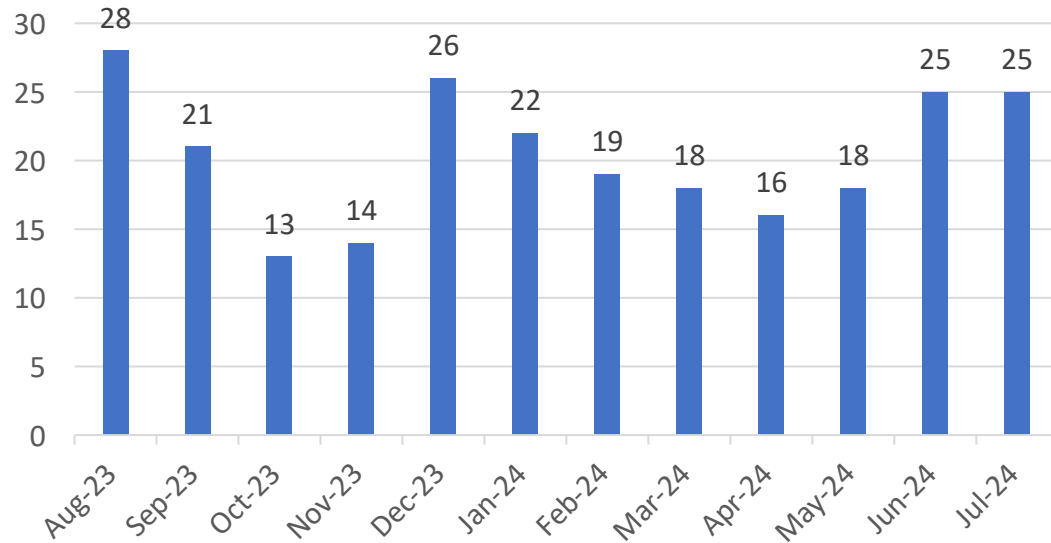
0 patients waiting for initial appointment
 1 patient waiting since 23/7/24 MBTi
 1 patient completed MBTi 22/3/24, then deferred treatment for 6 Months
 4 patients waiting for DBT. longest waiter since 7/2/24

Community Mental Health Psychological Therapies (CMHPT)

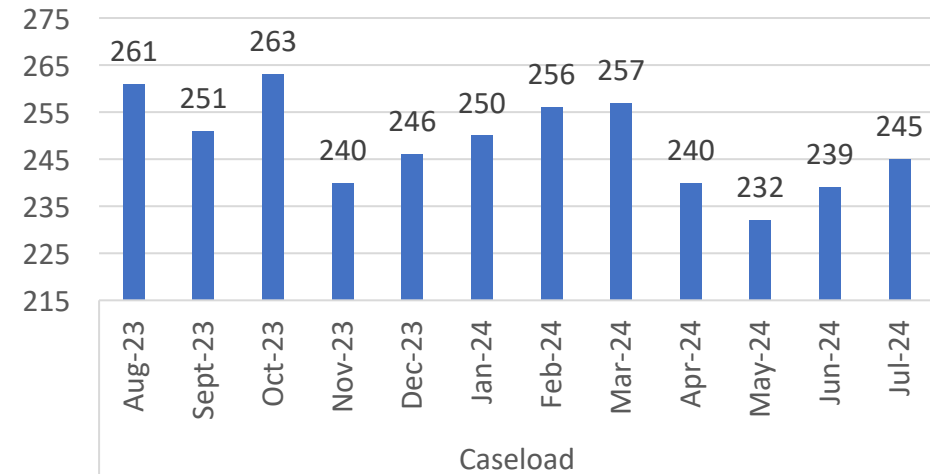
West Berkshire August 2024	
Longest Wait for Assessment	25 Weeks
Longest Wait for Treatment	11 Months
Length of Wait for Group sessions	4 Months
Total number waiting for Individual Treatment	12
Total waiting (includes the 2 for groups)	14
Current Caseload	99

Older Adults Community Mental Health Team (OACMHT)

