

Crisis and liaison psychiatry



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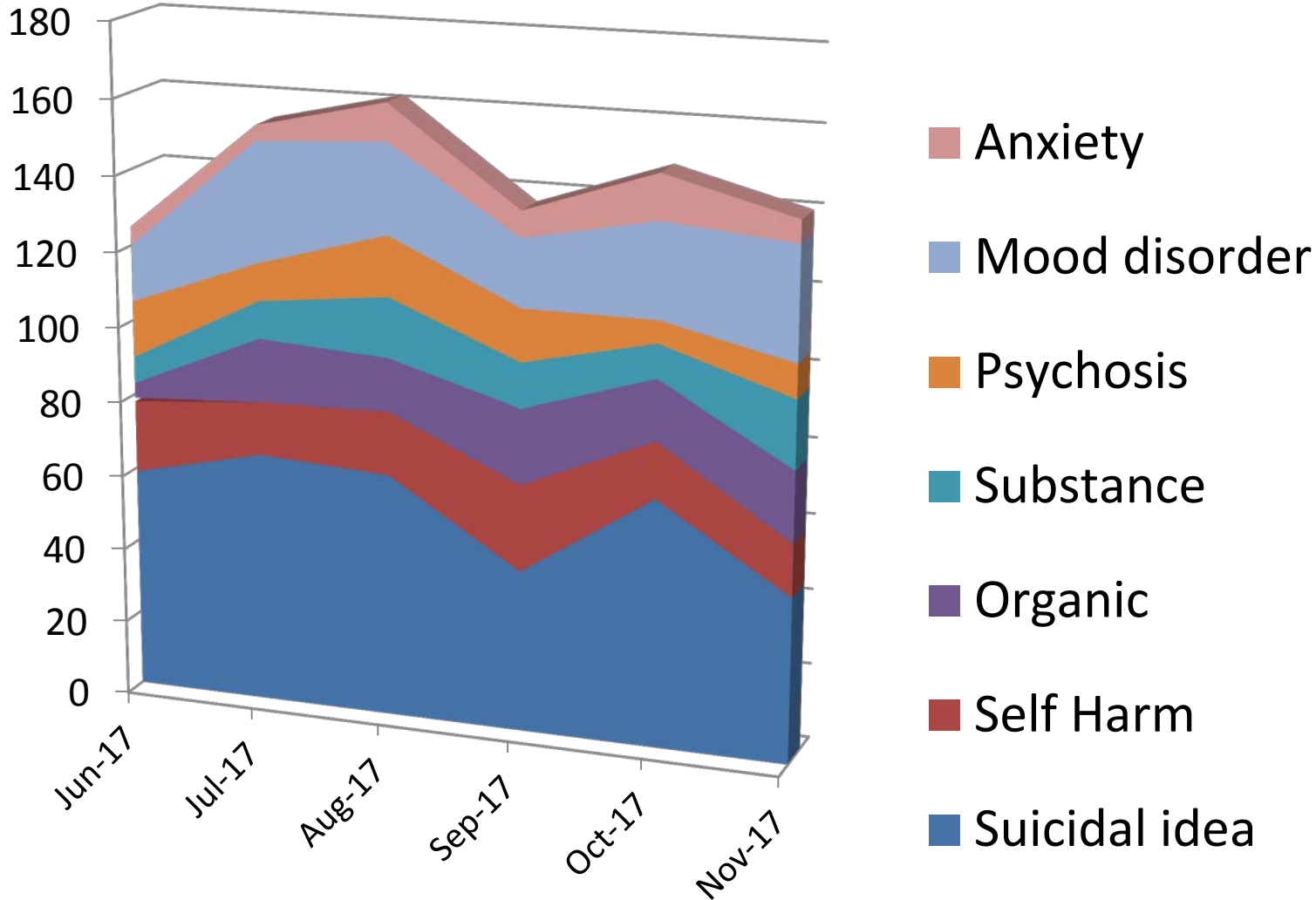


