

South London and Maudsley – information behind the statistics

This information is based on the Trust's Freedom of Information response. We are grateful to all the trusts who responded to our request and we are happy to correct any errors and discuss interpretation of the findings.

Crisis care provider – South London and Maudsley NHS Foundation Trust
Working age population¹ - 813,700

Crisis care service activity during 2011-12

- Referral rates to crisis resolution and home treatment teams were very low compared with the rest of the country.*
- Home treatment rates were mid-range compared with the rest of the country.
- Hospital admission rates were high compared with the rest of the country.**

	Number	Rate per 10,000 population	Average (median) rate across England & Wales
Referrals to crisis resolution and home treatment services	3826*	47	107.5
Home treated episodes started	3314	41	41
Hospital admissions	3072**	38	20

*SLaM gave the number of assessments conducted as a proxy for number of referrals, so it is likely to be an under-estimate, as the figures for people not accepted into the service plus people going on to different forms of treatment exceed the total number of assessments.

**SLaM provided information about admissions to the triage ward and the psychosis ward, so the figure may be an over-estimate due to double counting of patients who may be admitted to both.

Variations for different ethnic groups

Differences between ethnic groups may mean different levels of mental health problems, awareness of services or willingness to come forward; or differences in how people are treated.

- White British, Asian and Chinese people were a smaller proportion of the home treatment team's caseload, while other groups were a larger proportion.

Care options

Having a range of acute care options in addition to home treatment and hospital admission can provide choice and help teams meet different needs. SLaM did not provide information about alternative crisis care provision available locally.

¹ Office for National Statistics estimates, 2009. We have used this year because it is the most recent year with an ethnicity breakdown.

Staffing² and caseload

Average caseload - the number of people receiving home treatment at any one time in teams across the trust (based on Jan-Mar 2012)	155
Crisis teams' staff excluding doctors and administrative staff ³	101
How this compares with the best available benchmark of roughly 14 staff for 25 service users ⁴	16% above

The benchmark relates only to caseload; a trust with staffing appropriate to the caseload may still be overstretched if teams carry out a high level of assessments.

There were eight fewer care staff when the response was completed in summer 2012 than there were in March 2012.

Other data

	Number (2011-12)	Average per HT episode	Average (median) for England & Wales
Face to face contacts with people receiving home treatment (HT)	35327	11	8
	Number of days		
Average length of home treatment episode	Data not provided		20
Average length of hospital stay	Data not provided		32

You can see the results of inspections on services in your area and feed in your experiences on the Care Quality Commission website.

² Staffing figures are whole time equivalent at March 2012

³ We have used this figure for the ratio calculation below as it compares most closely with the team make-up described in Department of Health guidance

⁴ Taken from the Mental Health Policy Implementation Guide (Department of Health, 2001)