

Public Consultation on Regional Trauma Network

Frequently Asked Questions

What is the purpose of this consultation?

As part of the **Stormont House Agreement**, the Northern Ireland Executive made the following commitment to establish a comprehensive Mental Health Trauma Service:

The Commission for Victims and Survivors' recommendation for a comprehensive Mental Trauma Service will be implemented. This will operate within the NHS but will work closely with the Victims and Survivors' Service (VSS) and other organisations and groups who work directly with victims and survivors. (Paragraph 27)

The Health and Social Care Board are leading on the development of a Regional Trauma Network in keeping with this direction and want to ensure we deliver a service that is accessible for everyone and delivers the highest quality trauma treatments. The newly enhanced service will be for **any** child, young person or adult who is experiencing significant levels of psychological trauma, irrespective of the origin of their trauma.

The purpose of this consultation is to ask people for their views on how we are proposing to design this enhanced mental health service, to ensure we deliver this successfully.

How do I access the consultation document?

The consultation document is entitled: 'Regional Trauma Network: Service Delivery Model and Equality Impact Assessment' and can be viewed at www.hscboard.hscni.net/get-involved/consultations

When will the consultation take place?

The consultation will commence on Friday 14th June 2019 at 1.00pm and end on Friday 6th September 2019 at 1:00pm.

Who will you consult?

The Health and Social Care Board will be consulting with and engaging a wide range of stakeholders, using a variety of communication channels including; press, online, social media and via email. This includes those who have lived experience of mental health and trauma services, the wider Health and Social Care and statutory sector, and the community and voluntary sector, particularly those who support and/or represent individuals who experience psychological trauma.

How is 'trauma' defined?

There are many traumatic incidents and experiences that a child, young person or adult has throughout their lives. In the majority of cases, with good social support and self-care strategies people go on to manage their experience and recover from these incidents. When the psychological

effects and the symptoms that develop become so severe that they impact on a person's mental health and quality of life, therapeutic interventions are required. It is important to note that an individual's need for therapeutic intervention is assessed based on their symptoms and not on the traumatic incident(s) itself.

What services do people with psychological trauma require?

National and international evidence recommends that for people to recover from psychological trauma, they may need a combination of evidence-based social, family, psychological and psychiatric interventions. Delivering this range of interventions and support requires collaborative partnership working across community, voluntary and statutory services. By way of example, an adult with post-traumatic stress disorder (PTSD) may need help with his/her financial situation, help to overcome anxiety about leaving the house and help to overcome loneliness and isolation, as well as requiring psychological therapy and medication for their mental health difficulties. This requires a number of services to work with each other to support that person on their journey to recovery. More information on this can be found on the following link: <https://www.nice.org.uk/guidance/ng116>.

What services within Health and Social Care are currently available for children, young people and adults who are experiencing the problems outlined above?

Across all five Health and Social Care Trusts in Northern Ireland, there are psychological and psychiatric services for children, young people and adults with psychological trauma. These are currently accessible via existing pathways. The Regional Trauma Network will enhance these existing services and also ensure there is equal access to them across the region. It will also improve partnership working across the statutory and community and voluntary sectors to make sure the range of needs, support and treatment required for an individual's recovery is met in a safe, timely and effective manner.

Will the Regional Trauma Network operate within the 5 Health and Social Care Trusts?

Yes, the Regional Trauma Network will operate across all 5 Health and Social Care Trusts. It aims to improve access to the highest quality trauma services for the population of Northern Ireland by creating a specialised local trauma team in each Health and Social Care Trust.

These teams will work closely with other statutory health and social care services and the community and voluntary sector to deliver nationally and internationally recommended evidence-based trauma treatments. They will also develop research, training and education strategies that will inform future national and international practice in relation to addressing the needs of children, young people and adults with clinically significant levels of psychological trauma, including Post Traumatic Stress Disorder (PTSD) and Complex Post Traumatic Stress Disorder (CPTSD).

Who may need the services provided by the new local trauma team within Health and Social Care Trusts?

Those who may need the newly enhanced service include any child, young person, or adult who is experiencing symptoms of psychological trauma that are so significant that their mental health

problems are adversely affecting their ability to function in their day to day personal, family and/or working life. They may require a combination of psychological therapies and medication.

