All Age Transformation –Co-design Workshop for ACCESS to mental health and learning disability services

Wednesday 7th March – Day three Summary

Highlights:

New faces…

The workshop had involvement from representatives of police, East Midlands Ambulance Services (EMAS), Leicester City social care, Leicestershire County social care and the emergency department to help the ideas and thinking…

A focus on four things…

The day started with a focus on four things:

- How Service users and carers self-referring be managed in the single point of access
- How GP referrals are managed in the single point of access
- How people with crisis would be managed in a single point of access
- What information will be available for self-management and what other routes than telephone will be available.

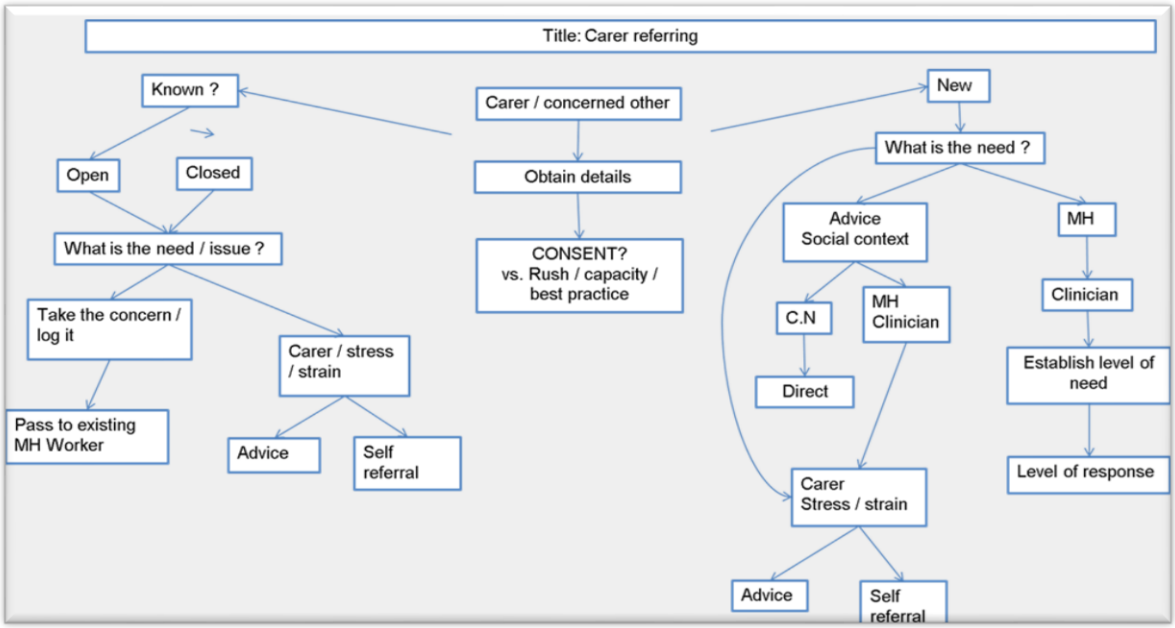
Continued development of the ideas of a single contact point that covers all of the mental health and learning disabilities services

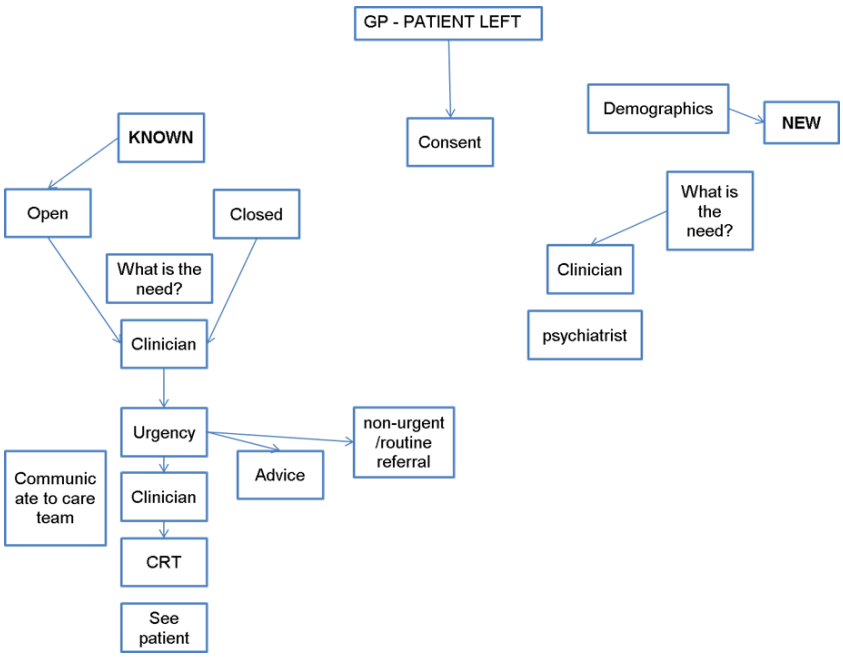
The single point of access was discussed further expanding thinking on triaging depending on how urgent their needs are:

