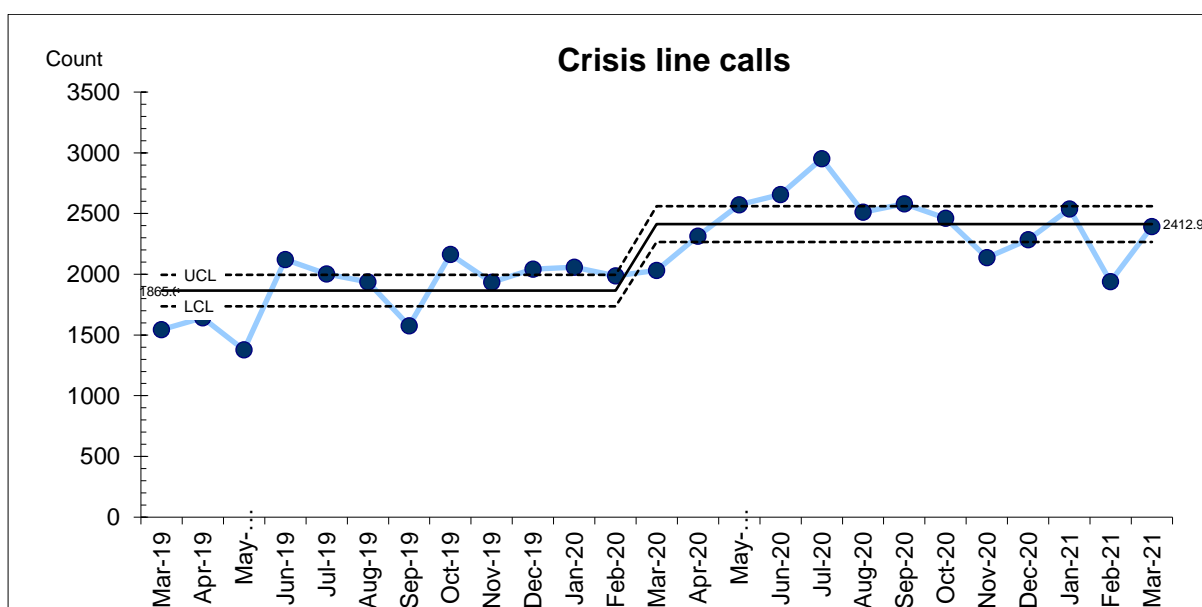


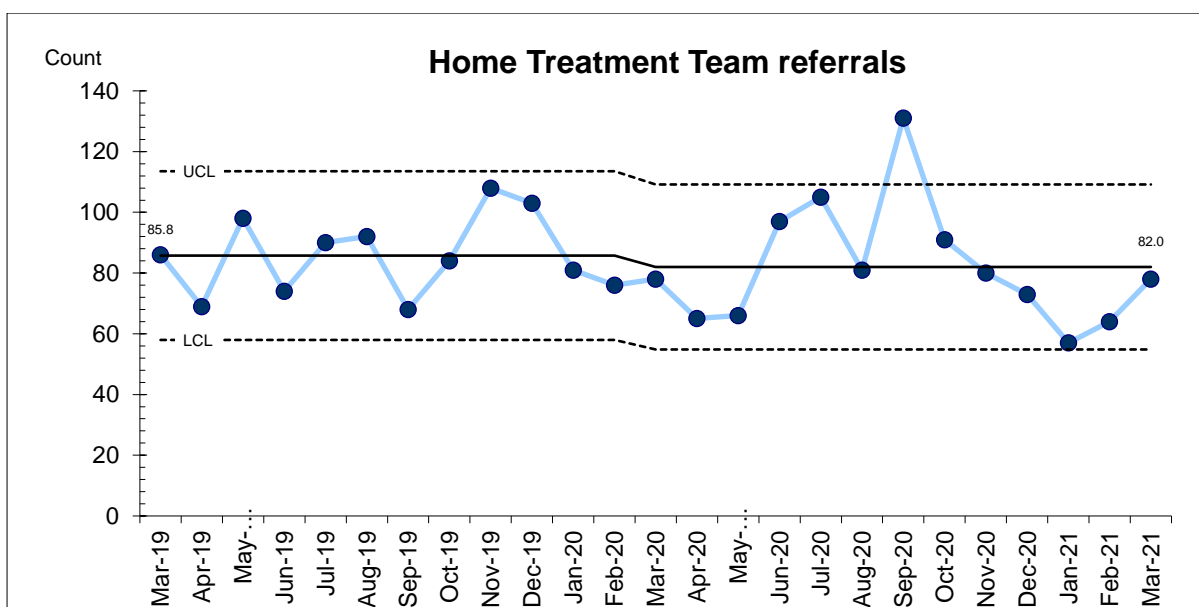
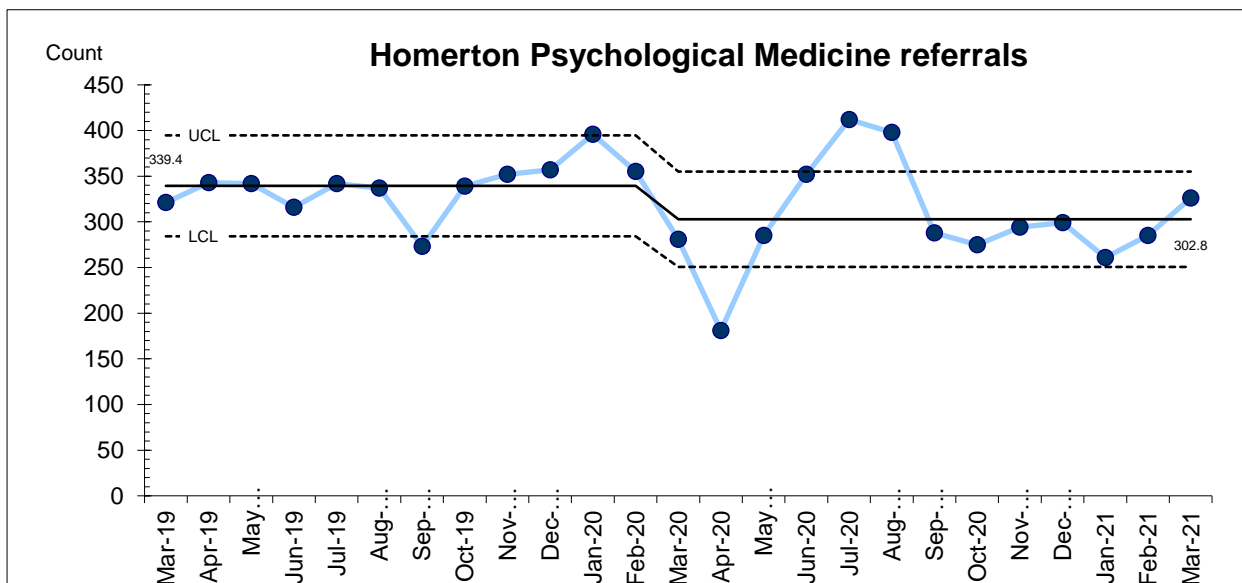
Briefing to Health in Hackney Scrutiny Commission on 8 June 2021 – ELFT Adult Mental Health Services