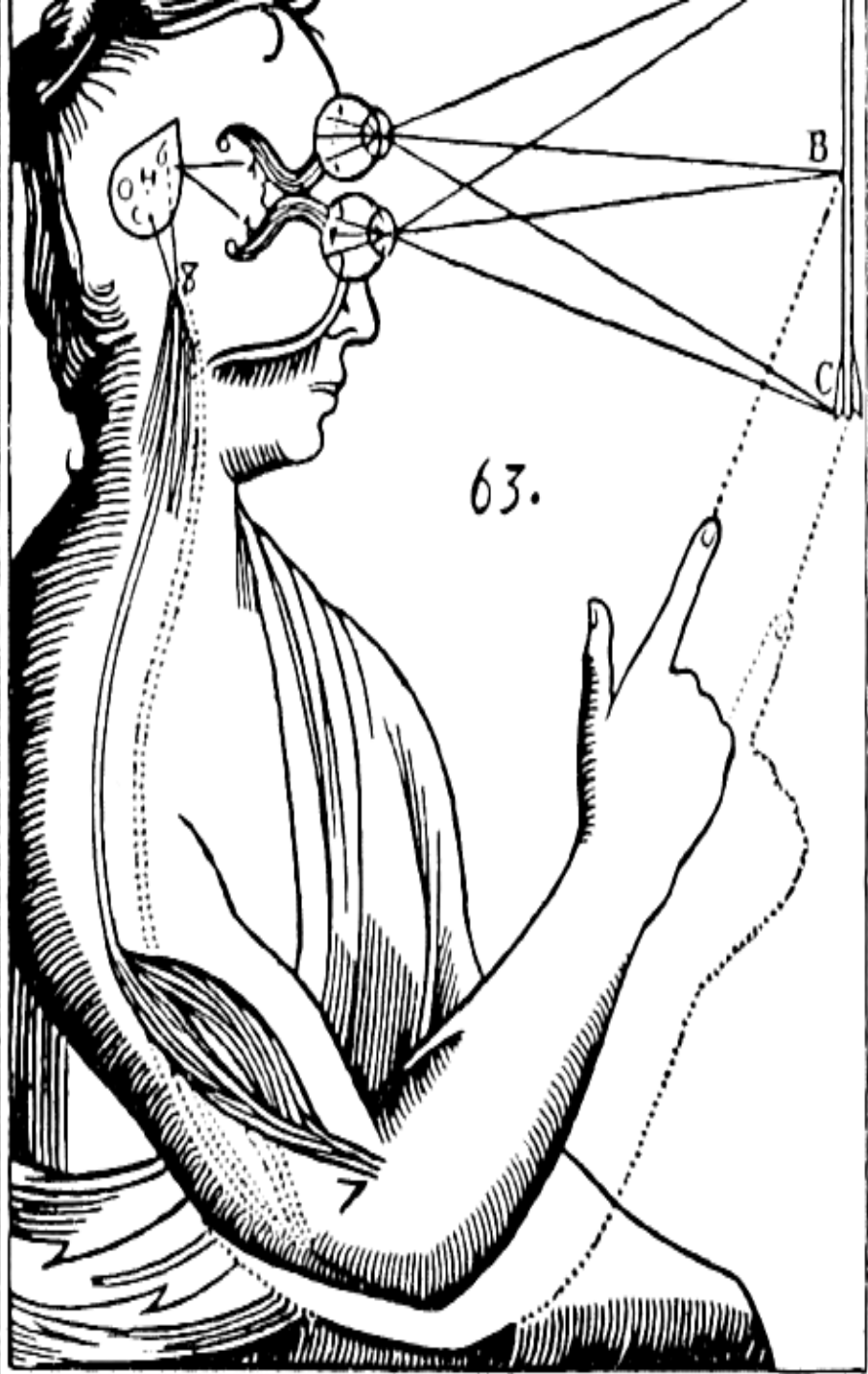
Mental health crisis

- Who will help
- Where can I go
- This person is unwell
- There is something wrong



