

Urgent psychiatric care and treatment for adults in Oxfordshire

- Janet Patterson - Consultant psychiatrist
- Debbie Walton - CMHT manager
- Julie Fulea - Crisis and home treatment team

C.M.H.T's

OXFORDSHIRE C.M.H.T'S

CITY EAST C.M.H.T AND AOT

Team Manager Debbie Walton. Tel: 01865 738600

Team email – east.citycmht@oxfordhealth.nhs.uk

CITY CENTRAL C.M.H.T AND E.I.S

Team Manager Diane Monnery. Tel: 01865 738761

Team e mail – citycentral.cmht@oxfordhealth.nhs.uk

NORTH OXFORDSHIRE C.M.H.T

Team Manager Pam Brooks. Tel: 01295 819022

Team e mail – amh.north@oxfordhealth.nhs.uk

SOUTH EAST OXFORDSHIRE C.M.H.T

Team Manager Anne Packman. Tel: 01235 799800

SOUTH WEST OXFORDSHIRE C.M.H.T

Team Manager Catherine Sage. Tel: 01235 205445

REFERRAL PROCESS

For 9am – 5pm Monday – Friday excluding Bank
Holidays

Emergency/ Same Day Referrals:

For patients assessed to be at high risk to themselves or others with limited/ no protective factors who need to be seen that day.

- **Always ring the C.M.H.T and discuss the referral and agree a plan**
- **Send through a fax to the admin team to confirm details and include a patient summary sheet.**

Urgent Referrals:

For patients needing to be seen within 5 working days – medium risk but some protective factors

- **as above – the phone call will allow us to agree the time frame within the 5 days for the assessment to take place**

Routine Referrals:

For patients with no immediate risk who have either not responded to treatment in primary care, or are exhibiting symptoms of psychosis. These patients would be offered a choice of appointment time and venue within four weeks.

Send the referral through to appropriate CMHT who will triage the referral and offer an assessment appointment if appropriate. In some cases the triage team may feel another course of action is appropriate and would either forward the referral to the appropriate team; Complex Needs, Psychology etc... Or may contact you to suggest alternative options i.e. Connections, Relate, Advice Centres etc...

Review Appointments:

For patients who have been discharged from the C.M.H.T but are well known to the team rather than completing a new assessment a review appointment will usually be offered.

Communication

- All the C.M.H.T's are keen to arrange regular meetings with their link GP practices. Each practice will have a nominated Clinician as their liaison worker. If you do not have regular meetings set up, and would like them, contact your patch CMHT
- We are happy to discuss potential referrals, give advice regarding treatment options, discuss current patients at any time and can be contacted by phone, e mail or letter.

ASSESSMENTS

- In City East we run an assessment clinic every day – each has 3 slots – 2 for routine assessments and one urgent slot. The clinics are multidisciplinary consisting of a medic and either a social worker or C.P.N. The assessments are then discussed in our weekly CMHT meeting to agree the outcome.
- If there are not enough urgent slots to meet demand the urgent/ emergency referrals, once triaged by myself or one of the band 7 clinicians, the assessment will be arranged by the duty clinician – usually with a medic and crisis team, if felt to be necessary.
- Other Teams will offer a similar system.

To be developed jointly...

- Repeat attenders – ensuring a consistent approach. GP's to be involved routinely in professionals meetings about individuals.
- Physical health checks – how we ensure smooth communication both ways around the physical health needs of our patients.

Crisis Team

Julie Fulea

Team Lead

Who we are

- The Crisis team is based at the Warneford hospital and provides home treatment and out of hours treatment for Oxfordshire
- The team consists of nurses, social workers, occupational therapists and healthcare assistants.
- Establishment 3 staff for an am shift, 5 for a pm shift and 2 at night.

Role of Crisis and home treatment team

- Monitor mental state
- Monitor medication efficacy
- Provide short therapeutic interventions
- Risk management
- Provide information regarding illness and medication
- Carers Pathway
- Support to carers

Role continued

- Liaison with Community mental health team regarding treatment
- Clozapine titration
- Physical observations
- Referral to appropriate services
- Prevent Admission
- Support Early Discharge
- Relapse Prevention

