



Healthcare
Improvement
Scotland

Mental Health and Substance Use Protocol Programme: National Learning Event

Crisis and Out of Hours Care and Safe Spaces

Leading quality health and care for Scotland



Welcome and introductions

Introduce yourself in the chat box!

Let us know your name and role

Dr Chanpreet Blayney

Clinical Lead for the Mental Health and Substance Use Programme at Healthcare Improvement Scotland; Consultant Psychiatrist, NHS Greater Glasgow and Clyde

Benjamin McElwee

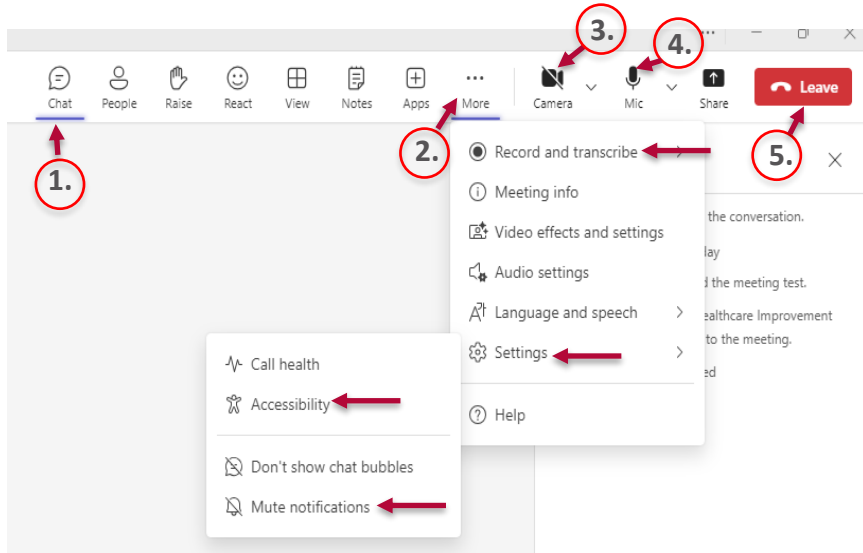
Senior Improvement Advisor, Mental Health and Substance Use Programme; Healthcare Improvement Scotland

Troubleshooting



Any technical issues, please contact:
Abbie Tomlinson via MS Teams
or abbie.tomlinson@nhs.scot