West Berkshire OACMHT Referrals



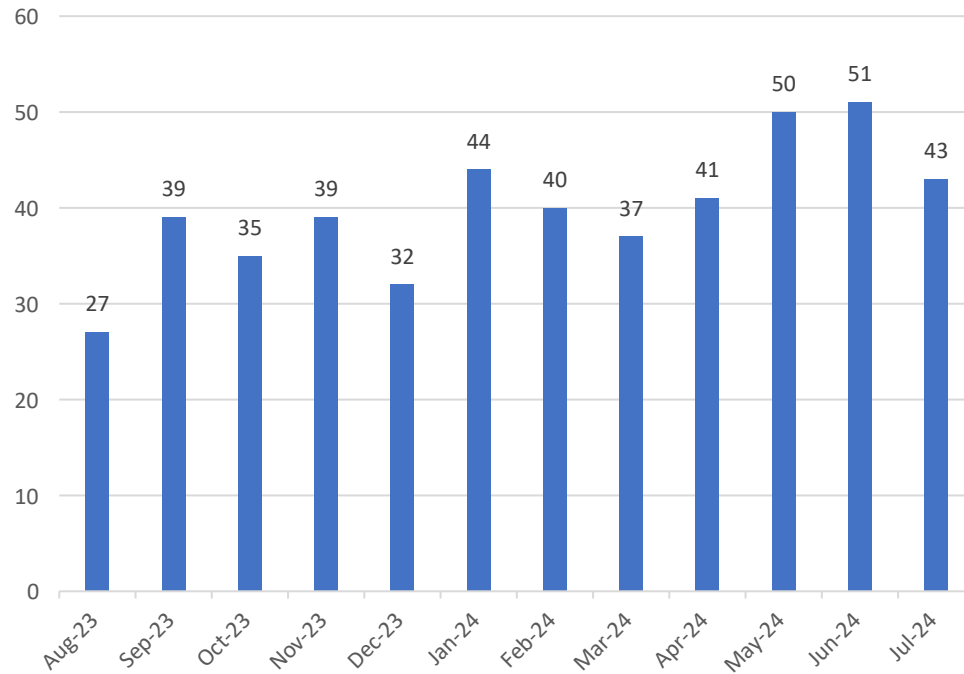
OACMHT Caseload



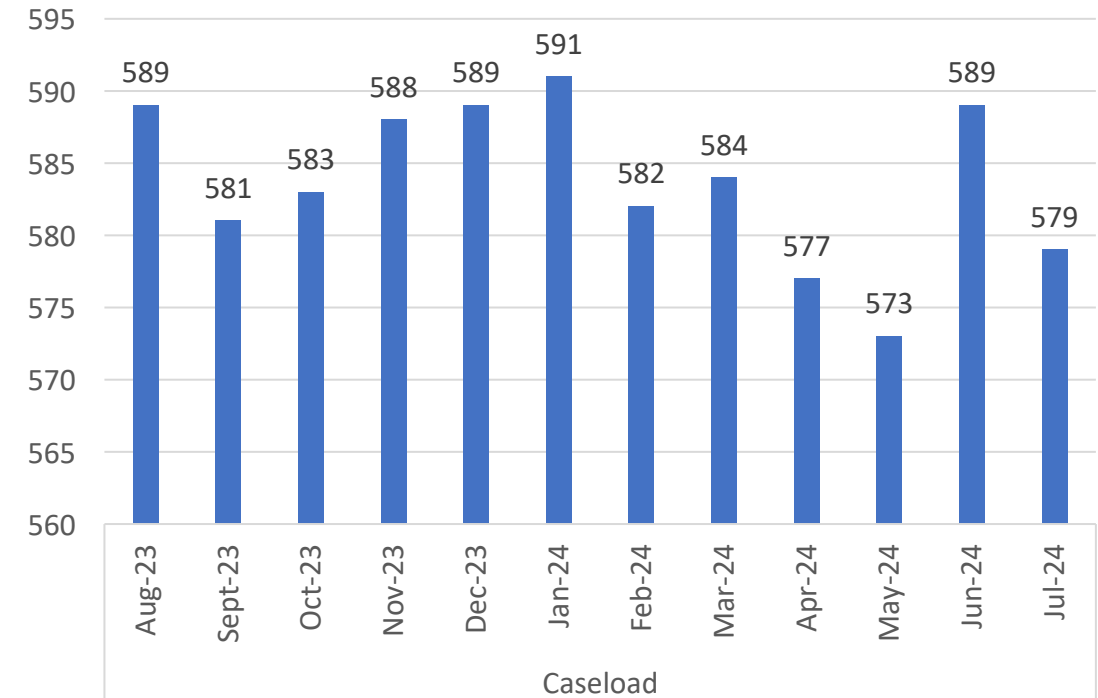
Waiting times – Urgent seen within 1wk, soon within 2/3wk and routine in 3/4wks