Criteria

■ **Criteria:**

- Any patient (aged over 18 years of age) that presents to Primary Care Services who is experiencing a change in their mental health which affects their baseline level of functioning, and is of such severity that there is imminent risk of:
 - **Serious suicidal intent**
 - **Psychiatric symptoms** that may include one or more of the following:
 - - *Psychotic components such as hallucinations, delusions, ideas of reference, paranoid thoughts, manic symptoms*
 - - *Affective components such as altered mood states, social withdrawal, lack of motivation, self-harm, intrusive negative thoughts, changes to normal biological status*
 - **Requiring immediate intervention or admission to hospital.**

When to contact

- Mon-Fri: 1700-2100
- Weekends/Bank Holidays: 0700-2100
- Night time (7 days a week): 2100-0700
- Contact Crisis Resolution and Home Treatment Team via Oxford Health NHS FT switchboard on 01865 741717

What happens next

- Crisis Team will triage the referral in discussion with GP and jointly agree one of the following options depending on the risk associated with the situation, the severity of the patient's symptoms and the other supports available to them.

What happens next cont.

- Advice regarding the management of the patient and / or other services available
- Urgent assessment by CMHT on the following day (Monday to Friday)
- Urgent assessment by the Crisis Team the following day (Weekend and Bank Holidays)
- Weekend and Weekdays 1700-2100: Emergency Crisis Team assessment either in the community or at Warneford Hospital (dependent on time of day and risk factors).
- Crisis Team may recommend discussion/referral to EDT for consideration of MHA assessment (0800 833408):

Further Advice

- **IF YOU REQUIRE SPECIALIST PSYCHIATRIC ADVICE/SECOND OPINION OR ARE NOT COMPLETELY HAPPY WITH THE RESPONSE YOU RECEIVE FROM THE CRISIS TEAM, PLEASE CALL WARNEFORD RECEPTION: 01865 741717 WHERE YOU WILL BE ABLE TO HAVE ACCESS TO AN ON-CALL SERVICE MANAGER, SPR OR CONSULTANT PSYCHIATRIST.**

Early Intervention In Psychosis

who, what, why, when, where, how

Janet Patterson

January 2012

Early Intervention in Psychosis – why ?

- Duration of untreated psychosis (DUP)
 - marker and risk factor for poorer outcomes
 - social functioning as prognostic factor
- BME groups : engagement , compulsory treatment
- Risks – symptoms
 - self esteem
 - suicide
 - disengagement - ineffective /inadequate treatment
 - offending
 - disability
 - social exclusion - education and work

Aims of EI

Reduce

- DUP
- symptoms
- relapse
- recovery time
- hospital admission
- cost

Also: mortality

burden on carers

impairment, disability and handicap

- Improve employment, education, recovery

Who?: target population

- Age – usually 14 – 35 , can be 14 - 25
- For first 3 years
- The ‘Critical period’:
 - outcome at 3 years predicts 20 year outcome
 - establishing engagement
 - maintaining education and employment
 - social networks
 - early suicide
 - comorbidity

When: early referral

- On suspicion of psychosis
- Embrace diagnostic uncertainty
- Various referral pathways- primary care, CAMHS, student services, self, family

