

## **Justice Committee**

### **Demand-led policing: service of first and last resort**

#### **Written submissions received from mental health services**

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### **Written submission from NHS Ayrshire and Arran**

In Ayrshire and Arran we are developing an Integrated Urgent Care Service. This follows from the review (Pulling together: transforming urgent care for the people of Scotland) led by Professor Sir Lewis Ritchie. Our Integrated Services include Medical, Nursing and Social Work including Crisis Mental health Nurses. Through our urgent care resource hub access is available to Mental Health Officers throughout the out of hours period 7 days a week.

Between January 2016 and December 2016 there were 170 contacts made to the out of hours Mental Health Officers, of this number 139 were from a hospital setting. It is not possible to be specific in terms of how many of these were direct contact with Accident and Emergency department as only specific hospital has been recorded.

Of the 139 contacts with Mental Health Officers within a hospital setting 33 were for Short Term Detention, 64 for Emergency Detention and 13 whereby person agreed to remain in hospital on voluntary basis. The remaining 29 were either providing information or advice.

23 March 2017

**Written submission from NHS Borders**

Thank you for your email asking NHS Borders to provide any data on the provision of the above in our area.

I can confirm that the Mental Health Officer service in Scottish Borders is delivered by Scottish Borders Council (SBC). NHS Borders has access to the service over a 24 hour period, and this would include Emergency Departments.

Any further information you require would need to be obtained directly from SBC.

Jane Davidson  
Chief Executive  
23 March 2017

### **Written submission from NHS Fife**

Thank you for your email of 14 March 2017 with a request to provide data on the out of hours provision of mental health services within NHS Fife.

At the time of reporting the A&E assessments are not broken down to who specifically has had police involvement, the information that is collated is the total assessed out of hours through Unscheduled Care Assessment Team (UCAT). UCAT comprises of mental health, medical and nursing team.

We are currently developing a process for collating data for all patients presenting with mental health issues admitted to A&E by Police, due to such early stages of process we are unable to provide data at this time.

The response is broken down in 3 tables (attached)

These are:

- **Unscheduled Care Mental Health Team Assessments** – These are the number of patients who have been assessed out of hours by Mental Health Clinicians.
- **Place of Safety-** These are the number of patients who have been detained under Section 297 – Mental Health (Care & Treatment) (Scotland) Act 2003. Being brought to allocated place of safety sites by the police, for assessment and admission if required.
- **Police Telephone Assistance** – This table refers to the number of police telephone contacts to UCAT seeking advice for individuals who may be presenting with issues pertaining to their mental health. This also covers individuals who are within a private space therefore not complying with Place of Safety legislation. This process has only been implemented since September 2016.

NHS Fife data request for all out of hours mental health service provision

Table 1: Number of mental health assessments completed out of hours within A&E (2016). These figures cannot be broken down to identify police involvement.

Table 2: Number of individuals assessed under the Place of Safety, across mental health services. (2016)

Table 3: Number of assistance calls requested from Police P Division out of hours for mental health support. (September 2016-February 2017)

Table 1:

	<b>A&amp;E Assessments 2016</b>
January	96
February	80
March	88
April	90
May	110
June	108
July	99
August	84
September	108
October	103
November	81
December	117
<b>TOTAL</b>	<b>1164</b>

Table 2:

<b>2016</b>	<b>Place of Safety Assessments Completed</b>	<b>Admitted to local area bed</b>	<b>Admitted to bed within Fife area</b>	<b>Not requiring Admission</b>
WEST FIFE	37	7	6	30
CENTRAL FIFE	136	25	19	111
NE FIFE	15	6	0	9
<b>TOTAL</b>	<b>188</b>	<b>38</b>	<b>25</b>	<b>150</b>

Table 3:

Unscheduled Care Assessment Team: <b>Police Telephone Contacts</b>	<b>175 Contacts</b> (Sept '16 – Feb '17)
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Paul Hawkins  
 Chief Executive  
 3 April 2017

### **Written submission from NHS Forth Valley**

The provision of Emergency Mental Health Services for assessment of individuals presenting for assessment in NHS Forth Valley Emergency Department is currently under review.

Until the 30th of January this year the provision for a psychiatric response was one junior doctor based within the Mental Health Unit at Forth Valley Royal Hospital.

Since this date a Nurse Practitioner to supplement the service has been employed to work overnight. This test-period will examine the impact of this additional resource in improving the resilience and efficiency of the service in responding to the demand for mental health services out of hours. Although not based within the Emergency Department the priority for the Nurse Practitioners is to respond to the requests from ED for Emergency Mental Health Assessments.

I trust this information is of help, please let me know if you require anything further.

Emma Bloy  
PA to Chairman & Chief Executive  
5 April 2017

## Written submission from NHS Grampian

Please find below a response from NHS Grampian to the email sent to our Chief Executive with regards to the above question. I understand from our telephone conversation yesterday that you are interested in wider out of hours provision from mental health, not just social work MHO access:

### **Aberdeen City and Shire**

#### *Unscheduled Care Team (USC)*

The USC mental health team ensures access to medical and nursing staff as required out of hours. It provides secondary level specialist care and therefore accepts referrals mainly from medical colleagues in other sectors, other health professionals, GMEDs and the police. This includes referrals from the A&E department at Aberdeen Royal Infirmary.

Self-referrals are those people that present themselves to the hospital to be seen. Royal Cornhill Hospital does not accept this form of referral. Exceptions to this are those patients who are on Enhanced Access to Assessment lists. A minority of self-referrals are those that are already known to services and whose needs are deemed to be best met by assessment as soon as they contact/present to hospital. There is an Enhanced Access to Assessment Policy which seeks to ensure that urgent assessment is available for such patients who are experiencing current and serious symptoms of mental illness. Those patients on the Enhanced Access list would be assessed following self-referral or other referral to other services.