Memory Clinic Service

West Berkshire Memory Clinic Referrals



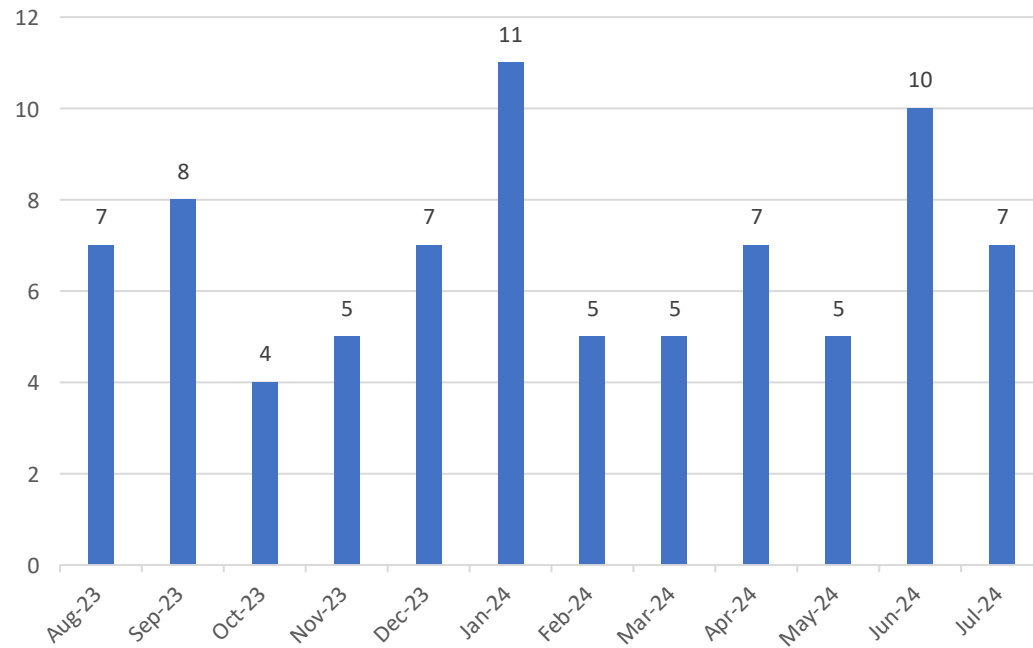
West Berkshire Memory Clinic Caseload



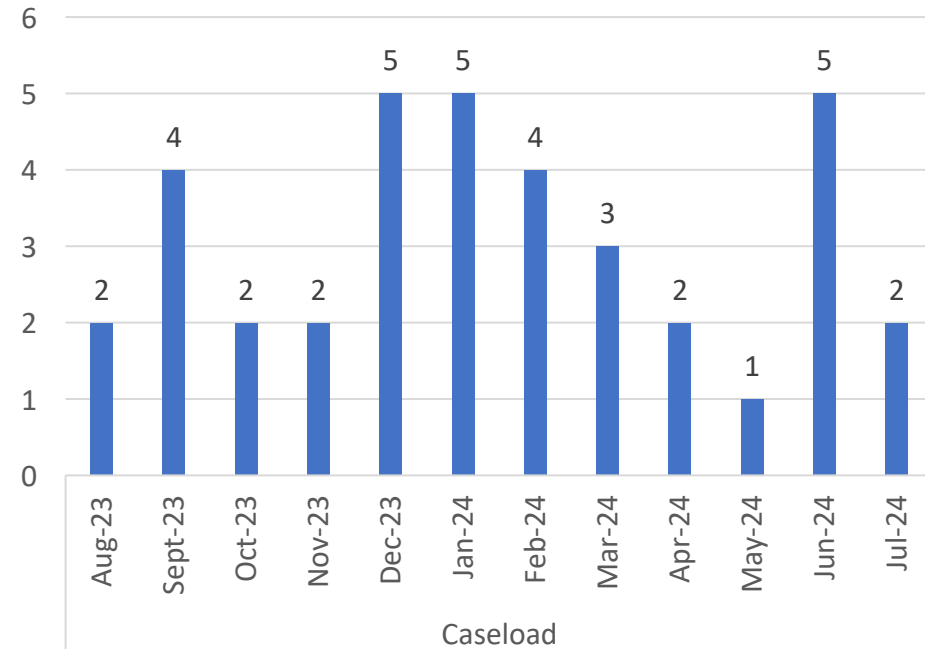
Waiting time in July 2024 was 17wks. This is an improvement from its height of 24.5wks in December 2023