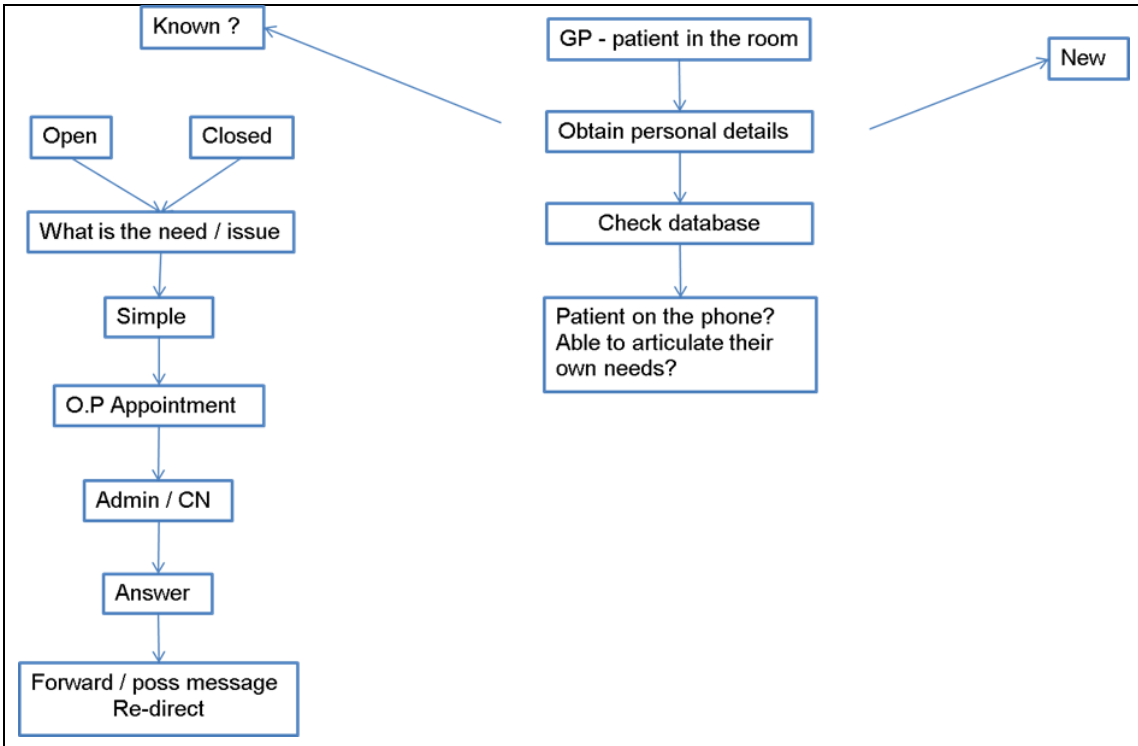
- If urgent they will receive an immediate response 24 hours, 7 days a week from a skilled triage practitioner and subsequent care and assessment as required
- If non-urgent they will be navigated to appropriate support
- There will be signposting available related to other support

