



High Volume High Vulnerability FOCUS Meetings and Partnership Working

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What was the problem?



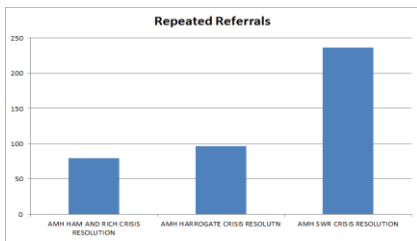
- In April 2017, an event was held to develop a multi-agency response to address the needs of individuals (aged 18 and above) who are identified as repeatedly contacting and attending services in North Yorkshire (repeat attendees.)
- There was representation from North Yorkshire County Council, Tees Esk and Wear Valleys NHS Foundation Trust (TEWV), Scarborough General Hospital, North Yorkshire Police & Yorkshire Ambulance Service.

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Activity



- Data Collection – by referral, different criteria



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What was the solution?



- It was agreed that the agencies should work together, using tele-conferencing and face to face meetings, to identify and support these high vulnerability service users so that their needs could be better met.

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What was the solution? Tees, Esk and Wear Valleys **NHS**
NHS Foundation Trust



- They would be nominated to the FOCUS (Focussed On Collaborative Unmet need Solutions) Network who will identify if the person is known to them and gather/provide information.

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What was the solution? Tees, Esk and Wear Valleys **NHS**
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Multi-Agency Agreement

- Focussed
- On
- Collaborative
- Unmet need
- Solutions



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What was the solution? Tees, Esk and Wear Valleys **NHS**
NHS Foundation Trust



- They would be invited to meet with the appropriate agencies that will support them to devise a plan to reduce their need to repeatedly contact services. This will be recorded on 'Our Plan'.

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This is a plan to identify how services will work together with me.

Name:

Services:

Date:

What needs to change for me?

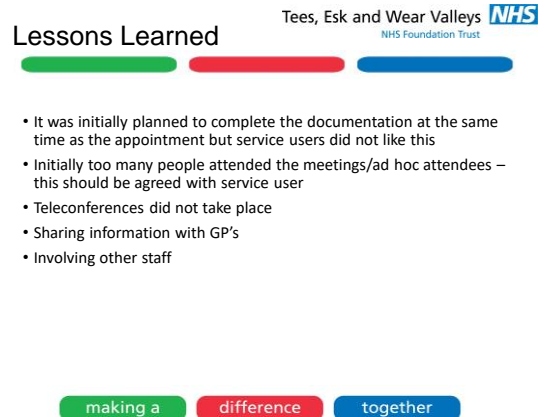
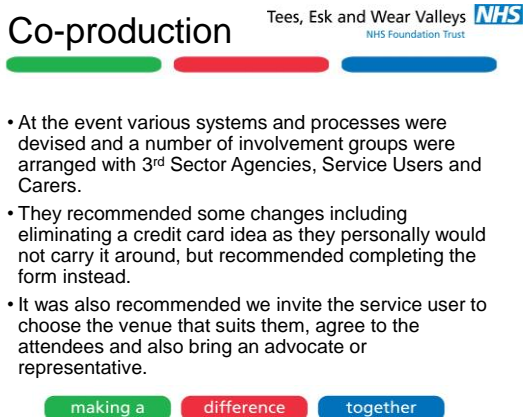
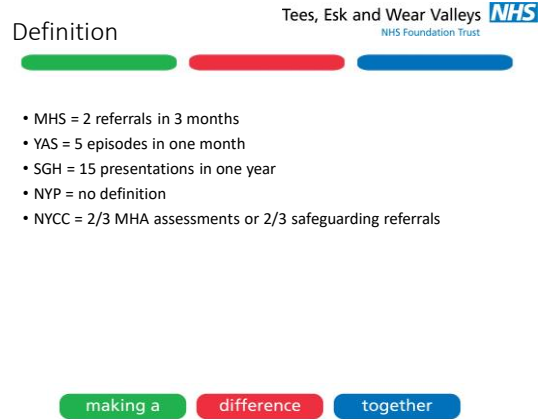
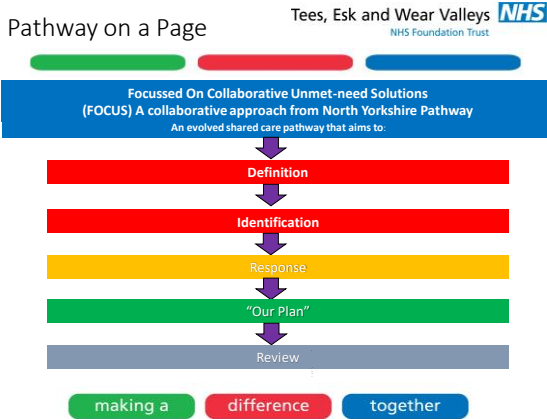
The reason for this plan is

