Crisis teams in 2016 – why is there a need to improve model fidelity?

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Core study stakeholder day – Feb 23 2016

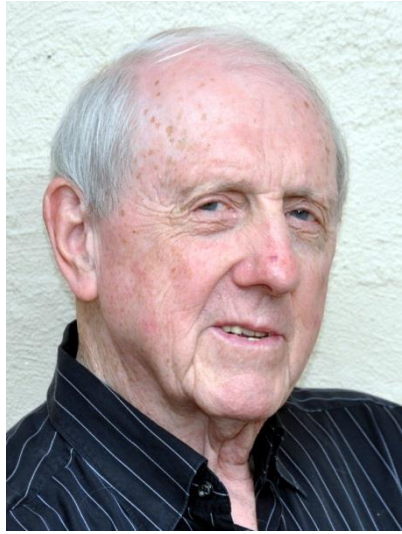
Plan

- Why a need for quality improvement?
- Why a fidelity scale approach?
- The CORE study at UCL
- Evidence on ingredients of good practice
- Development of the CORE fidelity scale
- Trial of a resource pack for improving fidelity in crisis teams.

What was the pioneering vision for crisis teams?

- Pioneers with variety of rationales
- Some common themes:

- Avoiding hospital: expensive, stigmatised and unpopular, better to be able to invest resources elsewhere
- Therapeutic relationships may be stronger and more equal on patients' home ground
- Social networks can be mobilised more effectively
- Working in community makes social triggers to crisis more visible
- More likely to acquire sustainable coping skills



What is the evidence on the potential effectiveness of crisis teams?

Two studies in Islington:

South Islington study – natural experiment comparing cohorts before vs. after introduction of a crisis team N=200 (Johnson et al. 2005a)

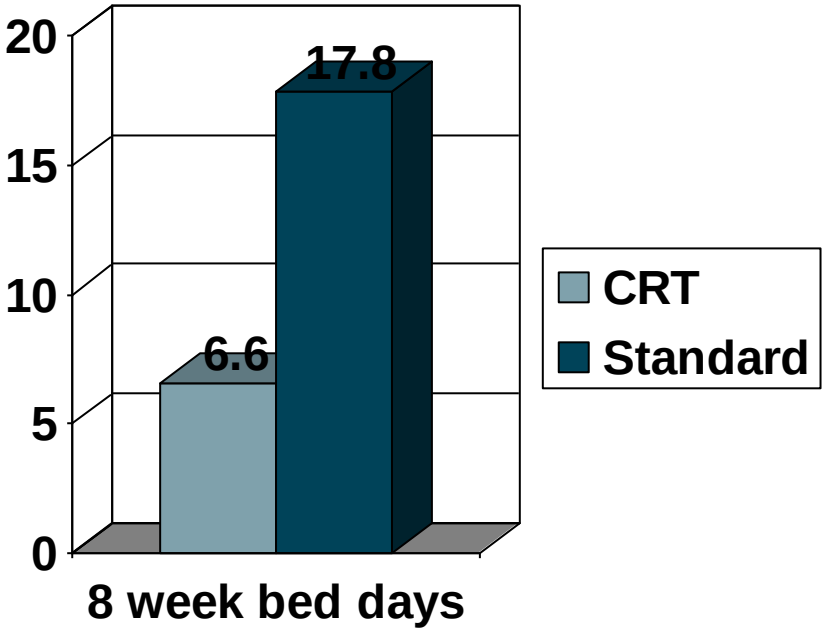
North Islington study – **randomised controlled trial** comparing crisis team availability vs. standard care N=260 (Johnson et al., 2005b)

Findings

- **Reduction in admissions and bed use. Costs also less.**
- **Greater client satisfaction with crisis team**
- **No difference in compulsory admissions or any other outcome**

Workforce studies: Happy staff

Primary outcomes of North Islington Crisis Resolution Team study



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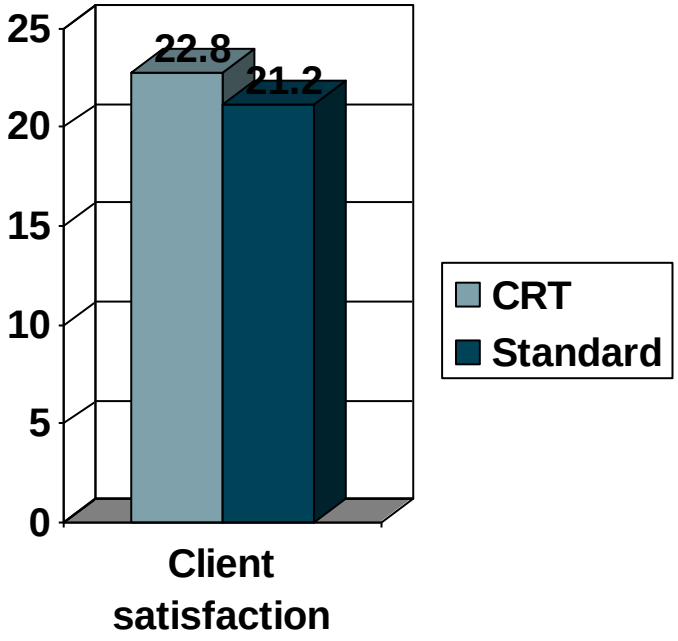

