**Bath and North East Somerset, Swindon and Wiltshire (BSW) divisional update – December 2020**

We are pleased to share with you the latest information regarding our services across BSW. We hope you find this update useful.

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| **Primary Care Liaison Services (PCLS)** Our Primary Care Liaison Services (PCLS) remain open for all referrals and support, including medication advice. PCLS can be used for all non-urgent psychotropic medication advice for patients who are not within secondary mental health services, and the teams aim to respond within 48 hours. When contacting the teams please provide a mobile phone number in your email.  **Contact details**   |  |  |  | | --- | --- | --- | | **Area** | **Email address** | **Telephone number** | | **BANES** | [awp.BanesPCLSadmin@nhs.net](mailto:awp.BanesPCLSadmin@nhs.net) | 01225 371480 | | **Swindon** | [awp.swindonpclsreferrals@nhs.](mailto:awp.swindonpclsreferrals@nhs.)net | 01793 835787 | | **Wiltshire North** | [awp.PCLNorthWiltsAdminTeam@nhs.net](mailto:awp.PCLNorthWiltsAdminTeam@nhs.net) [awp.AC-PCL-NWilts@nhs.net](mailto:awp.AC-PCL-NWilts@nhs.net) | 01380 737840 | | **Wiltshire South** | [awp.AC-PCL-SWilts@nhs.net](mailto:awp.AC-PCL-SWilts@nhs.net) | 01722 820372 |   If you experience difficulties with making a referral, please contact the relevant Access Service Manager who will be able to assist you:   |  |  |  |  | | --- | --- | --- | --- | | **Area** | **Name** | **Email address** | **Telephone number** | | BANES | Philip Rhodes | [philip.rhodes@nhs.net](mailto:philip.rhodes@nhs.net) | 07881 500137 | | Swindon | Leanne Norman-Thorpe | [leanne.norman-thorpe@nhs.net](mailto:leanne.norman-thorpe@nhs.net) | 07880 054 883 | | Wiltshire | Natasha Easter | [natasha.easter@nhs.net](mailto:natasha.easter@nhs.net) | 07427 660124 |   **Improving Access to Psychological Therapies (IAPT)**  As part of our response to the COVID-19 pandemic we are following national guidance on social distancing to help reduce the risk of spreading infection. In order to do this all of our teams have been using the digital platform Attend Anywhere to offer appointments as an alternative to face-to-face consultations, although we recognise this is not a ‘one size fits all’ solution. We are also using Microsoft Teams to facilitate group sessions. Every individual is risk assessed and where our clinicians feel a face-to-face appointment is more suitable than one using Attend Anywhere, a face-to-face appointment will take place with our staff following IPC guidance and wearing appropriate PPE.  **Personality Disorder** We have recruited to three new posts across BSW to support the care pathways for people with Personality Disorderthrough existing services. These posts will work across the BSW system (including with third sector partners) to create a network to support the collaborative development of an effective pathway model for people with Personality Disorder.  **NHS 111/Integrated Urgent Care (IUC)** We areworking in partnership with Medvivo to provide mental health clinical expertise into NHS 111/IUC out of hours. This is a pilot project that has been underway since May, with increasing resources to offer additional support. We are engaged in the BSW Think 111 Firstprogrammeand looking forward to developing this model with Medvivo/111 further.  **24/7 telephone helpline**  Our telephone support line provides advice, guidance and support over the phone to anyone who may be worried about their own or someone else's mental health. The telephone line - **0300 3031320** - provides round-the-clock support seven days a week, 365 days a year. |
| **Inpatient services**  **Ward configuration**  In order to protect our patients from the risk of infection and we have reorganised our wards so we can safely separate and treat patients that test positive for COVID-19. We have reorganised our wards as follows:   * Adults of working age are admitted through Poppy Ward (Green Lane Hospital, Devizes) and Applewood Ward (Sandalwood Court, Swindon) where they are tested for COVID-19 and then transferred to the appropriate mental health treatment ward. * Liddington Ward (Victoria Centre, Swindon) and Amblescroft North Ward (Fountain Way Hospital, Salisbury) are operating as admission wards for older adults. * Mirroring the acute hospitals, we are focused on discharging patients at the earliest opportunity owing to the higher risk of contracting COVID-19 in a ward environment. * All other inpatient wards remain operational as treatment wards.   **Visiting restrictions** In line with all other hospitals and care facilities, we have continued to only allow visitors on our inpatient wards if the circumstances are exceptional. We are determining exceptional on a case by case basis (for example visits to someone who is on an end of life pathway). We are using smartphones and other digital technology on our wards so our inpatients can stay in touch with their family and friends.  **Psychiatric Intensive Care (PICU) provision** Our Psychiatric Intensive Care Unit (PICU) provision across the Trust is changing as we continue to improve our inpatient environments and increase inpatient capacity. In order to continue to provide high quality care and to keep our patients safe, we are refurbishing our female PICU, Elizabeth Casson House (ECH), at Callington Road Hospital. This work follows some concerns about the layout of seclusion rooms and access to quiet and private space other than bedrooms, which were raised by the Care Quality Commission during our last inspection.  Work to refurbish ECH is set to begin in January and is expected to take 12 months to complete. In order for the Trust to continue offering a female PICU ward, Ashdown Ward at Fountain Way Hospital, Salisbury, will be changing its function to offer female only admissions (six beds). Males who require PICU admissions will be admitted to Hazel ward (12 beds) at Callington Road Hospital, Bristol. |