What? : assessment

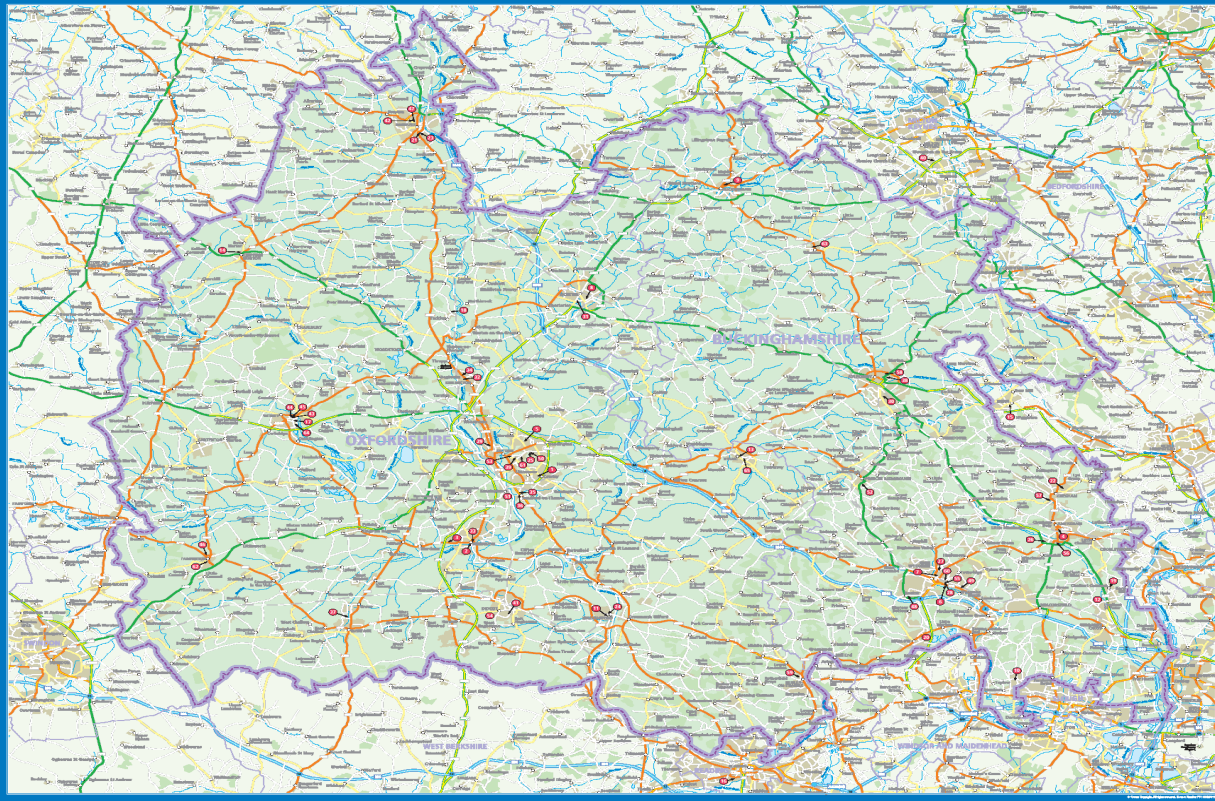
- Psychiatric evaluation (co-morbidity)
- Risk (including relapse risk)
- Identify areas of distress
- Clients' aspirations/understanding of illness
- Focus on social functioning & resource assessment
- Family

Where?

Oxfordshire & Buckinghamshire Mental Health Partnership NHS Trust



- 1 Oxfordshire & Buckinghamshire
Mental Health Partnership NHS Trust
Chancellor Court, Garsington Road,
Oxford Business Park, South
Oxford, OX4 2JY
- 2 Abingdon Child & Family Clinic, Clock House,
Ox 26, Abingdon, Oxon OX16 5BR
- 3 Abingdon Mental Health Centre, Marlham
Road, Abingdon OX14 1AG
- 4 Aylesbury Health Centre - Eastern Avenue,
Aylesbury HP8 5AL
- 5 Barnes Unit - John Radcliffe Hospital,
Headingley, Oxford OX3 9DU
- 6 Beaworthy Manor, Beaworthy Lane,
High Wycombe HP13 6SR
- 7 Benjamin Hill Free Centre, 7 Benjamin Rd,
High Wycombe HP13 6SR
- 8 Blewett Day Centre, Leighton Road,
Blewett, Oxon OX26 8JG
- 9 Buckingham Hospital, High Street,
Buckingham MK16 1TN
- 10 Burnham Residential Centre,
Mira Croft Rd, Burnham SL1 7DK
- 11 Central PG, Riverside off Chiswick Lane,
Wallingford, Oxon OX10 0DT
- 12 Chaffords & Carrville Cross Hospital,
Hampden Road, C 61 Oxon OX3 9DU
- 13 Charter House, Wallingford Street,
Thames, Oxon OX9 3DR
- 14 Clipping Norton War Memorial Hospital,
Headingley, Clipping Norton OX7 5JL
- 15 Clarence Mews, 23 High St, York,
Hartfordshire HP12 6JG
- 16 Claydon Clinic, Claydon Green,
Reading, Berkshire RG1 6DQ
- 17 Court Exchange, 18 Market Square,
Witney, Oxon OX28 6AA
- 18 Court Farm Farm, Unit 3, Sandcroft Road,
Tackley, Oxon OX4 5JL
- 19 Debarham House, Chesham Lane,
Chafford St Peter, Oxon OX4
- 20 Doctors House (Ethel), Victoria Road,
Merton, Bucks MK7 1JN
- 21 Elm Centre (Ethel), Oxford Road,
Banbury, Oxon OX16 8BA
- 22 Endeavour Nursery, Cannon Road,
Chesham, Bucks HP8 3BP
- 23 Farnham Centre, Hinton Headingley,
Oxford Road, Banbury OX16 9BT
- 24 Fylands Meeting House, 33 Castle Street,
Wallingford, Oxon OX10 8DQ
- 25 Fyfebrook Centre, Churchill Hospital,
Headingley, Oxford OX3 7JG
- 26 Galesora Unit, Amersham Home, Wilden
Street, Amersham HP7 6JG
- 27 Hamilton Road, 2 Hamilton Rd,
High Wycombe HP13 6BW
- 28 Harlow House, Harlow Road,
High Wycombe HP13 6AA
- 29 Isis Centre (Ethel), 16 Lacey Garden St,
Oxford, Oxon OX1 2HS
- 30 John Home Unit, John Radcliffe
Hospital HP21 5AL
- 31 Jellie Centre, Oakley Green,
Blewett, Oxon OX26 8AE
- 32 Kidlington Health Centre, Eagle
Oxford Road, Kidlington OX5 1AG
- 33 Knowl (Ethel), 62 Sturt Street,
Abingdon, Oxon OX14 3JL
- 34 Lacey Day Centre, 11 Charlbury Close,
Kidlington, Oxon OX5 2BW
- 35 Littlemore Mental Health Centre,
Banford Road, Oxford OX4 4XN
- 36 Littlemore House, 46 Littlemore Road,
Littlemore, Oxon OX4 4XL