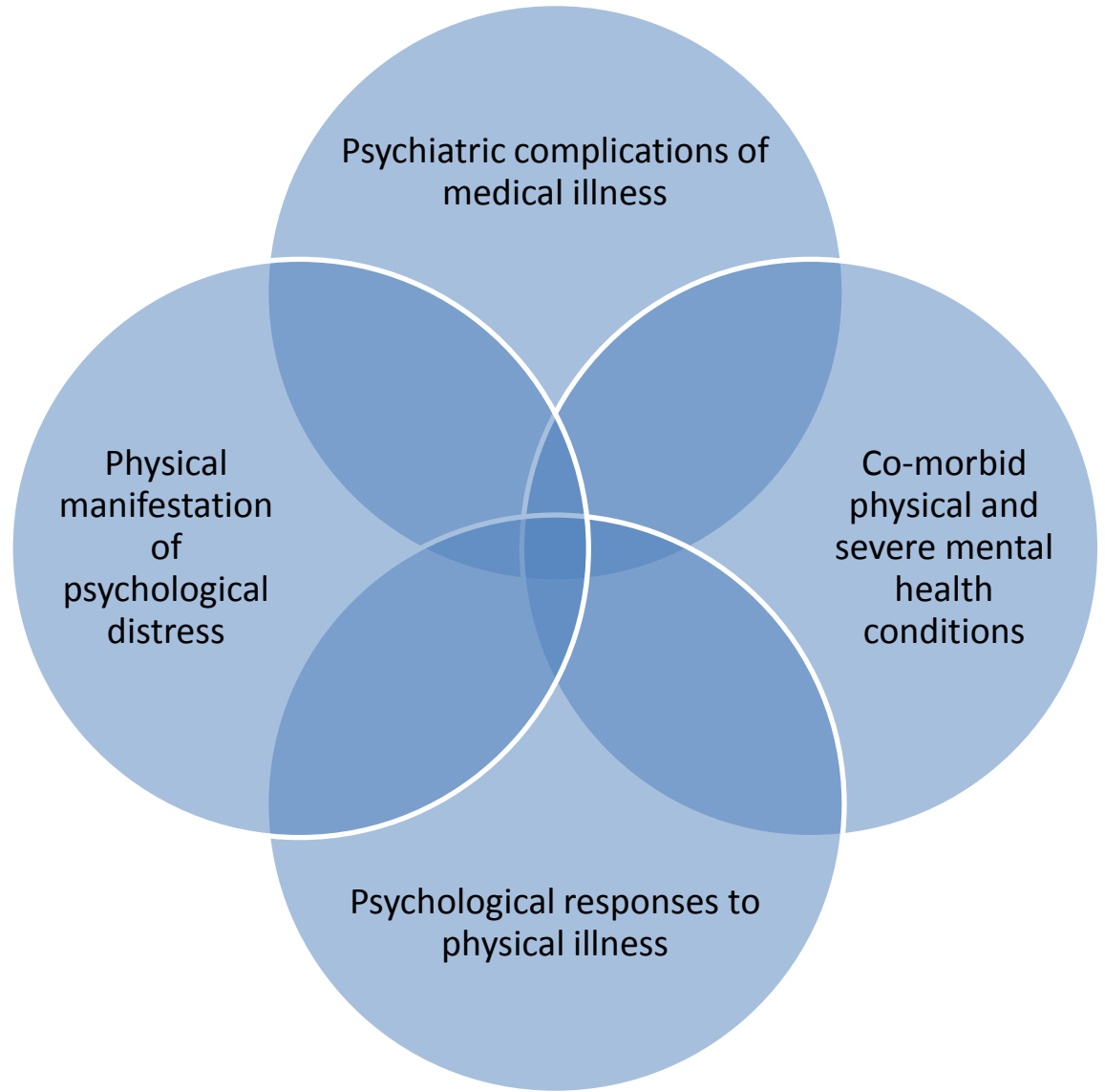
Reasons for referral





What is
Liaison
Psychiatry

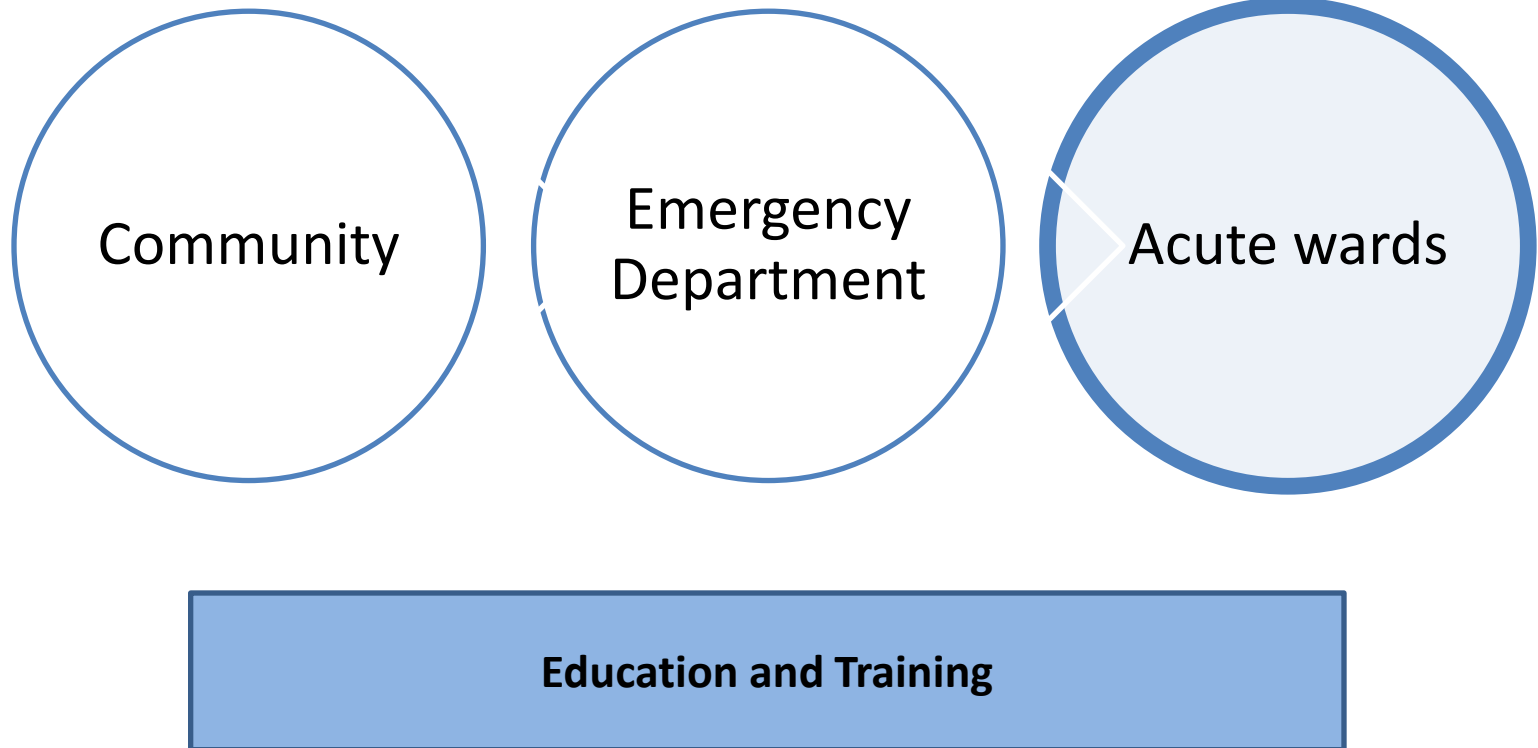
Who has mental health needs in a hospital?



