Derbyshire
Mental Health Urgent Care Programme

Covid-19 – Operational Challenges in Mental Health

- Current Omicrom wave of the Covid Pandemic impacting on services from December 21 with a significant increase in Covid related staff absences and positive cases in inpatient settings.

- Position is susceptible to change on a daily basis but as of the 10th January, there were;
  - 24 positive inpatients in DHCFT beds, of whom 18 were on the acute MH wards.
  - COVID related workforce sickness absences in DHCFT are at 134, down from 167 in the w/c 3rd Jan with 267 people in total having to be away from their COVID workplace, some of whom are able to work from home.
  - 13 patients were in Mill Lodge against 11 contracted beds, 3 people were inappropriately placed out of area and 17 people were in PICU placements

- Occupancy on the acute MH DHCFT wards was 100% and have not been below 97% since 4th January.

Covid-19 – Operational Challenges in Mental Health

- The mental health pathway has been impacted further by staffing absence levels in social care and the voluntary sector.

- Covid outbreaks in care homes, supported accommodation providers and step down facilities closed across the City and County.

- Recognised that combination of staffing absences at their current (and potentially increasing) levels across all services with the need to prioritise safe staffing levels could result in poorer performance in IPS, Dementia Diagnosis, Community Perinatal and other services.

Covid-19 – Operational Challenges in Mental Health

- Daily Incident Management response initiated within Derbyshire Healthcare to monitor and manage responses to workforce, inpatient admissions, bed management and communications.

- Business Continuity Plans have been reviewed across services.

- Daily management and updates across all adult/older adult ward settings monitoring;
  - Workforce and staffing levels
  - Contingency management for Covid outbreaks within ward areas.
  - Staff welfare and safety through the Health Protection Unit.

- Multi-Agency Discharge Cell established (inpatient wards, social care, voluntary sector and step down/supported accommodation) to lead work to rapidly discharge patients who are medically fit to leave inpatient care, maximising capacity in step down facilities.

- Cell currently working to find placements for 27 patients medically fit for discharge, with 5 of those patients successfully discharged on week leading up to 14th Jan.

MH Operational Response - Crisis Helpline

- 37,452 calls the Crisis Helpline from people in mental health distress or professionals seeking advice and support between Sept 20-Dec21

- Helpline received an 8% increase in calls during December with 2,968 calls, 250 calls more than the previous month in November.

- Majority of the 2,968 calls resulted in a range of outcomes from de-escalation on the phone to referral to other support services, with 49 calls resulting in necessary onward referral to emergency services or ED.

- 215 calls from emergency services/NHS 111 to the helpline resulted in ED admission avoidance (December data)
    - 161 callers referred to the Crisis helpline from NHS 111 DOS (warm transfers)
    - 30 ambulance conveyance calls avoided through helpline support provided to paramedics on the ground.
    - 24 Police conveyance to ED avoided through helpline support provided to police on the ground.
    - Further 11 Police s136 detentions avoided through helpline support provided to police on the ground.

MH Operational Response- Supporting Discharge

- All Age Emotional Health & Wellbeing support website updated and hosted on LA server available to professionals and all members of the pubic .

- Crisis Alternatives Safe Haven operating in Derby city accepting referrals from the city/county areas.

- Additional Discharge coordinators/Social Care support workers coming on board through January to support discharge off the inpatient wards.

- 4 additional Rethink step-down beds contracted to support additional discharge from the wards.

- Additional Crisis Alternatives crisis cafes across the county coming on board mid-2022.