



South West London
Clinical Commissioning Group

MERTON HEALTH AND WELLBEING COMMUNITY SUB-GROUP



**The Impact of CoViD-19 on Mental Health
and Wellbeing – Insight and Action**

03 November 2020

Merton

MERTON ADULT MENTAL HEALTH SERVICES RESPONSE TO DEMAND DURING THE COVID-19 PANDEMIC

Service Area/Care Group: MERTON ADULT MENTAL HEALTH SERVICES ACTIVITY

MERTON IAPT AND ACUTE INPATIENT ACTIVITY

Across all adult mental health services commissioned for the people of Merton, activity reports indicate there is no particular pattern of changes in activity caused by increased demand.

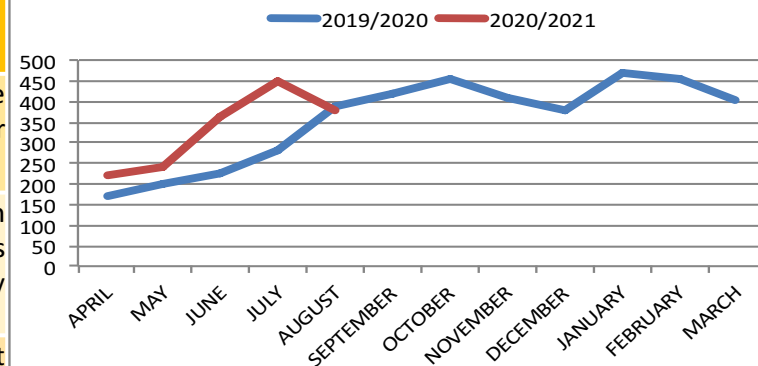
Some services, such as the Merton IAPT service, are reporting an increase in activity 2020/2021 compared with 2019/2020. This is in part because the service increased online therapy options very quickly as the national 'lockdown' was introduced.

Other services, including some inpatient services, and some urgent care services, have reported a reduced level of activity in the period April to August 2020/2021, compared with the same period of 2019/2020.

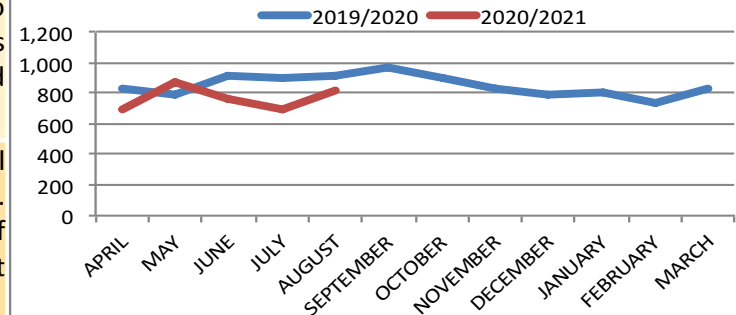
South West London and St George's Mental Health NHS Trust also opened the Mental Health Emergency Service (MHES), known as the Orchid Suite, which operates from Springfield Hospital, and extended the Crisis Line to create the Mental Health Support Line.

Many more Merton residents are accessing the new Mental Health Support Line than accessed the old Crisis Telephone Line. It's possible the new emergency services are relieving the flow of patients into services like the psychiatric liaison service at St George's Hospital, or inpatient services at Springfield Hospital.