The Unscheduled Care Team is based at Royal Cornhill Hospital. This team is made up as follows:

- Junior doctors (FY2, GPTS or CT1-3)
  - 2 junior doctors available from 1700-2100 then one junior doctor from 2100-0900. These staff are resident.
- 2 Unscheduled Care nurse practitioners with overlapping shifts to cover 1700-0900. These staff members are resident.
- A Higher Trainee ST4-6 is on call from 1700-0900. This member of staff is non residential.
- A Consultant Psychiatrist is on call (non-residential).

Members of the Unscheduled Care Team (USC) will visit A&E at Aberdeen Royal Infirmary as and when required, or patients may be transferred to RCH to be seen by the USC there (approx one mile away).

### **Shire - Accessing a Mental Health Officer Out of Hours**

Out-with normal office hours, including public holidays, this service is provided by the Aberdeenshire Council Out of Hours Emergency Service.

This team responds to emergencies and they pass on information to daytime staff as soon as possible the following morning.

This service is available Monday to Friday 5.00 pm to 11:00pm, Saturdays, Sundays and Public Holidays 9.00 am to 11:00pm.

### **City - Accessing a Mental Health Officer Out of Hours**

Outwith normal office hours, an MHO can be accessed via the City Out of Hours Emergency Service which covers 5pm-9am and public holidays.

### **Moray**

Out of Hours Mental health provision in Moray is provided by the Emergency Psychiatric Page Holder (EPPH), which operates 24 hours per day 7 days a week. This includes provision to A&E at Dr Grays Hospital in Elgin. The EPPH rota is made up of junior medical staff and advanced nurse practitioners (ANPs) under the supervision of the on call consultant psychiatrist. Eighty five percent of the rota is covered by the ANPs who are also non-medical prescribers. The EPPH service provides a rapid triage and out of hours emergency on call system. Referrals are received from A&E, Primary Care, mental health services, police and G-med. The EPPH service is also supported by the out of hours social work services and Mental Health Officers.

If you require more information, please contact me.

Jane S. Fletcher  
Head of Hosted Mental Health & Learning Disability Services  
7 April 2017



## Written submission from NHS National Services Scotland

I refer to your freedom of information request we received 14 March 2017, where you requested the following information:

*The Scottish Parliament's Justice Committee held a roundtable evidence session on 'demand-led policing' on 24 January 2017. At that session an issue was raised about the 'out-of-hours' provision of mental health officers in accident and emergency wards by NHS Boards.*

*The Committee would appreciate it if you were able to provide data on the out-of-hours service provided by your NHS Board.*

In accordance with Section 17 of the Freedom of Information (Scotland) Act 2002, I have to advise you that NHS National Services Scotland (NSS) does not hold the information you have requested, as NSS is a special health board, and does not provide mental health services or direct patient care.

If you are unhappy with any aspect of how we have dealt with your request you can make representations to us asking us to review the handling of your request. Please write to the Associate Director of Corporate Affairs and Compliance, NHS National Services Scotland, Headquarters, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their online Appeal form.

17 March 2017

**Written submission from NHS Orkney**

Orkney has had an integrated mental health service which has been in place for a number of years. The service has a 24 hour out of hours CPN and MHO service which is available to primary care and hospital services.

Sent on behalf of Cathie Cowan  
Chief Executive  
NHS Orkney  
14 March 2017

### **Written submission from NHS Tayside**

Mental health assessments in the Emergency Department are provided either by the Liaison Psychiatry Clinical Nurse Specialists, who are available for assessments following presentations with self-harm or the on-call psychiatry doctors.

The Clinical Nurse Specialists attend the Emergency Department Observation Unit on a daily basis and are available during working hours for other patients presenting with self-harm. This service provides reliable and consistent access to mental health assessments.

Out-of-hours assessments are carried out by the Crisis Team at the Carseview Centre or by the on-call psychiatry doctor. The on-call psychiatry doctor will cover the Clinical Nurse Specialists Service if they are not available and it is therefore extremely rare for a patient to have to await psychiatry assessment in the Emergency Department.

Out-of-hours arrangements have recently changed for Perth Royal Infirmary, with Crisis Team assessments all taking place within the Carseview Centre. There is no regular self-harm Liaison Psychiatry Clinical Nurse Specialists Service for Perth Royal Infirmary Emergency Department. Overdose patients are admitted for observation to the medical wards.

Our working arrangements ensure that patients who are medically fit and require psychiatry assessment have timely, person centred treatment undertaken in the appropriate facility.

I trust this answers your query but please contact me should you require further information.

Lorna Wiggin  
Chief Operating Officer  
NHS Tayside  
7 April 2017

### **Written submission from NHS Western Isles**

There are no MHO's based within wards or within A&E. The requirement for an MHO comes through the Assessment and Care Management service within the Local Authority during day services, or within the Emergency Out of Hours service out with that. There is no rota as such and MHO's are sourced based on availability at the time of need – both within the OOH and within day services.

We have always been able to provide a service when requested. There are geographical challenges relating to some of our islands. However, the MHO will still be able to advise and guide remotely until there is availability for contact in person under emergency measures.

3 April 2017

**Written submission from North Lanarkshire Health and Social Care**

The answer will be yes that there is mental health cover to all Emergency departments but the levels of cover and ways of providing it – by doctors on site, nurses dedicated to the ED, addictions staff, other members of multidisciplinary team will vary widely across the country. I'll ask our mental health manager to respond with a summary of the cover provided in NHS Lanarkshire.

17 March 2017