

# Proposed centralisation of Health Based Places of Safety (HBPoS) in Kent and Medway and improvements to mental health urgent and emergency care pathway

## HOSC feedback on the PCBC

10 May 2023

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# HOSC previous concerns about the proposals

Patient journey home and impact

How does reduced time in HBPoS improve experience

Staffing, retention, engagement, recruitment

Nature of the works  
*What will Change?*

Travel impact assessment

Clarity of understanding on reduction of patients?

Mental Health assessments

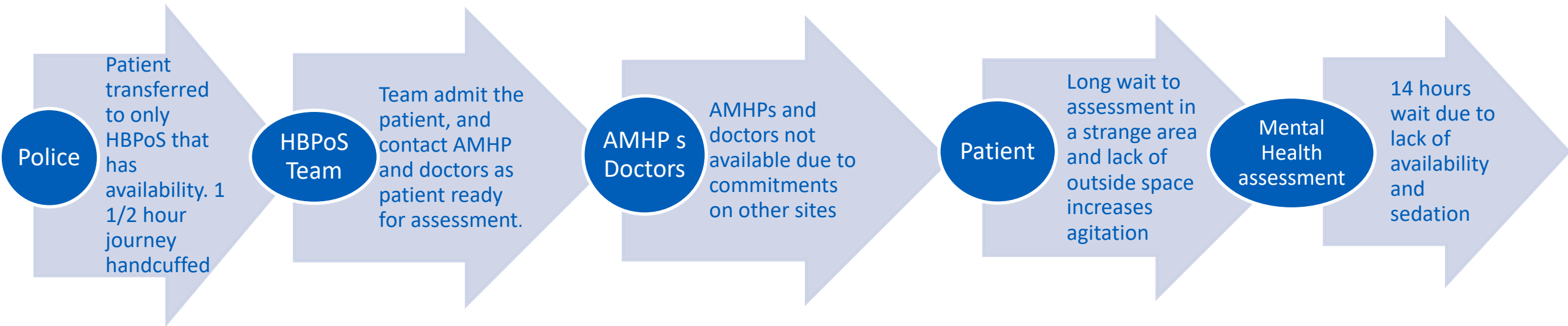
Impact on Rapid response team

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# Patient Journey

## Current

Scenario - Following a call to the police reporting a person (Person A) screaming and shouting in Dover High Street, Person A, who appears very paranoid and agitated, is detained under Section 136 at 6pm by Kent Police.



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# Patient Journey

## Proposed impact on the patient pathway

Scenario - Following a call to the police reporting a person (Person A) screaming and shouting in Dover High Street, Person A, who appears very paranoid and agitated, is detained under Section 136 at 6pm by Kent Police.

All HBPoS located on central site, see reduction in Canterbury and Dartford patients traveling huge distances

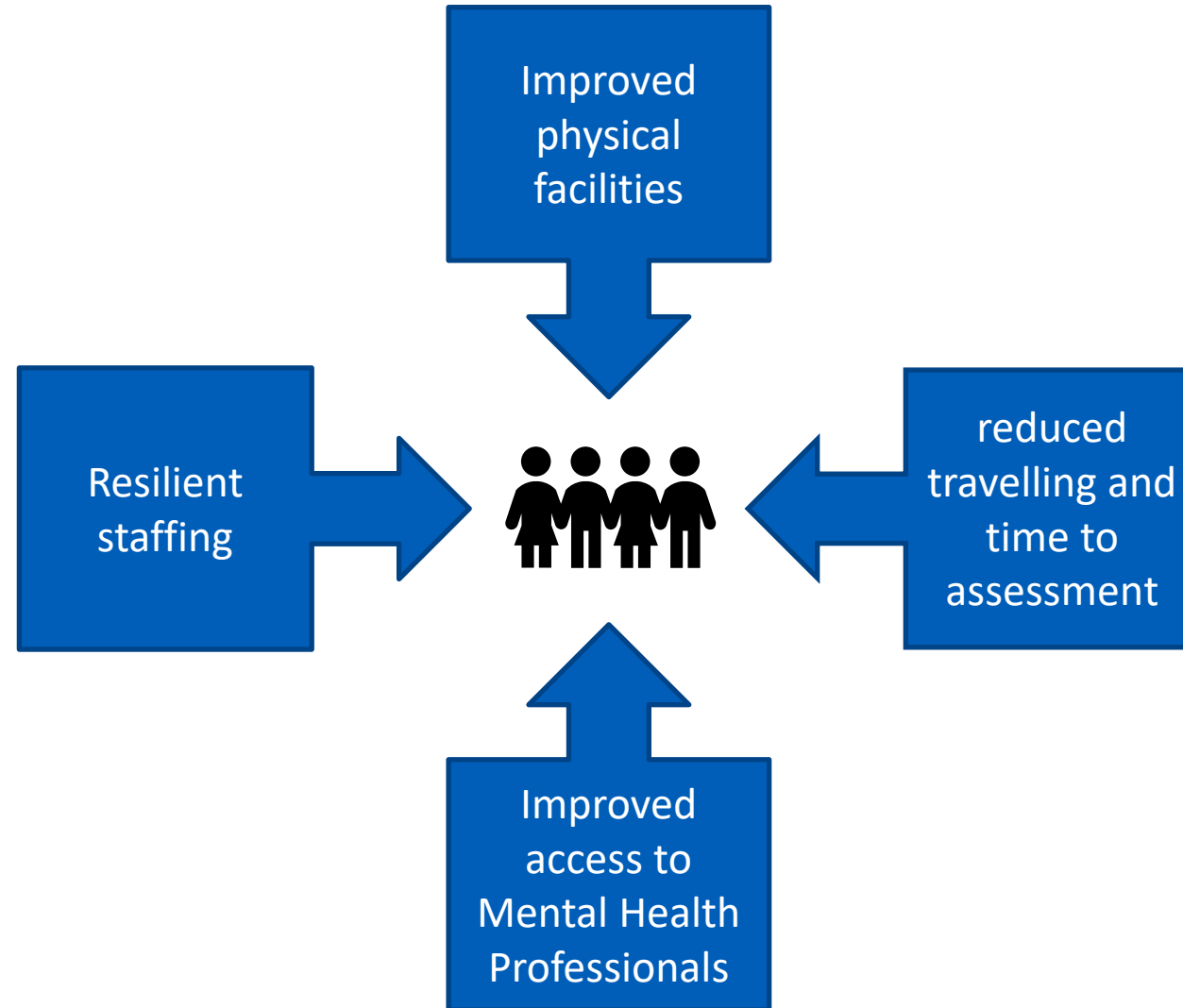
Patient admitted, No Change to the current process, although rooms are fit for purpose and patients have access to communal area and outside space.