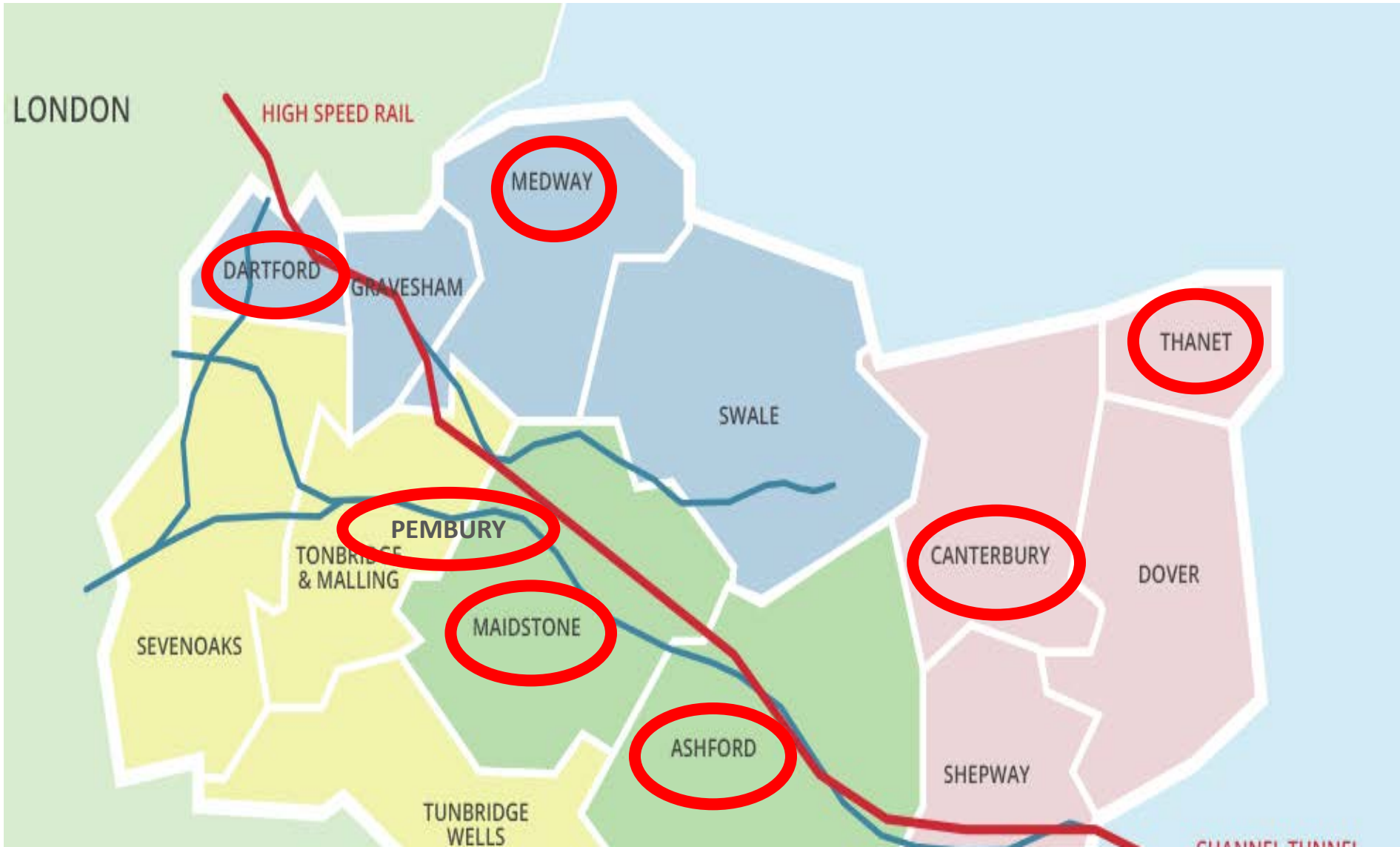


What can
we do

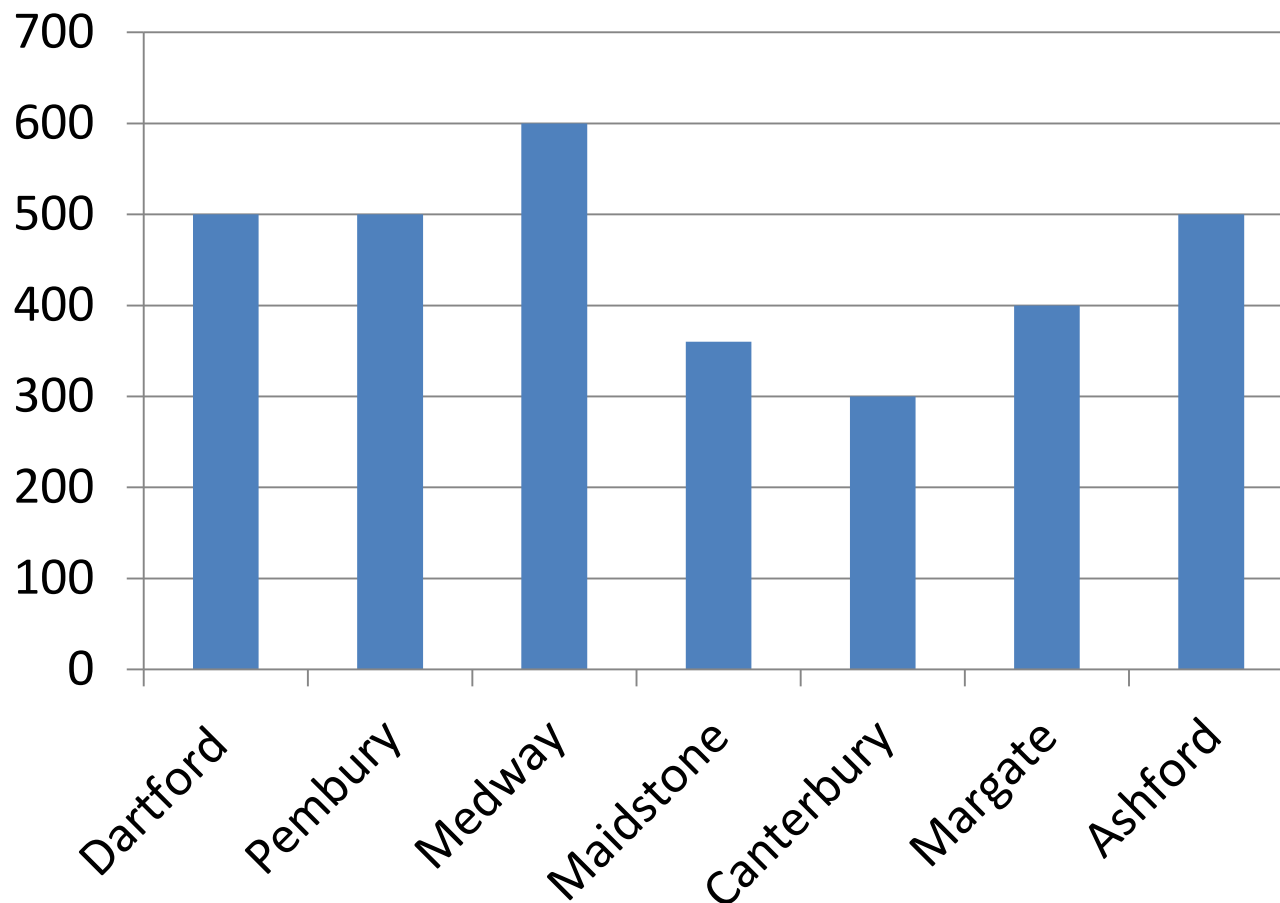
Where do we operate



Hospitals in Kent

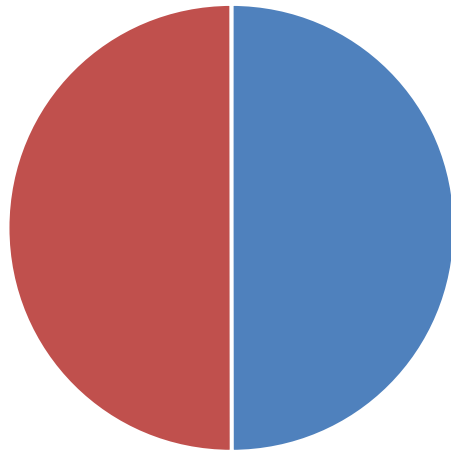


Hospital beds

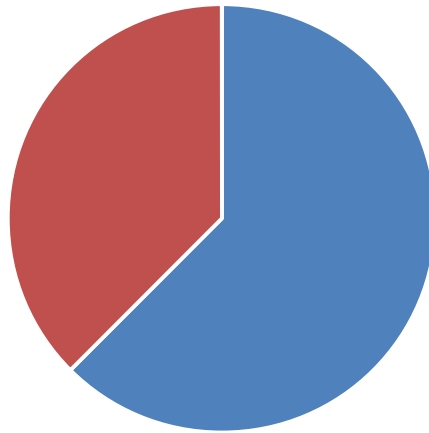


Hours of activity

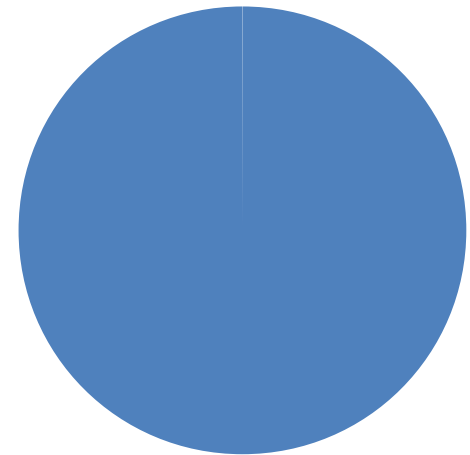
12 hours



15 hours

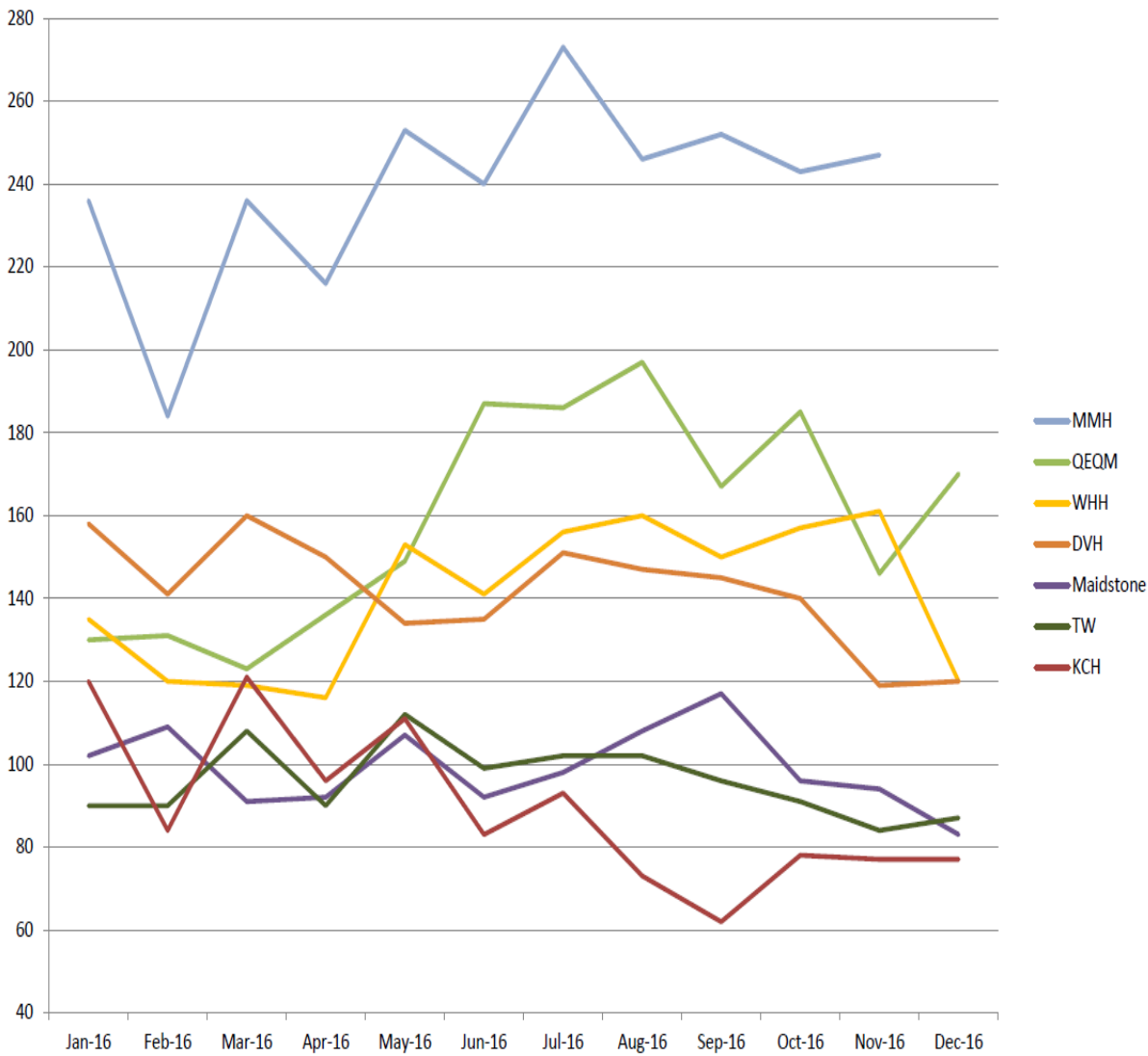


24 hours



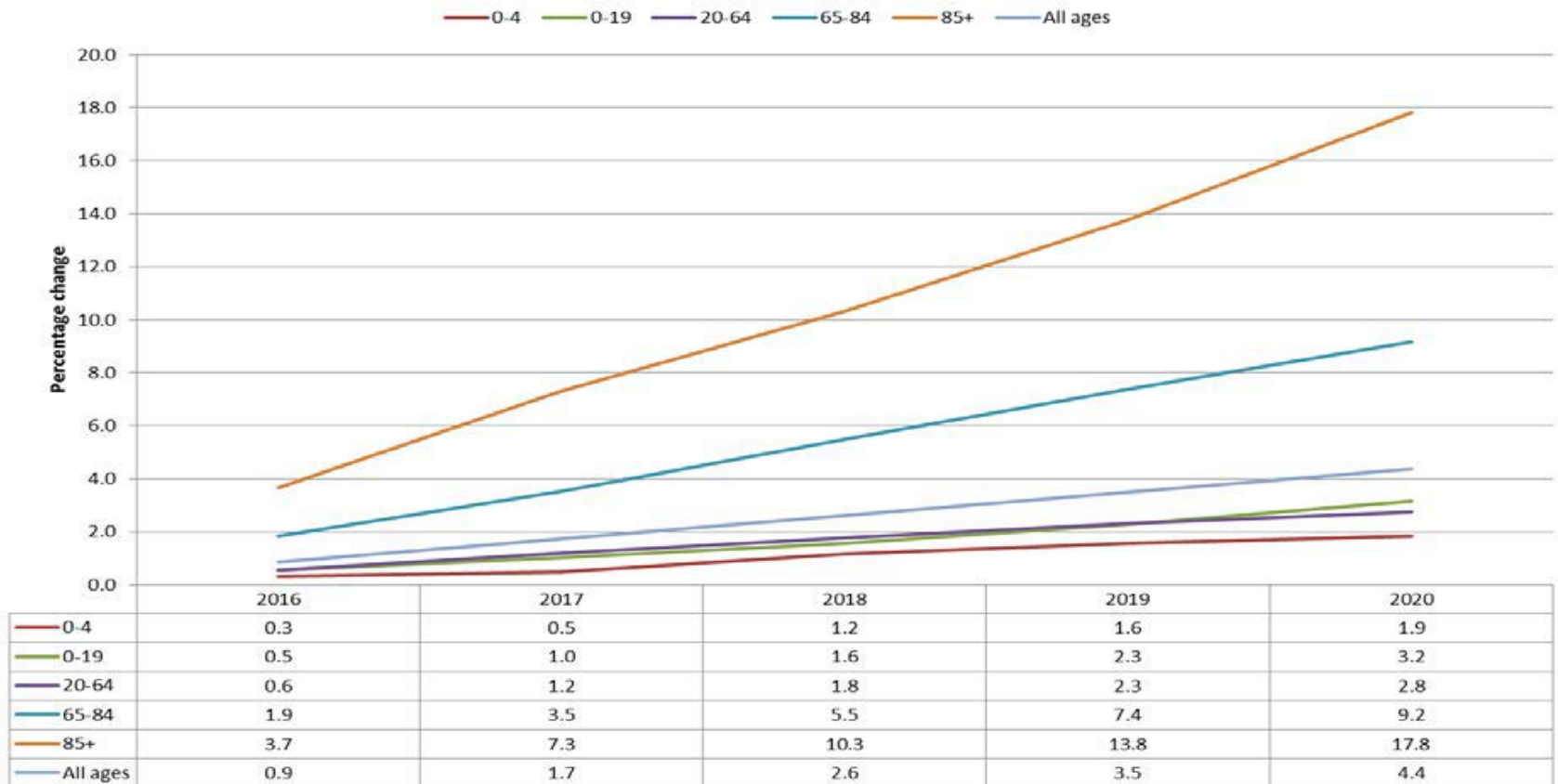
12 hours (8am – 8pm)	15 hours (8am – 11pm)	24 hours