Where will the Health and Social Care Regional Trauma Network Services be located?

All five Health and Social Care Trusts will have a local Regional Trauma Network Team. If this is the right treatment for you, you and your therapist can agree a mutually convenient time and location that is safe and conducive to a therapeutic process. Every attempt will be made to ensure the therapy is accessible, acceptable and effective for you.

How has the Regional Trauma Network in each Trust been designed and developed?

The proposal outlined in the consultation has been designed by the Health and Social Care Board, the five Health and Social Care Trusts, the Victims and Survivors' Service and individuals with lived experience of mental health and trauma services. The proposal is to launch the Regional Trauma Network in three phases as follows:

- Phase 1: Autumn 2019;
 - Launch the pathway for victims and survivors of the Conflict/Troubles;
 - Design a pathway for children and young people; and
 - Design a more accessible pathway for individuals with significant levels of psychological trauma symptoms, irrespective of the origin of the trauma, who are experiencing barriers to accessing mental health services.
- Phase 2: April 2020;
 - Full implementation of the Regional Trauma Network within each Health and Social Care Trust for all children, young people and adults with significant levels of psychological trauma, irrespective of the origin of their trauma.
- Phase 3: April 2021;
 - Develop and strengthen the service, pending learning from Phases 1 and 2.

What is the purpose of Phase 1?

The first phase of the development of the Regional Trauma Network enables the Health and Social Care Board to test a unique referral pathway that has been designed and agreed for victims and survivors of the Troubles/Conflict. It has been carefully designed between the Health and Social Care Trusts and the Victims and Survivors' Service to create a safe, highly supportive and effective way for individuals with significant levels of psychological trauma to directly access services of the local trauma team within Health and Social Care.

Why is the Health and Social Care Board 'testing' the referral pathway in Phase 1?

Phase 1 is testing a pathway in partnership with the Victims and Survivors' Service. This is an important first step in assessing and understanding the mental health needs of people in Northern Ireland who have been adversely affected by the Troubles/Conflict.

It also allows the Health and Social Care Board to understand barriers to accessing psychological therapy services. Evaluation of this will inform future developments within the Regional Trauma Network for any individual with significant levels of psychological trauma symptoms, irrespective of the origin of the trauma, who are experiencing barriers to accessing mental health services.

What is unique about the Victims Survivors' Service Case Manager Referral Pathway and how will it work?

The process of assessment and referral to the Health and Social Care element of the Regional Trauma Network will be via a Case Manager employed by the Victims and Survivors' Service.

These Registered Practitioners will work closely with the person requiring treatment, relevant organisations involved in their current support and their local Health and Social Care Trusts' Trauma Team. This is to make sure the assessment process is safe, supportive, paced to suit the person's needs and that entering into a psychological therapy within Health and Social Care is the right thing for them at the time.

The local Health and Social Care Trusts' Trauma Team will work closely with the Case Manager in the Victims and Survivors' Service and will accept this referral directly from them so that the agreed treatment can commence. This is an innovative and unique approach to accessing Health and Social Care psychological therapy services: usually referrals are made via existing pathways (for example, via the GP or community mental health team).

Is the Health and Social Care element of the Regional Trauma Network just for people who have significant psychological trauma symptoms as a result of the Troubles/Conflict?

No. Phase 1 of the design and development of the Regional Trauma Network is for adults in Northern Ireland who are experiencing Post-traumatic Stress Disorder or Complex Post-traumatic Stress Disorder as a result of the Troubles/Conflict. From Phase 2 onwards the Regional Trauma Network local Trusts' Trauma Team will be for any adult, child or young person who requires it. No one will be assessed on the nature of the trauma they have experienced; the assessment will focus on their symptoms and the impact of those symptoms on their life.

How and when will I be able to access this enhanced service?

The launch of Phase 1 is being planned for the Autumn 2019. This is subject to the outcome and evaluation of this consultation.