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CRTs – achievements and cause for concern

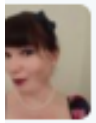
A nationwide shift in resources, staff, treatment focus Research – fall in admissions, good satisfaction achievable (e.g. in trials)

BUT some cause for concern:

- Uncertainty as to whether fall in admissions uniformly achieved (NB current bed crisis)
- Compulsory admissions still rising
- Significant service user and carer dissatisfaction e.g. MIND Acute Care report, #crisisteamfail
- Is risk management adequate? Average of 150 suicides per year for CRT patients: now higher than for inpatient wards (Hunt et al. 2014)
- High readmission rates? Approx 50% in 1 year in Candi

#crisisteamfail

Reluctant and 12 others follow



The Joy of Bex @debecca · Jan 14

I'm in Crisis. The Crisis Team line goes to answerphone. I could have predicted it.

#**crisisteamfail**

Billiam Babble @billiambabble · 8 Aug 2015

A&E #CrisisTeam after J's O/D today: read a book on "Mindfulness". goo.gl/X6XE8c

#**crisisteamfail** #MHUK #NHS

Cherry @SarahCherry88 · 8 Jun 2015

5 hours ago crisis team said they would see me.just rang to see where they are and they have no record of the planned visit #**crisisteamfail**

MentalHealth Mission @MentalHealthMis · 17 Apr 2015

I've had a walk, I've ran out of tea, I don't like hot chocolate, I don't have a bath & #diazepam hasn't worked. Now what? #**crisisteamfail**

Charlotte Walker and 1 other follow

Bodhmall @bodhmall · 15 Feb 2015

Dragged myself to see crisis team this am as arranged, everyone out apart from bleep holder who didn't even ask how I felt #**crisisteamfail**

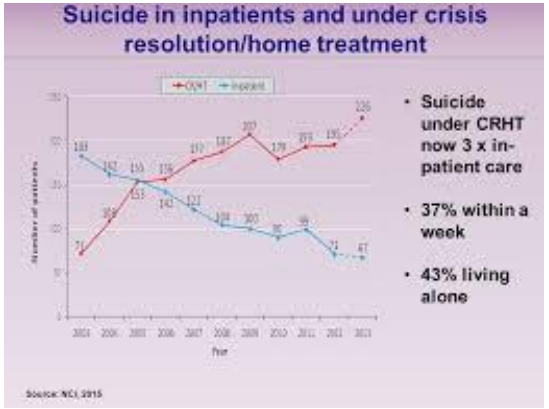
Reports and reviews (all citing CORE)

Crisis Care Concordat

Mental Health

The Commission to review the provision of acute inpatient psychiatric care for adults

Improving acute inpatient psychiatric care for adults in England



Reports and reviews

Why CORE?

- Clear from many sources that implementation of crisis team model has at least partly failed
- Primary difficulties – patient and carer experences, providing a real substitute for acute care admission
- Failure results in great difficulty for whole acute care system
- Part of failure is in establishing and disseminating a clear model of good crisis care
- CORE addresses this gap.

CORE Study: overview

1
- Develop a model of best CRT practice
- Evidence review, national survey, stakeholder interviews

2
- Develop a “fidelity scale” to assess teams’ model adherence
- Assess UK CRT fidelity in a 75-team survey
- Gather best practice examples and resources from CRTs

3
- Develop quality improvement resources for CRTs
- Test CRT “Resource Pack” in a 25-team cluster randomised trial

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Further information

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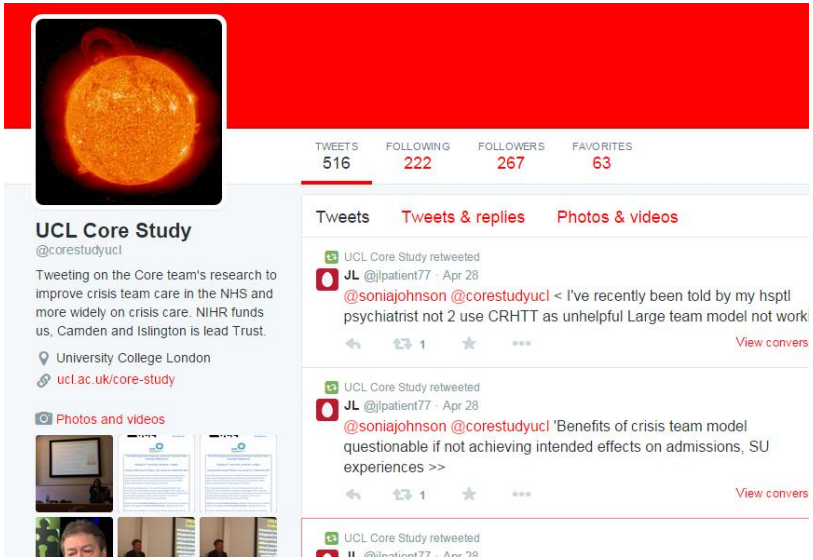

Study website: www.ucl.ac.uk/core-study
Resource pack: www.ucl.ac.uk/core-resource-pack

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All our thanks for so much help!!