

STANDARD OPERATING PROCEDURE NHS (EAST RIDING) TALKING THERAPIES

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VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

Version	Date	Change details
1.0	01.06.2021	New SOP.
1.1	03/05/2023	Reviewed. Updated staffing structure and amended due to NHS Talking Therapies re-branding guidance and MH Practice Network Meeting feedback. Approved at MH Practice Network Meeting (3 May 2023).

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1. INTRODUCTION

Humber Teaching NHS Teaching Foundation Trust has an established NHS (East Riding) Talking Therapies Service covering all of the East Riding population. We are the lead provider for NHS Talking Therapies in the East Riding working collaboratively with the East Riding ICB. The NHS (East Riding) Therapies Service is an accredited service for psychological therapies. The service adheres as closely as possible to the guidance with a commitment to the provision of psychological therapies and employment support in the local communities to promote good mental health.

The service aims to adhere to NICE approved psychological interventions, the NHS Talking Therapies manual and the regulatory bodies for the various therapeutic modalities provided in the service such as BABCP and BACP.

The service promotes good mental health, wellbeing and employment in the East Riding area. This involves working closely and liaising with our partner providers in the area and valuing the community organisations that contribute to the enhancement of good mental health.

2. NHS (EAST RIDING) TALKING THERAPIES SERVICE AIMS

- To provide a model of triage and assessment of common mental health problems within the community identifying cases which may require alternative services such as secondary mental health services.
- To provide evidence based psychological therapies for common mental health problems adhering to the applicable guidance (NICE and NHS Talking Therapies)
- We will aim to deliver a service utilising a blend of treatment delivery methods such as online, telephone and webcam to promote access. Providing face to face treatment options within the East Riding community where required.
- We will implement systems to promote access to psychological therapies.
- Develop a model as lead provider to promote effective working relationships and systems with our provider organisations.
- We are committed to the health and wellbeing of staff, and specific strategies to address this will be an ongoing consideration.
- To support people in their occupational functioning and where needed, support those who require assistance in return to employment and meaningful activity.
- To provide a learning environment for staff that supports research and innovation
- To work closely with our provider organisations who assist in the delivery of psychological interventions for the East Riding community.
- Facilitate operational and clinical network meetings with our providers to ensure contractual obligations are met and clinical issues are addressed.

3. STAFF FRAMEWORK

The NHS (East Riding) Talking Therapies is a lead provider within the East Riding community, the staff framework within the NHS (East Riding) Talking Therapies consists of:

- Service Manager
- Clinical Lead
- Team Manager
- Step 3 Counselling modalities
- Step 3 CBT therapists
- Step 3 EMDR therapists
- Step 3 IPT therapists
- Senior PWPs
- PWPs

- Triage staff
- Senior Employment Advisors
- Employment Advisors
- Data Analyst
- Admin staff
- Provider Organisations
- Community Connector
- Peer Support Worker

4. MEDICAL RESPONSIBILITY

GPs retain medical responsibility for people receiving therapeutic input from the NHS (East Riding) Talking Therapies service. Consent to liaise with the GP has to be given by the patient.

5. PHILOSOPHY

To provide services which promote recovery, hope and self-management.

To invest in the development of staff in order to build a skilled and compassionate workforce that can deliver a range of evidence-based interventions.

Highlight the importance of good mental health and actively work towards reducing stigma and discrimination for those we provide a service to.

To believe that everyone should be acknowledged and respected as an individual with their unique beliefs, values, experiences and needs.

Promote self-responsibility and independence whenever possible.

To endeavour to use research-based evidence to provide safe and effective care to the therapeutic benefit of people who use the service.

To endeavour to work positively with risk in order to provide a safe and supportive environment for people who use our service and the staff; to work positively with our care providers to deliver a safe and effective service.

In line with the NHS Talking Therapies and NICE guidance the least intrusive intervention will be provided as a first step with consideration given to clinical judgement and service criteria.

To deliver recovery focused treatment and supervision.

To promote autonomy, collaboration and choice for service users. Do this within the limits of available resources in a clear and transparent manner.

The service works within NHS Talking Therapies national guidance, Trust policies, professional codes of conduct and legal and ethical frameworks in the provision of care.

6. HOURS OF OPERATION

The usual hours of operation will be Monday-Friday, 9am-5pm, exclusive of bank holidays but the service strives to open between 8am-6pm. The service aims to be flexible with working hours as commissioned whilst being safe and appropriate for staff and patients who use the services. At times, people are being seen outside these normal operational hours when staff adhere to the Lone Worker Policy.