One doctor to be assigned to the central HBPoS and AHMP's to have office on site and a reduced number of places to travel too

Due to doctor located in the HBPoS no wait for medical input, reduced pull on the AHMP's so a reduction in the time waiting for availability of AHMP. Patient has access to outdoor space

Increased number of mental health assessments started within 4 hours. Patient informed of next steps and supported.

# Proposed Improvements to the Patient Journey



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# Feedback from staff engagement

## Staff reactions – engagement so far

Prior to the release of the public consultation the HBPoS management team ran an engagement event for staff based within the HBPoS – The feedback from the event was:



Around 85% Looking forward to the change

15% Happy with the plan and can see benefits

0% were Unhappy

Looking forward to outside space and positive impact this will have on patient care

Disappointed that the changes will take till 2025 to implement

Looking forward to new therapeutic environment

Access to staff wellbeing area

Love the idea of working together as a larger team

More robust fixtures and fittings

Less reliance on support from inpatient wards

Hopeful that partner relationships will improve

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# Staff information and intended future engagement

## Staff retention



## Staff Recruitment



## Further staff engagement / consultation



- Staff engagement
  - ❖ Design development
  - ❖ Pathway improvements
  - ❖ Staff consultation

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# Formal engagement

## Transformation partnership

Co design with lived experience experts

## Early engagement

Front line staff

GPs

VCS

Patients and families/carers

MH Networks

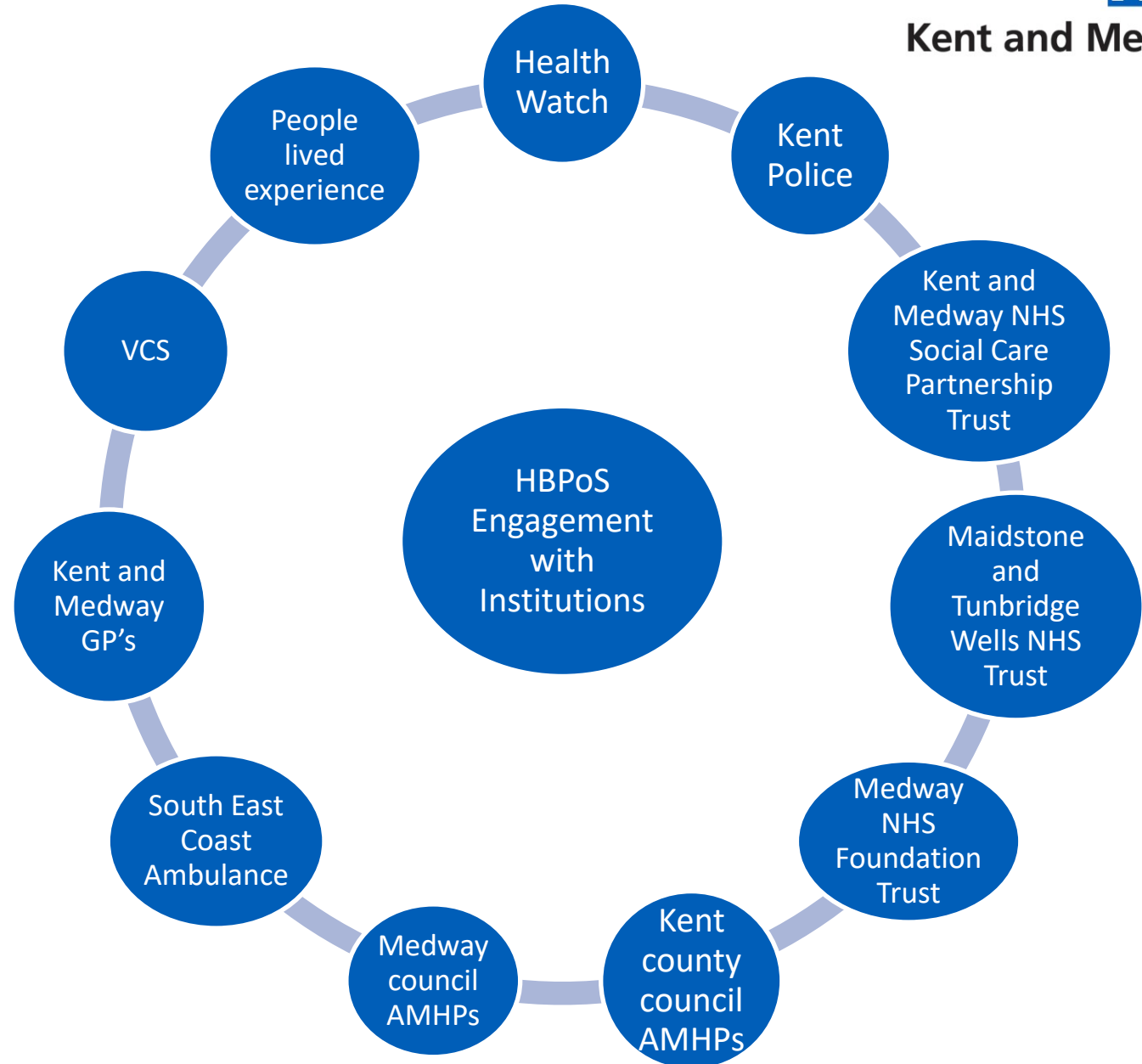
## Consultation

Stakeholder briefings

Public launch, website, regular updates through system cascade

VCS safe conversations, targeted communities

Online survey, phone, freepost, email



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# Current and proposed facilities at the HBPoS



Kent and Medway

## Current HBPoS facilities

No access to de-escalation space  
No door top alarms  
No separate/adequate space for Mental Health assessments  
No isolation of services to individual suites  
No access to outside space  
Not fit for purpose, therapeutically sound or patient centred

### Dartford

One bedroom – double as assessment room  
Office

### Canterbury

Two bedrooms – double as assessment rooms  
Office

### Maidstone (largest current facility)

Two bedrooms  
Seclusion space  
Office  
Lounge area/ assessment space (not private)

