

► Culture and information sharing in mental health crisis care

Scaling up successful information sharing



Summary

The Centre of Excellence for Information Sharing has supported Surrey to explore the cultural factors impacting on information sharing for the various stakeholders working in mental health crisis care.

Through this work seven key themes have been identified around culture and information sharing:

1. Scaling up successful information sharing
2. Working in a complex partnership setting
3. Supporting assessment of risk for people in crisis and for organisations
4. Supporting out of hours working and people in crisis
5. Working together to identify and support people with complex needs
6. Monitoring and tracking outcomes for service user and supporting commissioning
7. Building the mind-set, capacity and willingness to share information

The report has been split in to the seven themes which are available from www.informationsharing.org.uk/hsc



1. What do you need to think about if you want to scale up successful information sharing?

Issues covered:

Formalising approach, increasing numbers, essential information, consistency, success stories

The Centre recognises that through experimental approaches and pilot work, and alongside the learning on information sharing that is already happening in a local place on other issues and policy areas such as Troubled Families or safeguarding, the various partners involved in the local mental health crisis care system will have lots of positive experience on which to build. However, it is apparent that this in itself can present a challenge as a local place seeks to scale up their information sharing from the existing discreet agile, experimental and evolutionary pilot approaches that exploit particular local opportunities, alliances and relationships.

Learning and challenges

To ensure information sharing remains effective and takes place consistently on a larger scale each local places will need to formalise the experimental, evolutionary and small scale approaches.

In their approach to scaling up each local place needs to consider the impacts on information sharing resulting from an increase in the:

▶ number of partners and sectors (public, private and independent) involved;

- ▶ variety and number of professionals involved;
- ▶ number of different types or cohorts of service users receiving a service;
- ▶ variety, sources and overall volume of information that could potentially be shared.

To be able to respond to the challenge of scaling up its approaches a local place will need to fully understand the essential information needs of each part of the new elements of the crisis care system it is seeking to develop. For example the development of a telephone contact single point of access for assessment and support of individuals or the establishment of a community based multi-agency staffed crisis café or safe haven. They will also need to consider the

behavioural, people and organisational success factors that are supporting the existing successful information sharing.

In order to develop a compelling and consistent narrative to support the systematic engagement of a large number of stakeholders a local place needs to effectively capture and communicate to the various stakeholders the experiences and learning around information sharing from its pilot work

Safe Haven Roll-out: Surrey is scaling-up its successful community based Aldershot Safe Haven by creating five more across the county. The aim is to provide a more appropriate alternative to A&E for those in mental health crisis. The development of each Safe Haven is being led on a local level by an individual delivery group of partners and each facility will link to one of the local NHS hospital acute trusts.

There is a risk that a lack of consistency in the implementation of the information sharing requirements in each new Safe Haven's local area will result in patchy engagement by professionals. An over-reliance on developing information sharing through personal relationships and other local or ad hoc arrangements to accessing and sharing information will introduce single points of failure in the mental health crisis care system. The other key risk is that people are unlikely to receive the same standard of service regardless of which Safe Haven they attend resulting in a breakdown of trust between stakeholders and people using the service.

Surrey recognises the challenge around ensuring that these new local developments provide a consistent approach to information sharing between both the existing and new partner organisations and professionals who are brought on board. This consistency is needed to ensure which ever Safe Haven an individual presents at in Surrey they get the same service.