

Darlington Health and Housing Scrutiny Committee

21st October 2020

Crisis Service Changes – Update

1. INTRODUCTION & PURPOSE:

- 1.1 To update the Health and Housing Scrutiny Committee on progress with the Crisis Service changes.

2. KEY ISSUES:

- 2.1 We have seen particularly high demand on Crisis services in recent months, with referrals exceeding monthly averages pre-Covid.
- 2.2 The service received some non-recurring investment to develop urgent care services and provide support to the wider system. This included increased capacity for Home based treatment to provide greater flexibility for patients and the ability to offer home based treatment to a greater number of patients which will hopefully reduce the likelihood of the need for an admission. We are in the process of recruiting to these posts.
- 2.3 The funding also allowed us to offer dedicated Mental Health support to NEAS to provide further options for people in distress. This was following a short term pilot with NEAS. We are in the process of recruiting to these posts.
- 2.4 In addition, from September the Mental Health Support Team now provides 24/7 telephone response via 111. The service provides a listening function and is able to signpost people to the appropriate service to meet their needs.

3. CONCLUSION:

- 3.1 The pandemic has given us some unique opportunities to improve system working. The learning from this will be integral as we move forward.

4. RECOMMENDATIONS

- 4.1 The Darlington Health and Housing Scrutiny Committee are asked to note this update and ongoing work.

Jennifer Illingworth

Director of Operations, Durham and Darlington