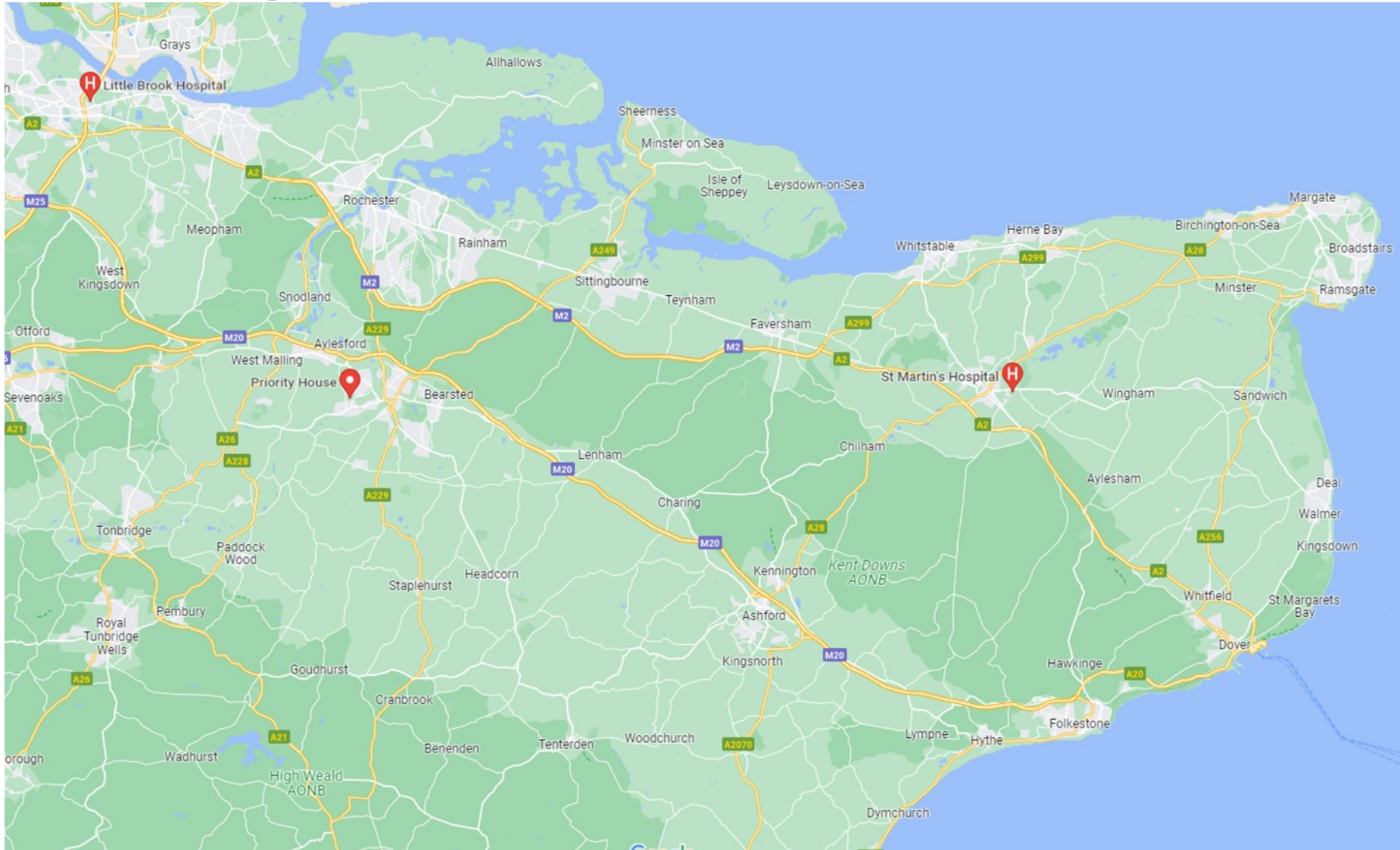
## Proposed central HBPoS facility

5 bedrooms (one to cater for patients with disability)  
Ensuite facilities  
Office  
Lounge area  
Small kitchen area  
Separate private space for Mental Health assessments  
All patients will have access to outdoor space  
All suites will be able to have services individually isolated  
All patient access rooms will have door top alarms  