7. SERVICE RECRUITMENT

The service will consider new options to enhance recruitment within the Service, such as remote recruitment of trained staff in line with Humber Human Resources and NHSE recommendations.

8. SERVICE ACCESS CRITERIA

The NHS (East Riding) Talking Therapies service has an inclusion criterion which is revised in line with local contractual agreements and national guidance.

9. CLINICAL CARE PATHWAY

The NHS (East Riding) Talking Therapies service follows the Stepped Care Model for common mental health problems.

Stepped care is a system of delivering and monitoring intervention so that the most effective, yet least resource-intensive intervention is delivered to the person using the service. This model is recommended by the National Institute for Clinical Excellence (Common mental health disorders – Identification and pathways to care)

10. NHS (EAST RIDING) TALKING THERAPIES SERVICE REFERRAL PATHWAY

The NHS (East Riding) Talking Therapies service operates within primary care receiving self-referrals from patients, health professionals, and Humber's Mental Health services.

Self-referrals – received via telephone (01482 335451), e-referral (via an online portal) emailing - HNF-TR.SelfReferral@nhs.net or by texting TALK to 60163. Professionals can also refer a patient by emailing the referral form to hnf-tr.abservice@nhs.net.

11. NHS (EAST RIDING) TALKING THERAPIES SERVICE-SPECIFIC PATHWAY

- All referrals will aim to be triaged within 48 hours and suitable cases will be allocated to the appropriate part of the care pathway. Where patient need is unclear, the patient and/or the referrer will be contacted via a telephone call in order to gather further information.
- All self-referrals will be contacted by phone and given an appointment, if unavailable on the phone they will be sent an appointment letter. Allocation to the care pathway will trigger a welcome to the service pack to be sent to the patient via post or email.
- A telephone self-referral (live) will be registered onto the system by the admin staff who will book them into a triage slot if one is available on the same day or book them into the triage holding account. If suitable for the service the patient will be booked into an assessment appointment. If not suitable for the service the patient will be signposted to the most appropriate service where available.
- Self-referrals that are not live by phone will be triaged and offered an assessment if suitable. For those patients whose suitability is unclear or have an element of risk a contact attempt will be made by the triage team and the service process will be followed. If unsuccessful an opt-in letter will be sent to the patient.
- Once accepted into treatment the least intrusive but clinically indicated treatment option will be agreed with the patient.
- The treatment dose will be specified by the service dependant on the step and modality and commissioning arrangements in place. As a service we will endeavour to adhere to the evidence base wherever possible in terms of the treatment dose within the limits of our resources.

- The treatment models for common health problems provided in the service will be in line with NICE and NHS Talking Therapies guidance.
- A recovery focused clinical and case management supervision structure is implemented by the Service in line with NHS Talking Therapies guidance. Each provider organisation working within NHS Talking Therapy service will follow their own supervision and record keeping policies ensuring these are available for audit, it is expected these will adhere to NHS Talking Therapies and national regulatory organisations guidance.
- Part of the case management/supervision process will be to review whether the patient is being seen within the relevant part of the care pathway (step 2 or step 3) and decision making can be made with regards to step up or step down at this time.
- The NHS (East Riding) Talking Therapies service, patients requiring treatment on the long term conditions pathway will be determined on assessment and during the supervision process.

12. RISK ASSESSMENT AND RISK MANAGEMENT

Risk assessment and management is guided by national guidance and Trust policy. The NHS (East Riding) Talking Therapies service principles are for the service provision to target those not presenting with any active risk but recognise that levels of risk can fluctuate. The service expects all staff to have the knowledge and skills required for effective risk assessment.

The NHS (East Riding) Talking Therapies service promotes best practice for risk management in the following ways:

- Risk management plans are based upon consideration of risks to self, risks to others, risks of neglect, and risks from others.
- All staff are individually responsible for highlighting any training needs in risk management.
- All risk assessments and management plans are recorded, dated and electronically entered onto the services clinical system by the responsible clinician.
- All staff can access support from senior and peer colleagues in managing risk.
- Risk management is an integral part of regular case management, clinical supervision and clinical skills for all practitioners.
- Where necessary the person's consent for sharing information should be sought, although the duty of confidentiality can be overridden if there is a clear risk of harm. The Trust policy on information sharing governs this process.
- The NHS (East Riding) Talking Therapies service will follow Trust policies and procedures in response to adverse events and near misses. Partner organisations working with the Trust will be expected to adhere to the reporting requirements for adverse events as detailed in their contract with the service.
- The service utilises the safeguarding policies within the Trust and this is supported with mandatory training. All partner organisations will be expected to adhere to their own safeguarding policies and those stipulated within their contact with the service.

