

TIME 2 LISTEN

Report Update
“12 months on”

September 2019



Northamptonshire Police Fire
and Crime Commissioner

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Northamptonshire Healthcare **NHS**
NHS Foundation Trust

Criminal justice organisations across Northamptonshire and the NHS have been working closely over the last 12 months to deliver on the 34 recommendations that arose from Time 2 Listen. Time 2 Listen was a major consultation undertaken by the Northamptonshire Police, Fire and Crime Commission to understand the experiences of people who have a Mental Illness, ADHD or Autism and their carers about their experience of the criminal justice system and support services that work along side it.

Together we are:

Improving our consistency of service

Northamptonshire Police and Northamptonshire Healthcare Foundation Trust (NHFT) have already established a street triage service that places a mental health practitioner in the police control room to advise them on mental health incidents and to go to incidents with an officer where appropriate.

This service ensures that those who have contact with the police during a crisis or as part of their offending have their mental health needs assessed and prioritised to ensure they receive the appropriate level of support.

As a result of feedback from the public and professionals we are changing how the service is staffed and have recruited 30 dedicated officers to work on this team on a rotational basis. These officers will receive a higher level of mental health training and therefore a more consistent service will be given to service users and carers.

Developing a programme of training

Previously, professionals, service users and carers talked about the limited training given to frontline staff and officers on mental health, Autism and ADHD.

In the autumn of 2018 the Police and Crime Commission involved over 60 service users, carers and those working on the frontline to inform a training programme.

We are currently developing a programme of training with the aim of it being available to all those who work within our local criminal justice agencies within the county, using a range of methods such as online, face to face and video. This training will include direct involvement of mental health professionals, service users and carers. This training begins in October 2019 with new tutor constables and over the next 18 months, 850 frontline police officers and staff will take part.

Embedding the Keep Safe Scheme

The Keep Safe Scheme encourages people with a disability, people who experience mental illness, or people who may be vulnerable, to sign up as Keep Safe Card holders.

The card can then be shown whenever the holder feels lost, bullied, worried about their safety or in need of assistance in any way.

The Police, Fire and Crime Commission have commissioned a Keep Safe Coordinator over the last year to further embed the scheme and to widen it to include mental health service users, people with autism or ADHD.

A number of organisations have signed up including; Northamptonshire Carers, Mind, Northamptonshire Healthcare Foundation Trust, Autism East Midlands. This will enable frontline services to better meet vulnerable people's needs.

To sign up for a Keep Safe Card go to: www.keesafenorthants.org

Piloting work to prevent people from going into crisis

A hub has been developed in conjunction with Kettering Borough Council, which has involved mental health support being placed within their multi agency front counter.

This places mental health on par with housing, benefits advice, policing and social inclusion within the county. This enables people to be assessed, offered advice and referred to further support if needed.

Service users can either self-refer or are directed by others within the council to attend.

The service is also used by staff in the building as required and as such reinforces the understanding that mental health should be managed in parity with any other community support needs across all members of the public.

Reviewing out of hours services

NHFT are currently undertaking a review of out of hours mental health services that includes working directly alongside service users and carers to challenge the current service design.

The views and opinions within Time 2 Listen have fed into the development of this change in service. The aim is to improve countywide access to all mental health provision out of hours, ensuring that service users have a greater level of timely access to services within their own communities at the correct level for their need.

The aim is to reduce the gaps in services, draw together community service providers and provide a combined approach that prevents users repeating their story and being moved from service to service. Enabling service users to have a greater sense of hope, control and opportunity through their contact with services.

Increasing current out of hours services or piloting new schemes

Crisis Cafés supported by NHFT and provided by Mind have had their hours increased across the county. Anyone can walk into a Café to access support when approaching crisis. Support is given to help de-escalate the situation and to avoid people having to visit a hospital. The Cafés can also support organisations such as the police and ambulance service who can direct or support service users in attending these locations to assist in the management of crisis. This is the first move towards enabling people to self-refer themselves to mental health provision across the county, it is hoped that these will be the building blocks of future self-referral pathways in the community.

Mind and NHFT are piloting a Hospital @ Home service. This involves service users being able to have a say about the most appropriate type of treatment for them. This could be enhanced home treatment options that are over and above what has previously been available in county. Once assessed as appropriate, NHFT and Mind draw together a range of support worker options to support an individual in their own home, to prevent hospital admission and promote continued independence. The pilot is in early stages but is already providing an effective resource.

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Improving communication upon discharge from hospital

Carers and service users described the lack of information given when discharged from hospital and this added to their anxiety.

A group of professionals across Berrywood and St Mary's hospitals, NHFT and carers have produced a Recovery Pack which will now be rolled out.

This will ensure it is clearer to service users and carers what happens upon discharge before it occurs and what support is given and can be accessed.

Hearing service user and carers' voices

Carers and service users have been heavily involved in developing the activity that has arisen from the Time 2 Listen consultation.

It is important to understand experiences of services on a continual basis. Therefore a carers/ service user feedback group has been established that will advise and give feedback on how services are delivered to the multi-agency Mental Health Crisis Concordat Board.

The intention is to be able to hear "real time" opinions and experiences from service users and carers, to better understand the impact of changes we have made, or where we need to improve the care and support of those with mental health concerns in our community.

The Crisis Concordat Board has representation from various organisations across health, social care, police, police fire & crime commission, ambulance services and the voluntary sector. All are committed to improving crisis care.

There is still much to be done to achieve all the recommendations that resulted from the Time 2 Listen consultation but we are committed to working together to achieve this.

We will continue to update you on our progress.

If you have any comments or further feedback from this update please email:

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