



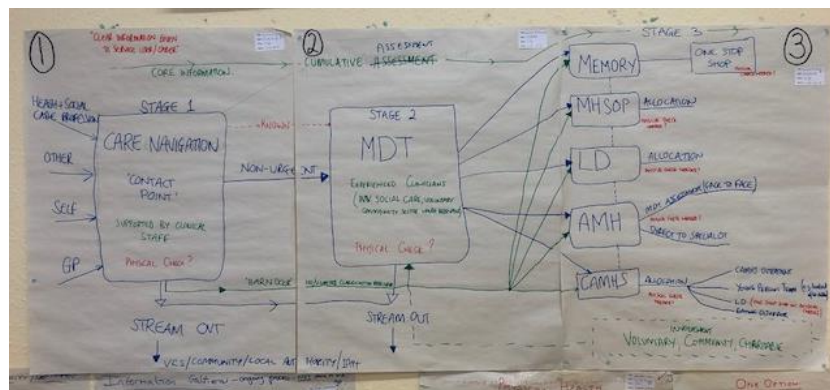
Stage 2: Co-design
Feed-in to the High Level Pathway for
'Assessment' when understanding
an individual's needs...

All-Age Mental Health and Learning Disability Transformation: Assessment Week (19-23 March 2018)

Thank you to everyone who contributed to last week's all-age transformation week focusing on improving the way people's mental health and learning disability needs are identified and a plan for support/treatment is developed. Here is a brief summary of the key proposals resulting out of the co-design week.

Summary

The approach will be person-centred, compassionate and value based, and will support people to gain the help they need as soon as possible. It would focus on pulling together good information from the individual and where appropriate, their carers/significant others and other agencies to help identify and support their needs. This was described through three stages.



Stage 1 – Care Navigation

Building on the outputs of the access workshop, individuals would be either referred by a professional (e.g. GP), would self-refer or be referred by another (carer, voluntary sector etc.). This could come either directly to Care Navigators through the central phone line (and electronic alternatives) or via a formal referral. Within Stage 1 the care navigator (supported by clinical staff) will check and gather initial information (such as demographics, carer circumstances, social circumstances, loneliness check, consent, etc.), to be able to stream the individual into either;

- emergency support (999 call),

- urgent support (crisis – see detail from previous access workshop summary),
- advice
- other non-LPT services (including the voluntary sector, local authority services, talking therapies, GP etc.)
- Non-urgent support.

If streamed as non-urgent then the Care Navigator would direct the referral to ‘Stage 2’ (see below). The Care Navigator will note if the individual was previously known to a service and look to see if there is a pre-existing plan to help navigate the individual to appropriate support directly.

Stage 2 – MDT (multi-disciplinary team) discussion

Stage 2 is a review of the referral information, supported in some instances with additional information gathered over the phone. There are currently referral hubs within Mental Health Services for Older People (MHSOP), Learning Disabilities services (LD) and Children’s Adolescent Mental Health services (CAMHS). It was proposed that these would come together alongside experienced staff in adult mental health services, social care and wherever possible, the voluntary sector. The pertinent experienced staff would review referrals with the opportunity to have discussions with the wider multi-disciplinary team in their specialty (e.g. AMH, LD, CAMHS, MHSOP) or different speciality teams where necessary. Through these decisions the individual could be streamed into either a non-LPT services or into a particular specialist team for a face to face assessment (described as Stage 3).

If an individual is referred who is known to a service then the health professional will contact the individual’s previous supporting team to help plan the next step in their assessment or support.

Where someone would benefit from having physical tests prior to assessment (such as scans for memory service) then the health professional will support the individual to have the tests prior to a face to face assessment (this could be through their GP).

The most important objective here is for MDT teams to focus on making good decisions to direct the individual to the right specialty face to face assessment first time, to avoid the service user bouncing between services.

Stage 3 – Assessment by Specialist Team

There were several key streams out of Stage 2, each using different approaches to assessment to match the different needs of their service users. Proposals were:

- Memory services:
 - organised as a one-stop assessment with the scan organised prior to assessment and tests undertaken during or prior to attendance.
- Learning disabilities:
 - directed to the specific profession. Teams within LD from stage 2; assessment will be allocated to the relevant health professional locally.
- Mental health services for older people:

- directed to the specific profession. Teams within MHSOP from stage 2; assessment will be allocated to the relevant health professional locally.
- Adult mental health
 - If it is clear at stage 2 which specific profession it is related to, teams within AMH will undertake the assessment, direct the assessment to the team and allocate to the relevant health professional locally.
 - If it is not clear at stage 2 which specific profession/team within AMH should undertake the assessment then there will be an MDT assessment.
- Child and adolescent mental health service
 - directed to the specific profession. Teams within CAMHS from stage 2; assessment will be allocated to the relevant health professional locally.

Other key features

It was discussed that these stages of assessment should be undertaken in a timely fashion from beginning to end, to make good quality and prompt decisions on the best support for an individual. The assessment needs to be collaborative with the individual seeking support, focused on their strengths and aiding their particular circumstances.



There was a proposal for core information to be captured throughout this process to best identify people's needs, the needs and impact on the other significant people in their lives and useful information to support good assessments. There was an emphasis on having sufficient time to review an individual's information prior to face-to-face assessment and time to undertake the assessment well.

The proposed approach to assessment was overall looking to build on good practice within the Trust. It focused on minimising unnecessary delays in process, and making a good assessment by the right person/team to avoid people being bounced around between services – which we know service users do not want.

Next steps

These ideas will now feed into the next co-design week which will focus on 'care and treatment' (9-13 April), after which there will be a final week on discharge (23 – 27 April). Look out for the online surveys and details of feed-in sessions at www.leicspart.nhs.uk/allagetransformation.

The showcase event to summarise the results for Treatment week will be on Friday 13 April, and the Discharge week showcase is on Friday 27 April. Both events are from 2pm-3pm and take place at Paget House. Book your place to attend these by emailing mhldtransformationteam@leicspart.nhs.uk



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