

The CRT fidelity survey

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Outline

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1. Background

- A model for Crisis Resolution Teams (CRTs) was outlined in the NHS Plan (2000)
- This original model was not highly specified
- Descriptive surveys indicate implementation has been variable
- The CORE study has developed the CORE CRT Fidelity Scale, outlining a model of good practice for CRTs

Rationale for the survey

- Little evidence about the extent to which CRTs are meeting the criteria of the CORE Fidelity Scale
- A national survey of CRTs was proposed in order to gather such evidence
- The survey was carried out in UK CRTs between August 2012 and April 2013

2. Organising the fidelity survey

- 75 teams reviewed
- Covered England, Wales and Scotland
- Initial email to Trust R&D and/or Audit department
- Made email and phone contact with CRT managers
- Emailed the 'Preparing for your fidelity review' document and agreed visit date

CRTs reviewed

- Islington CRT
- North Camden CRT
- South Camden CRT
- Bristol Intensive Team
- Gloucester CRHTT
- North Somerset Intensive Team
- South Wiltshire Intensive Team
- South Gloucester Intensive Team
- North Wiltshire Intensive Team
- Barnet HTT
- Enfield HTT
- Harringay HTT
- Berkshire East CRT
- Berkshire West CRT
- Sandwell CRHTT
- Wolverhampton CRHTT
- Taunton Deane CRHTT
- Somerset Coast CRHTT
- South Somerset CRHTT
- Mendip CRHTT
- Bath CRHTT
- South Hampshire and West Devor
- Bath CRHTT
- South Hampshire and West Devor
- North Devon CRHTT
- Exeter, East and Mid Devon CRHT
- Torbay CRHTT
- Brent HTT
- Walsall CRHTT
- Dudley CRHTT
- Newham PACTT
- Tower Hamlets HTT
- Hemel Hempstead CATT
- South East Hertfordshire CATT
- Medway and Swale CRHTT
- Maidstone CRHTT
- North East Kent CRHTT
- Canterbury CRHTT
- Edinburgh IHTT
- Manchester North CRHTT
- West Suffolk HTT
- Great Yarmouth HTT
- Norwich HTT
- Barking Dagenham and Havering I
- Redbridge HTT
- Waltham Forest HTT
- Northamptonshire North CRHTT
- Northamptonshire South CRHTT
- Sunderland CRHTT
- South Tyneside CRHTT
- Gateshead CRHTT
- Greenwich HTT
- Bromley HTT
- South Essex - West CRHT
- South Essex - South East CRHT
- Tamworth CRT
- Stafford CRT
- Shropshire CRT
- Telford and Wrekin CRT
- Wandsworth CHTT
- Richmond CHTT
- Surrey Heath and NE Hants HTT
- Epsom HTT
- Chertsey HTT
- Redhill HTT
- Adur Arundle and Worthing CRHT
- Eastbourne CRHTT
- Hastings CRHTT
- Brighton and Hove CRHTT
- Crawley CRHTT
- Chichester CRHTT
- Hounslow CRHTT
- Ealing CRHTT
- Hammersmith CRHTT
- Redditch and Bromsgrove HTT
- Powys CRHTT
- West Gwent CRHTT
- Pontypool CRHTT
- Newport CRHTT



Reviewers

- 3 reviewers carry out each review:
 - i) Service user/Carer researcher
 - ii) Clinician
 - iii) CORE researcher
- Pool of 30 reviewers to draw from
- Reviewers attended one day of fidelity review training
- Reviewers provided with interview schedules and checklists for all elements of review

Review preparation

Pre-visit data requested from teams:

- Anonymised case notes (x10)
- Permission from service users (x6) and carers (x6) for interviews
- Permission from managers of other services (x5) for interviews
- Policies and protocols
- Any routine data monitoring available

Review day

- Reviewers arrive at the team at around 9am
- Manager interview usually conducted first
- Timetabled calls to service users, carers, other managers throughout the day
- Interview with staff usually around lunchtime/afternoon handover
- Reading documentation fitted in around interviews
- Go through Fidelity Scale at the end of the day to score the team

Fidelity Scale reminder

- 39 items, each scored from 1 (low score) to 5 (high score)
- Total possible range of scores is 39-195
- Average score of 2 (total 78) = low fidelity
- Average score of 3 (total 117) = moderate fidelity
- Average score of 4 (total 156) = high fidelity

Data: overall scores

Overall scores for all CRTs:

Median	122
Range	78 (73 - 151)
IQR	21 (111 - 132)

Level of fidelity

Fidelity level	Number and % of teams
Very low <78	1 (1%)
Low 78 – 117	25 (33%)
Moderate 117 - 156	49 (66%)
High >156	0

Data: subscale scores

Subscale scores for all CRTs:

