**Background**

Historical service change in North Ceredigion had resulted in the CRHTT being based away from other mental health services. This led to a lack of communication between teams, and a lack of understanding of the roles and pressures experienced by both the CRHTT and the community mental health services (CMHS).

This lack of communication was having a detrimental impact on the service users’ journey to recovery. To address these issues the CMHS and CRHTT were moved into the same building.

A daily ‘hub’ meeting, attended by the MDT, was set up.

**Actions**

- **CMHS / CRHTT** - Co-located to same building
  - Discuss CRHTT caseload, reviewing risk levels and management plans
  - Feedback from previous day's outpatients appointments
  - Feedback from the previous days assessments

- **Planning Ahead**
  - MHA assessment
  - Relapse prevention
  - Crisis and contingency
  - Discuss pending section 136 assessments, and possible MHA assessments
  - Discuss management plans for high risk clients open to the CMHS

- **Discuss / Review**
  - Case loads
  - Referrals
  - Risk management
  - Inpatients

- **Recovery Model**
  - Reducing waiting times
  - Improved pathways to recovery
  - Early intervention opportunities for service users who access services at the point of relapse as opposed to the point of crisis
  - Timely decision result in shorter time-frames for treatment outcomes

- **Inpatient Bed Usage**
  - Reduce potential admissions
  - Facilitate early discharge
  - An increased level of expertise in reviewing clinical care on a daily basis
  - An increase in positive feedback from service users and their carers

- **Enhanced Communication**
  - Sharing clinical expertise
  - Developing professional practice
  - Improved communication between teams that is live and relevant
  - Shared learning, improved knowledge, peer supervision and mentorship across the clinical disciplines

- **Outcomes**
  - A reduction in waiting times for first line assessments
  - Motivated teams that are comfortable to work jointly for the outcomes for the service users
  - Improved communication between teams that is live and relevant
  - Staff sickness levels have reduced

- **Conclusions and Recommendations**

The continued support of operational managers to recognise that closer working between teams has a positive benefit for all concerned. The placement of teams in a shared space, not just a building, has a positive effect on the learning, development and motivation of staff. Where teams are placed has a direct impact on the service users journey.