



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

**Out of Hours Service
for People
Experiencing a Mental
Health Crisis
Proposed Change of Location**

CONTENTS

No.	ITEM	PAGE
1	Purpose	2
2	How is the Out of Hours service provided now?	3
3	Why we would like to change the service location	5
4	Where we think a good location would be	6
5	Let us know what you think	8
6	What next?	8

1. PURPOSE

This document aims to provide people with information about the Out of Hours crisis service and the ideas that the Adult Mental Health Directorate have about making changes to the service.

The information will explain how the service is currently delivered, what changes we would like to make and the reasons why we think the changes would be beneficial to service users, staff and external partners.

This information is provided so that people can give us feedback on our ideas. Please look at the attached questionnaire and let us have your thoughts by **29th November 2020**.

We would like to get feedback from as many people as possible and we would appreciate it if you could share this widely with anyone who may be interested in mental health services in Gwent.

2. HOW IS THE OUT OF HOURS SERVICES PROVIDED NOW?

The Adult Mental Health and Specialist Services Directorate is responsible for ensuring all adults across Gwent have access to appropriate mental health services if they experience a mental health crisis.

Currently when a person experiences a crisis the way they access help depends on the time of day that they contact services and how people are referred for a crisis assessment.

Centralised Out of Hours Assessment Unit

Between the hours of 9pm and 9am people will be referred to the centralised Out of Hours crisis service that is currently based in County Hospital. When a person attends for a crisis assessment, they will usually be assessed by two Crisis Workers.

However, at the moment, not everyone is taken to the same place when they are in crisis.

Police - Section 136

If the police are called to assist a person experiencing a crisis between 9pm and 9am, and it is deemed necessary to detain the person under Section 136 of the Mental Health Act (meaning that the police believe they need to be taken to, or kept, in a designated place of safety) the police will transport the person to the '136 Suite' which is located within St Cadoc's Hospital.

Police – general

If the police are called to assist a person in crisis between 9pm and 9am, but they do not believe it is necessary to detain the person, they may transport the person to the Out of Hours unit in County Hospital or to an Accident & Emergency (A&E) department, if the person is in agreement.

Welsh Ambulance Service Trust (WAST)

If the ambulance service is contacted about a person in crisis between 9pm and 9am, they may attend to the person and transport them to the Out of Hours unit in County Hospital or to an Accident & Emergency (A&E) department.

How Do People Currently Get To Their Crisis Assessment?

The majority (90%) of people who need a crisis assessment between 9pm and 9am are taken to Talygarn, County Hospital either by the ambulance service, the police or the mental health conveyancing scheme. 10% of people use their own method of transport to attend, which is on average 3 people per month.

3. WHY WE WOULD LIKE TO CHANGE THE SERVICE LOCATION

Single point of access

We would like to make it easier for people to access crisis services, and this involves creating a single point of access between 9pm and 9am. We can do this by:

- Having the Out of Hours crisis assessments and the 136 Suite in the same hospital.
- Ensuring assessments are completed in timely manner so that ambulance crews or the police are not delayed unnecessarily or decide to transport service users to a different destination to be seen quicker.

The ambulance service and the police have both said that they would find it easier if they had a single point of access to take patients to.

County Hospital does not have the space or facilities available to create a single point of access on this hospital site.

Environmental challenges

We would also like to offer people who need a crisis assessment the opportunity to attend a location that is suitable, safe and can accommodate COVID-19 social distances measures.

The waiting area in County Hospital is small and unable to accommodate multiple service users, particularly with social distancing measures in place. This will mean that some service users attending in crisis may be asked to wait outside the building between the hours of 9pm and 9am which would not be ideal, especially during colder months.

The Out of Hours service in County Hospital is currently not accessible to people who have mobility issues or physical disabilities. Whilst the assessment room is accessible, the toilet facilities are not.

Due to a lack of space available, the crisis assessments are completed in close proximity to the acute ward. At times this has caused disruption and provoked anxiety in service users attending for an assessment.

Patient transfers

Following a crisis assessment, if a person needs to be admitted to a ward, at County Hospital the only option available is to be admitted to Talygarn Ward. If a person needed a higher level of care they would have to be transferred to St Cadoc's Hospital so that they could be admitted to the Psychiatric Intensive Care Unit (PICU).

It has been raised by the Community Health Council and Healthcare Inspectorate Wales that transferring patients is not helpful.

Staff feedback

Feedback from staff suggests that there are feelings of isolation when working in the Out of Hours service and safety issues have been raised. We would like to ensure that all of our staff are feeling supported when in work and that we offer safe environments to service users and staff.

