



Putting
Mental Health Nurses
in NHS 111

A PILOT PROJECT

Provided by Southern Health NHS Foundation Trust supporting the population of Hampshire and Isle of Wight

Putting Mental Health Nurses in NHS 111



A PILOT PROJECT

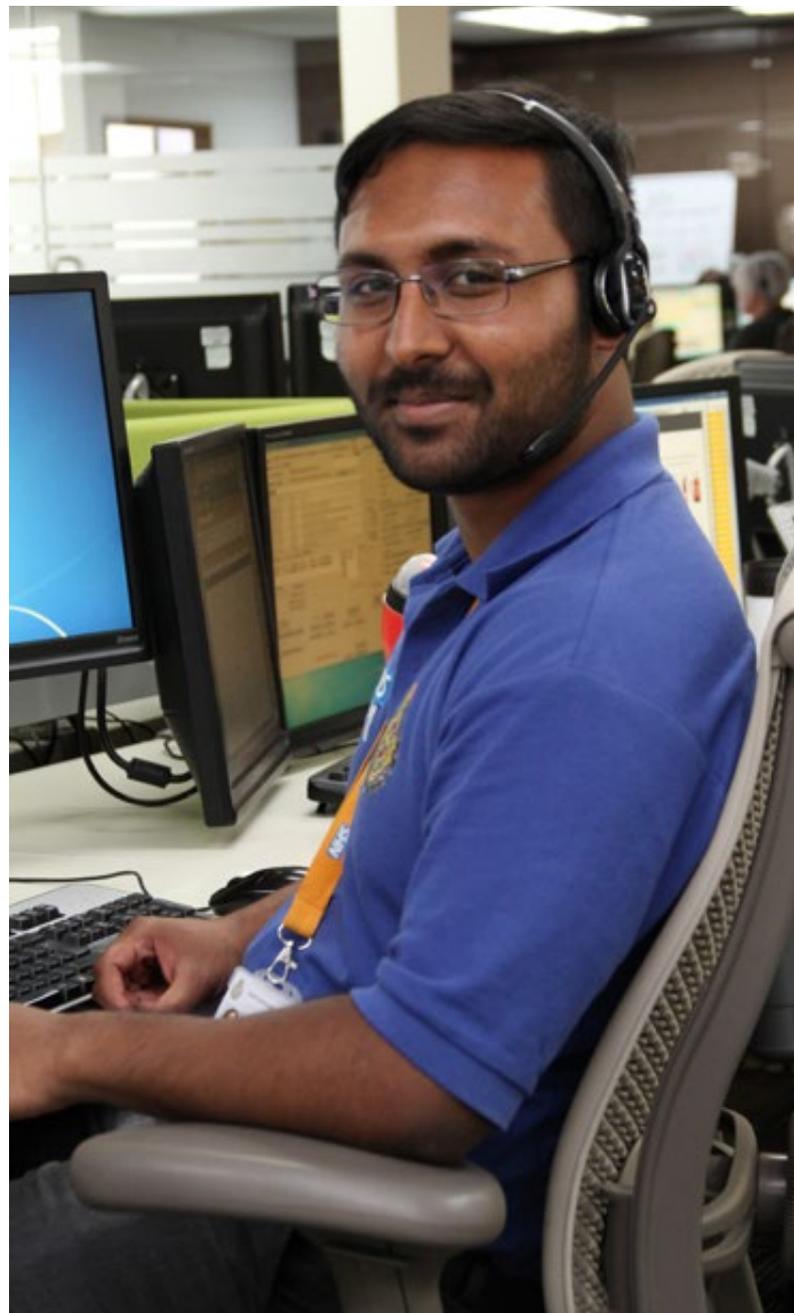
This pilot project will for the first time see mental health nurses co-located into the NHS 111 and 999 call centre at the offices of South Central Ambulance Service NHS Foundation Trust.

Across the Hampshire and Isle of Wight region, the new team of mental health nurses will receive transferred calls when the caller to NHS111/999 is assessed as possibly having a mental health need with no physical health need.