Older Adults Home Treatment Team (OAHTT)

West Berkshire OAHTT Referrals



West Berkshire OAHTT Caseload



09/08/2024 Caseload 2
Usually allocated on the same day

'I Want Great Care'

West Berkshire Service, breakdown of feedback



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CMHT/Care Pathways-Hillcroft Hse: 28 responses collated positive performance of 82.14% and an Average 5 Star Score of 4.34 (all questions).

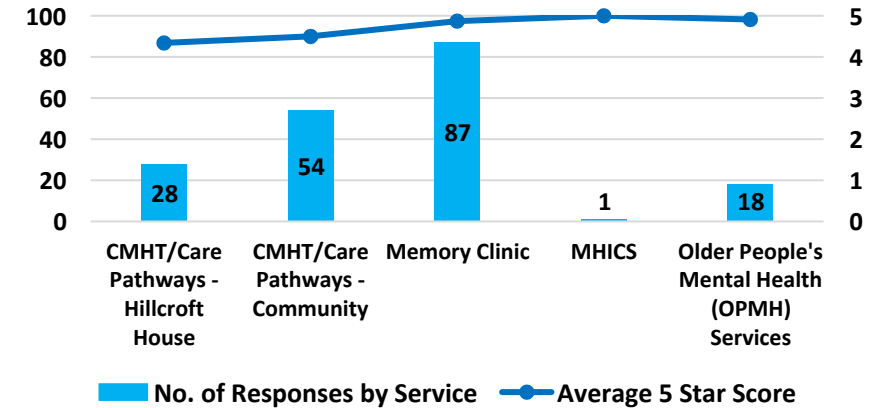
CMHT/Care Pathways - Community: 54 responses collated positive performance of 86.79% and an Average 5 Star Score of 4.50 (all questions).

Memory Clinic: 87 responses collated positive performance of 96.55% and an Average 5 Star Score of 4.87 (all questions).

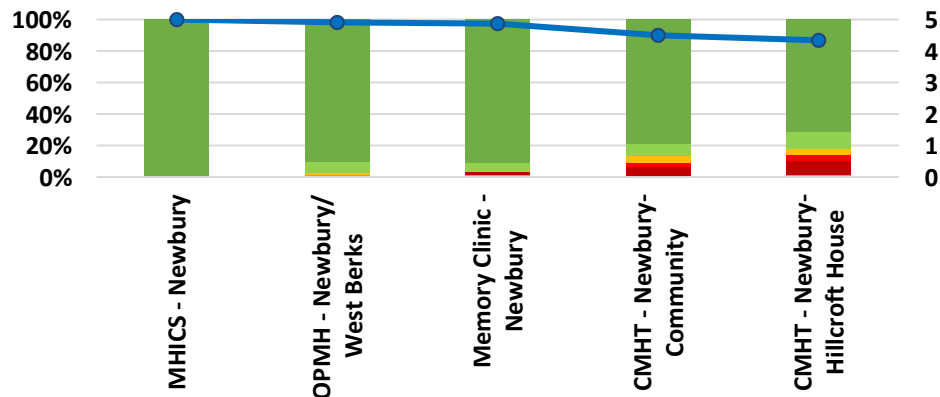
MHICS: 1 response collated positive performance of 100% and an Average 5 Star Score of 5.00 (all questions).

OPMH Services: 18 responses collated positive performance of 100% and an Average 5 Star Score of 4.91 (all questions).