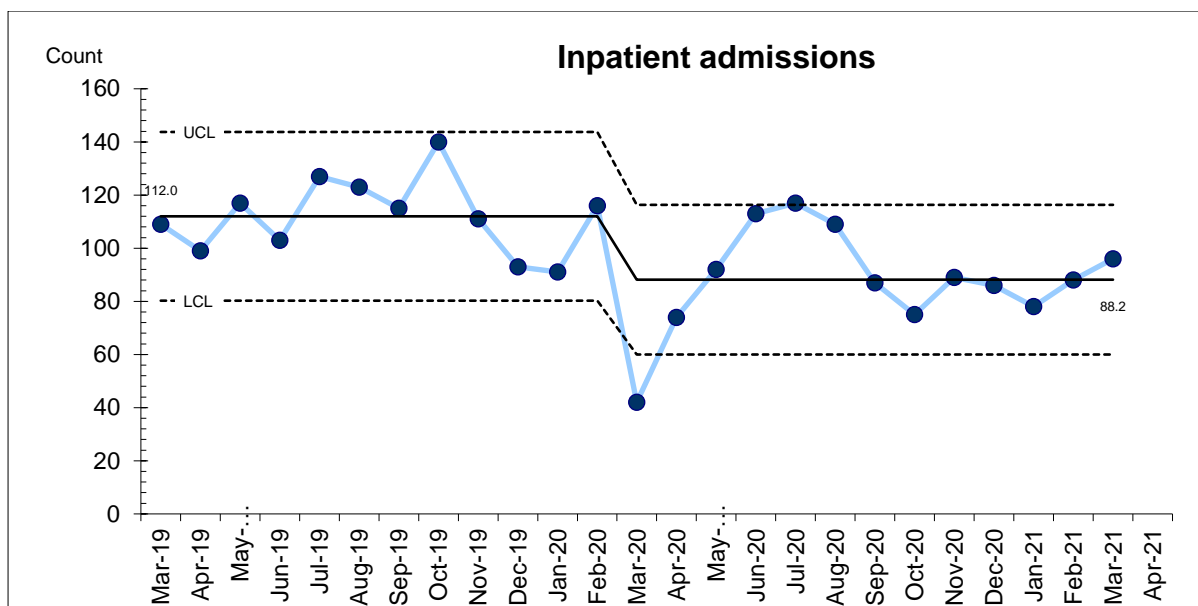
This paper outlines some of the key impacts of COVID in relation to adult mental health services in Hackney, as well as providing an outline of some of the service developments that are currently being taken forward in services in the borough.

Demand on Mental Health Services during and after COVID

During the first lockdown we saw a reduction in people presenting with a mental health problem. The only exception to this was on the crisis line which saw call numbers rise from March 2020 and continued to do so, peaking in July 2020 at nearly 3000 calls a month. Referrals to all our crisis services peaked around that time generally to their highest levels ever. Although currently most services have gone back to pre-COVID levels, the Crisis line continues to receive a higher number of calls than before the first lockdown.







The principal reasons for the increase in demand for the Crisis Line appear to be the need to access urgent support remotely due to lockdown rules and an increase in mental health problems related to anxiety, social isolation and socio-economic uncertainty.

The impact on staff during this time cannot be underestimated. Those who continued to work on the frontline have experienced high levels of stress and anxiety. Those working from home have often felt isolated and sometimes guilty. The Trust and the local Directorate in Hackney have implemented strategies to ensure staff wellbeing is placed at the centre of our offer to service users. These include staff risk assessments, HR led video wellbeing groups, drop-ins, one to one supervision, alternative transport to work, flexible working and during the height of lockdown, accommodation for staff nearer their workplaces.

As lockdown eases we're slowly starting to see another rise in presentations. It is anticipated that we will see a 20-30% increase in demand for mental health services over the coming months (Centre for Mental Health) as the full after effects of the pandemic are felt. Loss and grief, trauma symptoms as well as anxiety and depression are expected to be amongst the expected presentations. Exacerbation of symptoms for some people with an existing mental illness is also likely.

During 2020, beds for adults with organic mental health problems (including those from Hackney) were temporarily moved from the Mile End Hospital site to the East Ham Care Centre site. This move has been positively received, and the Trust plans to work with Healthwatch over the summer of this year to formally gather views on the impact of the move, including relating to transport, to report back to scrutiny committee in October 2021.