Maidstone	Dartford	Medway
Pembury	Ashford	Margate

Activity levels (2016)



Increasing demand

Projected population change from 2015, for 2016 to 2019



Source: ONS

Other services

- Psychodermatology clinic in KCH
- Teaching and training
- Student nurses
- Medical trainees
- Secondment opportunities

Teaching

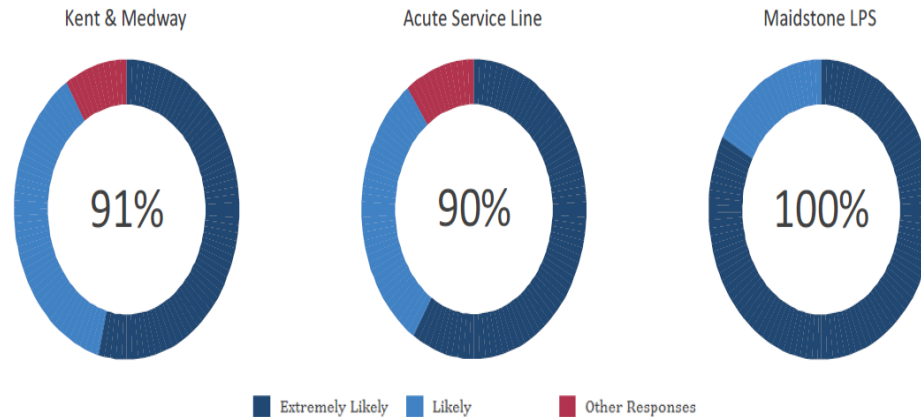
Who Training is For	Topic	Teaching Staff
A&E Registered Nurses	Older adult & family liaison	Adam & Nicola
A&E Band 6	The role of the Liaison Psychiatry Team @ DVH	Nicola & Louise
A&E Healthcare Assistants	The role of the Liaison Psychiatry Team @ DVH & Brief Overview About Mental Illness	Alex & Nonto
A&E Registered Nurses	Suicide and Self Harm	Nicola & Will
A&E sisters	Mental Health Act	Rodney
A&E Registered Nurses	Management of Behaviours	Hans & Mark Dunnett
A&E Registered Nurses	Psychosis	Rodney & Hans
A&E Registered Nurses	Personality Disorders	Brenda & Alex
A&E Healthcare Assistants	Management of Behaviours	Hans & Mark Dunnett
A&E Registered Nurses	Risk Assessment	Alex & Rodney

Service user feedback

 Extremely Likely  Likely  Other Responses

Likely to Recommend	Responses
100%	23

Percentage of those Likely to Recommend



Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know
19	4	0	0	0	0

Feedback examples

Friendly staff.

Very easy to talk about my problems and get good advice and the help that was needed.