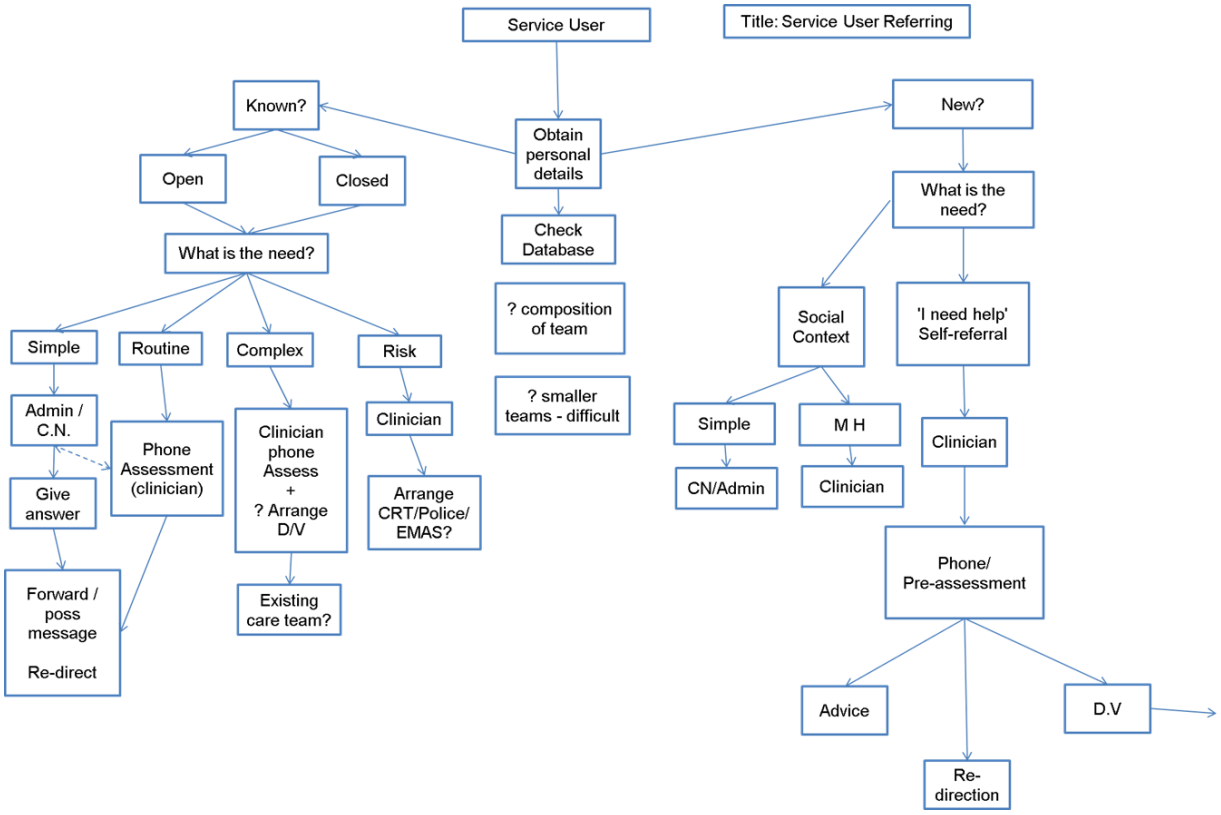
There was also thoughts on the skilled triage practitioner needed to deal with non urgent referrals supported by a multi-disciplinary service.

Additional thoughts were put into how a telephone access might work and initial flow charts drawn…


Title: Carer referring
Known ?
Open
Closed
What is the need / issue ?
Take the concern / log it
Pass to existing MH Worker
Carer / stress / strain
Advice
Self referral
Carer / concerned other
Obtain details
CONSENT? vs. Rush / capacity / best practice
New
What is the need ?
Advice Social context
C.N
Direct
MH Clinician
MH
Clinician
Establish level of need
Level of response
Carer Stress / strain
Advice
Self referral


GP - PATIENT LEFT
Consent
KNOWN
Open
Closed
What is the need?
Clinician
Urgency
Advice
non-urgent /routine referral
Communicate to care team
Clinician
CRT
See patient
Demographics
NEW
What is the need?
Clinician
psychiatrist