MS Teams Settings

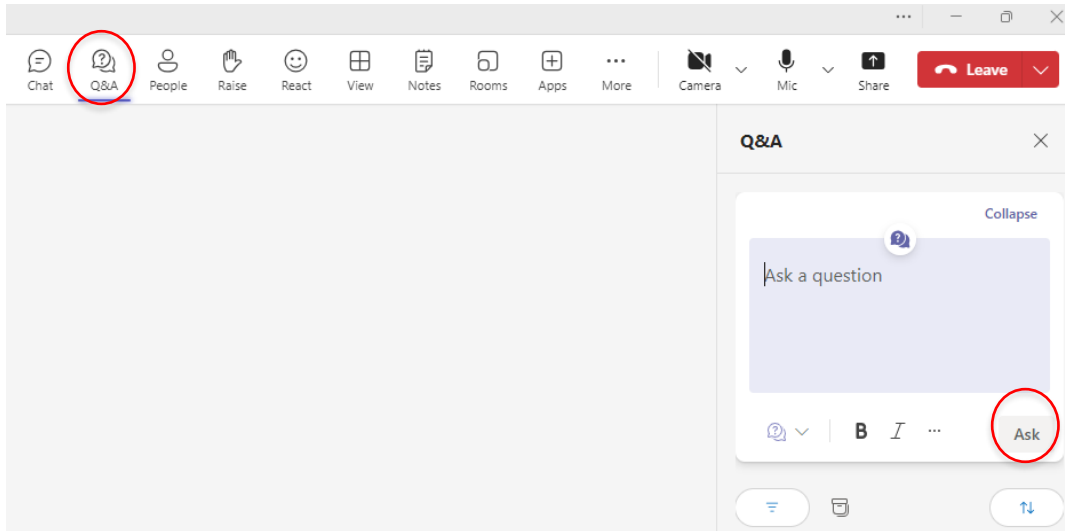


1. **How to open and close the chat panel** – use the chat panel to introduce yourself, raise any questions you may have for the speakers and also post comments.
2. **Under ‘more’ and then ‘record and transcribe’** (highlighted with the arrow) you can access a live transcript of the meeting. By clicking **‘settings’** and **‘accessibility’** (highlighted with the arrow) you can access some further accessibility features such as live captions and mute notifications including chat and lobby (highlighted with the arrow)
3. Your **camera** will be automatically switched **off** except during Q&A sessions
4. Your **microphone** will be automatically switched **off** except during Q&A sessions
5. How to **leave** the meeting

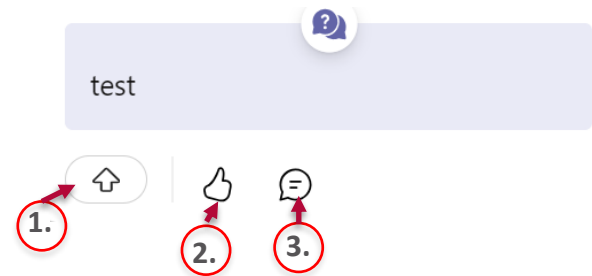
MS Teams Settings – Q&A function

Throughout the session, if you have any questions, please use the 'Q&A' function to post your questions and we will answer these during the panel discussion towards the end of the call.

Select Q&A, type in your question and select 'Ask' to post.



1. Use the 'vote' option if you would like to hear the answer to another attendee's question and push it to the top of the list
2. Use the thumb option to react to other questions
3. Use the comment option to respond to other questions



MS Teams Settings – recording

This session will be recorded

The link will be shared, so those who are unable to join us today can listen to the session.

During the panel discussion and Q&A you will have the opportunity to turn your mic and camera on, please note the recording will be stopped and will NOT capture the camera or audio of attendees who speak during this

