

Overview

Pennine Care provides psychiatry liaison services into four acute hospital sites. It is based on Birmingham's Rapid Assessment Interface and Discharge (RAID) model.

The service comprises three separate teams – older people's liaison, A&E liaison and alcohol liaison – who support the diagnosis, assessment and management of people with mental health issues within an acute setting.

It is available 24/7 to anyone aged over 16 years old.

A further important role for the team is to educate and train general hospital staff in how to diagnose and treat common psychiatric, psychological and emotional problems.

This requires intensive work with a small number of patients to develop care and discharge planning advice, assisting patients to eat and drink properly and providing support to families and carers of RAID patients.

Staffing

The RAID teams includes qualified mental health practitioners and nurses, as well as Consultant Psychiatrists.

Outcomes

Pennine Care has demonstrated that its psychiatry liaison services significantly improves outcomes for patients, is cost effective and promotes parity of esteem for mental health.

In 2014, more than 2,200 referrals were received for the Older People's RAID service alone. An evaluation by the University of Chester found that 99% of patients and carers rated their overall experience with RAID as excellent or good.

The study also found that 93% of acute staff reported that the involvement of RAID improved the quality of care provided.

An economic study undertaken by Frontier Economics found that:

- 11,219 patients had been seen in 2014/15
- 1,649 estimated bed days have been saved from reducing acute ward length of stay
- Around 1,900 deflections have been achieved from each of A&E and ward admissions
- Benefits exceed costs by an estimated £1.5 million for 2014/15