

Essex HOSC Presentation

September 2020



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Best care by the best people





Key Areas of Focus

- Response to pandemic
- Covid-19 : Impact on staffing capacity
- Mental health conditions – pathway update
- Future planning.



Service Profile Recap

Emotional Wellbeing and Mental Health Services (EWMHS) Essex

Service Offer:

0-18 (and up to 25 year for continued support where clinically appropriate) target and specialist Children and Young People (CYP) mental health and wellbeing service accessed via Single Point of Access (SPA) and supported by a county-wide Crisis Team, Learning Disability Service, CYP Eating Disorder service and locality hubs across each CCG area.

Our referral criteria is as follows:

- mood and anxiety disorders
- behavioural and conduct disorders
- emerging personality and attachment disorders
- eating disorders
- psychotic disorders
- deliberate self-harm and suicidal ideation
- neurodevelopmental disorders with comorbid presentations
- prolonged bereavement problems.



Response to the pandemic

Key actions taken since April 2020

- NELFT adopted a command and control approach as the incident management
- All services continue to run business as usual utilising digital offers such as telephone and video consultations
- Developed virtual group offers
- Face to face consultations continued based on clinical need
- Covid-19 swabbing and antibody testing for staff
- Focus on patient and staff safety – all sites and working bases risk assessed against Covid-19 national guidelines
- Robust clinical management of waiting times and high level risk patients
- Formal contractual monitoring meetings stepped down, however, internal performance scrutiny continued.





Response to pandemic

Waiting and response times

- Reduction in referral volume via Single Point of Access (SPA) and Crisis at the start of the pandemic, however this has increased month on month **April – 743 referrals** **July – 1176 referrals**
- Trajectories remain in place to monitor treatment waiting times
- Weekly review of longest waiters caseload (monitored through Clinical Harm Review and Clinical Risk Assessment data)
- Reporting mechanisms adapted to capture virtual contact for initial appointments, reviews and treatment
- Data cleanse during pandemic
- Group therapy and support widened and provided virtually for a range of clinical conditions
- Preparation and planning for second wave.



Impact on staffing capacity

- Business as usual for all mental health staff
- New enhanced agile working model implemented in April
- Robust review of capacity, demand and staffing carried out within the first few weeks of pandemic to identify gaps/key priorities
- Identified and prepared staff to be re-deployed to higher need areas if required including Intensive Support Service and Eating Disorder Team (EDT)
- Sickness remained stable with no significant impact on capacity
- Shielding and isolating staff able to work from home due to delivery of virtual contact.



Mental Health Conditions

Key notes/updates on EWMHS Pathways

- CCG Locality Hubs – Business as usual
- Looked after Children (LAC) - Escalation in referrals at crisis point
- Intensive Support Service (ISS) - Covid-19 Crisis pathway established to divert away from A&E
- Eating Disorder Service (EDS) – increase in referral volume and acuity
- Youth Offending (YOS) - EWMHS YOS workers continue to provide a service to young people
- Learning Disability (LD) EWMHS Team worked in collaboration with social care to identify vulnerable cases.



Future Considerations

- OUR FUTURE FOCUS tactical group ensures that recovery and restoration are fully realised
- Tactical groups provide a command infrastructure for the trust
- System wide work streams
- Improving and increasing access
- Realising the mental health investment standards
- Crisis pathways
- Neurodevelopmental pathways
- Multi agency complex case management
- Digital innovations to improve access and CYP support
- Mid and South Essex Mental Health in Schools Team Investment.

Questions

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