(Include perspectives of both the services and the service user.)

What I will do:

What services will do:

Date of next meeting:
Point of contact/number:
Signature:



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Lessons Learned Locality Wide

- Data collection!!
- Sharing data
- Information sharing agreements
- Governance
- Variances across the trust with Safer Neighbourhood/community hubs
- Process owner changing

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FOCUS Network

- FOCUS Network
 - Police
 - YAS
 - CMHT
 - Acute Care
 - Housing
 - Ayckbourn Unit (Acute Admissions Unit)
 - Sometimes a FOCUS meeting is not required

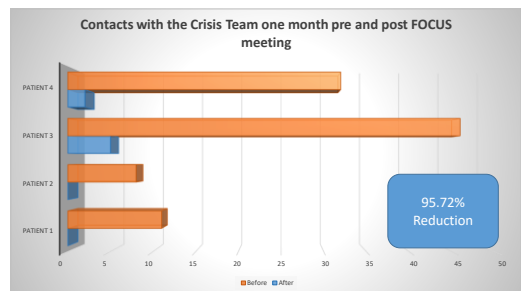
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Case Study's

- **Patient 1** - attended, repeated presentations with A&E, ambulance, police, MHS, planned appropriate care for when she was discharged from prison
- **Patient 2** - did not attend, plan still created resulting in reduction of attendances by 100% for Mental Health Services and police, prior to this multiple arrests and section 136's and admissions
- **Patient 3** - did not attend, plan created, still engaging with MH Services, no presentations with police
- **Patient 4** - overdose, antisocial behaviour, high demand on police
- **Patient 5** - 20 years in and out of Crisis service with alcohol dependence, regular overdose, often reported as missing person
- **Patient 6** - anti-social behaviour, overdose, transition from CAMHS to adult services

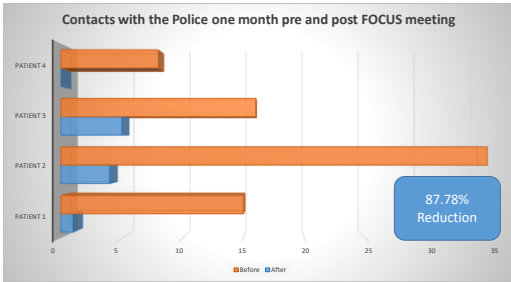
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Tees, Esk and Wear Valleys NHS Foundation Trust
Crisis Team



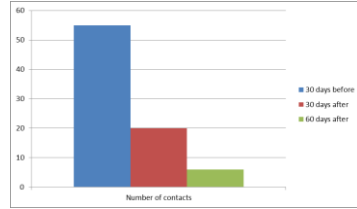
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Police Tees, Esk and Wear Valleys NHS Foundation Trust



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Presentations with CRHT, Liaison, STT before and after FOCUS Meeting 2018 Tees, Esk and Wear Valleys NHS Foundation Trust



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Information sharing Tees, Esk and Wear Valleys NHS Foundation Trust

- Able to share information and concerns and organise admission
- Sharing risk information at tasking meetings
- Attend strategy meetings
- Route Cause Analysis attendance from the police providing further information
- Training sessions for Council staff
- Training sessions for GP's
- Scarborough General Hospital – joint working
- Success with supporting discharge from ward with community support
- Yorkshire Ambulance Service - psychoeducation

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What next? Tees, Esk and Wear Valleys NHS Foundation Trust

- Publish paper
- Expand throughout TEWV Foundation NHS Trust
- TEWV Nursing Conference
- North Yorkshire Showcase

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- Thank you for listening
- Any questions

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