This new service will provide 24/7, 365 day access to mental health nurses on a rotational basis to ensure a consistent, confident, reliable and sustainable service provided by Southern Health NHS Foundation Trust and hosted by NHS 111.

This will form part of the wider mental health strategy across Hampshire and the Isle of Wight and the future development of alternative places for people to go to in crisis.

The mental health nurses will provide support and advice to frontline police officers before exercising their rights to detain an individual under Section 136 of the Mental Health Act.





Benefits to the patient

The new service will:

- Improve the patient's care, experience and outcome by ensuring the early intervention of a mental health clinician
- Provide information and options for self-care and support to manage their mental health condition
- Where required make onwards referrals, increasing seamless referrals to crisis teams, and appropriate mental health services to ensure people get the right treatment first time
- Reduce the demand on Emergency Departments and the GP Out of Hours service.

By providing specialist mental health advice, support and interventions in NHS 111, this will help people to manage their mental health in the community without using Emergency Departments or crisis services. If the risks are too high for people to be managed in the community, they will be referred into secondary mental health services.

How it will work

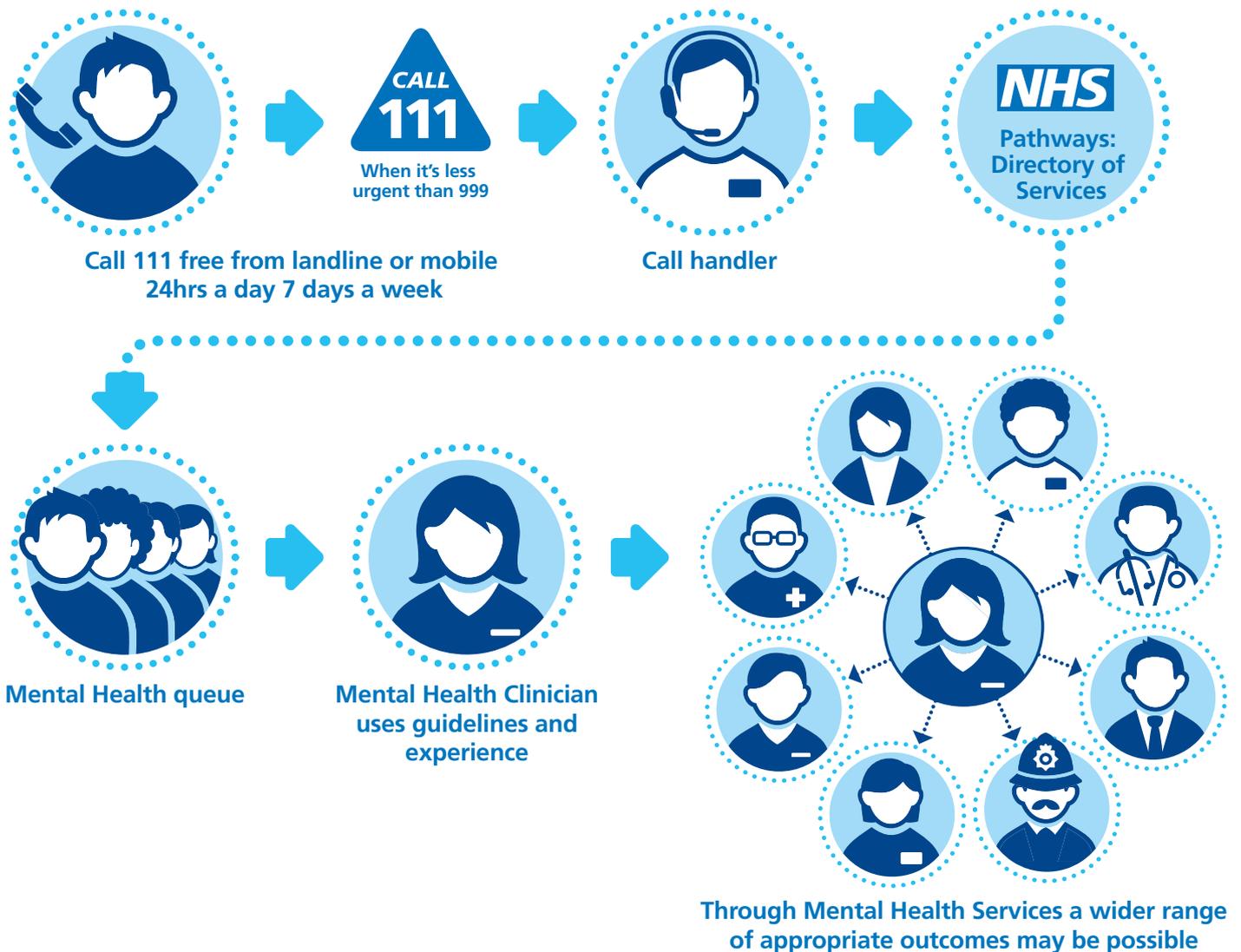
Once the contact is made with the mental health nurse, the patient will either be offered support over the telephone or referred into the appropriate service.

