



Agenda Item
3.4

Joint Commissioning Committee

**Work Plan / Performance Update for Mental Health & Learning Disabilities
(previously part of the National Collaborative Commissioning Unit - NCCU)**

Dyddiad y Cyfarfod / Date of Meeting	21/05/2024
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	Not Applicable
Awdur yr Adroddiad / Report Author	Shane Mills
Cyflwynydd yr Adroddiad / Report Presenter	Shane Mills
Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor	Abigail Harris, Interim Chief Commissioner

Pwrpas yr Adroddiad / Report Purpose	For Noting
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Engagement (internal/external) undertaken to date (including receipt /consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
N/A	Click or tap to enter a date.	Choose an item.

Acronyms / Glossary of Terms	
CAMHS	Child and Adolescent Mental Health Service
CYP	Children and Young People
NCCU	National Collaborative Commissioning Unit
PICU	Psychiatric Intensive Care Unit
ECT	Electroconvulsive Therapy

1. SITUATION / BACKGROUND

This report highlights work to date and outlines the programme of work for 2024/25 for the former National Collaborative Commissioning Unit team now incorporated into the Joint Commissioning Committee. There are four general areas of work undertaken by this team.

1. Managing the National Mental Health and Learning Disability Hospital and Care Home Frameworks.
2. Providing national coordination and supporting health boards to deliver NHS 111 press 2 for urgent mental health support service.
3. Delivering the 'Dyfodol' (Futures) Programme with the Royal College of Psychiatrists Wales.
4. Supporting health boards to deliver national policy initiatives.

A full work programme spreadsheet is in use across all the areas detailed below which is available on request. The details below are a brief narrative on the area of work and outline work programme in three monthly segments (quarters).

2. SPECIFIC MATTERS FOR CONSIDRATION

2.1. Managing the National Mental Health and Learning Disability Hospital and Care Home Frameworks.

There are two National Collaborative Frameworks which have been in operation for many years since being developed in collaboration between the NCCU and NHS Wales Shared Services Committee team. They provide a mechanism for health boards to be able place patients with a Provider outside of NHS Wales' services when required because of capacity or specific patient requirements. These Providers are subject to regular quality checks, financial checks and performance reporting to ensure safe, effective and high quality care is delivered that improves patient experience for health board populations.

The National Collaborative Framework for Mental Health and Learning Disability Hospitals has been in place since 2012 and covers a range of hospital settings from secure care to acute wards and includes units caring for children and young people. Health Boards and the Joint Commissioning Committee (for specialised services) utilise this Framework and currently for all placements around 60% of patients are placed within Wales. There are currently 366 patients placed in hospitals that are part of the Framework at a cost of circa £73 million per year.

The National Collaborative Framework for Mental Health and Learning Disability Care Homes has been in place since 2017 and covers community care homes for adults. Health boards and Local Authorities use this Framework and currently over 90% of all placements are within Wales. There are currently 459 residents placed in hospitals that are part of the Framework at a cost of circa £60 million per year.

Members should note that each hospital or care home site where a Welsh patient receives care is audited, at least once per year, through an 'on-site' visit. The team audited 77 individual sites between 1 January 2024 and 30 April 2024. This visit entails checking the environment, interacting with staff and managers, checking clinical notes and other documentation and, most importantly talking to patients/residents and reviewing care being delivered.

Outline work programme for 2024/25:

- **Quarter 1:** Complete price refresh for 2024/25, work to date has reduced potential additional cost impact from £7m to £5m.
- **Quarter 2:** Start to develop new Frameworks (due for publication in 2025) in partnership with commissioners and potential providers. Link new Frameworks with work to optimise the use of NHS internal capacity.
- **Quarter 3:** Review and re-engineer digital support systems to support new Frameworks. Ensure new Frameworks shape the provider market and provide services that are required, where they are required and at best value.
- **Quarter 4:** Prepare for deployment of new Frameworks, redesign audit plan and train local commissioners.

All Quarters: Continue to ensure Providers comply and report on the required standards and outcomes.

2.2. Providing national coordination and supporting Health Boards to deliver NHS 111 press 2 for urgent mental health support service.

NHS 111 Press 2 for Mental Health is a new service delivered in Wales which was developed through building on local health board extant strategies and recommendations in the 'Beyond the Call' Review available here:

<https://www.gov.wales/sites/default/files/publications/2020-12/beyond-the-call.pdf>

The 'Beyond the Call' Review analysed thousands of calls to urgent care systems where 'mental health' was an issue and found:

- The NHS system was complex for persons in mental health crisis to navigate.
- Some health boards did not have robust 24/7 crisis services in place.
- People had multiple reasons for contacting crisis services including social and well-being issues.
- Helplines were available to the public but it was unclear of differences between them, their operating times, access criteria, and they were not sufficiently connected to local NHS services.