4. WHERE WE THINK A GOOD LOCATION WOULD BE

We think it would be a good idea to move the Out of Hours Service from Talygarn in County Hospital to Kemeys in St Cadoc's. There are a number of reasons why we think this would be a good idea.

- Having the Out of Hours service at St Cadoc's Hospital would create a single point of access.
- The environment in St Cadoc's is more suitable for people attending for crisis assessments. A waiting area is available to allow a higher number of service users to wait safely inside the building whilst being able to maintain current social distancing measures. The assessments rooms are a suitable distance from the ward environment and the location is also accessible to service users with disabilities.
- St Cadoc's Hospital has an acute adult mental health ward and PICU on site. This means that any person who needs an admission, regardless of whether they need an acute ward or PICU can be admitted without the need to transfer to a different hospital.
- St Cadoc's Hospital has a range of mental health services on site and so when the service is busy, there will be staff on site who would be able to help. This would ensure staff feel more supported and less isolated.
- A new alarm system has been installed at St Cadoc's and night managers are employed to oversee all activity on site throughout the night.

Prior to deciding that we think St Cadoc's hospital would be a better location for the Out of Hours Service, we considered whether we could move the service to Ysbyty Ystrad Fawr. It was decided that this was not a feasible option due to the limited space available. Whilst the hospital is a large facility, the Adult Mental Health Directorate only has a limited amount of space within the building and this is currently being used by other services. There would also be no option to co-locate the Out of Hours Service and the 136 Suite, meaning that there would still be no single point of access between 9pm and 9am.

Are there any downsides to moving the service to St Cadoc's?

We recognise that by moving the service from County Hospital to St Cadoc's Hospital there will be an impact on travel for some people. Whilst people who live nearer to St Cadoc's Hospital will benefit from a shorter journey than going to County Hospital, those who live closer to County Hospital will potentially need to travel further. The distance between County Hospital and St Cadoc's Hospital is 7.9 miles, or an 18 minute drive.

The majority of people who attend a crisis assessment will be taken to the hospital by the ambulance service, the police or the mental health conveyancing scheme. Therefore, these people will be transported to their assessment and will not be required to find their own way to travel further.

For the people who use their own means of travel to get to their assessment, there is a potential that some will have to travel further. However, if this creates an issue and would mean a person could not attend their assessment, the mental health conveyancing scheme would be available to provide transport.

A new method of booking crisis assessment appointments has been introduced which collects information on whether people say they cannot attend an appointment due to travel. This will allow us to monitor whether the location of the Out of Hours service is a problem because of travel.

5. LET US KNOW WHAT YOU THINK

We would like to understand what you think about our ideas. We want to know if you have any questions about our ideas or have your own ideas about how we could improve our Out of Hours service. If you would like to ask any questions, discuss our ideas or let us know your own ideas, please get in touch:

Email: AMHEngagement.ABB@wales.nhs.uk

Post: FAO Sara Newnes,
Adult Mental Health Directorate,
Aneurin Bevan University Health Board,
County Hospital,
Pontypool,
NP4 5YA

Telephone: 01495 765798

If you would like to complete a questionnaire online please head to:

<https://rb.gy/scqgds>

6. WHAT NEXT

After 29th November 2020, all comments will be considered. If the feedback is generally in agreement with our plans to move the OOH base and there are no major concerns, a plan to implement the move will begin.

However, if the feedback is generally not in agreement with our plans or if major concerns are raised about moving the service, we will not implement a plan to move. We may wish to engage further with service users, the public and other stakeholders to understand the concerns so that we can amend our plans.

Out of Hours Base Move

Questionnaire

We would really like to understand what you think about our ideas and would appreciate it if you could complete the following questions and return to us.

1. Do you believe you have been given enough information about our ideas to be able to give your feedback?

Yes / No

2. Where do you live?

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> Newport | <input type="checkbox"/> Blaenau Gwent |
| <input type="checkbox"/> Torfaen | <input type="checkbox"/> Monmouthshire |
| <input type="checkbox"/> Caerphilly | <input type="checkbox"/> Outside of Gwent |

3. Do you agree or disagree that it would be beneficial to move the Out of Hours service out of County Hospital?

Agree / Disagree

4. Do you agree or disagree that St Cadoc's Hospital would be a suitable location for the Out of Hours service?

Agree / Disagree

5. If you have any concerns about moving the Out of Hours service out of County Hospital or the preferred location of St Cadoc's Hospital please explain further.

6. If you would like to tell us anything else about the Out of Hours service, or our ideas, please do so here.

Many thanks for taking the time to understand the change we would like to make and for giving us your views. Please return completed questionnaires to the details in Section 5 (page 9).