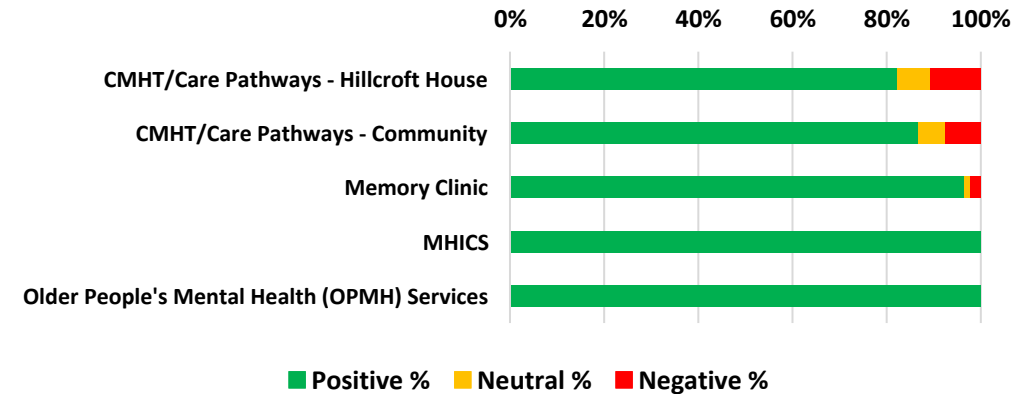
Performance By Service



Performance Score By Service



Performance By Service (%)



West Berkshire IWGC Service User Feedback

Excellent listening skills, provides useful tools to aid clear and constructive thinking, very caring and real. Thoughtful. Proactive. Has helped prevent crisis when been on the verge, more than once

I was listened to, treated empathically, provided with very helpful insight, challenged appropriately, and as a result, understand my anxiety and depression better

Dr [name removed] made me feel comfortable and confident to answer all his questions fully as he was friendly and non-judgemental. He explained why he was asking more obscure questions and warned me before the test to expect easy, hard and some strange questions. I had worried about the memory clinic beforehand, but because of his confident but reassuring manner, I felt relaxed and able to give him full answers to his many questions.

I was initially very worried but, the lady who did my MHICS assessment was so lovely, and kind and the staff were very welcoming and friendly

The interview was enjoyable and [name removed] from the memory clinic was engaging

The Memory Clinic Nurse, who visited me in our own home, immediately put me at ease. Throughout our session I was very impressed with how he asked questions that built up an excellent picture of my situation over the past months. I am extremely grateful

We are always treated with kindness and care. My husband who has Alzheimer's is confident and feels safe with the practitioners

My CPN is like a friend to me she listens to my problems and gives me advice and encourages me

The neurodivergent sessions have truly changed my life

High standard of treatment exceeded my expectations

My therapist is excellent, understanding and listened

All my visits to Hillcroft have been a huge help to me and my daughter. Dr [name removed] and Dr [name removed] are very professional but also very kind and understanding

The whole experience of attending the memory clinic was excellent from start to finish. Thank you

The Dr went above and beyond to listen to my concerns about my father and took a long time to talk to him and give him a very thorough examination to ascertain how he was feeling. She was considerate of his disabilities but never patronising. Overall, I was very impressed with the service and the follow up

Dr [name removed] has been amazing and very kind and supportive in my path towards better mental health

Context & Challenges



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- **Demand and capacity**
 - **Work force challenges**
 - **Staff burnout**
 - **Complex presentations**
 - **Differing thresholds**
 - **Variation in offer**
-

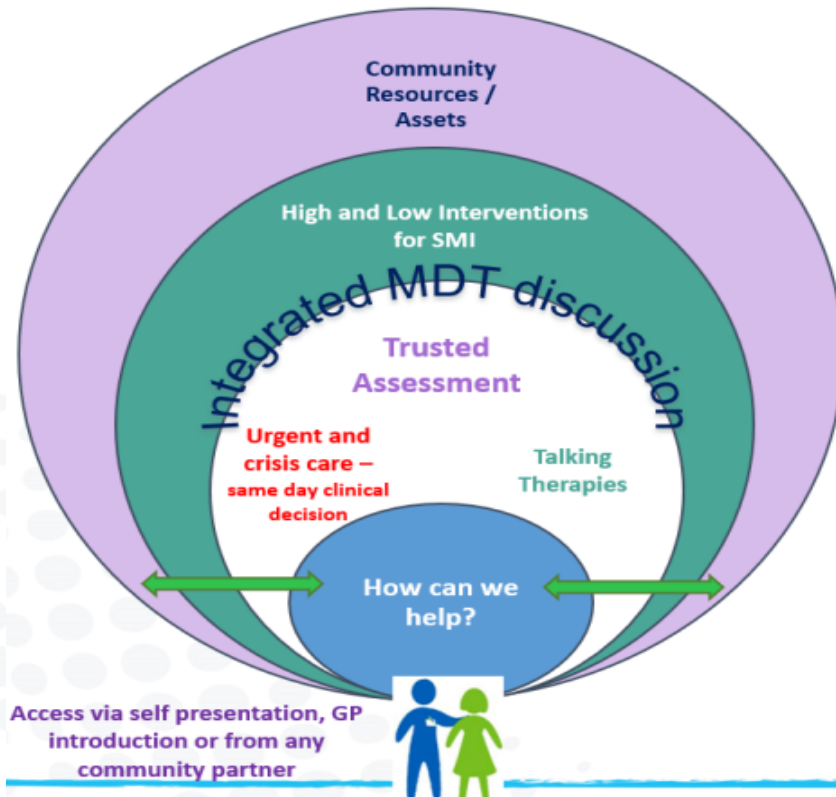
Service Transformation- Development-ONE TEAM