The Welsh Government provided £6 million of funding to deliver the project within two years (by April 2023) due to concerns over increased post-pandemic demand for mental health support. The aims of project were to:

- Provide local care through a national number
- Provide a comprehensive national service that covered all of Wales, for all ages, 24 hours a day, and 365 days a year

- Improve the callers experience and outcomes
- Provide early intervention for urgent mental health issues
- Provide information & options for self-care and support.
- Provide navigation to local appropriate non statutory support.
- Reduce the demand and provide advice for A&E/GPs/Police/Welsh Ambulance Services University NHS Trust.
- Make seamless referrals to local specialist mental health services if necessary.

The MH111#2 project is delivered in partnership with the Welsh Government's 6 Goals for Urgent and Emergency Care Programme. There is a national specification in place which outlines the service to be delivered which has been agreed by all health boards. The service is delivered through a national number connecting to a local hub in each Health Board which undertakes triage, assessment, intervention and navigation for each call.

The service was launched 24/7 in May 2023, after previously being tested with pilot sites, and has to date received over 79,000 calls. There are circa 150 staff employed by health boards working in local hubs and training is commissioned nationally for cultural diversity, Focused Assessment & Commitment Therapy, UK Mental Health Triage, suicide awareness and personal safety planning. Callers are asked to self-report an evidence based Patient Reported Outcome Measure (Subjective Units of Distress Scale), with 99% of these callers reporting a reduction in distress during the call.

Outline work programme for 2024/25

- **Quarter 1:** Independent 'One Year On' review to be completed. Demand and capacity analysis is underway to provide predictions to support future service sustainability and additional funding requirements. 'Young people friendly' assets are being developed.
- **Quarter 2:** The service will be the first mental health service in Wales to deliver the national patient reported experience measures (PREMS). Dataset, dashboard and digital assets will be updated.
- **Quarter 3:** Alongside Health Education and Improvement Wales (HEIW) develop competence frameworks for Band 5 and Band 6 call takers. '72 hour follow up calls', being tested in Betsi Cadwaladr University Health Board (BCUHB), will be reviewed, this follow up call offers a prompt for callers to engage with services which were offered in the initial call and an opportunity to discuss any other issues.
- **Quarter 4:** Linking with Strategic Programme for Mental Health and local services we will support health boards to strengthen the interconnectedness between MH111#2, physical health urgent care services, children's mental health alternative to admission projects, crisis sanctuaries, transport services and extant crisis services.

2.3. Delivering the 'Dyfodol (Futures)' Programme with Royal College of Psychiatrists Wales.

This Joint programme with the Royal College of Psychiatrists Wales provides the Welsh Government and Health Boards with Spotlight Reports or commissioning templates on national issues or emergent models to enable them to commission effective and efficient services whilst reducing inequities and variation. The programme is built on work commenced during the pandemic and is funded by Welsh Government. The current work programme is as follows:

- **Review of Electroconvulsive Therapy (ECT):** To publish a Spotlight Report on the provision of Electroconvulsive Therapy across Wales, the quality of that provision against the Royal College of Psychiatrists Accreditation Service Standards and the views on its future by the clinicians delivering this therapy.
- **Adult Community Mental Health Teams-Enabling Environments Review:** The 'Enabling Environments' work stream ensures that the state and organisation of the spaces in which we care for people, and in which our staff work, are viewed as an important aspect of care. A comprehensive review of all 45 Adult Community Mental Health Teams offices has been undertaken.
- **Perinatal Mental Health Community Teams-Enabling Environments Review:** A comprehensive review of all 7 Perinatal Mental Health Teams offices has been undertaken.
- **Prison Health:** Review of the five prison mental health services in Wales and adherence with Royal College of Psychiatrists standards.
- **Inpatient Weight Management/Healthy Diet:** Previous work undertaken has demonstrated significant weight gain for those patients on mental health and learning disabilities wards due to side effects of prescribed medications, inactivity and diet. This has a significant impact on life expectancy. The weight management work stream will focus on working with vanguard sites in the NHS and independent sector on a 'healthy wards' initiative.
- **Smoking Cessation:** Previous work undertaken has demonstrated high prevalence of smoking in the mental health inpatient cohort and for those with serious and enduring mental illness, which has a significant impact on life expectancy. The spotlight report will highlight this issue and provide advice on mechanisms to support patients with serious and enduring mental illness to cease smoking.
- **Substance Use Services:** This work will review demand for Substance Use Services since the pandemic. It will review current capacity of services, the state of community team offices, and extant, new and emerging models of care.
- **Disease modifying therapies for Dementia:** The project will provide a commissioning template to support the implementation of services to deliver potential new disease modifying treatments for mild cognitive impairment associated with dementia. This will enable a proactive approach to building system awareness and readiness for emergent therapies that currently are, or may in future, be going through the approval process.