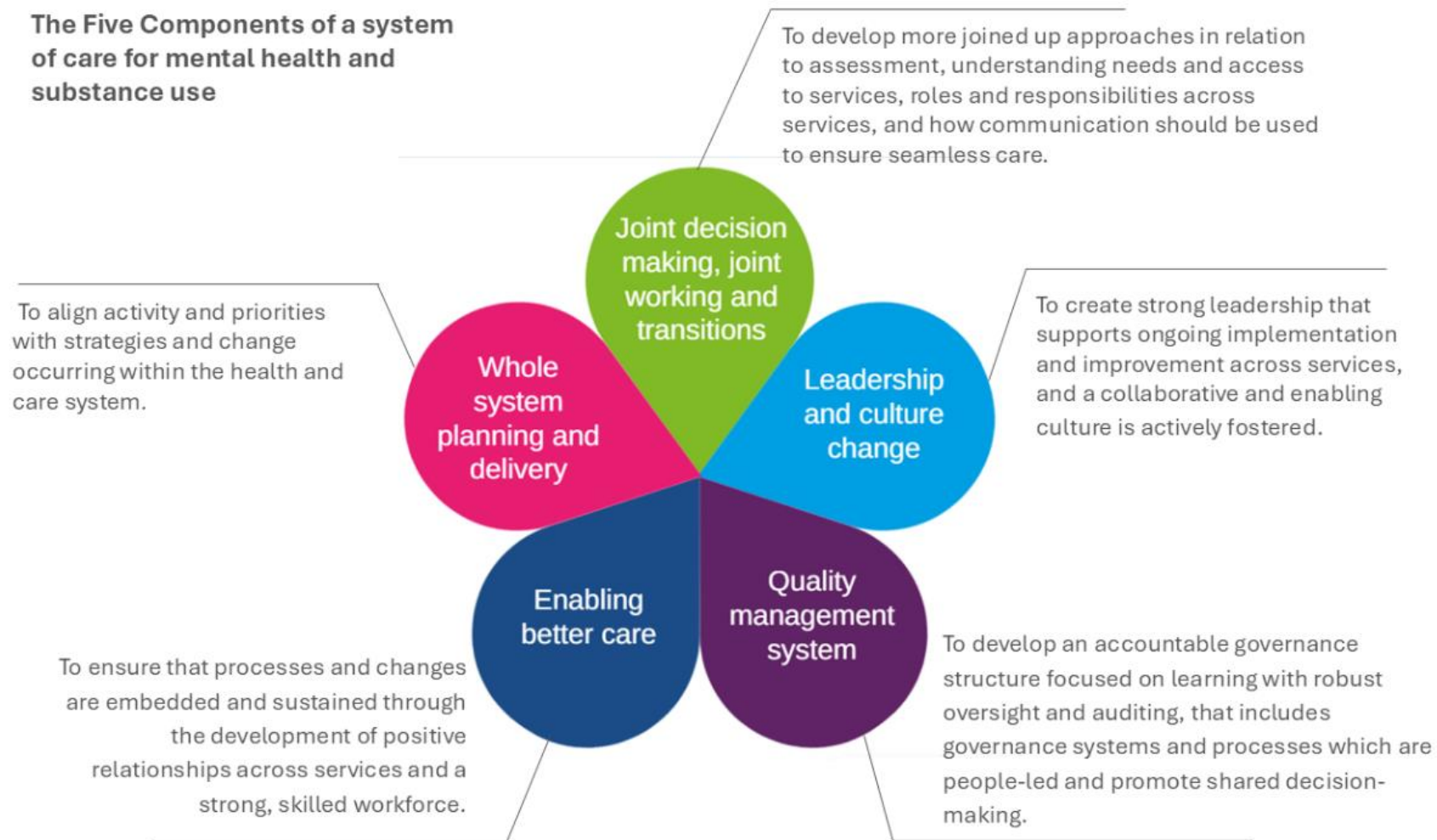


Agenda

Time	Topic	Lead
1pm	Welcome and introductions	Dr Chanpreet Blayney, Clinical Lead for the Mental Health and Substance Use Programme at Healthcare Improvement Scotland (HIS); Consultant Psychiatrist, NHS Greater Glasgow and Clyde
1.05pm	The National Mental Health and Substance Use Protocol and unscheduled care	Dr Chanpreet Blayney Benjamin McElwee, Senior Improvement Advisor, HIS
1.15pm	Peer support in crisis and urgent care	Emma Wilson, Senior Service Manager, Penumbra
1.35pm	Mental Health Unscheduled Care and Safe Spaces	Claire McDermott, Mental Health Primary and Unscheduled Care Team Leader, Scottish Government
1.50pm	Q & A / Panel discussion	All
2.15pm	Closing remarks	

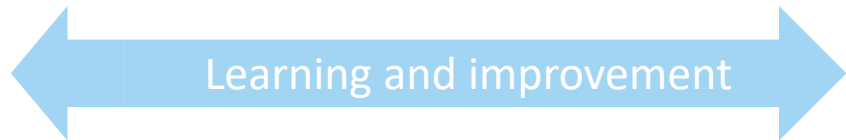
Supporting mental health and substance use in crisis and out of hours care

The Five Components of a system of care for mental health and substance use



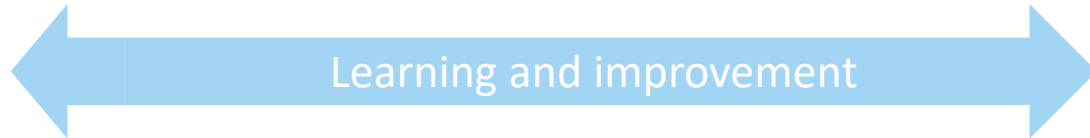
Opportunities

- Identifying risk
- Assertive outreach
- Interagency collaboration



Crisis pathways that are...