**Community Services updates:**

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| **STEPPS (Systems Training for Emotional Predictability and Problem Solving) Group**  Our STEPPS group for BaNES is temporarily suspended as IAPT provision is being prioritised as part of our COVID-19 response. We are aware of the pressure in the system regarding services for people who experience emotional dysregulation. We are working with commissioners and other providers to explore options for developing resources to meet the needs of this cohort of patients as an alternative to group sessions. |
| **Specialist Therapeutic Service** We have reopened our secondary care therapies servicesand have resumed provision of interventions for those in our secondary teams, so that we can offer people the best possible chance of recovery. |
| **Recovery Services** All adult and older adult Recovery and CMHT services, (including Early Intervention in Psychosis, Psychological Therapies) across BSW remain operational and we continue to offer interventions for people either, face to face or via the Attend Anywhere platform. |
| **Intensive Services** The services continue to operate 24 hours a day; offering people brief intensive intervention aimed at avoiding hospital admissions and treating those who present in crisis.  **Contact details**   |  |  | | --- | --- | | **Area** | **Telephone number** | | **BANES** | 01225 362814 | | **Swindon** | 01793 836820 | | **Wiltshire North** | 01380 731292 | | **Wiltshire South** | 01722 820173 | |
| **Mental Health Liaison Service** The hospital Mental Health Liaison Service, which incorporates the Dementia and Later Life Liaison Service and the Substance Misuse Team in Swindon, continues to operate. |
| **Memory Service**  The Memory Services in Swindon and Wiltshire are offering face to face and Attend Anywhere appointments where appropriate. |
| **Health Based Place of Safety** **(HBPOS)**  Levels of activity in the Bluebell HBPOSin Devizes have been and remain high. As part of the pandemic response, inter-partner and system working has agreed a temporary arrangement for BaNES 136 detainees to be conveyed by Avon & Somerset Police to Bluebell HBPOS in Wiltshire; this arrangement is currently agreed until 31st December 2020. |

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| **Specialist Mental Health Services** |
| **BSW Perinatal Community Service** Theteamremains open to perinatal mental health referrals, which are facilitated via telephone or video conferencing where appropriate. Face-to-face contact will be undertaken where clinically required. The perinatal duty desk remains open from 9am to 5pm, Monday to Friday, for professional to professional advice and guidance.  **Contact details:**   |  |  | | --- | --- | | Telephone: 01249 767851 | Email [awp.referralsbswperinatal@nhs.net](mailto:awp.referralsbswperinatal@nhs.net) | |
| **BSW Diagnostic Services for Autism and ADHD** The service is open to all routine referrals and can be accessed through the usual referral routes. |
| **Daisy Learning Disability Inpatient Unit** The Daisy Unit, at Green Lane Hospital in Devizes, Wiltshire, which provides support for up to five people with Learning Disabilities, mental health needs, Autism and complex needs including challenging behaviours, remains fully open and is accepting new admissions and transfers. |

We will continue to provide updates on our services over the coming weeks. However, please do get in touch if you have any questions.

Thank you

**Nicola Hazle Alexandra Luke Mark Arruda-Bunker Sarah Jones  
Clinical Director Associate Director Associate Director Clinical Director  
BSW BSW Specialised Services Specialised Services**