

WIRRAL

HEALTH AND CARE PLAN



Wirral Urgent Response Centre Strategic Outline Case

The Purpose of the Strategic Case

- The purpose of the Strategic Case is to:
 - Make the **case for change**
 - Demonstrate how it provides **strategic fit** with key drivers for the sponsoring organisations and partners.
- To do this we need to demonstrate a clear understanding of:
 - The rationale, drivers and objectives
 - Existing arrangements – *The current situation*
 - Business Needs – *The opportunities and problems associated with the current situation*
 - Potential Benefits, Risks, Constraints and Dependencies
- The aim is to explain how further intervention and spend on key “inputs” will deliver “outputs” that improve the organisation's capability to deliver better outcomes and benefits to stakeholders and the population of Wirral, while recognising the associated risks

Current Situation and Context

Across Cheshire and Wirral there are multiple providers, multiple teams and multiple process for the provision of urgent care in mental health, increasing the risk of fragmented care pathways, limited system oversight and poorer experience of services for both those that access care and those that provide care and support.

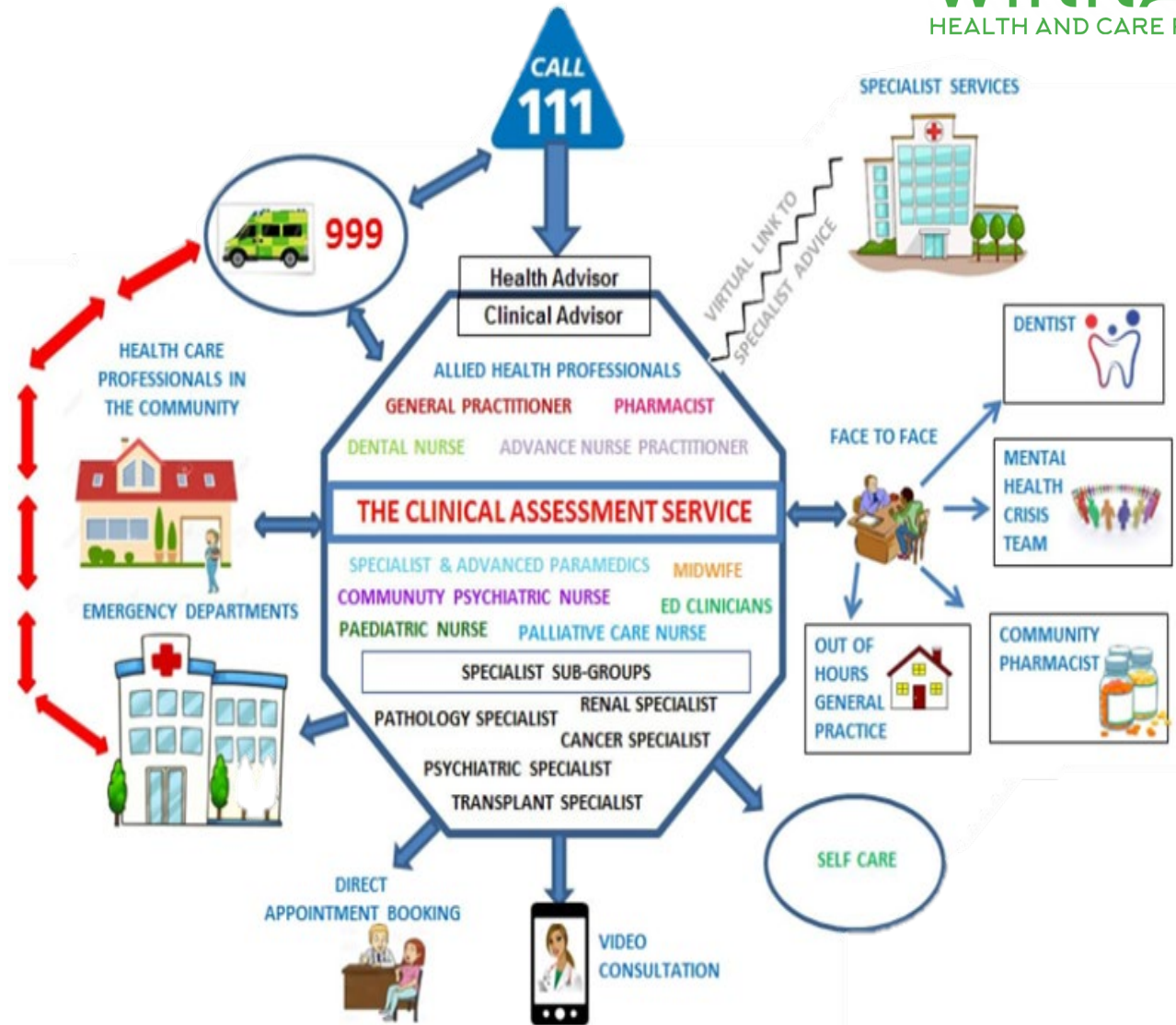
The current service issues include:

- Poor experience in some Emergency Departments
- Quality of environments varied, some not fit for purpose
- Increasing demand within acute care
- Service users do not think of “NHS 111 First” pathways for mental health
- Unwarranted variation in acute care pathway
- Multiple hand offs and transitions across the pathway of care
- Physical health and mental health not integrated within urgent care pathway
- Multiple assessment from multiple providers
- No health-based place of safety outside of WUTH Emergency Department (section 136)

Strategic Context

National and Regional Drivers

- The NHS Long Term Plan sets an ambition of transforming urgent care and delivering more comprehensive crisis pathways in every area that are able to meet the continuum of needs and preferences for accessing crisis care,
- The purpose of Crisis and Urgent Care Transformation is to support multidisciplinary working and enable a more effective response to patients. The aim is to ensure that patients get the right care, in the right place, whenever it is needed.



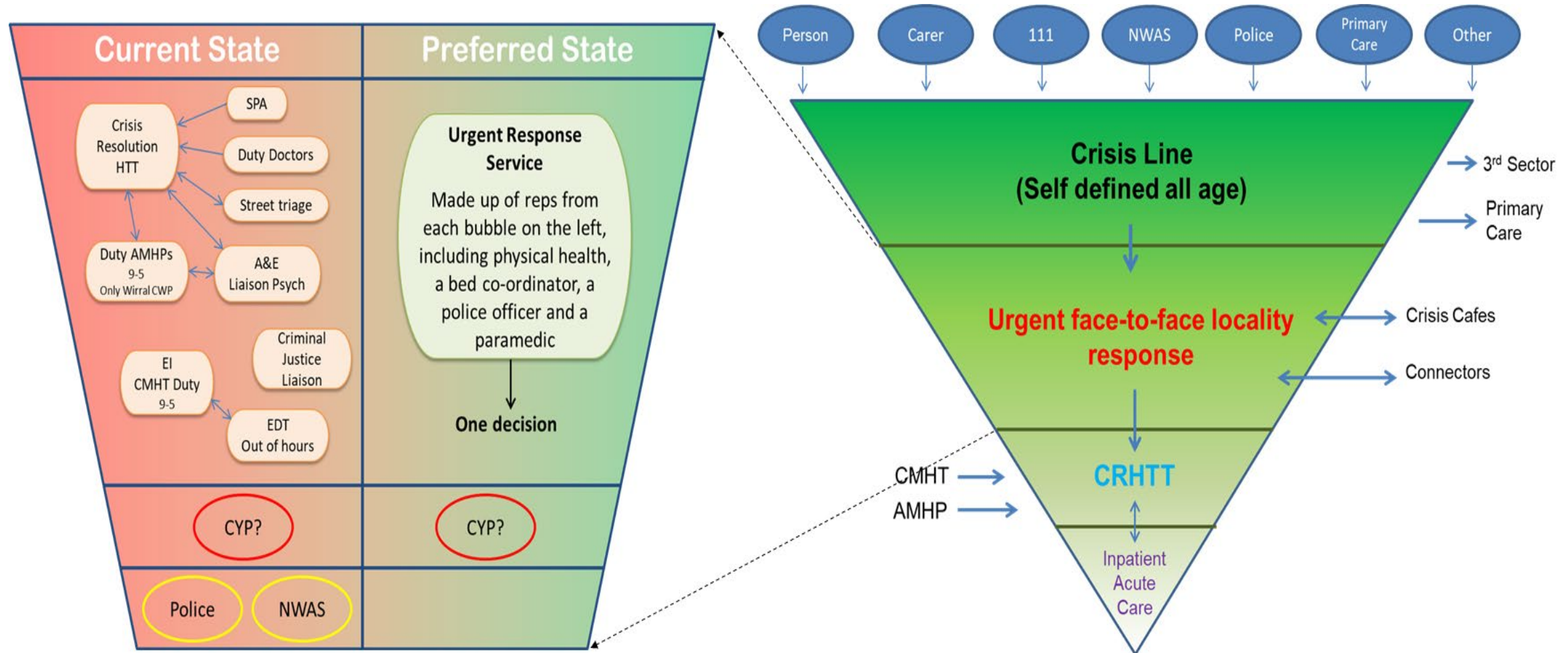
Strategic Context and Vision

Crisis and Urgent Care Transformation Programme Objectives

- To provide an open, accessible mental health crisis line for people in self defined crisis. Demonstrating the Crisis Lines achievements, targets, demand, accessibility and outcomes from contacts and calls etc.
- To develop and implement Assessment Suites in each locality and demonstrate the impacts on contacts, ED and diversion (We are now going to explore the provision of 136).
- Demonstrate improved patient experience, including reduction in waiting times, alternatives to section 136 and access to alternative support within the community. Demonstrate a seamless all age approach for patients in self defined crisis.
- Transform the response culture; reduce silos through an inclusive approach to engagement by developing the Trust wide First Response Service (FRS).
- Integrated Urgent Care Centres

Strategic Context and Vision

Cheshire and Mersey Model of Care



Urgent Response Centre Key Principles

The focus of the URC will be around collaborative working allowing services to work from the building local community. Most assessments will take place in the community with the minority attending the URC

Service User Cohort

- Full age services - Children to older adults
- Individuals with learning disabilities and autism
- Individuals who require an A&E attendance will be directed via the crisis line to A&E and the URC will aid with people who don't require that level of support.

Design Principles

- Provision of a safe, therapeutic, and secure environment for service users and staff.
- Ensure the space makes the services user feel at ease and not restricted, to get the most productive outcome.
- Ensure the build is designed to promote recovery.
- Develop an environment that is not clinical in nature and different to a traditional health build.
- Ensure the design is autism and dementia friendly.
- Section 136 provision on site