- Inclusive
- Holistic, and
- Maximise intervention opportunities



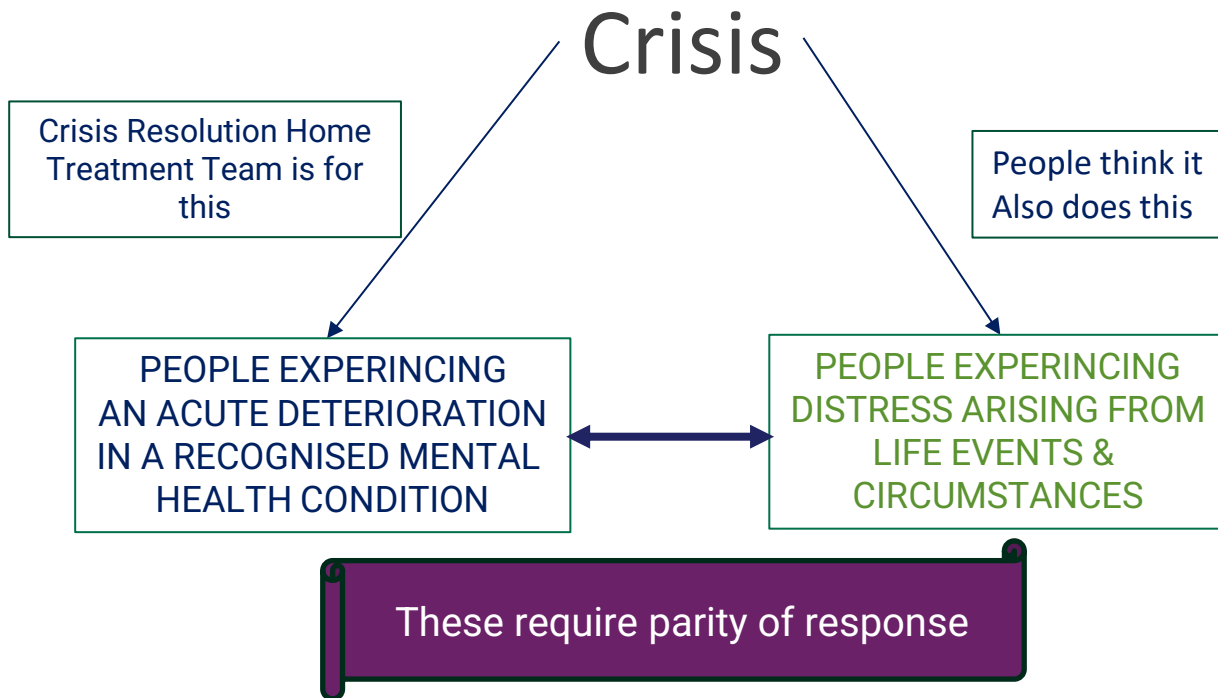


Peer Support in Crisis & Urgent Care

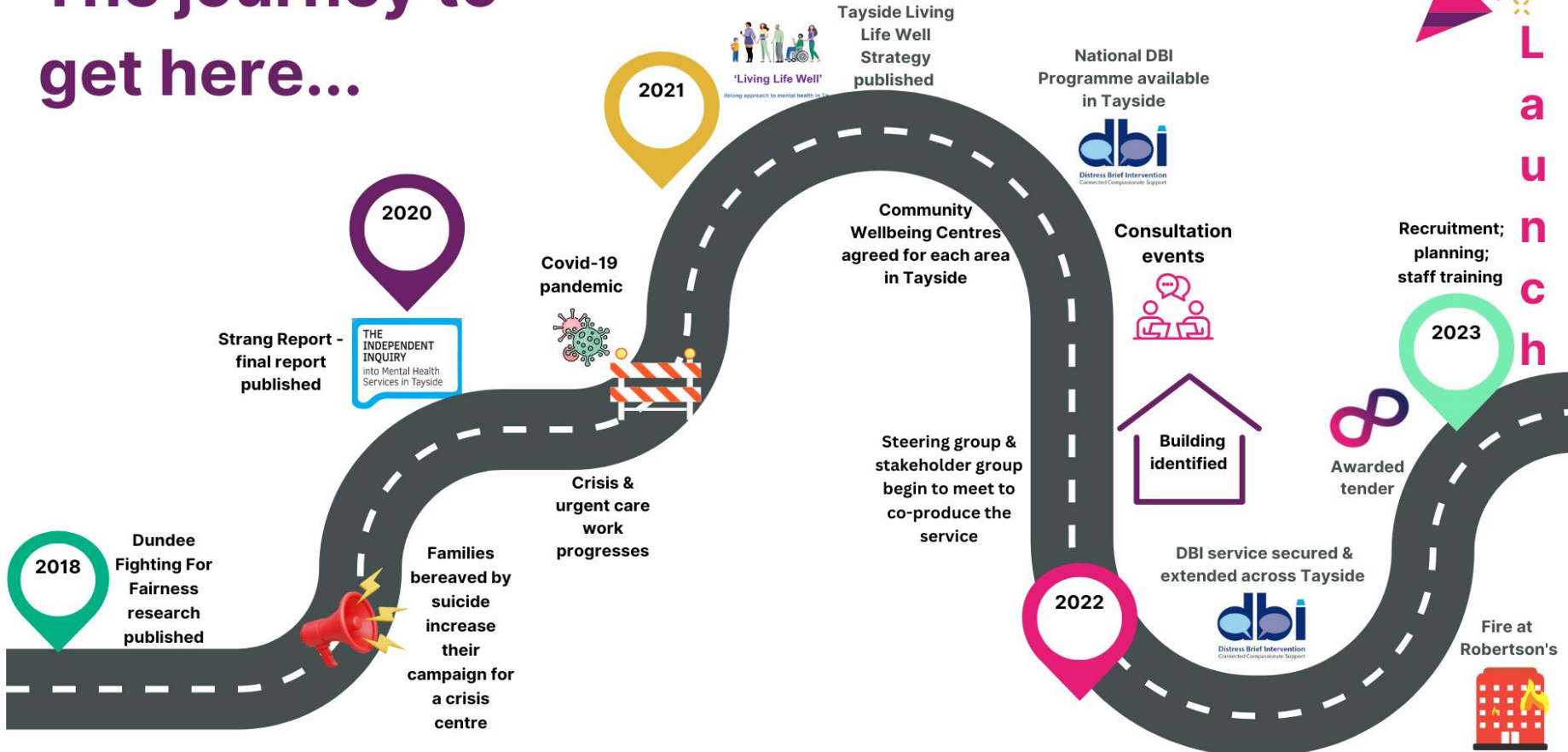
Emma Wilson – Senior Service Manager
Hope Point, Dundee Wellbeing Support

Crisis & Urgent Care redesign in Tayside comprising of 5 main component parts:
Responses for people experiencing emotional distress being explored...

Important concept



The journey to get here...



Co-production/Lived experience



- Commissioning & Procurement
- Steering Group
- Stakeholder Group
- Workstreams
- Contract monitoring
- Becoming operational



- Launched 31st July 2023
- Open 24/7
- No referral required
- Drop in; Freephone; text support



4 South Ward Road, Dundee, DD1 1PN



What to expect when you visit us...

A Warm Welcome!

A friendly member of our team will assist you at our building entrance on 4 South Ward Road.



One-to-One Support

One of our peer workers will listen, and have a chat with you to identify how we can best support you.

Connecting

Our support is short term, at the time you need it most. We will work with you to connect you with the right support to aid your recovery longer term.



We will help you to **plan your next steps** safely, and we can help you to find a way forward.

Safe Spaces Scoping Report: 'Right Care, Right Place, Right Time'