Empathy & compassion & clear guidelines on how I can help myself.

Prompt, extensive and very caring. Covered all issues.

There for people.

The nurse was very helpful and kind.

To be reassured info won't go further & to be signposted to other agencies.

Very friendly, thoughtful & caring.

Friendly staff. Good privacy and considerate to ask how I was feeling.

Talking and receiving help.

Nurse was helpful and listened to me.

Kind & caring.

The nurses was very helpful and concerned about my welfare.

She listened, non judgemental.

Very talkative, tried to give me as much support as possible.

Help & support.

Feedback examples

What would make our service better?

Comments from those who were likely to recommend:

Quicker to see patients.

You couldn't make the service better. Very understanding people.

More funding - this is a vital service.

A more rapid service in finding bed/accommodation.

Shorter waiting time before assessment.

Not waiting too long!

Had to wait too long.

A cup of tea lol.

It would have been better if I did not have to go round in circles 3 times.

More funding.

Excellent service but at points it's been hard questions that made me feel uncomfortable.

Looking forward

THE FIVE YEAR FORWARD VIEW FOR MENTAL HEALTH

A Policy Unit briefing on the findings of the independent
Mental Health Taskforce and the implications for
psychiatrists and the wider NHS workforce



Holly Taggart

Royal College of Psychiatrists

February 2016

Achieving Better Access to 24/7 Urgent and
Emergency Mental Health Care – Part 2:
Implementing the Evidence-based Treatment
Pathway for Urgent and Emergency Liaison
Mental Health Services for Adults and Older
Adults – Guidance

Liaison Mental Health
Services for Adults
and Older Adults

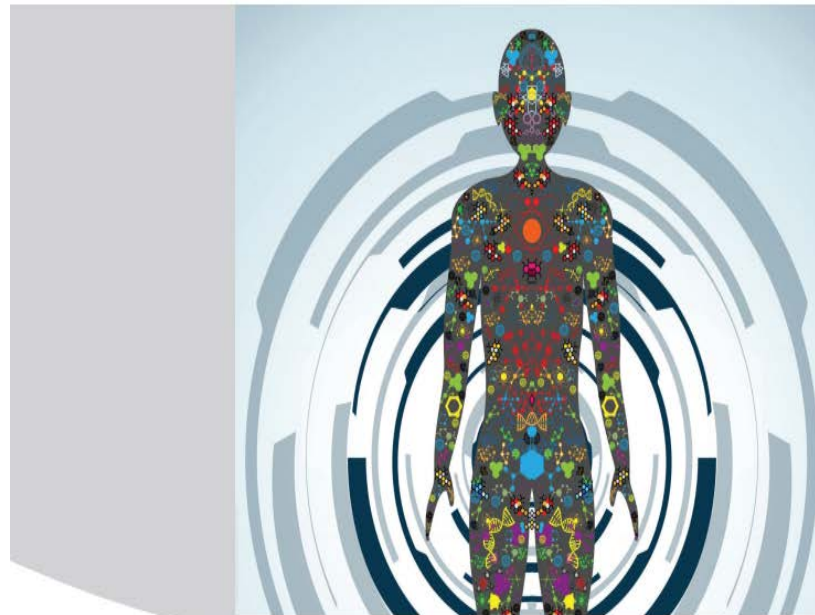
NATIONAL
COLLABORATING
CENTRE FOR
MENTAL HEALTH

Benefits

- Reduced admissions
- Shorter lengths of stay and re-admissions
- Improved discharge planning
- Better experience
- Collaborative working
- Cost-saving

Treat as One

Bridging the gap between mental and physical healthcare in general hospitals



HEALTHCARE PROFESSIONALS WHO TOOK A SURVEY SAID...

11% had no basic training in mental health awareness

39% had no training dealing with patients who self-harmed

21% had no training in mental health capacity assessment

19% had no training in managing violence or aggression

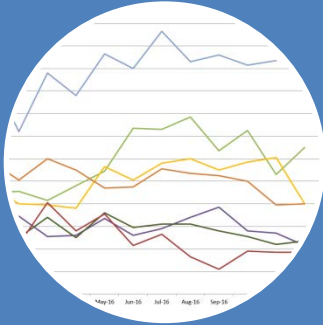
59% had no training in psychotropic medications

41% had no training in undertaking a risk assessment

Aims and aspirations

- Expansion to Core24 and beyond
- National CQUIN
- Evidence Based Treatment Pathway
- PLAN registration
- Quality improvement
- Integrated care LTC clinics
- Follow-up clinics
- MUS service
- Responding to NCEPOD recommendations
- Mental health coding in ED

Recap



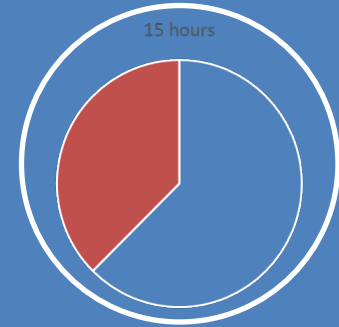
Parity of access

- Skilled high quality service



Treat-as-one

- Collaborative working
- Mind-body



24 hour service

- Cost-saving
- Improves experience

