

Enhanced community services: Intensive Service and Recovery Service

Intensive Service

- All of the CRH teams, including the B&NES team, have for many years not been able to balance the need to offer urgent and emergency assessments, with the requirement to offer home based interventions as an alternative to admission. Many service users assessed by the CRHTs are not taken on to the caseload following assessment.
- Resolving that situation requires a system wide approach, meaning that in the future urgent assessments will be undertaken by Primary Care Liaison (PCL) services, with emergency assessments being undertaken by Intensive teams.
- This should mean that a higher proportion of the service users being referred to the team are then taken on to require Intensive interventions, meaning that more service users will be offered alternative acute intervention than a hospital admission.
- To ensure that service users are not disrupted in their experience of care the Intensive service will 'wrap-around' the Recovery service i.e. work in partnership in cases requiring Intensive intervention
- The vision for the service is that it will intervene proactively with service users who are experiencing an acute episode of mental ill health and where possible offer an alternative to admission, or enable service users to leave hospital earlier than would be possible without their intensive intervention.
- Within B&NES it is planned to improve the night service from on-call to a 'waking' service. In B&NES this expansion will require additional investment of £80k. This extension will enable the team to deliver all aspects of its acute service throughout a 24 hour period.
- The Intensive team will be the service that assess when risks can no longer be managed in the home environment and admission to hospital is required. The Intensive team are therefore also required to assess when those risks have been mitigated and intensive home intervention can re-commence.
- It is likely that this kind of intervention will be required for people in care clusters 4, 5, 8, 14, 15 and 17 (likely volumes in each to be confirmed).
- Within B&NES the Intensive service will work closely with PCL to improve the out of hours services currently provided at the Emergency Department of the RUH

Recovery Service

- Within B&NES this service will provide ongoing assessment and, a comprehensive, multidisciplinary, interventions-focused service to individuals who are assessed as needing the ongoing involvement of a specialist mental health service.
- The service will use a shared caseload approach and retains the capacity, within one team, to step up or down the level of service provision according to the presenting need, up to and including the Assertive Outreach function.
- The vision for the service is that service users will have improved outcomes in their mental health, and social functioning through experiencing therapeutic interventions in this service. This will be achieved by adopting a recovery and outcome focussed philosophy

- The service has been planned to deliver episodes of interventions to service users, and therefore will move away from the historical model of some service users have lengthy, even lifetime contact with specialist mental health services.
- The skill mix of the recovery service has been planned to allow a higher proportion of service time to be available to deliver therapeutic interventions in line with NICE guidance.
- The recovery services will be available Monday- Friday 8am-8pm, to support the inclusion of service users in employment and training, as well as to offer wider choice to service users about accessing mental health services.
- By moving away from lengthy contact for service users with services, the aspiration of the service is to deliver interventions to more people requiring support with their mental health.

Development: next steps

- Quarter 2 2011 - Finalisation of service model and re-investment with commissioners
- Quarter 3 2011- Workforce process commenced to facilitate new model
- Quarter 3 2011- Business Continuity Plan developed and enacted to maintain service quality and safety through change process
- Quarter 4 2012 - Service Go-Live

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