All patients will have access to space for de-escalation  
Seclusion room  
Lounge area  
Small kitchen area  
**The space will be fit for purpose, therapeutically sound and patient centred.**

## Other considerations

Extra office space for AMHPs

# Travel Impact assessment

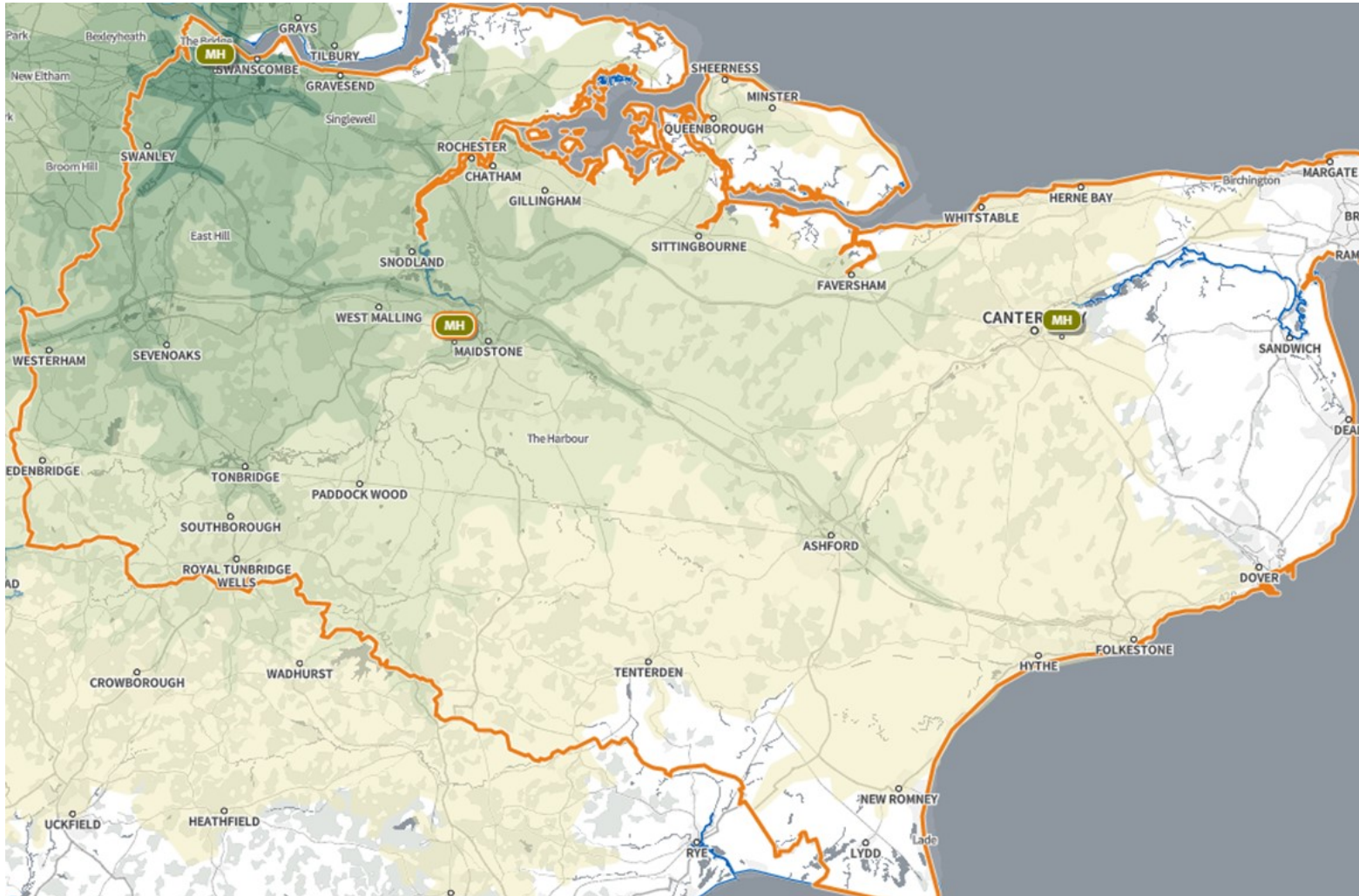


There are currently 3 HPBoS sites across Kent & Medway:

- Little brook, Dartford
- Priory House, Maidstone
- St Martins, Canterbury



# Travel Impact assessment - Dartford



Travel type

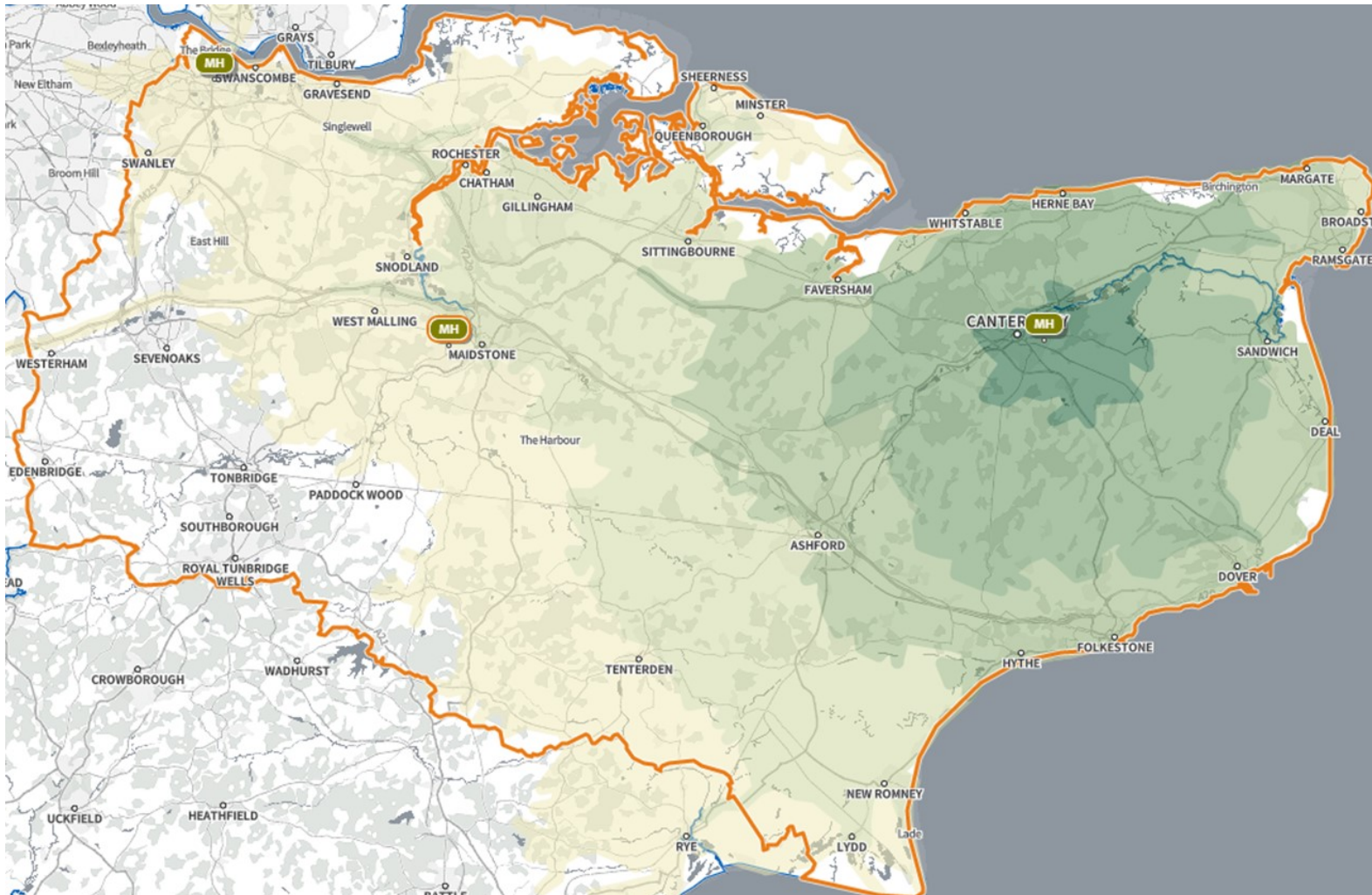
- By distance radius
- Walk: by time
- Walk: by distance
- Cycle
- Car: by distance
- Car: by time
- Rush hour

10 20 30 45 60 minutes

Public transport

Targomo

# Travel Impact assessment - Canterbury



Travel type

- By distance radius
- Walk: by time
- Walk: by distance
- Cycle
- Car: by distance
- Car: by time
- Rush hour