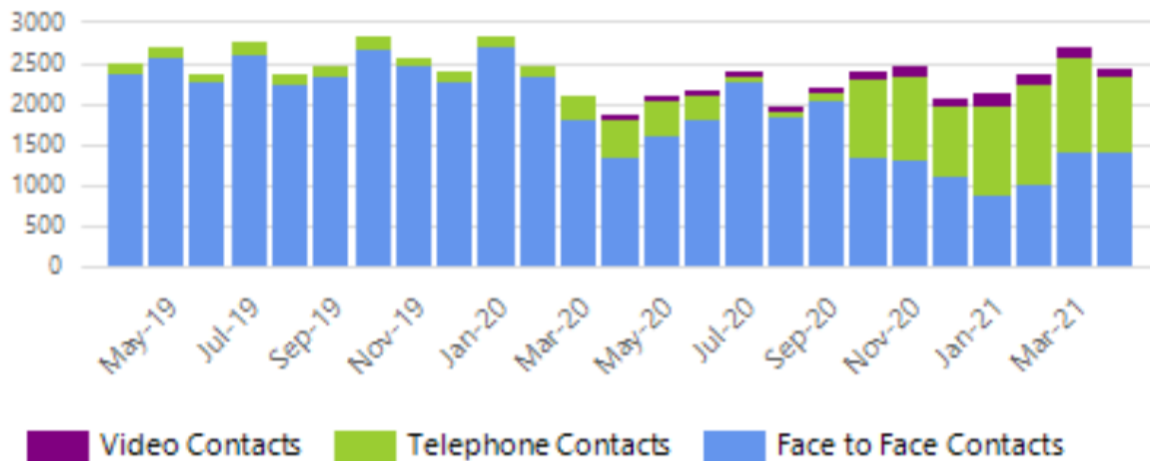
Face to Face vs Digital contacts

During lockdown our Crisis Services (Home Treatment, Urgent Assessment, Homerton Psychological Medicine (A&E Liaison) continued with face to face visits as normal – although service users were offered a telephone or video meeting. A COVID safe premises in the City and Hackney Centre for Mental Health is still provided for those service users wishing to come in for a consultation.

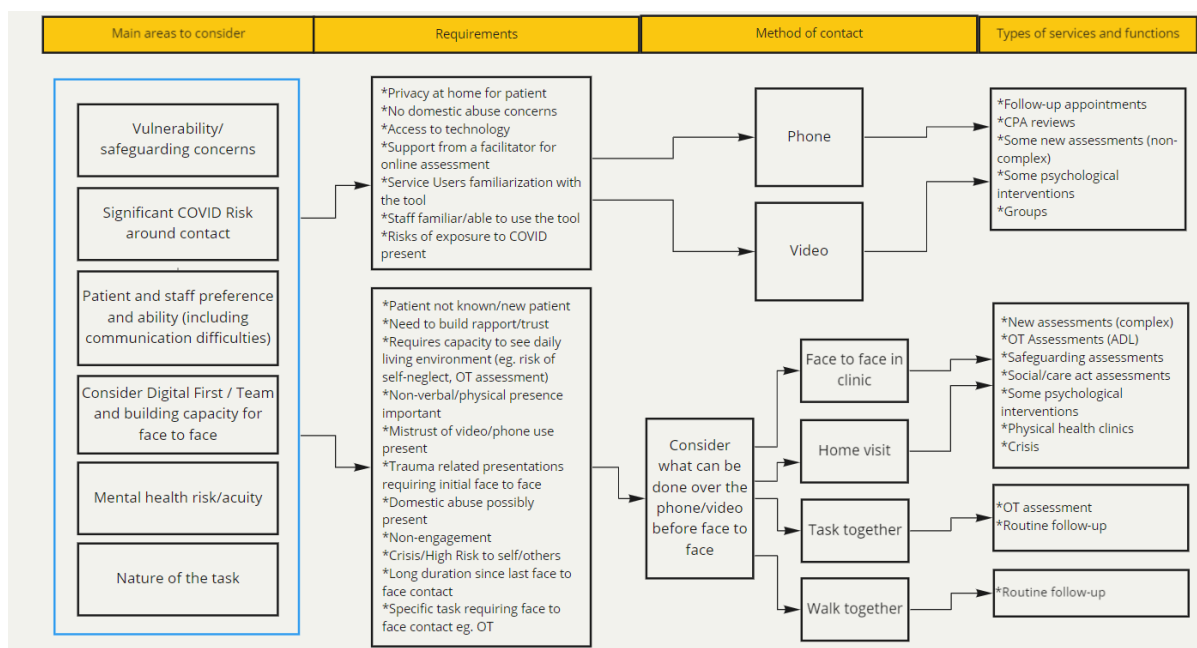
The below chart demonstrates that although there was a slight reduction in patient contacts – due in part to the suspension of our Adult Autism Diagnostic Service, ADHD assessment service and some primary care mental health services - contacts were generally at the same level. It is worth noting