This will provide a prompt and timely alternative to attendances at Emergency Departments across Hampshire and Isle of Wight for people with no physical health need, but who are requiring support or intervention for a mental health need.

The model will also provide access to timely advice and support by having access to clinical care records such as RiO and SyStem One, as well as being able to access Care and Health Information Exchange (CHIE).

A direct call number for professionals will be available so that they can obtain timely advice on a patient or person in their care and tailor their intervention accordingly. This might be a police officer, GP, paramedics or any other professional.

How the new system will work



Using this approach Mental Health calls will be placed in a Mental Health queue for completion by a Mental Health Clinician instead of sending them to 999 ED and GP (in hours/out of hours).



Referral routes

Each call will receive enhanced clinical triage and undergo a risk assessment over the phone and dependant on whether they are already known to services and what their need is at the time they will be provided with appropriate intervention, support or advice or referred into:

- their GP for a next day appointment or directly booked into an appointment (when the direct booking function is fully available)
- Self-referral to Improving Access to Psychological Therapies (IAPT) services that are available across the Hampshire and Isle of Wight region. iTalk services in Hampshire which is delivered as a partnership between Solent Mind and Southern Health NHS Foundation Trust, Talking Change Psychological Services in Portsmouth delivered by Solent NHS Trust and Steps to Wellbeing in Southampton provided by Dorset Healthcare.
- alternative crisis services in the community such as the crisis lounge, crisis café or wellbeing centres
- Signposted to other voluntary mental health helplines e.g. SANE, Samaritans
- an alternative and appropriate community service such as debt advice, housing need, drug and alcohol
- Community Mental Health teams (CMHT) or Child Adolescent Mental Health Service (CAMHS)
- Crisis Resolution and Home Treatment Team (CRHTT).

There are four main areas of the crisis care pathway:

- 1. Access to support before crisis point;** making sure people with mental health problems can get help 24/7 and that when they ask for help, they are taken seriously
- 2. Urgent and emergency access to crisis care;** making sure that mental health crisis is treated with the same urgency as a physical health emergency
- 3. Quality of treatment and care when in crisis;** making sure that people are treated with dignity and respect, in a therapeutic environment
- 4. Recovery and stay well;** preventing future crises by making sure people are referred to appropriate services.



How this project will be delivered

This is a proof of concept pilot project for a period of 12 months in order to test the service provision for future commissioning. It is a collaboration between Southern Health NHS Foundation Trust (who will employ the mental health nurses) and South Central Ambulance Service NHS Foundation Trust (where the nurses will be based).

The project will be managed by Mental Health Transformation team on behalf of the H10W CCGs and contributors of funding include Hampshire County Council and the Police and Crime Commissioner.

The Mental Health Transformation team have collaborated with other mental health providers across Hampshire and the Isle of Wight to ensure seamless referral routes for 'all ages' of mental health presentation. The organisations involved in this project are committed to improving access to crisis mental health support.