

Ms A

**DRAFT Work in Progress Action Plan Following Publication**

Recommendation	Action taken to date and proposed	Objectives	Lead
1.	The Welsh Assembly Government should ensure that commissioners and providers of mental health services in Wales examine the current provisions for the care and treatment of those suffering from a personality disorder and that commissioners put in place relevant services where there are currently none provided. (Related Healthcare Standard)		
2.	Cardiff and Vale NHS Trust and Cardiff County Council Social Services and Housing Departments should ensure that integrated and co-ordinated services are provided for those experiencing mental health problems of whatever severity or duration, including for homeless people experiencing such problems. In particular:		
2.a. the matter of management arrangements for effective joint working within CMHT's should be addressed.	<p>Management arrangements have been strengthened and a joint development initiative has been instituted. The Cardiff and the Vale NHS Trust commissioned Aston University to work with all CMHT's and the Forensic Community Team on effective team working. This included the Adult Services of the Council as a partner. This programme has now been completed and a number of workstreams have been agreed including</p> <ul style="list-style-type: none"> <li>➤ working towards integrated management,</li> <li>➤ developing a performance management framework</li> <li>➤ redefining operational procedures</li> <li>➤ developing care pathways including Borderline Personality Disorder and self harm</li> <li>➤ defining the role of the CMHT in light of national guidance.</li> </ul> <p>It has been agreed that as good practice senior representatives from</p>	A review to give more integrated management arrangements will be completed by September 2008 and implemented by April 2009. Progress to be monitored as part of the Action Plan implementation group work.	Trust/Adult Services (AS)/LHB

	<p>each discipline and statutory organisation should now meet to review team working as part of the development of integrated management. Additionally a steering group now meets regularly to review team function and progress</p> <p>Revised working arrangements bringing together hostel/housing services and mental health services have been established. These are interim arrangements and will be reviewed to establish future requirements. This review will look at the overall working arrangements between housing services and mental health services and will be reflected in the process adopted by the 'Hub' service. (See 2b below)</p>	<p>To be reviewed as part of the process of development of the Hub.</p>	<p>Trust/AS/LHB</p>
--	--	---	---------------------

DRAFT

<p>2.b Pathways for patients/clients need to be established.</p>	<p>A protocol has been agreed for fast track access to MH Services from “homelessness services”. It is intended to formally review the effectiveness of this protocol.</p> <p>Vulnerable Persons Steering Group established May 2007 with a brief to ensure a quality and coordinated approach to assisting vulnerable people in the city centre. The group is chaired by a senior Local Authority Councillor.</p> <p>New Hub service initiated in April 2008 The HUB service is being developed to ensure the delivery of health, social care and support services to vulnerable people in the centre of Cardiff. The client group is traditionally those who have fallen through the net either through gaps in service delivery and/or through non engagement with services.</p> <p>The Hub brings together health services (including general health nurse practitioner and homelessness GP), Adult Services (mental health and substance abuse), Children’s Services (Leaving Care and general services), not-for-profit/voluntary sector services (hostel providers and support providers), Community Safety and the Police. The main front facing services are supported by a dedicated outreach team which includes secondments from Adult Services.</p> <p>Other outreach services include a ‘Bus’ service for homeless or vulnerable person’s run by the Salvation Army (which provides an out of hours contact point in the city centre) and a breakfast run service operated by The Wallich. These services are all seen as part of a front facing service which works with statutory services as a vital link to those excluded and vulnerable.</p>	<p>Review the effectiveness of this protocol in September 08.</p> <p>Full functioning Hub service to be in place by April 2009</p>	<p>Trust/Housing/ AS</p> <p>Housing/ AS /Trust/LHB</p>
--	--	--	--

	<p>The project will provide a single contact point to link these providers together. Like the hub of a wheel, the different services are linked together to a central point which coordinates and monitors service delivery. This will be achieved through creating effective service level agreements and access pathways.</p> <p>The HUB will be seeking to establish a model for sharing information in situations where a client in need has established some contact with one or more of the agencies. The outreach team will also have a role in linking these clients to statutory services, for example, social workers are part of the team and referrals can be made immediately. The information sharing model being considering at present mirrors the current joint working arrangements between the police, probation, housing and social services in the Multi Agency Public Protection Unit. This project in itself is an excellent example of providing care and support to those who are a danger to themselves and other members of the community.</p> <p>The Trust and LHB with the partners will agree a model and funding source for Assertive Outreach and implement by March 2009 as per NSF target.</p> <p>An “expert group” meets with the purpose of developing an agreed pathway for Borderline Personality Disorder. It is intended that once the pathway and service model are agreed that the LHB and Trust with all the partner agencies will agree how existing specialist placements can be provided locally in order to enhance local provision for this group. Multi-agency Pathways are also being developed for deliberate self harm and this pathway will further</p>	<p>Service in place by March 2009.</p> <p>Pathway in place by March 2009.</p>	<p>Trust/LHB</p> <p>Trust/AS/LHB/ Housing</p>
--	--	---	---