MERTON IAPT PATIENTS ENTERING TREATMENT PER MONTH, 2019/2020 COMPARED WITH 2020/2021



MERTON ADULT ACUTE INPATIENT ACTIVITY (OCCUPIED BED DAYS) 2019/2020 COMPARED WITH 2020/2021



MERTON ADULT MENTAL HEALTH SERVICES RESPONSE TO DEMAND DURING THE COVID-19 PANDEMIC

Service Area/Care Group

MERTON ADULT MENTAL HEALTH SERVICES ACTIVITY

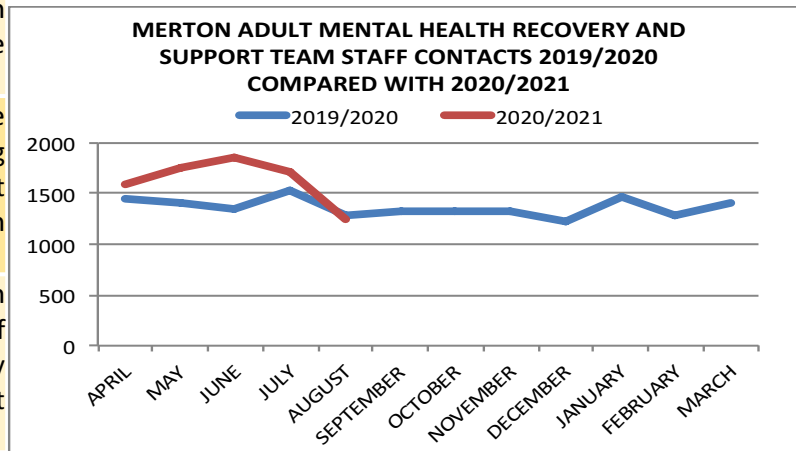
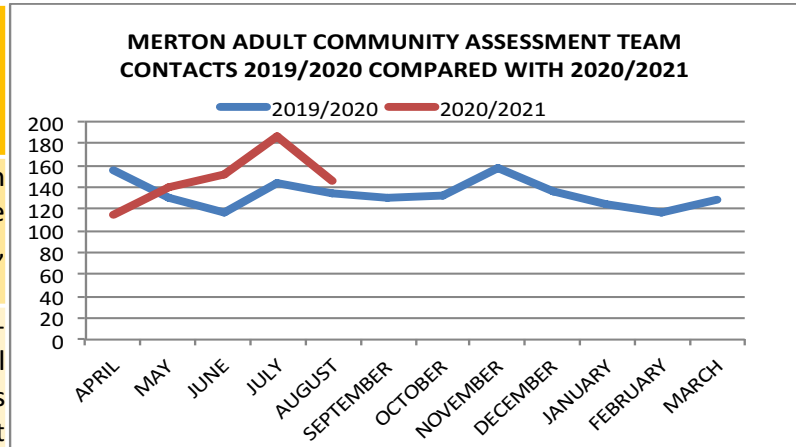
MERTON COMMUNITY MENTAL HEALTH SERVICES

Generally, community mental health services provided by South West London and St George’s Mental Health NHS Trust, are reporting higher levels of activity this year (April to August 2020), compared with the same period last year.

Recovery and Support Workers carried out client assessments for:- CoViD-19; welfare; and risk shortly after the initial national ‘lockdown’. Community staff have ‘zoned’, or categorised, clients on caseloads ‘red’, ‘amber’ or ‘green’; red indicating the highest level of need. Arrangements were made to maintain contact with clients according to their zone, some clients having planned face to face visits, etc.

The activity reports do not convey the extent to which the additional activity is in support of new people, or in providing support to known patients, although the Merton Assessment Team is reporting higher levels of activity this year compared with the same period (April to August 2019/2020).

The Trust has reported, anecdotally, that its services are seeing an increase in referrals that are urgent and of a high level of complexity. The routine data reported by the Trust do not fully convey the extent to which the challenge faced by Trust colleagues is growing.



MERTON ADULT MENTAL HEALTH SERVICES RESPONSE TO DEMAND DURING THE COVID-19 PANDEMIC

Service Area/Care Group	MERTON ADULT MENTAL HEALTH SERVICES
DISCUSSION	<p>South West London and St George’s Mental Health NHS Trust have reported increased levels of activity, and increased complexity, in the people approaching primary and secondary mental health services in Merton for assistance. Has this been your experience; are you happy that anyone who needs help is getting it?</p>
	<p>To date, there has been little analysis of the new services, such as the Mental Health Support Line, and the Orchid Suite. Also, services have changed the way they work in order to extend a supporting hand local residents in need – community mental health teams are making greater use of on line platforms and Merton IAPT has offered a greater number of treatments on line. Are these changes to the way services are working helpful and easy to engage?</p>
	<p>Is there anything about the ways in which mental health services are operating at this time that you would like to see changed?</p>
	<p>Is there anything about the ways in which mental health services are operating at the moment that you hope will continue, even after the nation returns to the way it worked before the national emergency?</p>