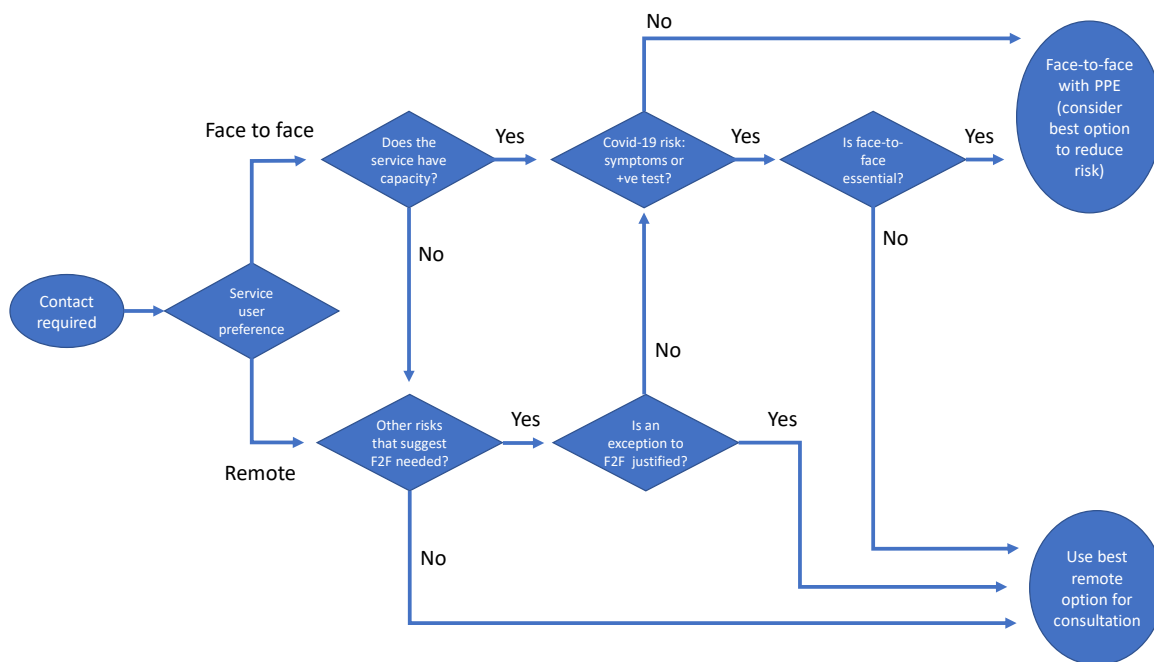
that some services were suspended in order to redeploy staff to our crisis services where it was anticipated the need would be greater.

Contact Types



Our Community Mental Health Teams developed a protocol detailing when a face to face visit would be imperative.





All service users open to a community mental health team have been risk assessed according to both vulnerability to COVID and increased mental health need.

Service user feedback on the 'digital experience' is below.

If you have experienced telephone/video sessions, were these helpful?	
City and Hackney > Autism service	
[It was very helpful, permitting to get help even during the pandemic.]	
[Yes]	
[Yes it was very helpful. Without this, the process in me receiving my diagnosis would have been a lot longer.]	
City and Hackney > CMHT North Team (Vivienne Cohen House)	
[Again not aware these were available]	
[Did not had any..]	
[yes very helpful]	
City and Hackney > Early Intervention (EQUIP)	
[They were helpful]	
[Yes]	
[Yes. Very helpful and reliable.]	
[Yes. We have had both telephone and video sessions which have been very helpful.]	
City and Hackney > Home Treatment Team	
[I didn't use them]	
[just telephone, didn't help me too much]	
[Just today it was very useful]	
[NO]	
[No never]	
[no yet]	