October 2024



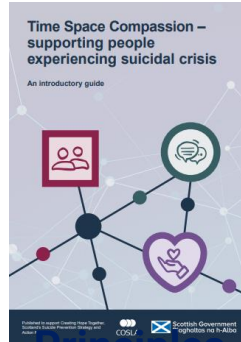
What works



Inclusive



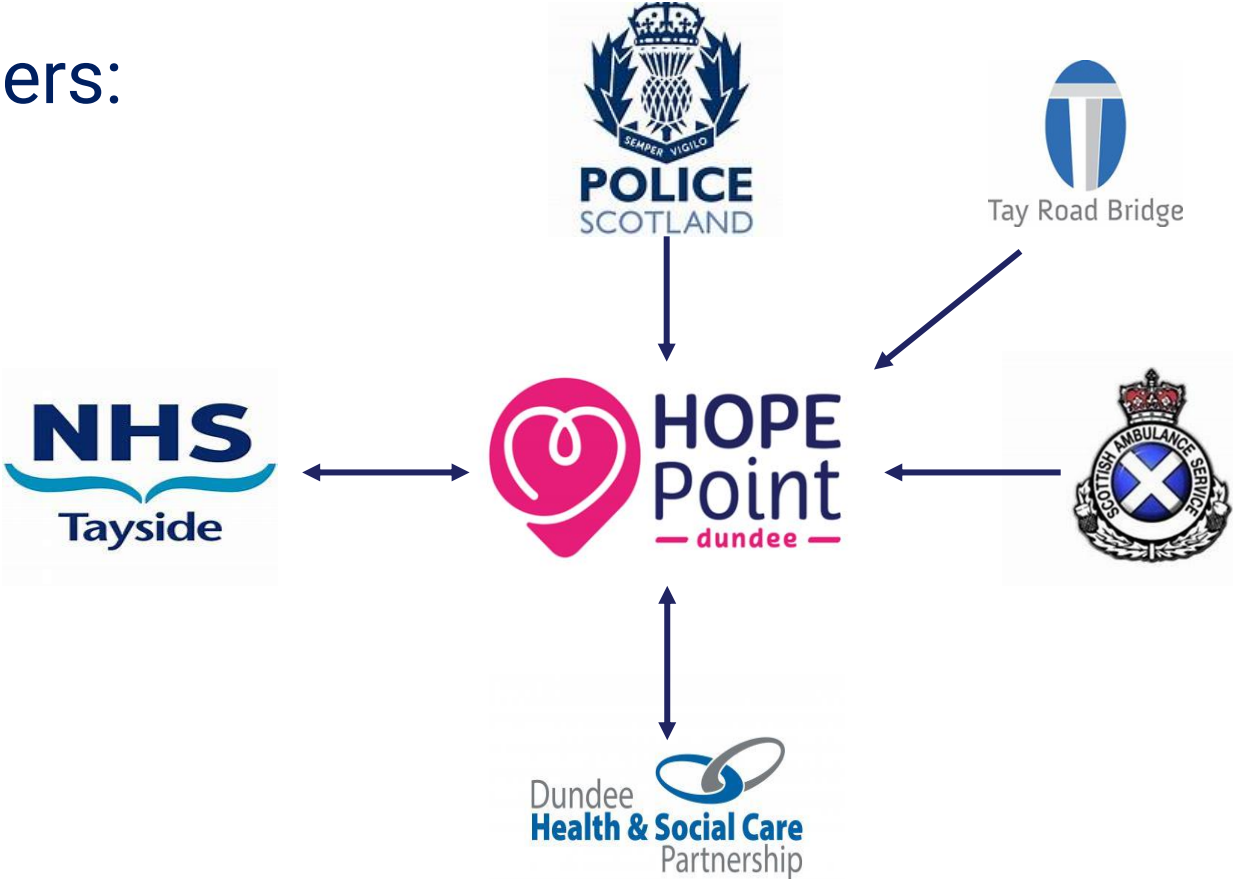
#thepowerofpeer



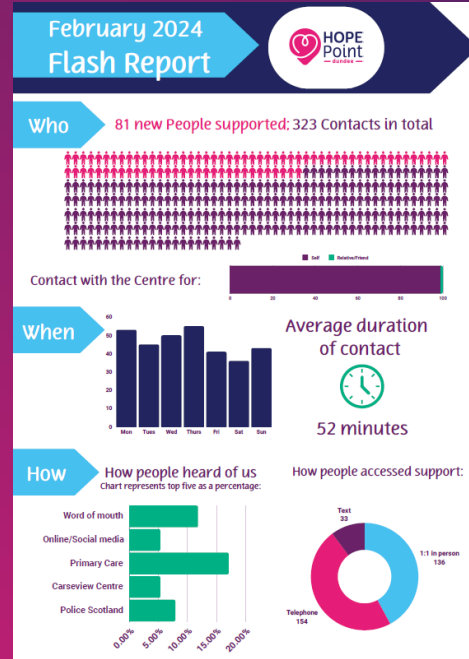
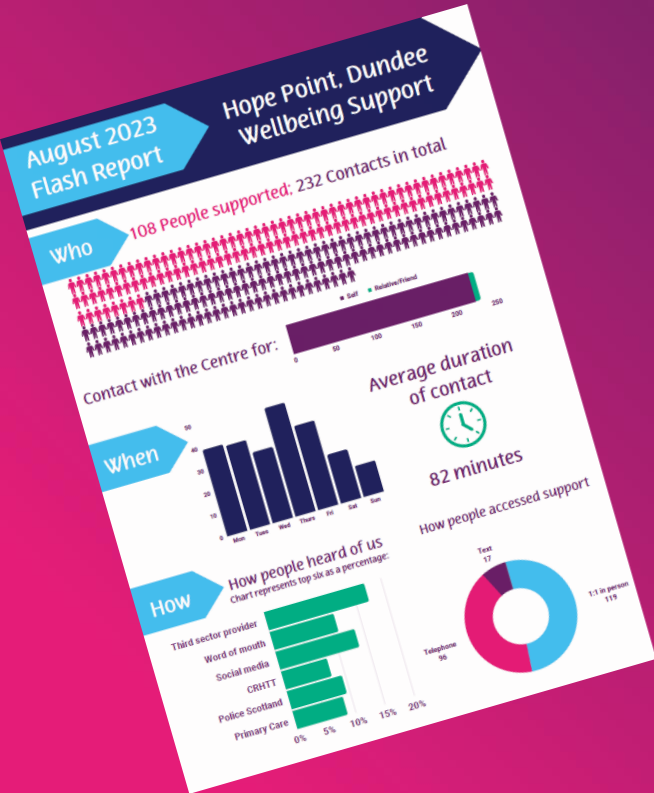
**Principles
Time, Space,
Compassion**



Partners:



Our Impact reported quarterly to wide range of Stakeholders



Some key stats & demographics

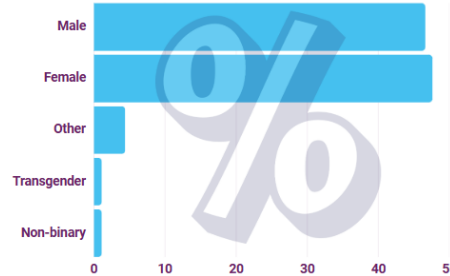
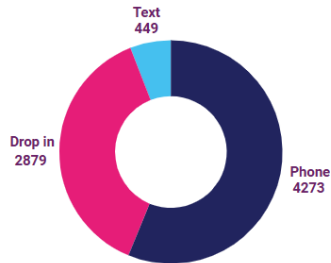
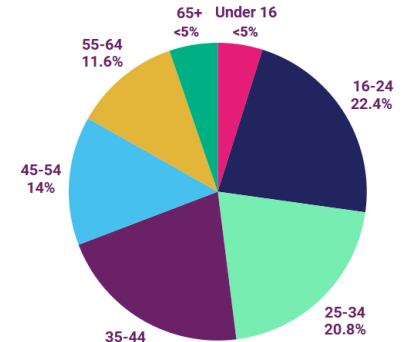
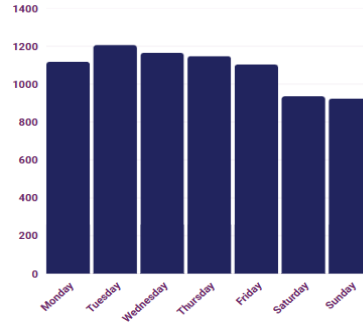


1, 602 people supported



7, 601 Contacts in total

Supports carried out via drop-in, phone and text



Reason for contact:



Measuring impact:

“The fact that the staff are peers helps with trust”

“Just what we as a family needed as we were all very worried about our relative. Thank you :)”

“Exactly what I needed at the time, not someone trying to fix me, just being there, understanding and caring”

271 people completed feedback questionnaires
99.6% felt able to access support when they needed it.
99.6% felt the environment made them feel comfortable.
96.3% felt valued & respected by our team.
99.6% felt they could make contact in the future if requiring support.

