

Northumberland Health and wellbeing OSC

CNTW's Experience of COVID and the Future

Tuesday, 6 April 2021



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Psychiatric Liaison



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

- All face to face contact has continued to be provided throughout the pandemic
- The Liaison team were required to provide a Mental Health Emergency Department as recommended by the Royal college of College Psychiatrist in response to the pandemic.
- Children and young person's pathway, introduced in May 2020 and continues to be in situ.
- A Joint assessment with clinicians who has specialist skills in working with Young people and also adults for 16- 25 age group. Follow up appointments with UCT for children and young
- Currently piloting for seven day a week extended service for older adult's liaison psychiatry, covering NSECH at weekends.



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Universal CRHT

Older persons pathway:

- Accelerated plan for 24/7 Crisis Care for older adults. Prior to this there was clear health inequality for older adults accessing Crisis care; patients with Organic presentation had previously had very limited options to support Crisis periods.
- The team offers urgent assessment, “needs led” holistic home based treatment, working closely with care providers to avoid breakdown of home environment (including care home).
- The team accept direct referrals and also work closely with wider social / health providers to ensure older adults have equal access to Crisis care and support.



Universal CRHT

Working Age Adult Pathway:

- We recognised the essential need for mental health Crisis care during unprecedented times; subsequently Crisis services continued to offer full service provision over the pandemic.
- We worked closely with ICS to respond to those impacted directly by pandemic
- Close working with the wider community, social care / housing providers to provided bespoke support to individuals and social care providers' to prevent unnecessary hospital admission / breakdown in placements.
- We were able to collaborate directly with Together in a Crisis (TIAC) to offer a bespoke service for those presenting to Crisis Team (this was launched during lockdown 1).



Universal CRHT

Younger Persons Pathway:

- Recognition that young people, up to the age of 25 were at particular risk during Pandemic. Children's and Young Persons pathway accelerated plan to provide 24/7 cover for children, young people; providing urgent Crisis assessment, home based treatment and support for parents / carers'.
- Supported Psychiatric Liaison Team in developing an enhanced psychiatric liaison service
- Implementation of specialist follow up for those presenting to acute hospital, which included CYP Crisis team offering up to three follow up appointments. This reduced further deterioration, re-admission to ED and provided early intervention for those with a first presentation.



Addictions services

- The World Health Organisation and Public Health England both recognised the importance of continuity of addiction services during the pandemic. Especially as social isolation may increase the amount of substances or alcohol an individual is consuming, we therefore continued to provide a full service for our patients through face to face and digital contact.
- We have adapted our approach to meet the needs of our most vulnerable
- Providing mobile phones to vulnerable service users to maintain contact levels.
- Using technology such as Microsoft Teams to continue group therapy work
- Food parcel provision has been increased



Community Treatment Teams

- Initially stepped down to essential Face to Face contact only. In line with national guidance and to ensure the safety of both staff and patients. All caseloads were reviewed and identified those most at risk who would continue to require essential face to face contact.
- Development Digital Technology for both Individual & Group Work.
- Regular to face to face contact resumed in April. CTT have complex caseloads requiring a multi layered flexible approach to assessment, treatment and interventions
- COVID 19 Care Plans developed collaboratively with patients and carers to allow for choice regarding contact , maintaining safety for staff, patients and family.
- COVID secure workplaces developed in line with national guidance for staff and patients.



- Minimal increase in DNAs
- Initial decrease in referrals.
- Referral returned to pre COVID numbers with slight increase.
- Referrals for long COVID and those involved in direct patient care.



What went well

Older Adults

- Northumberland Memory Service Ethical considerations and the development of NMS getting started document.
- Close collaborative working with patients to develop care plan that felt safe and comfortable .
- Collaborative work with Nursing Homes.
- Increased confidence and use of Digital Technology
- New approaches to Team and partnership working



- Flexibility and adaptability of workforce.
- On going staff resilience.
- Management of ever changing provider landscape.
- Response to ever changing patient need.



What's next

- Continue to work in COVID safe environment.
- Team Building, maintaining resilience.
- The new normal – Enhancing and maintaining the use of Digital technology.
- Transforming crisis care
- Surge management – System wide working
- Continuing to develop our crisis service offer to 16-25's years in line with Long term plan
- Review of service model provided within Addictions
- Community Mental Health Transformation (NHS. The NHS long term plan. 2019. <https://www.longtermplan.nhs.uk>)





QUESTIONS