What is One Team?

Project One Team will transform Berkshire's Mental Health offer in line with the NHS Long Term Plan. It will build upon the work already done by the Community Mental Health Transformation Programmes to create a brand-new model for Berkshire. This new model will feature the operational, structural and process improvements required to help us deliver the collaborative, integrated and equitable services that the modern population of Berkshire need.

The One Team approach – right care at the right time in the right place, by the right professional



- Provides **clarity** of individualised, evidence based / high quality MH interventions
- **Clear pathways and interface** arrangements
- **Holistic** – considers physical & mental health; 'social determinants' of health, recovery focus and community assets
- Reduces or eliminates unnecessary thresholds such as **age barriers** (transitions and OPMH pathways)
- **Works across multi-agency boundaries** – mental/physical health; health and social care; and promotes partnership working with VCSE
- Allows earlier intervention, and **improves access** and interfaces between **primary and 'secondary'** (or specialist) care
- Is **inclusive** to 'under-served' communities or people who may not access traditional clinical models.

What we have introduced so far

- At place teams
- The new One Assessment form is live and helps to identify SMI needs.
- Post assessment MDTs for joint decision making and care planning including identifying the interventions recommended within the treatment offer have commenced.
- At place Teams are using the post assessment Treatment & Planning MDT and escalated MDT to discuss complex issues and risk not arising from a mental illness and how this is communicated to referrers with a clear rationale for the decision.
- Digital flow and process for stopping the clock in place. (working towards the 28-day referral to care plan target)
- New approach to risk formulation and safety planning and how paired PROM's and SNOMED codes will now be used to monitor the interventions being used.
- Work has commenced with OPMH to focus on getting ready for new treatments and reducing variation in waits.
- MHICS are now working closer with primary care in facilitating the transfer of patients back to primary care – this is also supported by the new care passport.

Clear and consistent treatment offer

- We are implementing the recommended, evidence-based clinical offer for Significant Mental Illness (SMI) along with the social and wellbeing-focused interventions required to meet significant mental health needs. These include interventions offered by health care providers as well as voluntary and statutory organisation.

Glossary

- **MHICS – Mental Health Integrated Community Services**
- **GPs - General Practitioners**
- **PCN – Primary Care Networks**
- **VCSE – Voluntary Community Social Enterprises**
- **ARRRs – Additional Roles Reimbursement Scheme**
- **MHP – Mental Health Practitioner**
- **CMHS – Community Mental Health Services**
- **CPE – Central Point Entry**
- **MDT – Multi-Disciplinary Team**
- **PC – Primary Care**
- **IPS – Individual Placement Support**
- **SMI – Significant Mental Illness**
- **IAPT – Improving Access to Psychological Therapies**
- **CMHT – Community Mental Health Team**
- **EIP – Early Intervention Psychosis**
- **IPT – Individual Placement Team**
- **PMS – Perinatal Mental health Services**
- **CRHTT – Crisis Resolution Home Treatment Team**
- **SUN – Service User Network**
- **MEP – Managing Emotions Programme**
- **RAG – Red, Amber, Green**
- **CMHPT – Community Mental Health Psychosocial Therapies**
- **MBTi – Myers Briggs Type Indicator**
- **DBT – Dialectical Behaviour Therapy**
- **IMPACTT – Intensive Management of Personality Disorders and Clinical Therapies Team**
- **ASSIST – Assertive Intervention Stabilisation Team**
- **OPMH – Older Peoples Mental Health**
- **CPN – Community Psychiatric Nurse**
- **PROMS – Patient Reported Outcome Measure**
- **SNOMED – Systemized Nomenclature of Medicine**

Thank you
questions...?