13. LOCATION

The NHS (East Riding) Talking Therapies service's main base is Saint Andrews Place, Hull, telephone (01482) 355451.

Various venues in the East Riding will be utilised for patient appointments and general meetings in addition to home working, utilising remote delivery methods; this is dependent on service needs, resources and national guidance.

14. TRUST, MISSION, VISION AND VALUES

Trust Mission: Humber Teaching NHS Foundation Trust – a multi-specialty health and social care teaching provider committed to Caring, Learning and Growing.

Trust Vision: We aim to be a leading provider of integrated health services, recognized for the care compassion and commitment of our staff and known as a great employer and a valued partner.

The way we deliver our services has a direct bearing on our patients and carers' experience of the Trust and – most importantly of all – their health. It also affects the morale of our staff and their job satisfaction.

Our staff has been consulted and have agreed to a new set of core Trust values; these values shape the behaviour of our staff and are the foundation of our determination to:

- Foster a culture in which safe, high-quality care is tailored to each person's needs and which guarantees their dignity and respect;
- Achieve excellent results for people and communities;
- Improve expertise while stimulating innovation, raising morale and supporting good decision-making;
- Unify and focus our services on early intervention, recovery and rehabilitation;
- Engage with and listen to our patients, carers, families and partners so they can help shape the development and delivery of our healthcare;
- Work with accountability, integrity and honesty; nurture close and productive working relationships with other providers and our partners.

Our six strategic goals, key objectives and supporting measures all have equal importance:



15. NHS (EAST RIDING) TALKING THERAPIES SERVICES KEY PERFORMANCE INDICATORS

Quality and performance of the service is monitored through an agreed set of local and national key indicators and include:

1. Commencing treatment 75% within six weeks
2. Commencing treatment 95% within 18 weeks
3. Recovery rate of 50% of completed cases
4. Gradual increase of access rates as per local service spec

16. QUALITY MEASURES

This is in line with the NHS Talking Therapies national guidance, NHS Talking Therapies data set and local governance requirements.

17. COMPLAINTS

All team members are responsible for adhering to the Trust's complaints procedures and for ensuring that service users and carers know how they can complain or offer a compliment if they wish to do so. If at any point the service user/carer reports any dissatisfaction with the service which cannot be resolved by the worker, the worker will offer to supply a name and contact details for the team manager, clinical lead or service manager and gain consent from the service user to notify the service lead of the issue and the service users contact details. If the service user wants to make a formal complaint bypassing consultation with a service lead, the worker will give them the contact details for the Trust Complaints Department. Formal complaints will be received and processed within the Humber Teaching NHS Foundation Trust complaints procedures.

18. SAFEGUARDING

If safeguarding children or vulnerable adult issues have been identified in any area of the service, a discussion should be held with supervisors and or team members. Concerns may also be discussed with the Trust designated team for safeguarding. Concerns may also be raised with Children and Families Social Services; all staff to follow the Trust policies and procedures.

19. TEAM SAFETY

All staff to follow the Trust policies and procedures and the NHS (East Riding) Talking Therapies lone working procedure.

20. INFORMATION SHARING, CONFIDENTIALITY AND CONSENT

Information relating to service users will be shared with relevant parties with the consent of the individual as per Trust policies.

The NHS (East Riding) Talking Therapies service adheres to the Humber Teaching NHS Foundation Trust policies on confidentiality and consent. However, there may be occasions where confidentiality may need to be broken if concerns regarding safety to self or others warrant this.

21. TRAINING AND DEVELOPMENT

Training and development will reflect local and national drivers including national NHS Talking Therapies, NHSE requirements, NICE Guidance, the needs of the Trust and the individuals who use services. The Trust recognises that continuing professional development is a key element of ensuring the delivery of evidence-based quality services.

All staff will be appraised annually via the personal development process. All staff will attend mandatory training sessions appropriate to their individual professional status.

The NHS (East Riding) Talking Therapies service will aim to fulfil all service obligations for IAPT trainees and work in conjunction with the training University.

22. SUPERVISION AND REFLECTION

The service has a robust clinical supervision (one-to-one and group sessions) and case management structure to ensure best patient care, and personal and professional development which is in line with the Trust Policies and the NHS Talking Therapies Manual and supervision guidance. There is also a NHS (East Riding) Talking Therapies service clinical supervision guide for all supervisors and supervisees to follow at step 3.

23. DATA PROTECTION

The service works closely with the Information Governance Department and adheres to the Trust policies and procedures.

Where recording of clinical sessions is required the staff member involved and the Service leads will agree the procedures for this in conjunction with the Information Governance Department, Trust policies and the teaching university/organisation.