

# How do Patients attending A&E Departments in Birmingham and Solihull perceive Crisis Care Plans?



## Care Plans?

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### Introduction

Do people with a mental illness have a crisis care plan (CCP)? Do they know how to access help 24/7? Do their carers have contact details of mental health professionals to contact when they have concerns?

These are some of the questions the CQC, Mental Health Crisis care concordant and patient surveys are trying to answer. The availability and quality of crisis care plans for people who suffer from a mental illness is a national concern at this time and our trust has been given a CQUIN (Commissioning for Quality and Innovation) on CCPs by the commissioners. It is important to identify whether patients find their CCP helpful when they are in a crisis, in order to ensure they have the support they require, as well as reducing avoidable A&E admissions.

This audit has two aims:

- 1) To identify whether patients are aware they have a crisis care plan
- 2) To examine patients' opinions on their CCP

### Method

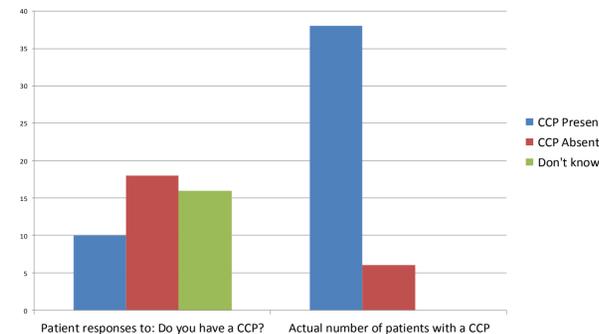
Patients who were under the care of Birmingham and Solihull Mental Health NHS Foundation Trust prior to presenting at an acute hospital in Birmingham/Solihull in a mental health crisis between 10th August and 2nd November 2016 were interviewed about their CCPs (n=44). Due to parsimonious reasons, it was not possible to interview every patient in mental health crisis who attended A&E between these dates, however patients were randomly selected to take part during this time frame.

Patients were asked the following questions:

- Have you got a CCP?
- Do you remember discussing your CCP with a clinician?
- Did you find the CCP helpful?
- Did you follow any steps in your CCP?

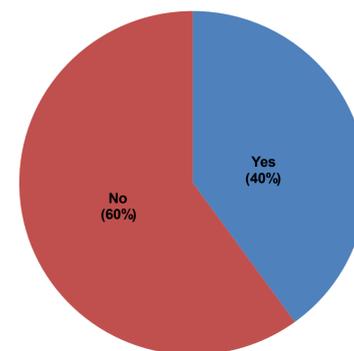
### Results

Figure 1: Patient responses to: "Do you have a CCP?" vs The actual number of those patients with a CCP



- As shown in figure 1, most patients (77%) stated that they either did not have a CCP or were unsure whether they had one, however the data held by the trust shows that 86% of patients had a CCP.
- 66% of the patients stated they do not remember discussing their CCP with a clinician

Figure 2: Patient responses to: "Did you find the CCP helpful?"



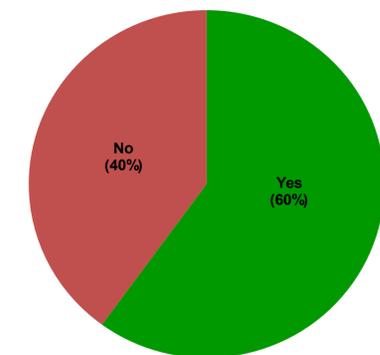
#### **Why did you find the CCP helpful?**

- "I knew what to do"
- Yes, I called an ambulance and attended A&E

#### **Why did you find the CCP unhelpful?**

- "The crisis team were unresponsive"
- "I did not follow the CCP"
- "I was unhappy with the service. I felt no one listened"
- "I wanted to return to a specific hospital ward"

Figure 3: Did you follow any steps in your CCP?



#### **If yes, what steps did you follow in your CCP?**

- "I contacted the crisis team"
- "I phoned my duty worker"
- "I called the CMHT and 111, instead of calling emergency services to start with"
- "I tried distraction techniques"
- "I attended A&E"

#### **If no, why did you not follow any steps in your CCP?**

- "I chose not to call. I did not think it was going to be helpful"
- "I took an overdose"

### Recommendations

- Health care professionals should discuss with patients alternatives to going to A&E departments and how to seek help early.
- Professionals should get family and carers involved in the design of CCP and discuss their role in supporting a patient in crisis.
- CCPs should be more accessible, for example by using crisis cards and maybe in future a phone-app.
- Patients mentioned several times the lack of receiving a response from or not being listened to by other mental health services as a reason for attending the A&E department. This needs to be reviewed and systems put in place to avoid this from happening in future.