- 37 Maddy Way Health Centre, Maddy Way,
Green, Wantage, Oxon OX13 9BS
- 38 Manor House, Blewett Road,
Aylesbury HP20 1EQ
- 39 Mayall Resource Centre, Mayall Way,
Cowley Road, Oxford OX4 1AC
- 40 Marlborough House, Standing Way,
Eaglestone, Milton Keynes MK8 6NG
- 41 Moredun Road Surgery, May Tree,
17 M Moredun Rd, Oxford OX11 5BA
- 42 Moorland Centre, Dark Lane,
Witney, Oxon OX28 8LE
- 43 Moorview, 2-8 Moorland Rd,
Witney, Oxon OX28 8LF
- 44 Northfield Health Centre, North Way,
Witney, Oxon OX28 6JG
- 45 Oaks Top, 28 Church Street,
Farington, Oxon SN7 7HY
- 46 Orchard Health Centre, 26 Copse Road,
Banbury, Oxon OX16 2EG
- 47 Orchard House Centre, Coe Oak Rd,
High Wycombe HP13 7JL
- 48 Outreach Centre, The Links, Mickfield Rd,
High Wycombe HP13 7JL
- 49 Park Resource Centre for Children,
Old Road, Headington, Oxford OX3 7JG
- 50 Pharmacy Unit 5, 48 Banford Road,
Kermsley, Oxford OX1 6TW
- 51 Phoenix Resource Recovery Centre,
Clifford Road HP27 0DU
- 52 Rensley Centre, 27 St Barnabas Road,
Witney, Oxford OX28 1DU
- 53 Ridgeway CMHT, 96 Winton Road,
Didcot, Oxon OX11 5AF
- 54 Shrublands, Quenne Road,
High Wycombe HP13 6PT
- 55 Stockbury Centre, London Road,
Amersham, Bucks HP7 6JL
- 56 St House, 32 Church Street,
Chesham, Bucks HP8 1HU
- 57 Tread Centre, Barton Rd,
Aylesbury HP20 1HU
- 58 Trowbridge Hospital, York Road,
Henley-on-Thames, MK5 2EG
- 59 Valley Centre, Gordon Road,
High Wycombe HP13 6EQ
- 60 Watlington Hospital, Watlington Rd,
Headington, Oxford OX3 7JG
- 61 White Horse Surgery, Volunteer Way,
Farington, Oxon SN7 7JL
- 62 Whitwell Health Centre, Avenue Road,
Witney, Oxon OX28 8JG
- 63 Whitney Child & Family Clinic, Unit 5,
One Rochas Sq, Witney OX28 4SE
- 64 John Home Unit, John Radcliffe
Hospital HP21 5AL

● Forensic
● Adults
● Children
● Older Adults
● Day Services
● Psychological Therapies
● Community Activities
● Living Resources
● Self Help
● Freehold properties
● Leased properties

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Where? : engagement

- Assertive approach
 - Patient
 - Family
 - Social network
- Constructive, collaborative, empowering
- Allocate key worker early
- Avoid stigma – away from usual psychiatric settings
- Disengagement – do not close case

