# SCHEDULE 2 – THE SERVICES

1. **Service Specifications**

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| **Service** | Mental Health Crisis and Intervention Service |
| **Commissioner Lead** | Humber Teaching NHS Foundation Trust |
| **Provider Lead** | Humbercare  |
| **Period** | 1st November 2021 to 31st March 2022  |
| **Date of Review** | 15th March 2022 |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**

Mental Health Crisis Response across the region of Humberside is managed through joint partnership working between the Police, Ambulance Services, Acute Care providers and Mental Health Services.In order to provide a high quality and safe service to the public, it is vital that all the Agencies have a shared vision with common values together with a clear understanding of the challenges that each Agency faces. In order to provide the most efficient service to communities, we must do all we can to collectively make the best use of the available resources. Organisations involved in crisis care work collaboratively for the best outcomes for people in the region, whilst recognising legal and legislative boundaries.The Right Care, Right Person agenda requires clarification around expected service levels, and the deployment of appropriate resources, to people potentially in need of care across Humberside. |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**

| **Domain 1** | **Preventing people from dying prematurely** | **🗸** |
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| **Domain 2** | **Enhancing quality of life for people with long-term conditions** | **🗸** |
| **Domain 3** | **Helping people to recover from episodes of ill-health or following injury** | **🗸** |
| **Domain 4** | **Ensuring people have a positive experience of care** | **🗸** |
| **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **🗸** |

* 1. **Local defined outcomes**

Humbercare are expected to support the Mental Health Crisis and Intervention Service to meet their expected performance metrics along with the following additional performance metrics;* Reduced waits for emergency service ‘drop-offs’ – within one hour
* Reduced waits for Humberside Police for service users detained Section 136 Mental Health Act
* Improved patient experience within the Beyond Place of safety area(using, for example Family and Friends test, number of complaints relating to the service or other metric/s as agreed with commissioners) and compared to the pre-implementation period, ie before November 2021
* Improved staff experience (as measured, for example, via staff survey)
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| **3. Scope** |
| **3.1 Aims and objectives of the Mental Health service area.****The aims of the service are to:*** Provide support for people brought to Miranda House, Beyond Place of Safety and Place of safety environments
* Ensure patients receive the appropriate level of care and improved experience.
* Provide support to the wider Crisis and Intervention team where indicated such as phone interventions, restraint techniques where needed following Humber training.

**The objectives of the service are to:****Provide support to the Mental Health Crisis Intervention Team, this will be achieved through the following -** * To provide and receive routine information requiring tact, reassurance, empathy and persuasive skills
* To demonstrate a safe level of inter-personal skills when managing individuals with complex needs, accounting for any communication difficulties facing the patient.
* To accurately record patient information
* To maintain up to date knowledge and skills relevant to the field of practice
* Work with other colleagues within the relevant area of care
* To Contribute in MHCIT meetings
* To further develop a knowledge and understanding of relevant legislation and policy e.g. Mental Health Act, Vulnerable Adult Policy, The Children’s Act, Valuing People and implications of these to patients and their care
* To make judgements around what may or may not be significant changes in a patient’s condition, involving observation and engagement skills and whether or not to report any changes to a registered healthcare professional
* To recognise emergency situations and respond accordingly
* To undertake basic physical or psychological tests recognising and reporting significant findings to a registered healthcare professional
* To plan and organise own day to day tasks within the parameters set out by supervising staff
* To implement clinical tasks in care packages/care plans, document observations and actions as directed by a registered healthcare professional
* To provide direct personal care to patients using initiative in response to patient need
* To contribute and assist in the process of ensuring carer support is offered and implemented
* Be aware of and follow relevant Humber Trust policies and procedures e.g. control of infection policies and procedures; Clinical Governance Framework
* Maintain up to date training and knowledge of violence and aggression and basic life support skills as provided by Humber Training Department
* Ability to move and handle patients in a safe and effective manner
* Handles patient’s property and valuables
* Responsible for the recording of personally generated clinical observations and information relating to patients and their care, ensuring all entries are counter-signed by a registered healthcare professional
* Acts on own initiative, guided by a registered healthcare professional

**3.2 Service description/care pathway**The key element of the service is to provide support alongside Humber Teaching NHS Foundation Trust for people either presenting in a Mental Health Crisis or brought to Miranda House either formally under the Mental Health Act or informally. The service support will operate 24 hours a day 7 days a week within Miranda House. Humbercare will provide one support worker across this time to ensure patients are supported until all mental health interventions are concluded. Further work and analysis around the benefits of the service will be ongoing as a response to the ‘Right Care, Right Person’ Memorandum of Understanding and actions aligned to the Crisis Concordat.**Key Principles for Service Delivery** The Crisis Team will ensure sufficient staff are available to take responsibility for any persons brought formally (under s136 MHA) or informally as soon as possible after the police arrive. The Crisis Team will complete a joint risk assessment and agree care needs, fully documenting both.Set care plan and engagement levels allowing Police to fully handover the patient.The risk assessment, immediate plan of care and handover should be as soon as possible and in any event within 1 hour. Where an ambulance has conveyed the ambulance crew should leave the place of safety within 15 minutes of arrival.A RAG (Red, Amber, Green) system should be utilised to determine level of risk and if Police are required to stay for safety reasonsThere are clear escalation processes to address violent presentations with support from Humberside Police.**3.3 Population covered**The servicewill cover patients of any age attending Miranda House formally and informally for crisis support. **3.4 Any acceptance and exclusion criteria and thresholds****Inclusions*** All patients attending Miranda House informally and formally ands requiring support from the MHCIT

**Exclusions*** Any person requiring on going physical treatment or observation

**3.5 Interdependence with other services/providers**In order to provide an effective and efficient service, relationships will be developed and maintained with other agencies and professionals who support the patient’s overall care pathway. This will include but is not limited to:* Mental health Crisis and Intervention Team
* Humberside Police
* Yorkshire Ambulance
* Hull University Teaching Hospitals

The Provider is required to work with partners to develop, review and comply with locally agreed care pathway.  |
| **Location of Service** |
| **The Premises where Mental Health crisis support will be operated from is located at:**Miranda House Gladstone Street  |