

Overview and Scrutiny



Healthier Communities Select Committee Supplementary Agenda

Wednesday, 10 January 2024

7.00 pm

Civic Suite

Lewisham Town Hall

London SE6 4RU

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This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Part 1

Item		Pages
5.	MPS Right Care Right Person Update <i>Presentation provided at the meeting</i>	3 - 16

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MPS Right Care Right Person (RCRP) Update

Kenneth Gregory – Director of Adult Integrated Commissioning - Lewisham Council & SEL ICB

January 2024

- On 19.10.23 the RCRP Task & Finish Group was established
- To capture the impact of RCRP implementation a risk log was initiated to Highlight risks and mitigations (Oct – Dec 23)
- 12 risk were identified by the RCRP T&F group and linked to RCRP Pillars.
- 7 risks were identified by directly contacting Leads (local update “Met Announcement implications document”)
- 3 risks were recently identified by London Ambulance (Jan 24)
- **In total: 22 risks were identified – linked to Pillars.**
 - Pillar 1 (Medical support): 6 risks.
 - Pillar 2 (Concerns for Welfare): 4 risk
 - Pillar 3 (Walk Out/ AWOL): 6 risks.
 - Pillar 4 (Transport and handover under section 136): 4 risks
 - All Pillar: 2 risks

Risk rated before and after mitigations

RCRP Pillar	N0 of Risks	Initial risk rate	After mitigation: Score rating	Comments
Pillar 1 (Medical support)	6 risks.	1 risk rate red (score 16) 4 risk rate orange (score 3x12, 9) 1 risk closed	2 risks rated orange (score 8.9) 2 risks rated green (score 2) 1 risk closed. 1 risk rated left blank	Risk closed: issue to be channelled to central Police risk register. Risk left blank: system still to be tested.
Pillar 2 (Concerns for Welfare)	4 risks	1 risk rated red (16) 2 risks rated orange (6,9) 1 risk rated green (3)	4 risks rated green (score 2,3)	
Pillar 3 (Walk Out/ AWOL)	6 risks	4 risks rated red (16) 1 risk rated orange (9) 1 risk closed	1 risk rated red (16) 2 risks rated orange (9,12) 2 risks rated green (2) 1 risk closed	Risk rated red: Mitigations need to be consistently implemented. System to be tested. Risk closed: Issue to be channelled to central Police register.
Pillar 4 (Transport and handover under section 136)	4 risks.	2 risks rated red (16) 2 risks rated orange 9,8)	2 risks rated left blank. 1 risk rated orange (12) 1 risk rated green (2)	Risks left blank: system still to be tested.
Across all Pillars	2 risks.	2 risks rated orange (6.12)	1 risk rated orange (8) 1 risk rated left blank	Risks left blank: system still to be tested.
Total Risk	22	8 risks rated red (16) 11 risk rated orange (6-12) 1 risk rated green (3) 2 risks closed	1 risk rated red (16) 6 risks rated orange (8-12) 9 risks rated green (2) 4 risks rated left blank. 2 risks closed.	

Risk rated red (16) – after mitigation

RCPC Pillar	Organisation	Risk	Mitigation	RAG after mitigation
Pillar 3: Walk Out/ AWOL from health care.	LGT NHS	MH patient who attends ED and assessed but goes missing and present risk for themselves and others. Initially risk rated red (score 16) and kept at the same risk rate after mitigations.	Expectation for CMHT to follow the cases and liaison with MH Liaison Team	<p>Score 16 (Red)</p> <p>Documented risk approach still needs to be consistently implemented for all patients.</p> <p>Trust is working with other acute Trusts and partners in designing and agreeing a 'London Welfare Concerns Policy'. This is due to be completed in February 2024.</p>

Risks RAG left blank after mitigations

Risk Pillar	Organisation	Risk	Mitigation	RAG after mitigation
Pillar 1: Medical Support	LBL/ SEL	Limited/ lack of information provided to people who may have concerns about individuals and not knowing to whom to contact in first instance (Initially rated orange – score 12)	<ul style="list-style-type: none"> Managing expectations and able to provide information and signposting. A brief information about RCRP has been published in the Lewisham Health and Care Partnership (LHCP) Stakeholder Bulletin in Dec 2023. 	<p>Score left blank</p> <p>System still to be tested</p>
Pillar 4: Transport and Handover under s136	SLAM	Managing the proposed 60 min s136 handovers in the ED within the HBPOS, at the Maudsley (Initially risk rated red (16) – mitigations have not been tested.	<ul style="list-style-type: none"> Increased capacity to 6 at the HBPOS AMPH service and MPS to pilot a system of guaranteed pre-booked slots which the AMPH can re-prioritise and re-schedule in light of escalating risks. Weekly MHAA huddle requested for GM community services and Lead AMHP to prioritise and plan MHAA in the community. 	<p>Score left blank</p> <p>System still to be tested. Reported that no one has been brought to ED by s136.</p>
	LAS	Increased patients being taken to A&E under Mental Capacity Act due to absence of Police for Section 136.	<ul style="list-style-type: none"> Review of Sectioning and HBPOS enactment and conveyance requirement to ensure patients continue to be taken to the best place of care 	<p>Score left blank</p>
All Pillars	LAS	Difficulty obtaining Police support for LAS crews to attend perceivably dangerous scene due to RCRP. Subsequent delay to patient care due to Crews awaiting police presence for safety. (Initially rate orange – score 6)	<ul style="list-style-type: none"> Specific case escalation to ensure prompt attendance where necessitated. Education to crews around appropriate police utilisation and additional training around dynamic risk assessments on scene. 	<p>Score left blank</p> <p>System still to be tested.</p>

