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Regulation 28: Report to Prevent Future Deaths

28 July 2023

Hampshire and Isle of Wight Integrated Care Board (ICB) Response

Issue - The facts in this case have highlighted that progress on initiatives and connectivity between services is still too little and too slow. More needs to be done, and with greater integration.

1. Creation of all-age community and mental health Trust

In February 2022, [REDACTED] was commissioned by the Hampshire and Isle of Wight Integrated Care System (HIOW ICS) to undertake an independent review of community and mental health services and to identify further opportunities for collaboration and integration. Evidenced by this review is the unwarranted variation in practice, and fragmented pathways, making services difficult to navigate and consequently people don't consistently experience high-quality, person-centred care that meets their needs. The Trusts recognised this was a key challenge that could not be addressed by any one organisation.

The review was completed in April 2022 and one of the five key recommendations was that a new Trust should be established to oversee delivery of all community and mental health services across Hampshire and Isle of Wight (HIOW). The ICB formally endorsed the recommendations at a public meeting in October 2022. Subject to final ICB, NHS England and Secretary of State approvals, the new all-age Trust will go-live 1 April 2024. A move towards integrated all-age mental health service provision will:

Better meet the needs of our patients:

- Reducing unwarranted variation for patients.
- Overcoming the fragmentation across services and especially during transition from child to adult services.
- Establishing consistency of care regardless of age.
- Enabling a more joined up approach to physical health and mental health care.
- Embracing population health management and working closer with local system partners.

Improve safety:

- Ensuring no one falls between our services, particularly during transition from child to adult, building seamless all-age pathways of care.
- Ensuring responsive high-quality care is delivered by an appropriately skilled workforce.

Improve efficiency:

- The efficiencies of a larger single Trust will contribute towards addressing the unwarranted variations in access and outcomes for some of our population.
- Creating a more sustainable workforce by removing barriers around workforce mobility and creating a single, shared workforce plan and vision.
- Improving the ability to manage capacity according to need & respond to system pressures.
- Enabling at-scale or fragile services to operate at the appropriate scale, for example psychiatric liaison services within Acute Hospitals.

2. Autistic Spectrum Condition (ASC) and Attention Deficit Hyperactivity Disorder (ADHD) pathway developments

The existing assessment and prescribing pathways for Autism and ADHD are reflective of historical commissioning arrangements with a total of 11 organisations providing NHS assessment services under 25 contracts/agreements across HIOW. The ICB is currently in the process of re-commissioning these services to provide a more cohesive assessment and prescribing offer for the population of Hampshire and the Isle of Wight from 1 April 2024. This approach will enable the

secondary care provider of mental health services and future ASC/ADHD assessment and prescribing provider(s) to establish much stronger and collaborative working arrangements.

In addition to the re-commissioning of the assessment and prescribing pathways, a HIOW All Age ASC and ADHD Improvement Group is now operational and responsible for overseeing the transformation of the whole neurodiversity pathway, including:

- a) The development of consistent early intervention offers for our Neuro-diverse population building on initiatives already in place such as the Neuro-developmental pilot launched in Portsmouth to re-focus support for children & young people with autism & other neurodevelopmental issues. The MDT is an innovative approach to supporting a new Neuro-developmental pathway and since its launch in Sept 2022 has demonstrated a decrease in the number of young people being added to the formal diagnosis waiting list (the approach allows individual action plans to be co-produced that results in a formal ASC/ADHD diagnosis lending little added value).
- b) Co-designing and embedding a shared care arrangement which matches national policy and is locally agreed in partnership with Primary Care to ensure everyone can access prescribed medication safely and locally in a timely manner.
- c) The development of a range of post diagnostic support options building on initiatives already in place such as the Neurodiversity Parenting Courses delivered by Re:minds and Southampton City Council. Qualitative feedback from this offer has found an improvement in understanding of Autism, adaptations, communication and that attending the programme has had a positive impact on family life reported by majority of attendees (comparing pre and post questionnaires).

Issue - Evidence before this inquest indicated that SHFT has recognised that the mental health provision for those with personality disorders must move towards an individual, therapeutic and trauma-informed approach.

The review and development of evidence-based pathway and provision for people with personality disorders is one of five key Mental Health System Transformation priorities in 2023/24 for the Hampshire and the Isle of Wight system. The review is in process and will consider:

- The benchmarking of current provision.
- The views of our patients and stakeholders.
- The current and future projected need.
- Local & national best practice.

This review will lead to the development of improved provision for people with personality disorders to be mobilised in 2024/25.

Mental Wellbeing is a priority set out in the Hampshire and Isle of Wight Forward Plan including working in partnership with the system in developing trauma informed approaches across services to reduce health inequalities and improve emotional wellbeing. The ICB, alongside Southern Health Foundation NHS Trust, is a signatory of the Trauma Informed concordat for Hampshire, the Isle of Wight, Portsmouth and Southampton, committing to the delivery of the Trauma Informed Strategy, allocating resources, and providing support and commitment at a senior level.

Issue - Communication with the families of patients with mental health difficulties is still not being effectively achieved including that the family were never briefed on what EUPD and ADHD really meant or on the difficulties which could present because of their daughter's joint diagnoses.

The ICB's approach to quality oversight is based on three levels of assurance and support. This approach is aligned with the National Guidance on Quality Risk Response and Escalation in Integrated Care Systems (June 2022).

The trust remains under enhanced monitoring following publication of the Stage 2 Investigation from the Independent Investigation Panel, Chaired by [REDACTED]. Within [REDACTED] report,

recommendations were made under the heading: Communication, Liaison and 'Care for the Carer' and these have been a focus of the ICB's Stage 2 monitoring.

To ensure that improvements in family and carer engagement are embedded and sustained, the trust is required to submit progress updates against its Stage 2 action plan to HIOW ICB and NHS England. At the last formal review in June 2023, the trust provided evidence of improvement across actions agreed to improve communication with families and carers. This included establishing Carers and Patients Support Hubs at various locations across Hampshire, improvements in the response to concerns and complaints, and improvement in the number of carers with a communication plan (30% to 80% in two years). This has been recognised externally through the Triangle of Care Star 2 award, which was received by the trust on 9 June 2023.

Whilst there is more to be done to ensure that feedback from families and carers is heard and acted on and informs the delivery of care and decision-making for those in receipt of services, the trust has demonstrated its commitment to deliver continuous improvements in this area.

Alongside the existing oversight of the trust, the learning identified in this case will inform the ICB's ongoing focus on improving family and carer engagement.

In addition to improvements in engagement with families and carers, the HIOW All Age ASC and ADHD Improvement Group will be developing a greater range of resources for families to access post diagnosis.