[One telephone session, bed experience on the phone because they told me they would stop my care]
[only telephone call. it was useful.]
[telephone: it went well]
[they came in]
[Yes]
[yes I did video chat - very useful I could see the person's face]
[yes it was good and useful]
[yes telephone it was quite helpful]
[you have organised video session with perinatal psychiatrist for me and it was really really good.]
City and Hackney > Homerton Psychological Medicine
[Crisis line would have been more convenient, but I called 101 so before I knew it police were taking me to A&E. I have the Crisis Line now.]
[n/a]
[that would be fine]
[Yes]
City and Hackney > Joshua Ward
[I have not used it yet.]
[n/a]
[NO]
[Television]
[Video sessions were very helpful and a great opportunity as a group.]
City and Hackney > Mother and Baby Unit
[I havent]
[Yes helpful]
City and Hackney > Perinatal Mental Health Team
[As above.]
[I didn't have any.]
[Very helpful]
[Yes]
[Yes.]
[Yes. It would've been very difficult to attend sessions with my children]
City and Hackney > Rehabilitation and Recovery
[I don't have any of those sessions]
[I feel better when staff call me on my phone.]
[I find it helpful from staff when they call me.]
[I found it very helpful because I get nervous during meetings where a group of people are in the room but found myself calm during a Video Meeting.]
[I get phone calls from my Care Workers on a weekly basis. I find that to be very helpful because I get good information about my care and how to keep safe from the virus.]
[I had a CPA yesterday by phone which went well. I found it helpful because it was to cold to go out.]
[I have not had a telephone/video session.]
[I receive phone calls but will like more face to face contact with my carer.]
[n/a]

[N/A.]
[NO]
[Telephone they helped very strongly .]
City and Hackney > Service User Network (SUN)
[Absolutely yes.]
[I have, but they were not.]
[Incredibly helpful]
[No because time you get connected time is up and some time one person could take most off the session with they issues]
[Not used them]
[Telephone. Very helpful.]
[Very helpful]
[Yes but more tailored signposting to further help on issues raised in meetings would be appreciated, especially when time is more pushed. It's nice to have a supportive venting space among people who "get it" and to often get helpful input from peers, however that input can be hit and miss, so moderators routinely responding with recommendations for sources of further help or for educating yourself to self-help would be good.]
[Yes I attend telephone sessions they are life saving for me]
[yes very helpful]
[Yes, v much so]

Going forward it is intended to continue with many of the elements introduced to maintain safety in the COVID environment. Social distancing and safe environments are essential for both service users and staff as more people are anticipated using our buildings. Care will likely be provided digitally where appropriate but face to face contacts will always be available.

Service Redesign

Throughout the period of COVID, services have continued to work with a range of primary care, local authority, service user and voluntary sector partners on the development of a more local, neighbourhood model of mental health services. The aim of this work is to provide easier access to a local team, with a broader range of social and community based interventions available than has traditionally been the case, and doing so at a neighbourhood level. The attached presentation summarises the work of this project to date and the work that we aim to take forward in the borough.

We are also beginning to review the provision of crisis services, not least based on the experience of COVID. The City and Hackney Crisis Services incorporate the Home Treatment Team, Crisis Line, Urgent Assessment Team, Homerton Psychological Medicine as well as the Crisis Café and Service User Network (SUN). The Home Treatment Team was set up almost 20 years ago and over time has grown to incorporate these various other functions. Since then, as demand has increased and accessibility has changed, there has been little strategic planning on service delivery. Whilst the care given is safe and responsive we want to ensure standardisation of assessment across the pathway and a renewed emphasis on the social determinants of mental health crisis in a recovery-focused way, aligning with the philosophy of the new Neighbourhood Mental Health Teams.

We will also be continuing our work to ensure the provision of excellent inpatient estate. There will be a need to ensure that provision for Hackney is of a suitable standard, with en suite facilities, for example.

In all of these areas we will of course continue to work with all our partners in the borough, and to keep Hackney Scrutiny Committee fully informed as any proposals are developed.