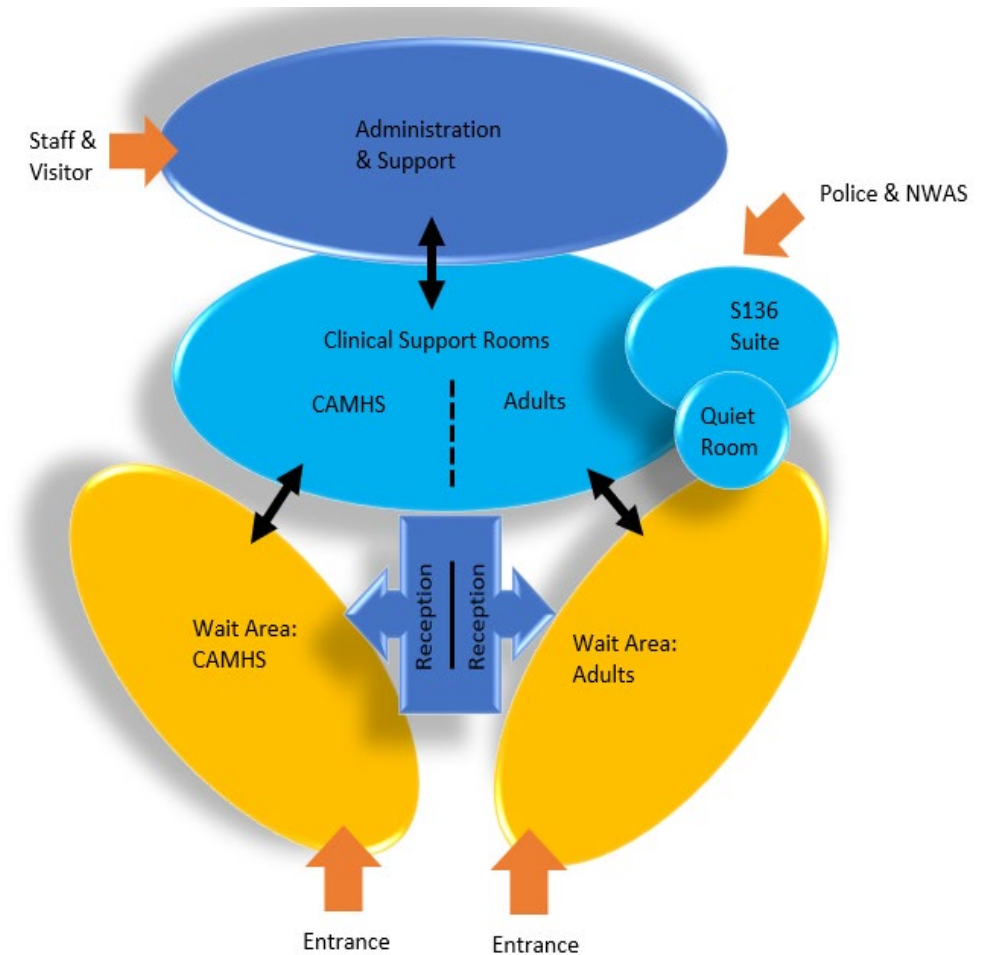
Services/Teams operating from the URC

- Learning Disability Team – Visit (hot desk)
- Adult MH Team – Base
- Ambulance Service – Visit (Hot desk)
- Police – Use as a base (Dedicated desks)
- LA emergency Duty Team - Use as a base (Dedicated desks)
- Children and Young People – Base
- Neighborhood Teams - Visit (Hot desk)
- Home Treatment Team – Base
- Liaison Psychiatry – Base
- Crisis Line – The base remains at Chester

Urgent Response Centre Design Vision

What are the key facility themes?

- Separate entrances – CAMHS/ Adults/ S136, Police & NWAS/ Staff & Visitor
- Separate wait areas for both adults and children and young
- Reception - centrally located but with visual separation between the two separate waiting zones, whilst allowing staff to operate across both reception points for flexibility and staff safety.
- Consult/Assessment rooms - Adults
- Consult/Assessment rooms - CAMHS
- Interview Room - confidential interviews, discussion and counselling
- Physical health treatment room
- Section 136 suite with assessment room, quiet room / de-escalation room and dedicated entrance
- Open plan office and desks for various teams
- Crisis line command Centre



Recommendations

The Strategic Outline Business Case is being presented to WPBPB with a request to:

- APPROVE the strategic fit within the context of CWP;
- APPROVE the identification of the preferred way forward;
- APPROVE engagement with the ICB and NHSE to consider potential funding routes;
- APPROVE engagement with WUTH to progress the commercial case;
- APPROVE the governance as noted in the management case and
- APPROVE undertaking further work to this Strategic Outline Business Case once a funding stream has been identified and subsequent progression to development of the Outline Business Case.

Next Steps and Discussion

- Support for the development of a Mental Health Urgent Response Centre co-located on Arrow Park site?
- Agree the recommendations?
- Access to capital – indicative costs circa £12m (new build)
- Influence at Cheshire and Mersey through to National forums?
- Link to Right Care Right Person

Questions?