10 20 30 45 60 minutes

Public transport

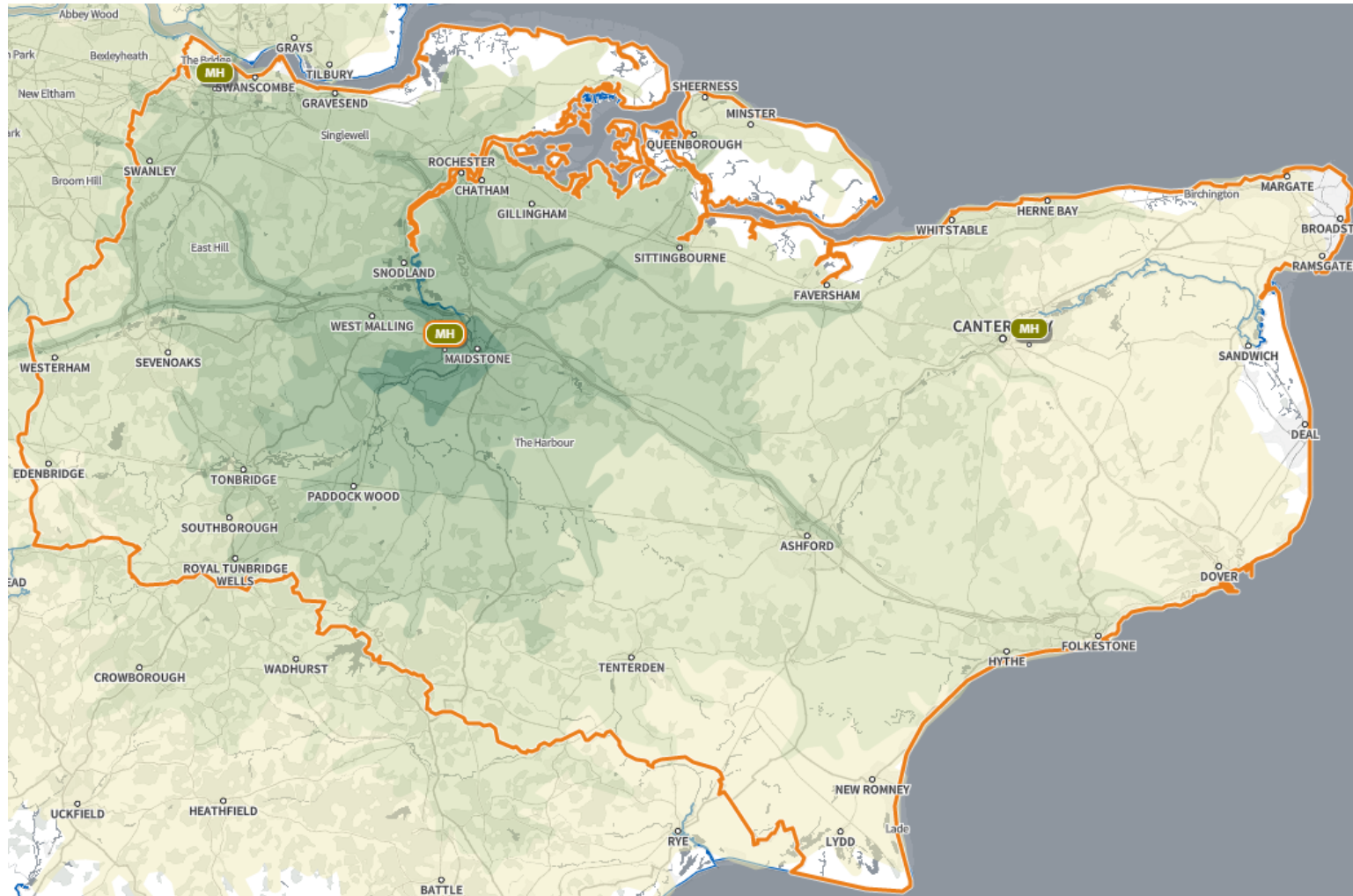
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# Travel Impact assessment - Maidstone



Kent and Medway



Travel type

- By distance radius
- Walk: by time
- Walk: by distance
- Cycle
- Car: by distance
- Car: by time
- Rush hour

10 20 30 45 60 minutes

Public transport

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# Travel impact assessment – current usage

## Existing Delivery – patient numbers

S136 locality of residential address	Dartford	Maidstone	Canterbury
ASHFORD	7	18	25
CANTERBURY AND COASTAL	9	42	34
DARTFORD, GRAVESHAM & SWANLEY	12	29	25
MEDWAY	18	51	64
OUTSIDE KENT	8	24	30
SOUTH KENT COAST	7	30	26
SWALE	4	17	17
THANET	14	25	24
MAIDSTONE	3	5	10
WEST KENT	18	56	46
Total S136	100	297	301

This table shows the number of patients between Dec 21 - Nov 22 from each district to the three Kent and Medway HBPOs.

# Travel impact assessment – patient travel time



Kent and Medway

Travel Time Existing Sites				
	Town	Dartford	Maidstone	Canterbury
ASHFORD	Ashford	50	32	39
CANTERBURY AND COASTAL	Canterbury	52	43	9
DARTFORD, GRAVESHAM & SWANLEY	Dartford	12	35	62
MEDWAY	Gillingham	29	28	47
OUTSIDE KENT	Southend	47	70	96
SOUTH KENT COAST	Folkestone	62	44	35
SWALE	Sittingbourne	39	25	40
THANET	Margate	71	60	34
MAIDSTONE	Maidstone	36	13	53
WEST KENT	Sevenoaks	27	32	47

Total Travel Time (Mins) Existing Sites					
Area	Town	Dartford	Maidstone	Canterbury	Total
ASHFORD	Ashford	350	576	975	1901
CANTERBURY AND COASTAL	Canterbury	468	1806	306	2580
DARTFORD, GRAVESHAM & SWANLEY	Dartford	144	1015	1550	2709
MEDWAY	Gillingham	522	1428	3008	4958
OUTSIDE KENT	Southend	376	1680	2880	4936
SOUTH KENT COAST	Folkestone	434	1320	910	2664
SWALE	Sittingbourne	156	425	680	1261
THANET	Margate	994	1500	816	3310
MAIDSTONE	Maidstone	108	65	530	703
WEST KENT	Sevenoaks	486	1792	2162	4440
<b>Total</b>					<b>29462</b>

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# Travel impact assessment – patient travel distances