	strengthen how agencies respond to this issue.		
<b>3. Cardiff and Vale NHS Trust and Cardiff Council Social Services Department should ensure that:</b>			
3a patient/client records are available at short notice, to professionals who need them to inform assessments.	All recordings now on IT systems so rapid access already available within agencies. SW has completed training to access Trust IT system. The Trust has implemented an electronic patient record (PARIS) and has discussed with the Local Authority how links to the Local Authority Carefirst system can be achieved. Phase One of this has been to agree access for social care staff. Phase 2 will entail open access to Carefirst for Health Staff.	Interim improved arrangements for information sharing to be in place by April 2009. Plan to be developed for full integration of records. Plan in place by April 2009.	Trust/AS
3b that required standards of recording are explicit and that staff are trained to complete records to those standards.	Since the incident the Authorities have fully implemented the Care Programme Approach which sets explicit targets for case recording which are audited annually. This implementation included a comprehensive training strategy. The audit process will be maintained to ensure that recording remains robust.  The organisations are adopting the draft all Wales CPA Audit tool which measures against 19 standards including holistic assessment and risk assessment and CPA review. This to be conducted annually.  There is an ongoing monthly refresher training course for existing	The Organisations will further consolidate this work and review to ensure that our standards are appropriate and maintained.  Review and Audit to be completed by September 2008 and updated annually.	Trust/AS  Trust/AS

	<p>staff and training for new starters on CPA.</p> <p>The organisations will further focus on risk assessment and have engaged the Welsh Applied Risk Research Network (WARNN) to undertake training of staff in order that this can be taken forward.</p>	Completed process by September 2009.	Trust/AS
<p>3c the adequacy of records and their availability is monitored.</p>	<p>The audit process will be extended to ensure that the adequacy of records and their availability will be monitored as part of the review identified in 3b above.</p> <p>Access to the PARIS IT system for remote and specialist services will be reviewed to ensure a comprehensive coverage and safer services.</p>	As per 3b above.	Trust/AS
<p>3d ensure staff are fully trained in risk assessments and understand the need for more detailed risk management plans. Able to utilise specialist tools in making assessments in cases with more complex needs (Related Healthcare Standard 25,26,27)</p>	<p>Implementation and further development of the CPA will address this. The organisations will ensure that the CPA /UA process effectively manages those at risk who find it difficult to engage. Specialist training on risk and personality disorders delivered for social care staff. A robust multi-agency training strategy will be developed as part of the action plan</p>	<p>Ensure that the Hub Service and the CPA /Unified Assessment Programme is supported by a robust training programme. To be addressed under the Hub and CPA/Unified Assessment implementation plans.</p>	Trust/AS/Housing

<p><b>4 .</b> Cardiff and Vale NHS, Cardiff Council Social Services and Housing should ensure that the Care Programme approach and the Unified Assessment Process is properly used.</p>			
<p>4a In respect of those for whom it is prescribed within the WAG Guidelines.</p>	<p>The organisations have fully implemented the CPA/UAP process and will reaffirm agreement of minimum assessment process/ paperwork at assessment sites and ensure effective implementation and consistent use.</p>	<p>Review of Current implementation to be completed by April 2009.</p>	<p>LHB/Trust/AS</p>
<p>4b Through full assessment of patients/clients and addressing matters of all services which the patient should have access in respect of their needs:</p>	<p>Although the organisations have implemented the CPA and UAP processes, there is a need to review our pathways to ensure that they fully reflect social care and other support services. The review of CPA and UAP together with the establishment of the Hub service and the Pathway will ensure that these issues are addressed.</p>	<p>See 2b</p>	<p>All partners.</p>
<p><b>5. Cardiff and Vale NHS and Cardiff Council should</b></p>			
<p>5a Develop structures, systems and procedures to encourage and support active engagement of</p>	<p>The local authority day services have remodelled to provide an outreach function to support those who are less able to engage with other services.</p> <p>The development of the Hub and the Outreach services and the improvement of the CPA process will be prefigured on achieving this improvement.</p>		

<p>services with patient/clients complying with rigid, formal arrangements for contact, including the homeless.</p>	<p>An Assertive Outreach service will be implemented in Cardiff during 2008/09 as a key NHS target. The likely size of the cohort who will benefit from this service has been identified as a result of work completed in 2007/08, and a project group is to be established to agree the service model, capacity and funding arrangements.</p> <p>This will be achieved by the actions outlined in 2a, 2b and 3 a above.</p>	<p>Model to be in place by April 2009 to include all partners.</p>	<p>Lead by LHB/Trust</p>
<p>5b Encourage and support an organisation culture in which staff take responsibility for engaging appropriately with people who need services but may be unable/unwilling to do so without help (Related Health Care Standard 1,2,4,5,6,7,8,12).</p>	<p>This will be achieved by the actions described in all of the preceding action points and the whole process of implementing this plan will be overseen by a board Chaired and supported by the LHB and comprising representatives from the Trust Adult Services , Housing ,the Voluntary Sector and the Regional Office.</p>	<p>Action Plan Implementation board established by September 2008</p>	<p>Trust/AS/LHB/Housing</p>

**6.** Review of staffing available to CMHT's within Cardiff and Vale. In particular number of medical, nursing and social work staff and the provision of a boarder range of support staff and services to be considered. (Related Healthcare Standard 22).

	<p>The work commissioned from Aston University, and the work to develop an Assertive Outreach service, will inform the future development of CMHTs including their staffing, skill-mix, capacity and training and the role of support staff.</p> <p>A staffing review for Adult Services will be completed for inclusion in the budget setting round in September 2008 and implementation in April 2009.</p>	<p>Review to be completed as part of the Outreach Development by April 2009</p> <p>Review completed by April 2009.</p>	<p>LHB/Trust</p> <p>Adult Services.</p>
--	--	--	---

Draft Version 1 7<sup>th</sup> May 2008

DRAFT