How? : treatment

■ Drugs

- Involve clients in decisions re medications
- Use low dose, atypical neuroleptics (old NICE guidelines)
- Aim for remission
- Early assessment for treatment resistance

Treatment

- **Psychological**
- Early CBT
- Managing anxiety, low self esteem
- Identify and treat depression & suicidal thinking
- Managing psychotic symptoms
- Relapse prevention plan
- Identifying early warning signs

Treatment

■ Social

- Practical problem solving (housing, educational, vocational training)
- Blame free acceptance of illness
- Sense of mastery – CBT, managing early signs of relapse, challenging cultural stereotypes of MI
- Social roles, goals – self esteem
 - affects psychosis
 - Loss linked to depression, suicidal thinking
 - Regain + develop life skills
 - OT – prevocational training guidance programmes, work preparation courses

Relapse prevention

- Modify stress - vulnerability factors
- Shared, documented relapse prevention plan
- Collaborate - Identify triggers and early warning signs
- Rehearse with client/ family

Family

- Engage family early
- High levels of emotional distress
- Trauma, loss – crucial in preventing critical family atmosphere later
- All key workers – training in skills based family intervention
- Support groups, psycho education
- Share relapse prevention plan

Does Early Intervention work?

- EPPIC (McGorry, Melbourne)

Reduction in treatment refractory illness, hospital stay , dose of antipsychotics

Improved social functioning and quality of life

- TIPS (Larsen, Scandinavia)

Reduction in DUP and negative symptoms

Improved quality of life, no change in positive symptoms

- OPUS (Nordentoff, Petersen, Bertelsen)

Reduction in symptoms, illicit drug use , burden and stress

Improved treatment adherence, GAF, greater satisfaction

Does Early Intervention work ?

contd

- LEO(Craig)

Improved engagement esp BME groups

Reduced relapse, compulsory treatment

BUT

differences are less evident after 5 years eg

OPUS, LEO show no differences in GAF/bed days/employment

So.....

- If you are seeing a young person that might be psychotic

Refer to OEIS

Tel 01865 738800

Email oeis@oxfordhealth.nhs.uk

ANY QUESTIONS?

ACCESS TO MENTAL HEALTH CRISIS RESOLUTION AND HOME TREATMENT (CRHT) OUT-OF-HOURS SERVICE 7 DAYS PER WEEK

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- **Admission to hospital**

During office hours (Monday-Friday, 0900-1700) contact CMHT

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Oxfordshire Crisis Resolution and Home Treatment Service

If you need the information in another language or format, please contact us:

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni:

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফর্ম্যাট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন:

ਜੇ ਅਸਨੇ ਆ ਮਾਠਿਤੀ ਭੀਜ਼ ਆਖਾਮਾਂ ਅਥਵਾ ਭੀਯ ਆਖਾਮਾਂ ਚੇਠਠ, ਤੇ ਕ੍ਰਮਾ ਕਰੀਨੇ ਅਸਨੇ ਪੂਠੀ :

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें :

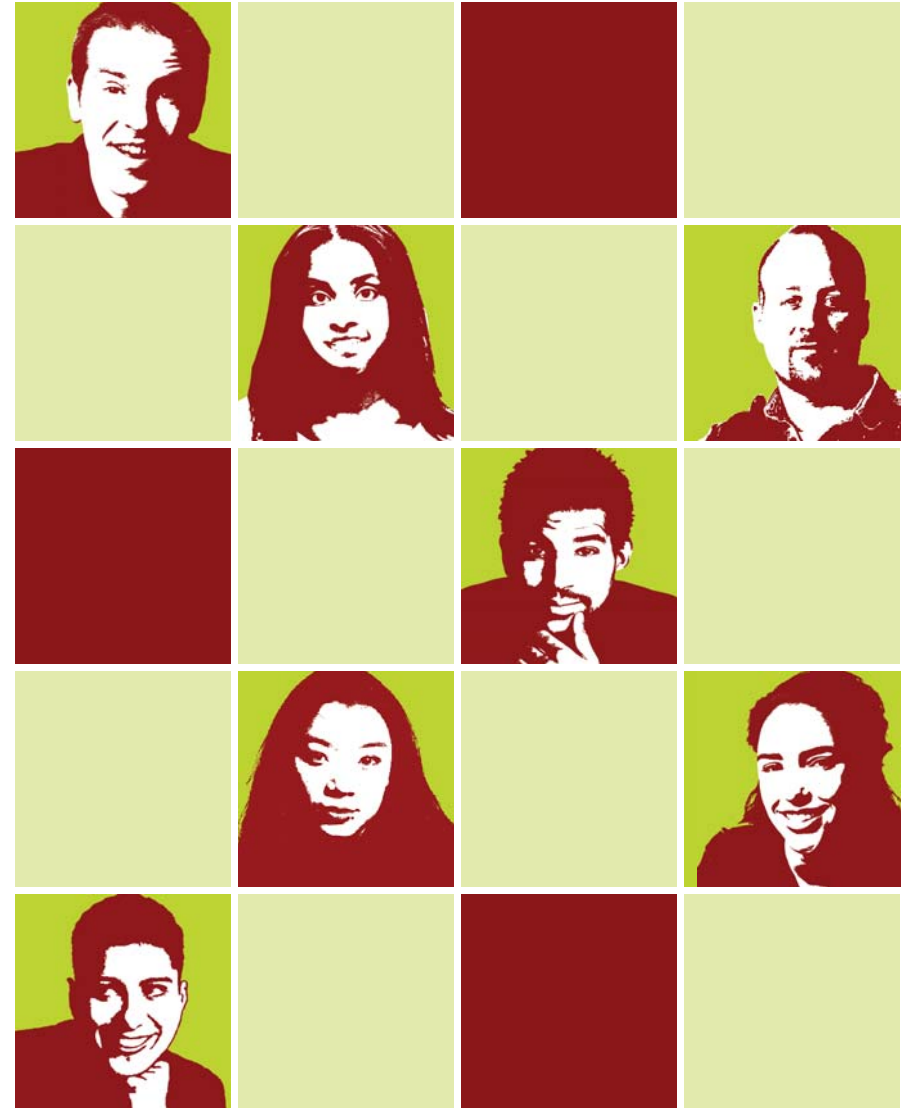
若您需要本信息的另一种语言或格式的版本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਈਥ ਜਾਨਕਾਰੀ ਕਿਸੀ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਆਕਾਰ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਖੁਫ਼ੀ:

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہوں تو ہمارے مہربانی ہم سے پوچھیں:

Oxfordshire and Buckinghamshire
Mental Health NHS Foundation Trust
4000 John Smith Drive
Oxford Business Park South
Oxford OX4 2GX
Tel: 01865 741717
www.obmh.nhs.uk

PB 045.07
October 2009



Oxfordshire and Buckinghamshire Mental Health **NHS**
NHS Foundation Trust



Crisis Resolution and Home Treatment Service

The Oxfordshire Crisis Resolution and Home Treatment Service (CRHT) provides help for people with severe mental illness who are in an acute phase of their illness. It will normally be of such severity that without appropriate treatment, the person risks needing admission to hospital. As an alternative to admission, CRHT provides a home based care and treatment service that will guide the patient through the acute phase and will continue to support them for up to four weeks, following which they will be referred to other relevant services.

In addition, the CRHT can provide a service to help facilitate early discharge for those individuals who have required a recent inpatient admission.

The CRHT also incorporates the Acute Day Services, which operate in both Oxford and Banbury, offering a therapeutic environment during the day, seven days a week, which can be used to prevent admission or facilitate early discharge.

Hours of operation

The service operates 24 hours a day, seven days a week and, where necessary, provides a rapid response to an acute episode.

Who is the CRHT service available to?

It is intended for adults over 18 years old (13 years and over out of hours), living in Oxfordshire, who in the main will be people

Oxfordshire Crisis Resolution and Home Treatment Service (CRHT)

with either a severe psychotic or severe depressive illness. Where required, staff will also provide support to the person's family or carers.

How to contact the service?

On weekdays between the hours of 9am to 5pm, people who are currently in contact with OBMH services can contact their Care Co-ordinator or Community Mental Health Team. After 5pm or at weekends, they should contact the CRHT on 01865 738589 or 01865 741717.

If you are not in touch with a Community Mental Health Team or do not have a Care Co-ordinator, contact your GP during normal surgery hours or use the Out of Hours GP service.

While you remain a client of the Crisis Resolution and Home Treatment Service you will receive regular contact from members of the team.

Other Support Service Numbers

SANeline	0845 767 8000
Samaritans - Nationwide	08457 90 90 90
Samaritans - Banbury	01295 270000
Samaritans - Oxford	01865 722122
OBMH 24hr Reception	01865 741717
NHS Direct	0845 46 47
OBMH CRHT	01865 738589