Kent and Medway

Distance (Miles) Existing Sites				
	Town	Dartford	Maidstone	Canterbury
ASHFORD	Ashford	43.8	23.7	15.5
CANTERBURY AND COASTAL	Canterbury	43.5	30.9	1.6
DARTFORD, GRAVESHAM & SWANLEY	Dartford	2.6	24.3	46
MEDWAY	Gillingham	17.7	12.4	30.5
OUTSIDE KENT	Southend	27.9	50.3	72.1
SOUTH KENT COAST	Folkestone	57.6	37.5	17.9
SWALE	Sittingbourne	27.8	14.7	17.9
THANET	Margate	58.6	46	17.1
MAIDSTONE	Maidstone	21.9	2.9	34.2
WEST KENT	Sevenoaks	16.9	17.8	32.1

Total Distance (Miles) Existing Sites					
Area	Town	Dartford	Maidstone	Canterbury	Total
ASHFORD	Ashford	306.6	426.6	387.5	1120.7
CANTERBURY AND COASTAL	Canterbury	391.5	1297.8	54.4	1743.7
DARTFORD, GRAVESHAM & SWANLEY	Dartford	31.2	704.7	1150	1885.9
MEDWAY	Gillingham	318.6	632.4	1952	2903
OUTSIDE KENT	Southend	223.2	1207.2	2163	3593.4
SOUTH KENT COAST	Folkestone	403.2	1125	465.4	1993.6
SWALE	Sittingbourne	111.2	249.9	304.3	665.4
THANET	Margate	820.4	1150	410.4	2380.8
MAIDSTONE	Maidstone	65.7	14.5	342	422.2
WEST KENT	Sevenoaks	304.2	996.8	1476.6	2777.6
<b>Total</b>					<b>19486.3</b>

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# Travel impact assessment - comparisons

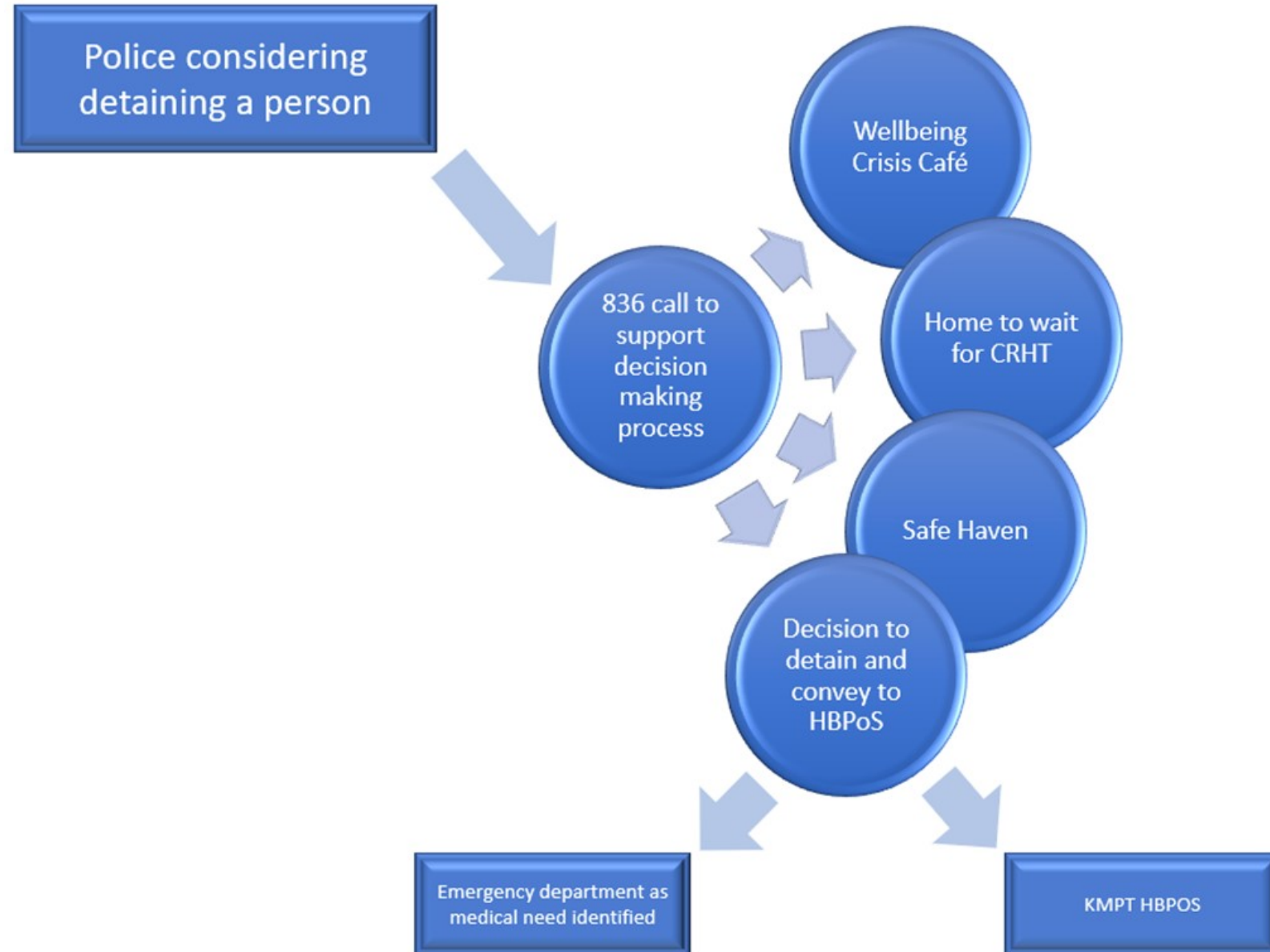
Travel Time (mins) Comparison			
Town	Current position	Proposed Centralisation	Variance
Ashford	1901	1600	301
Canterbury	2580	3655	-1075
Dartford	2709	2310	399
Gillingham	4958	3724	1234
Southend	4936	4340	596
Folkestone	2664	2772	-108
Sittingbourne	1261	950	311
Margate	3310	3780	-470
Maidstone	703	234	469
Sevenoaks	4440	3840	600
<b>Totals</b>	<b>29462</b>	<b>27205</b>	<b>2257</b>

