



Gateshead LINK

Mental Health Working Group
2008/2009

What you told us last year

- Development of information about community based activities that people could be referred to and access.
- Services only kick in as a result of a crisis – there is a need for more preventative services. Currently this system is reactive and not proactive.
- Lack of co-ordination between service providers when working with people with mental health issues.

What you told us last year

- LINK could monitor the performance of the crisis and home treatment team via service users and Carers experiences. There is no Out of Hours Service provision and it is difficult to get referred into a service. This applies to both Carers and service users.
- Retention of patient information when there are service or staff changes – ensuring the continuity of patient care. The tracking of people by the NHS is poor.

What we've done

- Invited South Of Tyne & Wear NHS Trust to find out what the process is for people and their carers in a mental health crisis situation
- Contacted Overview & Scrutiny Committee to look at their report about mental health in Gateshead
- Invited Trust staff to a meeting to discuss the work of the urgent care and home care team

What we've done

- Looked at the 'Crisis and Home Team Operational Policy'
- Looked at how mental health networks and partnerships fit together in Gateshead
- Discussed self referral into crisis intervention services

What next?

- Discuss re-launch of the self referral process with the PCT (people seem unaware of 24/7 service)
- Explore user/carer feedback procedures to put user/carer feedback at centre of provision
- Assess referral and signposting to voluntary sector agencies - could referral systems be improved?

What next?

- Follow-up on service user experience when discharged from crisis team to community health team (there is a waiting list)
- Clarify crisis team policy in accepting people with alcohol/drug issues
- Assess mental health services directory – does this meet the needs of all service users