Working together to be the best we can be

Improving Communication- Improving Outcome

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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



Discuss pending section 136 assessments, and possible MHA assessments

Planning Ahead

- MHA assessment
- Relapse prevention
- Crisis and contingency

<u>CMHS / CRHTT</u>

- Co-located to same building Discuss CRHTT caseload, reviewing risk levels and management plans

Discuss / Review

- Case loads

- Referrals

- Risk management

- Inpatients

Feedback from previous day's outpatients appointments

> Feedback from the previous days assessments

Daily MDT

A reduction in waiting times for first line assessments

Discuss management

plans for high risk

CMHS

clients open to the

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

An increase in positive feedback from service

Mental Health Clinical Hub

Inpatient Bed

<u>Usage</u>

- Reduce potential admissions
- Facilitate early discharge

Enhanced Communication

- Sharing clinical expertise

- Developing

professional practice

An increased level of expertise in reviewing clinical care on a daily basis

Staff sickness levels have reduced

Motivated teams that are comfortable to work jointly for the outcomes for the service users

> Improved communication between teams that is live and relevant

Shared learning, improved knowledge, peer supervision and mentorship across the clinical disciplines





A reduction in admissions for north Ceredigion mental health service users

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.

