

# Report 1

## APPENDIX 1 - ORGANISATION OF MENTAL HEALTHCARE CRISIS PATHWAYS IN SECONDARY CARE SERVICES

This appendix summarises the method used to obtain organisational questionnaires from providers of healthcare services for young people that could be likely to ever care for a patient with a mental health condition. It covers the types of hospitals from which a response was received and the crisis pathways that were described.

### HOSPITAL DESCRIPTION

Data for this part of the study was collected at a Trust/Health Board level. Two questionnaires were used to collect data, one was completed by organisations in which care was provided to people aged 11-17 years and one was completed by organisations in which care was provided to 18-25 year olds. The data were divided into three sections;

- Section A - completed by organisations in which mental health services were provided on-site
- Section B - completed by organisations in which mental health services were not provided on-site but where care for young people who were admitted/attended with a mental health condition was provided (i.e. mental health assessment would be undertaken in the NHS Acute Trust/Hospital/Board, but was provided by a different Trust/Hospital/Health Board)
- Section C - completed by all organisations.

Because the network of provision of mental health services is complex, the mental health services on general hospital sites might have been provided by the same organisation providing physical healthcare, or by another organisation(s). Where NHS acute Trusts/Health Boards indicated that mental health services were provided on-site, the mental health services referred to may have been provided by another organisation. This complicated the analysis of the organisational data.

Throughout this report, organisations from which a completed section A was received were referred to as those 'with mental health services on-site' and those with a completed section B as those 'with no mental health services on-site' (Table A1.1).

**Table A1.1 Type of organisation**

	11-17 years	18-25 years
Mental Health Trust (A & C)	15	15
Community Trust (A & C)	21	2
Combined Mental Health and Community Trust/Hospital/Health Board (A & C)	0	11
NHS Acute Trust mental health services on-site (A & C)	22	17
NHS Acute Trust NO on-site mental health services (B & C)	75	63
Independent provider (A & C)	2	1
Other Trust (A & C)	5	2
<b>Total</b>	<b>140</b>	<b>111</b>

Source: Organisational questionnaire

### CRISIS PATHWAYS IN SECONDARY CARE

On an organisational level it was reported that a total of 87/102 (85.3%) organisations had an emergency mental health pathway specifically for 11-25 year olds in crisis (52/61 (85.2%) for 11-17 year olds and 35/41 (85.4%) for 18-25 year olds).

#### **Crisis pathways in daytime working hours**

A variety of approaches were described with regard to receiving emergency referrals during normal working hours (Table A1.2 was 10.4). In the majority these were generic referral pathways for all referrals, rather than condition specific. In 45/83 (54.2%) responses the response standard for referral to assessment was within 4 hours for both 11-17 year olds (26/50; 52%) and 18-25 year olds (19/33; 57.6%).

**Crisis pathways out of hours**

Out of hours crisis services specific to the age group were more commonly available to 11-17 year olds than to 18-25 year olds (Table A1.3 was 10.6). Again, these were more often generic in nature rather than condition specific. As for day time services the time standards in place from referral to assessment was within 4 hours for 11-17 year olds (56/62; 90.3%) and 18-25 year olds (42/44; 95.5%).

In the general hospital setting, crisis services tended to be provided by dedicated liaison teams for 11-17 year olds (32/59; 54.3% organisations) and hospital based mental health liaison for 18-25 year olds (33/39; 84.6%) in hours, and dedicated liaison services for 11-17 year olds (35/42; 83.3%), and crisis resolution teams (23/42; 54.8%) out of hours (Table A1.4 was 10.8).

**Table A1.2 How emergency referrals to mental health services were made within working hours**

	11-17 years	18-25 years
To individual service	32	11
Day time on call rota	20	5
Common point entry	23	19
Crisis resolution and home treatment service	11	18
Other	9	13
<b>Subtotal</b>	<b>61</b>	<b>43</b>
Not answered	1	1
<b>Total</b>	<b>62</b>	<b>44</b>

\* Answers may be multiple therefore numbers under 'n' do not add up to the subtotal

Source: Organisational questionnaire

**Table A1.3 Type of crisis pathways out of hours**

	11-17 years	18-25 years
Specified Emergency Care pathway/bundle for (all) acute mental health referrals	45	16
Specified Emergency Care pathway/bundle only for certain conditions	6	1
<b>Subtotal</b>	<b>51</b>	<b>17</b>
Not answered	1	0
<b>Total</b>	<b>52</b>	<b>17</b>

Source: Organisational questionnaire

**Table A1.4 Services provided in the general hospital setting**

	In hours		Out of hours	
	11-17 years	18-25 years	11-17 years	18-25 years
Dedicated on-call liaison mental health teams for 11-17 year olds	32	NA	29	NA
Dedicated on-call liaison mental health team for 11-25 year olds	17	NA	23	NA
Dedicated on-call liaison (18-25 year olds)	NA	NA	NA	35
Hospital based mental health liaison (18-25 year olds)	0	33	NA	NA
Crisis resolution team	20	18	NA	23
Community mental health teams	23	11	14	8
Other	12	9	15	7
<b>Subtotal</b>	<b>59</b>	<b>39</b>	<b>57</b>	<b>42</b>
Not answered	1	1	1	0
<b>Total</b>	<b>60</b>	<b>40</b>	<b>58</b>	<b>42</b>

\*Answers may be multiple

Source: Organisational questionnaire

**Crisis referrals in the general hospital setting (no mental health services on-site)**

Care was provided to 11-17 year olds in 63 organisations and to 18-25 year olds in 59 that had an on-call team for emergency referrals.

Where this service was in place, it was most often as a seven-day per week service for 11-17 year olds (40/60; 66.7%) and 18-25 year olds (50/56; 89.3%). It included an out of hours service in 52/60 (86.7%) organisations providing care to 11-17 year olds and 56/57 (98.2%) organisations providing care to 18-25 year olds.

**REPORTED WAITING TIMES FOR MENTAL HEALTH CRISIS RESPONSES IN THE GENERAL HOSPITAL SETTING**

Where there was a single point of contact to a multidisciplinary crisis team the average waiting times as reported during working hours are shown in Table A1.5 was 10.10. As can be seen these were in excess of 6 hours for 11-17 year olds in 25/42 (59.5%) of organisations from which a response was received.

Out of hours, the average waiting times for assessment was reported to be over 6 hours for 11-17 years in 24/37 (64.9%) organisations responding reported a waiting time of (Table A1.6 was 10.11).

**Table A1.5 Average wait time during working hours (08.00-17.59)**

	<b>11-17 years</b>	<b>18-25 years</b>
<1 hour	2	10
1-3 hours	15	20
3-6 hours	13	7
Other	12	7
<b>Subtotal</b>	<b>42</b>	<b>44</b>
Not answered	3	5
<b>Total</b>	<b>45</b>	<b>49</b>

Source: Organisational questionnaire

**Table A1.6 Average wait time out of hours (18.00-07.59)**

	<b>11-17 years</b>	<b>18-25 years</b>
<1 hour	1	7
1-3 hours	12	17
3-6 hours	4	9
Other	20	10
<b>Subtotal</b>	<b>37</b>	<b>43</b>
Not applicable	4	1
Not answered	4	5
<b>Total</b>	<b>45</b>	<b>49</b>

Source: Organisational questionnaire