

# Mental health winter plan

## 1 To reduce pressure on Emergency Departments, we will maximise our use of alternative crisis care services

By optimising throughput, we will be able to support more patients attending an emergency department who do not require a physical health intervention. We are creating new pathways to fast track patients where appropriate for assessments and make sure there is equal access across North West London.

## 2 Patient flow improvement plans are in place to mitigate against demand pressures

New and existing measures will ensure daily coordination and focus on increasing weekly discharges, by for example standardising expectations, hosting weekly multi-agency discharge events (MADEs) in each borough and recording Expected Date of Discharge for all patients.

## 3 We are making sure all patients and staff know how to access mental health crisis support

Particularly making sure all patients know to call their local single point of access, to access mental health crisis support.

## 4 Community teams are reviewing all our care and safety plans

Making sure all patients have up to date plans in place in case of crisis, particularly those not seen by teams in some time.

## 5 Clear escalation processes and links with approved mental health professionals will prevent avoidable delays in Mental Health Act assessments

Ensuring timely access to approved mental health professionals to reduce Mental Health Act assessment delays, linking services with homelessness offers locally and working with NHS England London to agree a repatriation approach.