	Median	Range	IQR
Referrals and Access	3.40	1.96 (2.24 - 4.20)	0.98 (2.73 - 3.71)
Content and Delivery of Care	2.86	2.56 (1.24 - 4.55)	1.28 (2.22 - 3.50)
Staffing and Team Procedures	3.25	1.98 (2.41 - 4.39)	0.99 (1.49 - 2.48)
Location and Timing of Help	1.85	3.15 (1.77 - 4.92)	1.58 (2.36 - 3.94)

Items teams scored highly on

Average score was above 4:

2: The CRT is easily accessible to all eligible referrers

4: The CRT will consider working with anyone who would otherwise be admitted to adult acute psychiatric hospital

15: The CRT reviews, prescribes and delivers medication for all service users when needed

23: The CRT offers service users choice regarding location, timing and types of support

28: The CRT has a psychiatrist or psychiatrists in the CRT team, with adequate staffing levels

32: The CRT has systems to ensure the safety of CRT staff members

39: The CRT mostly conducts assessments and supports service users in their home

Items teams scored lower on

Average score was below 2:

14: The CRT assesses carers' needs and offers carers emotional and practical support

16: The CRT promotes service users' and carers' understanding of illness and medication and addresses concerns or problems with medication

17: The CRT provides access to psychological interventions

24: The CRT helps plan service users' and service responses to future crises

37: The CRT can access a range of crisis services to help provide an alternative to hospital admission for service users experiencing mental health crisis

38: The CRT provides frequent visits to service users

What do the results tell us about the fidelity scale and review process?

- It is a suitably sensitive measure 33 items had a range of scores from 1-5
- Remaining 6 items had ranges of 2-5 or 1-4
- Feasible to carry out fidelity reviews with teams
- Relevant to teams across the country
- Multi-perspective reviewing teams worked well

What do the results tell us about CRT services overall?

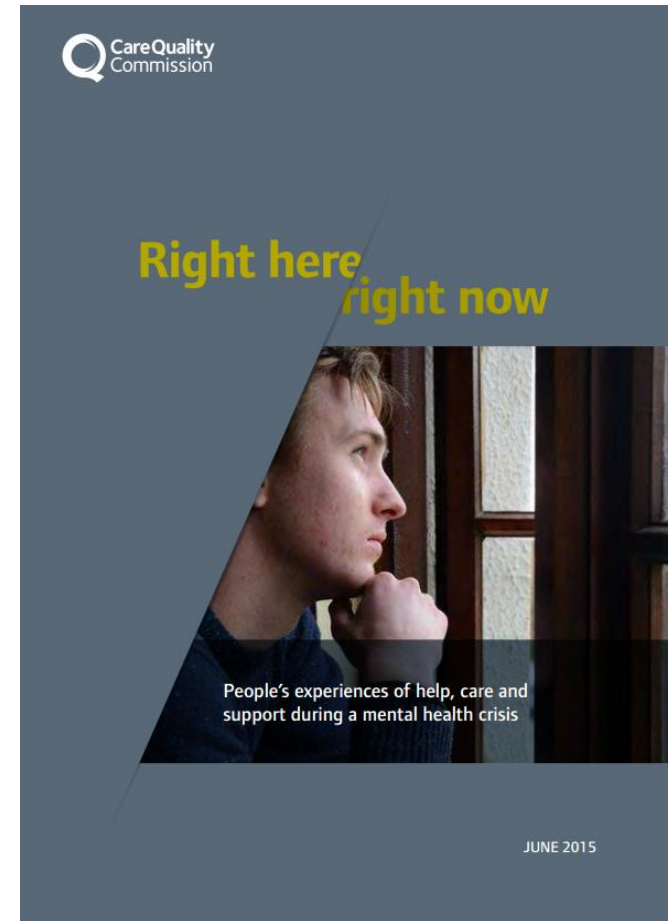
- Most teams achieving only moderate fidelity
- No team is reaching a level of high fidelity to the model
- Wide range of set ups for CRTs in different Trusts
- Most not adhering closely to original Department of Health guidelines

CRT Fidelity compared to DH guidelines

DH guidelines 2001	Fidelity review results
Time-limited intervention	Item 10 – 87% of teams scored 3 or higher
Multi-disciplinary team	Item 27 – 84% of teams scored 3 or higher
24/7 service	Item 5 – 75% of teams scored 3 or higher
Working with families	Item 13 – 56% of teams scored 3 or higher
Rapid response	Item 1 – 35% of teams scored 3 or higher
Intensive support	Item 38 – 24% of teams scored 3 or higher
Preventing future crises	Item 24 – 3% of teams scored 3 or higher

National adoption of Fidelity Scale

- Care Quality Commission (CQC) used data from the CORE fidelity survey in recent report “Right here right now”
- NHS England using Fidelity Scale items in Winter Resilience checklists
- Crisis Care Concordat link to the Fidelity Scale



The results in context

- Decreasing resources and increasing pressures, so unsurprising that no teams reach high fidelity
- Over course of last parliament CRT funding down overall by 8%, while monthly referrals up by 18%
- Results indicate potential areas for improvement for each team
- Next phase of CORE study has been looking at ways to help teams with service improvement to improve fidelity to the model

Any questions?

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