

Evaluation of Leeds Perinatal Crisis Team 7-day service

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Introduction

The Leeds Perinatal Crisis team expanded to cover weekends (9-5pm) as part of a 6-month trial from October 2023 to March 2024. This service evaluation reviewed the effectiveness of the trial.

Method

An anonymous survey was sent to MDT professionals, and to service users (SUs) and partners/carers who had contact with the team at weekends during the trial.

Results

There were 26 weekends covered in the trial. 11 referrals received, 2 assessments completed, and 25 SUs contacted for triage or support calls.

SU survey:

The survey was sent to 8 SUs (17 excluded due to being discharged or not engaging) and only 25% (n=2) of SUs completed the survey. There were no responses from partners/carers.

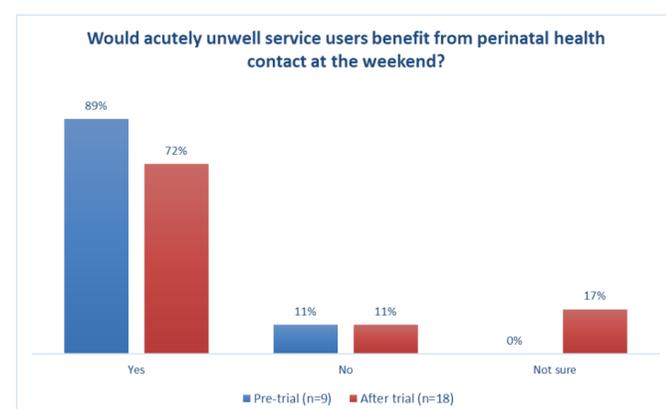
Both SUs supported the continuation of weekend input. SUs made the following comments:

“I was contacted within days of being referred and was grateful for the conversation”.

“No delays in management and treatment.”
“It was great to receive support so quickly and I imagine weekend contact will allow you to continue to contact all of those people that need support in a quicker timescale.”

MDT survey

This survey was completed by 9 professionals before the trial and 18 after the trial.



Comments included that the weekend service:

- Reduced risks and anxiety for the SU/ family
- Reduced pressure on the crisis team
- Allowed for continuity of care with a perinatal focus

Challenges identified:

- Pressure on staffing
- Financial implications
- Staff safety with lone working

44% (n=8) of professionals would support continuing a weekend service.

Conclusions

Overall, the trial has been beneficial for SUs, carers and the wider service. Feedback has been positive from service users, and they would support the continuation of this service. Weekend working also enabled more triage calls to be completed to reduce work pressures during the working week. We plan to discuss the findings with the wider team and consider whether continuing the weekend service could be a viable option for the future.