Outline work programme for 2024/25.

- **Quarter 1:** ECT review specification for Centre of Excellence in Wales being sent to Health Boards in June 2024 for expressions of interest. Adult Community Mental Health Teams-Enabling Environments Review will be published. Establish 'Health Wards' initiative.
- **Quarter 2:** Start review of prison mental health services. Smoking Cessation report will be published.
- **Quarter 3:** Perinatal Community Mental Health Teams-Enabling Environments will be published. Vanguard site for Disease modifying therapies for Dementia will be in place.
- **Quarter 4:** Begin work with vanguard sites on 'Healthy Wards' initiative. Publish Substance Use Services Spotlight Report.

2.4. Supporting National Mental Health Initiatives.

- **National Mental Health Transport & Conveyance Review**

The project aims to understand the current and future need for patient transport in mental health services in NHS Wales. This is pertinent due to the wide variation in arrangements across health boards and possible changing demand due to the Police Forces 'Right Care, Right Place' initiative link here:

<https://www.college.police.uk/guidance/right-care-right-person-toolkit>

The first phase aims to understand the current demand and arrangements for mental health transport within NHS Wales, to create a shared understanding of the types of transport required and the relative demand for each category and identify gaps in provision. The second phase will explore new commissioning models for service provision.

Currently in place is a commissioned mental health transport service consisting of five vehicles deployed across Wales managed by St John's Cymru. This was commissioned during the pandemic to improve mental health patient experience by reducing wait times for conveyance, and mitigate unnecessary conveyance by police vehicle or ambulance. The service aims to compassionately convey patients under the care of mental health services and protects valuable staff resource including approved Mental Health Professionals, social care staff, WAST and police, and mitigates poor patient experience from long waits. This service undertook 774 journeys between 1 January and 30 April 2024.

- **Children And Young People's Alternative to Admission Project.**

This project aims to support Welsh Government mental health policy officials to commission projects from each health board that will provide alternative safe spaces to undertake health and social care assessments for children and young people whom may otherwise be admitted to adult mental health wards or have long waits in busy emergency departments. It will provide access to compassionate and experienced staff who will listen and provide information and assistance, and connect children and young people to appropriate community

support networks/groups. The service has already successfully been delivered in some health board areas in 2023 and will roll out to the rest in 2024.

2.4.1. Third Sector Mental Health Commissioning

As part of a joint project with the Strategic Programme for Primary Care, 450+ individual groups that support people with mental health or wellbeing issues in Wales were mapped. There was a consensus for a need to be more consistent in the commissioning of third sector services to meet mental health needs across Wales and more assurance was required that local third sector provision sufficiently addressed local demand; also this work noted that more could be done to optimise the use of third sector services, include them as delivery partners and strengthen the interfaces between these organisations and NHS services.

Outline work programme for 2024/25.

- **Quarter 1:** Terms of Reference agreed with Welsh Government and Health Boards on National Transport Review and first national stakeholder group will be held. National data set for alternative to admission covering activity and outcomes will be in place. Third sector commissioning project group with third sector representatives established.
- **Quarter 2:** National Transport Reviews snapshot of demand will be captured.
- **Quarter 3:** National Transport Reviews second phase (dependant on outcome of first phase) will commence in summer and focus on commissioning for transport requirements. Third sector commissioning draft commissioning template to be agreed. All alternatives to admission to be open.
- **Quarter 4:** Independent review of alternatives to admission project interim report due. Third sector commissioning guidance to be issued.

3. KEY RISKS / MATTERS FOR ESCALATION

There are currently 19 Care Homes and 36 hospitals under the National Frameworks where a remedial action plan is in place and failure to address these remedial actions in a timely manner will impact on the provider’s quality rating. There are currently 2 providers with the lowest quality rating which are under enhanced monitoring and comprehensive actions plans in place.

Further updates on progress will be provided to a future Committee meeting.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Nod (au) Strategol CBC / Link to JCC Strategic Goal(s)	Not Applicable
Dolen i Feysydd Strategol CBC /	Not Applicable

Link to JCC Strategic Areas	
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	A more equal Wales
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Whole-systems Perspective
	Data to knowledge Learning, improvement and research
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Domains of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Person Centred
	Efficient Effective Equitable Timely Safe All domains of quality
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? / Quality</i> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:

Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl / Ariannol) /</i> Resource Impact <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

5. RECOMMENDATIONS

The Joint Commissioning Committee is asked to:

- **Note** the Work Plan / Performance Update for Mental Health & Learning Disabilities previously part of the National Collaborative Commissioning Unit.

6. NEXT STEPS

As identified, the work plan will be implemented and an update provided as required for the Joint Commissioning Committee at a future date.