Travel Distance (miles) comparison			
Town	Current position	Proposed Centralisation	Variance
Ashford	1120.7	1185	-64.3
Canterbury	1743.7	2626.5	-882.8
Dartford	1885.9	1603.8	282.1
Gillingham	2903	1649.2	1253.8
Southend	3593.4	3118.6	474.8
Folkestone	1993.6	2362.5	-368.9
Sittingbourne	665.4	558.6	106.8
Margate	2380.8	2898	-517.2
Maidstone	422.2	52.2	370
Sevenoaks	2777.6	2136	641.6
<b>Totals</b>	<b>19486.3</b>	<b>18190.4</b>	<b>1295.9</b>

# The 836 special advice line

The total average number of detentions per annum between 2018-2021 was 1,494.

The numbers reduced in 2021 and 2022, within the last 12 rolling months Dec 21 – Nov 22 saw 697 people detain under s136 within a HBPoS within Kent and Medway. This reduction has been largely attributed to the introduction of the 836 special advice line for police officers staffed by KMPT.



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# Mental Health assessments

One of the main benefits from the proposal for the HBPoS is that the time to assessment for patients will be reduced. Between Dec21 and Nov22 only 5 per cent of patients received the assessment within 4 hours. This is one of the Kent and Medway Crisis Care standards and one of the objectives of the proposal is to meet these standards from the point of implementation.

## Learning

- Engagement & reflection
- Back to the drawing board
- Crisis Care standards to be reviewed

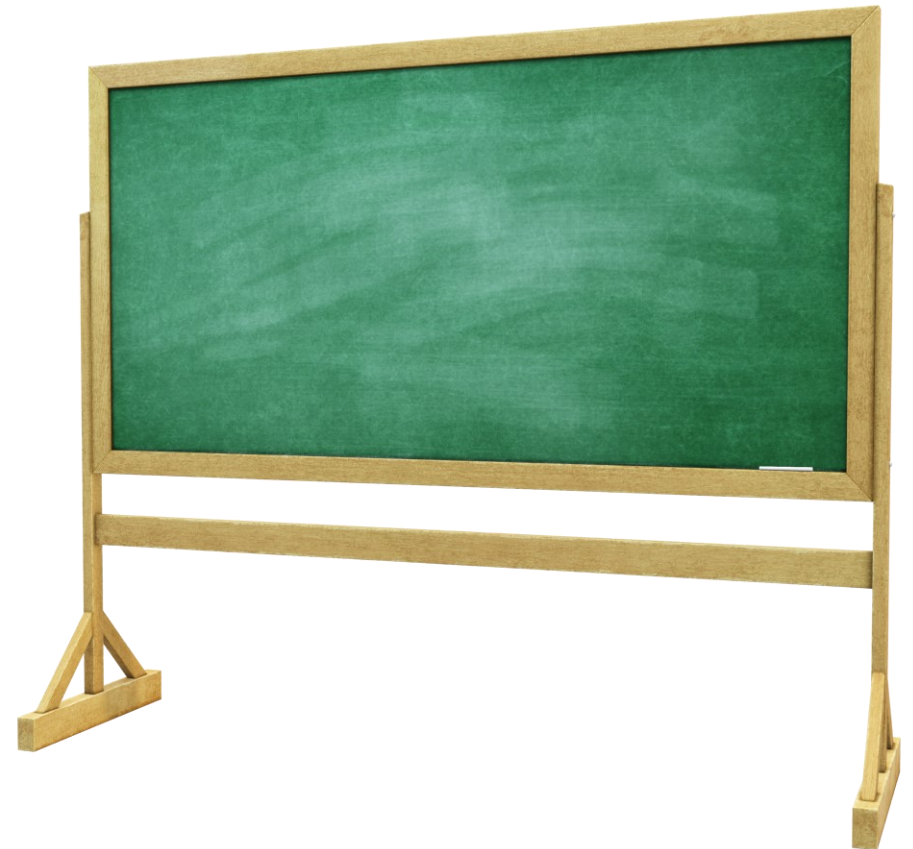
## Changes and why

- Information collation
- Understanding the patient

## Patient Impact

- Early patient engagement
- Keeping informed
- Better outcomes

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# Rapid response team

Rapid response team



5 teams across the county in the following locations:

- Dartford, Gravesham & Swanley
- Medway & Swale
- West Kent
- North East Kent
- South East Kent

Health Based Place of Safety team



Clear line of separation

# Conclusion

- ❖ Patients will have improved timely access to mental health professionals.
- ❖ The facilities will be fit for purpose and equitable for all patients
- ❖ A robust staffing model improving training and development of local Mental health Team
- ❖ Reduced impact on Our Partners – Kent Police, South East Coast Ambulance service, NHS Acute Trusts
- ❖ An improved pathway – reducing anxiety, helping de escalation
- ❖ An equitable service to all patients

**Any Questions?**