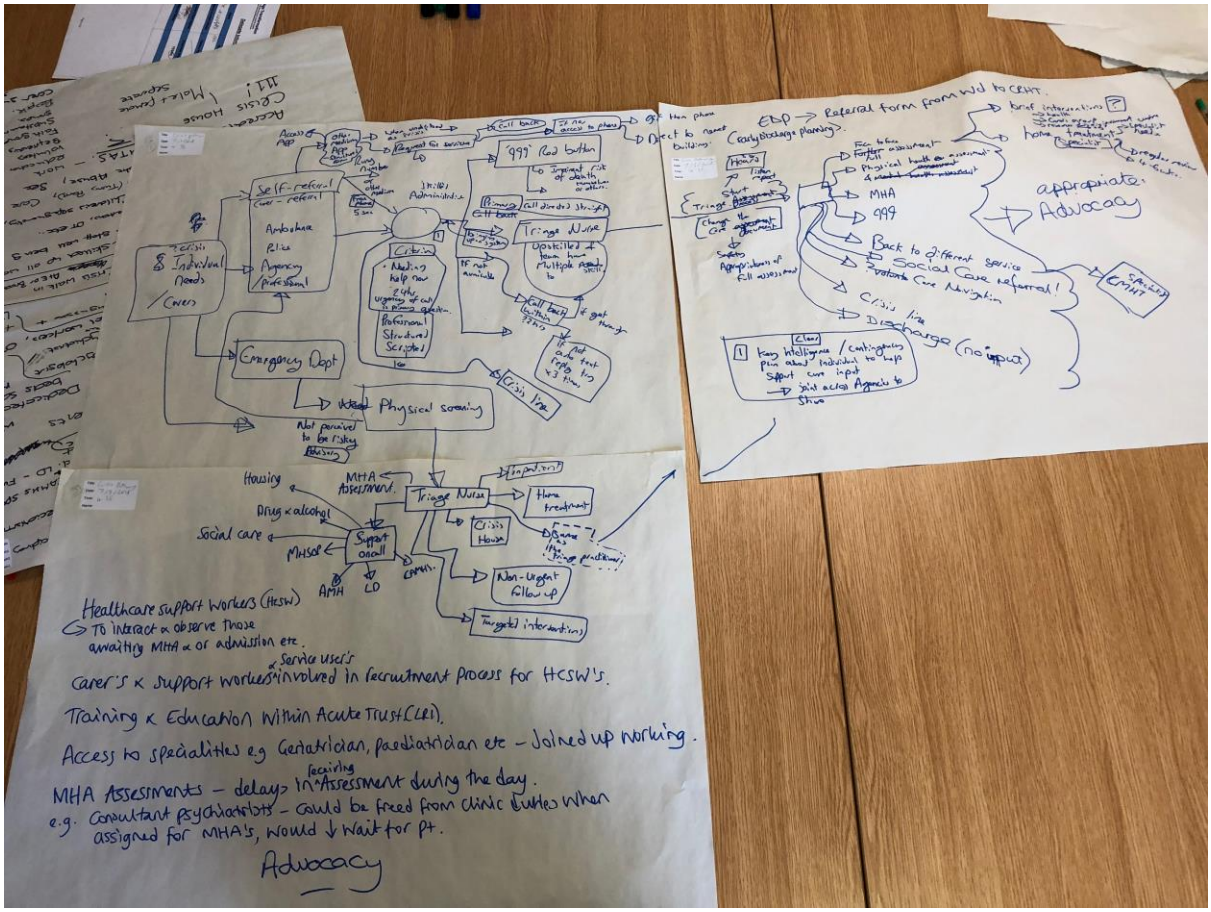
Much much more to think through and work out tomorrow…

Self management, digital self-referrals and safe havens…

A sub-group explored various self-management resources that could be shared online to support people alongside providing access to services from the single point of access. The group also thought about digital access routes into services and the value of apps and other technologies. They also explored the idea of 'Safe Havens' which are places that people

could drop into to get useful information, link up with support services and make contact with the single phone line if needed.

Thinking through how urgent or 'crisis' support could be provided…
A sub group with police, social care, EMAS and Emergency Dept staff thought about ideas on how crisis services could look both from access through the single phone line and from presentation in the emergency department. The ideas were also captured into the beginning of a process map:



Feed in events
Service users, carers, staff and voluntary sector all fed in their views from 4pm on the third day. A summary of the contributions will be shared in tomorrow's day report.

Follow the design through twitter #AllAgeTransformation and find out more at the [Leicestershire Partnership Trust website](#).