

Staff newsletter from the Unscheduled Care Steering Group

Managers / Clinicians please discuss this briefing within your teams.

Community Mental Health Acute Care Service (CMHACS)

The CMHACS Framework was developed and agreed at the Unscheduled Care Steering Group. Gillian Reilly – Interim Head of Service and Lynsey Hecht – Interim Service Manager visited North East, North West and South Crisis Teams to discuss the Framework.

The CMHACS is a comprehensive mental health acute care service whose first goal is to provide mental health care, treatment and support as a credible alternative to hospital admission or prolonged inpatient care. The service delivers a safe alternative to hospital care, promoting emotional strength and reducing the impact of mental health crisis through intervention, education, prevention and community collaboration.

This Operational Framework details the arrangements for the operation of the CMHACS whose core functions are to:

- Offer short term intensive community based treatment as a credible alternative to hospital admission.
- Manage all requests for access to inpatient care and provide assessment of suitability for home treatment as an alternative to admission.
- Work in collaboration with Acute Inpatient Mental Health Service to facilitate and support discharge from hospital for individuals that home treatment is deemed to be appropriate for.

There are three work streams that have stemmed from the Unscheduled Care Steering Group

The Workforce work stream will consider the current workforce, determining future workforce needs and identifying any current gaps between the present and the future for all Mental Health Unscheduled Care Services. Data will be critical to inform workforce requirements. The group will work to implement solutions so that Unscheduled Care services respond to urgent care in a trauma-informed manner, using principles of Time, Space, Compassion, and responding to national recommendations/guidance. The work stream will consider implementation of the Community Mental Health Acute Care Service.

The Data work stream will respond to national and local data requirements across Unscheduled Care Services, and develop a data set for reporting purposes. The aim of the data group is to gain meaningful insight from data to support the implementation of the strategy, inform the overall service and workforce requirements, report on boardwide activity, and consider outcome measurements.

This will allow the Unscheduled Care steering group to gain greater insight into current activity across NHSGGC.

The Communication & Engagement work stream will develop a work plan to promote effective communication across the 6 HSCPs in relation to Unscheduled Care Services, Pathways, Operational Policies and influence on the Strategy. This should include methods of updating staff on services (e.g. staff engagement events, newsletters, FAQs/7 minute briefings) as well as providing staff, patients and family members an opportunity to influence future service developments (e.g. staff and community events, questionnaires, MH Strategy online feedback etc.).

There will be a request for the involvement of the Mental Health Network to assist in communication and engagement with service users and family members.

Management Structure

The Glasgow City Crisis teams (NE, NW and South) will be positioned under the management structure of Specialist Mental Health Services. This will be effective from 17/02/2025.

Medical Staff

In line with the Mental Health Strategy, medics have been appointed within the Mental Health Assessment Units. Medics will be appointed to the CMHACS, equating to 2 WTE for the Glasgow City teams. The Team Leaders will be invited to be involved in the implementation of this.

Adult Mental Health Liaison Service

AMHLS previously operated Mon – Fri 0900-2000. The Service hours changed on the 1st of October 2024. The service continues to operate 7 days per week, including public holidays. This service now operates 0900-1700.

This change of hours is a result of the introduction of the Mental Health Assessment Units (MHAU) in 2020 and the proposal to change the operational hours of AMHLS was agreed at the Glasgow City Integrated Joint Board meeting in May 2024.

Distress

The Mental Health Strategy recommends developing access to ‘distress’ services, delivered as part of Unscheduled Care. Distress Brief Intervention (DBI) is a model which offers compassionate, problem solving support for those experiencing emotional pain, who do not require a clinical response. All HSCP areas in Greater Glasgow & Clyde currently have some provision of DBI service, but this varies across the GGC area in terms of accessibility.

Work is currently underway to explore how services can be more accessible to a greater number, increase numbers of referrers and promote the services to ensure those in distress can access timeous support when needed.

Police Custody Healthcare

Police Custody Health Care is under the remit of NHSGG&C, Glasgow City HSCP. This is a 24 hour peripatetic service consisting of Mental Health and general nurses as well as on call Forensic Physicians operating across all custody sites within GG&C. This is a nurse led service working in collaboration with Police Scotland and various external agencies to appropriately manage the health care needs of patients. Referrals are accepted through Police Scotland Custody staff providing a timeous response for assessment of patients in mental health crisis in this setting.

Mental health Assessment Units

The development of the MHAUs has proven to improve the patient experience and pathway for the provision of emergency mental health assessment for patients presenting in crisis. This meets key criteria within the Scottish Governments Mental Health Strategy and provides an alternative to attendance at EDs for patients not only presenting with mental health crisis but also as an alternative pathway for those patients presenting in social crisis with associated distress. The MHAU received almost 16000 referrals from January 2024- December 2024.

Communication and Engagement

We are planning a further broader staff engagement sessions later in the year to provide a progress update on our implementation plans.

If you have any questions or queries please email me - gillian.reilly5@nhs.scot

Staff side contacts

TBC

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