Distress scale: average 3.8 ↓ reduced distress rating

Thank
you

Contact:

emma.wilson@penumbra.org.uk



Unscheduled Care and Safe Spaces



Scottish Government
Riaghaltas na h-Alba

Mental Health Unscheduled Care

Policy Background

- Mental Health Unscheduled Care Network
- NHS 24 Mental Health Hub and Enhanced Mental Health Pathway
- Urgent Assessment and Triage
- Links across the Mental Health System: Funding additional workforce, DBI, Children and Young people, suicide prevention, self harm, dementia and more
- Developing:
 - Data
 - Psychiatric Emergency Plan Review
 - Framework for Collaboration/Collaborative Commitments



Scottish Government
Riaghaltas na h-Alba

Mental Health Unscheduled Care

Substance Use

- **Mental Health Unscheduled Care Network**
 - Too intoxicated to participate in assessment
 - Based on capacity to participate rather than being substance affected
 - Proactive Follow-up
 - Psychiatric Emergency Plan Review
 - People frequently presenting in crisis
 - Safe Spaces

Mental Health Unscheduled Care

Safe Spaces Scoping Report: Right Care, Right Place, Right Time

- **Purpose**

- explores the feasibility of implementing an additional safe space as an alternative to people being conveyed to an Emergency Department (ED) and as community led crisis services.

- **Definition of a Safe Space**

- Not intended to not replace clinical mental health interventions.
- Purpose needs to be considered alongside the needs of those requiring a safe space.

Mental Health Unscheduled Care

Safe Spaces Scoping Report: Right Care, Right Place, Right Time

- **Function:** reduce the need for statutory measures, mitigating disproportionate and unnecessary infringement of rights due to the voluntary nature in which a safe space could operate and provide better outcomes for individuals bridging the gap between hospital admission and safe to be at home/discharge home.
- **Who:**
 - Adults
 - Children and Young People
 - Substance affected and in crisis (inc. C&YP)
 - Exclusions: Physical health intervention, consent

Mental Health Unscheduled Care

Safe Spaces Scoping Report: Right Care, Right Place, Right Time

- **Protocols:** Safe Handover, Proactive follow-up, Information Sharing, Consent, Deprivation of Liberty, Escalation processes and Access routes to urgent physical health treatment, Significant risk to safety, history of violence, Access to medication /prescribing, Staffing Ratio, Access to security, Access routes to urgent physical health treatment.
- **Geographical Demand:** significant variation in demand across Scotland
- **Conclusion and Next Steps:** Report published, Toolkit, Cost Benefit Analysis
- **Good Practice Examples:** A sample of safe spaces across Scotland, including Hope Point

Keep in touch

Claire McDermott, Mental Health Unscheduled and Primary Care

Email: mhworkforceunscheduledprimarycare@gov.scot

Web:

www.gov.scot/publications/safe-spaces-scoping-report/

www.gov.scot/policies/mental-health/mental-health-unscheduled-care/

Open Discussion and Q&A



Feedback

**Use the link in the chat
box or scan the QR code**

**Mental Health and Substance
Use: Crisis and Out of Hours Care
and Safe Spaces**



Next Steps



Mental Health and Substance Use Distribution list

Mental Health and Substance Use
- Distribution list consent form



Use the link in the chat box to sign up to our distribution list to ensure you receive all communication around future mental health and substance use events, including how to register

Keep in touch

Twitter: @online_his

Email: his.transformationalchangementalhealth@nhs.scot

Web: healthcareimprovementscotland.scot

Find out more: <https://ihub.scot/improvement-programmes/mental-health-portfolio/mental-health-and-substance-use-programme/>