If you are experiencing significant psychological trauma symptoms as a result of the Troubles/Conflict that requires treatment within Health and Social Care you can be referred directly by a Case Manager in the Victims and Survivors' Service. It is hoped that from April 2020 onwards any child, young person, or adult, irrespective of the origin of their trauma, will be able to access this service via existing pathways.

Will this enhanced service be available 24/7 or if someone needs it urgently?

In the main the Regional Trauma Network within each Health and Social Care Trust will operate within normal working hours (Monday to Friday 9am to 5pm). The Regional Trauma Network will not provide urgent or crisis management interventions. Service-users attending community and

voluntary sector services who are deemed to be at risk should be referred immediately to their GP who will assess their needs and recommend the appropriate level of response from the Health and Social Care Trust. Those already attending the Regional Trauma Network Local Trauma Team will have access to statutory services that can provide this form of support (e.g. Crisis Response and Home Treatment Teams).

If I currently access trauma services in my local Health and Social Care Trust, how will this impact upon me in the future?

If you are already engaged with trauma services within your local Health and Social Care Trust this enhanced development will not impact on your current treatment. Your therapist will become part of the new Regional Trauma Network and contribute to its design and development through their learning and experience. It is therefore important that you let us know what your experience is of accessing trauma services and how we can improve them.

Have service-users and carers been involved as partners in designing the proposal outlined in the consultation document?

Yes. The process to bring the Regional Trauma Network to this stage has been very inclusive.

Individuals with lived experience of mental health and trauma services have been particularly involved and invaluable to the Pathways Development Working Group and Research, Training and Education Working Group, as well as being a part of the Partnership Board which has overseen and agreed all decisions and progress to date. The Victims and Survivors' sector has been represented by the Victims and Survivors' Service in all these working groups and the Implementation Team from the outset.

A sub-group of people, who are experts by their lived experience, have recently co-produced the development of and recruitment process for a Partnership Alliance for Learning from Lived Experience (PALLE). This will be recruited following this Public Consultation. It will form part of the Implementation Team. Current membership of the Implementation Team comprises the Executive Office for Northern Ireland, the Department of Health, the Health and Social Care Board, the Victims and Survivors' Service and the Commission for Victims and Survivors.

What changes will be made as a result of this consultation?

The consultation outlines how the Health and Social Care Board, in collaboration with a significant number of partners, including individuals with lived experience, proposes to enhance the accessibility and provision of psychological therapy for children, young people and adults whose mental health is being significantly impacted by psychological trauma symptoms including Post-traumatic Stress Disorder (PTSD) and Complex Post-traumatic Stress Disorder (CPTSD).

The phased implementation allows us to listen to and learn from the experience of people using this enhanced service in terms of accessibility, acceptability and effectiveness. This consultation will contribute to that learning.

Will staff be impacted during this consultation?

No. Health and Social Care staff working in Mental Health and Psychological Services will not be impacted by this consultation.

The overall aim of the Regional Trauma Network is to create a world-leading collaborative approach to addressing the high level of psychological trauma in Northern Ireland. Staff currently working with individuals who are experiencing significant levels of psychological trauma and new staff recruited to work in the Health and Social Care Trust local trauma teams will be part of a supportive and compassionate community, along with their community and voluntary colleagues. Creating this culture of continuous learning and development will improve outcomes for children, young people, adults, and their families who need this service.

When does this consultation end?

The consultation will end at 1:00 pm on Friday 6th September 2019.

How can I respond to the consultation?

You can access the consultation document at: www.hscboard.hscni.net/get-involved/consultations

You can respond to the consultation in a number of ways:

- Fill in the form inside the consultation document, detach it and post it back to us at the address below.
- Fill in the online form available on: <http://www.hscboard.hscni.net/get-involved/consultations>
- Download a MSWord or PDF version of the questionnaire from www.hscboard.hscni.net/get-involved/consultations/ complete it and email or post it back to us.
- Contact us and we will send you out a hard copy of the questionnaire.
- Email or write to us with your comments.
- Responses or requests for further information or alternative formats should be emailed to regionaltraumanetwork@hscni.net or in writing to Geraldine Hamilton, **Regional Trauma Network Manager, Health and Social Care Board, 12-22 Linenhall Street, Belfast, BT2 8BS** or telephone 0300 555 0115.