Risks Closed

Pillar	Organisation	Risks	RAG/Close – Comments
Pillar 1: Medical Support	Police	Quality of Police triage calls linked to the new IT system implementation impacting on Police response and attending calls (linked to Statutory Review to be published next month- November 2023)	Risk closed. The Police holds a central risk register. Risks to be channelled to that central register
Pillar 3: Walk Out/ AWOL from health care.	Police	Impact of RCRP changes on how to manage people who go missing and providers access to relevant guidance.	<p>Risk closed:</p> <p>Risk discussed with Police rep as it is a broader risk. To be channelled to the central risk register compiled by the MPS and NHS England.</p> <p>Supported Housing carried out two workshops for housing Providers, the Police and LAS attended workshops to support/ answer questions.-</p> <p>* Hence, this risk is closed</p>

Risks RAG Orange (4-12) After Mitigations

Risk log summary:

	Organisation	Risks	Mitigations	RAG (after Mitigations)
Pillar 1: Medical Support	SLAM	<ul style="list-style-type: none"> Retraction of Police support impacting on family members and supported housing providers living with increasingly unwell and agitated service-users who are not engaging with MH services, and those who are waiting for MHA assessments. <p>Initial risk rated red (score 16), reduced to orange (score 9) following the introduction of mitigations.</p>	<ul style="list-style-type: none"> Supported housing providers have been provided with updated contact details for CMHTS and managers contacts details and have been advised to escalate to SLAM managers where they are struggling to support actively unwell people in the community. The language and thresholds of police screening tools need to be understood and be reflected in the wording of our risk assessments, crisis plans, and, in the guidance, we offer to carers and to housing providers. Police case studies exemplars have been circulated to SLAM, ASC, housing providers and service-users/carers groups. 	Score 9
	SLAM	<ul style="list-style-type: none"> The threshold for Police attendance to “domestic” incidents involving mental illness will be even higher impacting on demand from providers. Initial risk rated orange (12), reduced to 8, following the introduction of mitigation 	<ul style="list-style-type: none"> Language and thresholds of Police screening tools need to be understood and reflected in the wording of risk assessments, crisis plan and, in the guidance, offered to providers. Request for a pro-active approach from the CMHT’s for support and engagement when people are at risk of deterioration. Discussion with service users and carers at the advisory group Discussed in Community Bronze meeting. Case studies and exemplars were circulated to SLAM, ASC, Housing Providers, Service users and carer groups. Facility for Datix monitoring of RCRP incidents 	Score 8

Risks RAG Orange (4-12) After Mitigations

Risks RAG Orange (4-12) After Mitigations

<p>Pillar 4: Transport and Handover under s136</p>	<p>LGT NHS</p>	<ul style="list-style-type: none"> Pressures in ED due to additional demands such as winter pressures. (Initially risk rated red (16) reduced to orange (score 12) after mitigations 	<ul style="list-style-type: none"> Escalation plan in place at UHL for additional security 2 RMN booked every shift in ED with agreement to increase dependant on the number of MH patients and the acuity in department. Finalisation of CODE 10 protocol in progress with implementation in early 2024. 	<p>Score 12</p>
<p>All Pillar</p>	<p>LAS</p>	<ul style="list-style-type: none"> Holistic increase in LAS workload as perceivably default alternative to RCRP pillars not accepted by Police Force. (Initially rate orange – score 12) 	<ul style="list-style-type: none"> Increased Call Handling staff to re-triage calls directly send from Police Force via electronic 'CAD LINK' Additional Call Handling Questions for Concern for Welfare and Walkout/AWOL pillar calls to ensure suitability for Ambulance Dispatch. Additional review required as RCRP evolves 	<p>Score: 8</p>

Risk RAG Green (1-3) after mitigations

Risk RAG Green (1-3) after mitigations

Risk RAG Green (1-3) after mitigations

Risk RAG

			1	2	3	4	5
			Impact				
			Negligible	Minor	Moderate	Major	Catastrophic
1	Likelihood	Rare	1	2	3	4	5
2		Unlikely	2	4	6	8	10
3		Possible	3	6	9	12	15
4		Likely	4	8	12	16	20
5		Almost Certain	5	10	15	20	25
Likelihood							
	Rare	Cannot predict that an event of this type will occur in the foreseeable future. The event may occur only in exceptional circumstances.					
	Unlikely	The event could occur at sometime					
	Possible	The event should occur at sometime					
	Likely	The event will occur in most circumstances					
	Almost certain	The event is expected to occur in most circumstances					
Impact							
	Negligible	Minimal impact or no discernable impact at all.					
	Minor	Impact of risk materialising or opportunity lost is unlikely to have any permanent or significant effect					
	Moderate	Impact of risk materialising or opportunity lost will have a significant effect					
	Major	Impact of risk materialising or opportunity lost will have a serious effect					
	Catastrophic	Impact of risk materialising or opportunity lost will have a disastrous effect					

Thanks