

Readiness Checklist for Mental Health 24/7 - CTM

Key	Criteria successfully met
	Criteria approaching compliance but concerns remain
	Criteria not met

	Area	Critical Risk to Successful Delivery	16/02/2023	24/02/2023	08/03/2023	24/03/2023
ref	Critical Issues					
1	Workforce	Sufficient qualified staff to provide a sustainable service (First phase non 24/7) (Second Phase 24/7) Date to be agreed- rota must be 24/7 with sufficient staff to answer calls i.e. above 85%	Band 7 appointed and in post. 5 Band 6's appointed 3 have already cleared track, other 2 going through track. 6 Band 5's appointed current going through track.. Further advert out for Band 5's closing 17/02/2023	3 x band 6's due to be transferred from SW Police and an advert going out for a further 2. In terms of band 5's, 3 people who were appointed have now withdrawn leaving 1 starting next week. Interviews for further Band 5s are ongoing today. 9 need to be appointed - 11 being interviewed. Admin post not yet advertised	Band 7 Appointed. Band 6 - 5 of 5 - 3/5 in post and 2/5 on trac(internal) Band 5 9/9 appointed 2/9 in post - 7/9 awaiting start dates. Draft Rota submitted and amend additional cover(bank agency etc)	Band 6 - 5/5 appointed 4/5 in post Band 5 - 9/9 appointed 4/9 in post (DBS Checks o/s) Draft rota has been submitted. Everyone in place for 24/7 end of April ACTION - Send new rota over to STJ/SM (3 week)
2	Workforce	Staff suitably trained and received induction ie suicide awareness, telephone consultation skills, Adastra training etc	As above - dependent upon recruitment	As above - dependent upon recruitment	As above - dependent upon recruitment	5 are trained and training dates confirmed for the remainder
3	Estates	Accommodation sourced for MH hub/s	Finalised- hub will be based in Ty Elai	Finalised- hub will be based in Ty Elai	Finalised- hub will be based in Ty Elai	Finalised- hub will be based in Ty Elai
4	Technical/telephony	Adastra installed on machines and sufficient Adastra licences available	In Progress sufficient licences available	In Progress sufficient licences available - a pod of 4 desk will be available with the systems having been tested. ACTION - Need MH team to log on to test that they can access everything ACTION - Locate a desk for Admin Role/Kath	In Progress sufficient licences available - a pod of 4 desk will be available with the systems having been tested. ACTION - Need MH team to log on to test that they can access everything ACTION - Locate a desk for Admin Role/Kath	In Progress
5	Technical/telephony	Sufficient IT and telephony kit available (need to ensure any remote workers have full telephony capabilities i.e. ability to answer calls as if they were in hub, voice recording)	Existing OOH telephony system will be used which has contact centre functionality	Existing OOH telephony system will be used which has contact centre functionality	Existing OOH telephony system will be used which has contact centre functionality	Existing OOH telephony system will be used which has contact centre functionality
6	Telephony system	Ability to queue calls (where multiple hub locations are chosen the ability to have telephony system acting as one hub)	Service will not have any remote workers	System can Queue calls. Service will not have any remote workers	System can Queue calls. Service will not have any remote workers	System can Queue calls. Service will not have any remote workers
7	Telephony system	Ensure there are sufficient DDIs (phone lines) 4 English 4 Welsh delivery lines	Awaiting DDI numbers from CTM	Awaiting DDI numbers from CTM	Sent on Friday 3/3 - 3 provided	Sent on Friday 3/3 - 3 provided
8	Telephony system	IVR Messaging re 111 Press 2 in place	Messaging provided	Messaging provided Waiting for Welsh translation ACTION - AC to provide to Martine	Messaging provided Waiting for Welsh translation ACTION - AC to provide to Martine	Messaging provided Waiting for Welsh translation
9	Telephony system	Ability to voice record calls	Current telephony system has voice recording functionality	Current telephony system has voice recording functionality	Current telephony system has voice recording functionality	Current telephony system has voice recording functionality
10	Telephony system	Tagging of border patients undertaken pre launch	CTM one of the last HB's to roll out therefore there should be no	CTM one of the last HB's to roll out therefore there should be no	CTM one of the last HB's to roll out therefore there should be no	CTM one of the last HB's to roll out therefore there should be no border issues
11	Telephony system	Professional line in place	In progress	In progress -further DDI needs to be provided	Sent on Friday 3/3	Sent on Friday 3/3
12	Pathways	Sufficient 24/7 medical support to provide advice on physical health conditions if required	Confirmation required regarding what support is available	Confirmation required regarding what support is available ACTION - Steve send OOH SOP from other HB's to MR	Just currently clarifying internally.	Pathway is now in place.

13	Pathways	Set defined pathways agreed to connect with all services within health board ie CAMHS, learning disabilities etc	In Progress, workshop arranged with heads of service and meeting to be arranged with DU to go through pathways	Meeting with DU 24/2 - happy to sign off next week. Adjustment needed for the CAHMS pathway.	Revised CAHMS pathway provided to DU. Waiting on sign off for this.	DU signed off
14	Pathways	Agreed Triage tool in place	UK Triage tool will be used	UK Triage tool will be used	UK Triage tool will be used	UK Triage tool will be used
15	Escalation	Escalation processes agreed and signed off jointly ahead of launch	SOP and action cards in process of being drafted	SOP and action cards in process of being drafted	Action cards agreed internally. Action - Send a copy of another LHBs over to AJ	Action cards in place
16	Patient Flow	SOP/Service spec for management of patients and call flow all in place and agreed	As above	As above	ACTION AF to share HD SOP to AJ	SOP has been developed V4, awaiting confirmation of phone numbers
17	Communications	Detailed Comms Plan in place	Generic comms plan sent to CTM, Meeting to be arranged with Head of Comms	ACTION RR to speak to AC - Arrange meeting with the Comms lead	All in place - national comms plan has been recreated on a local level.	All in place - national comms plan has been recreated on a local level.
18	Governance	MOU in place between WAST and Health Boards	SJ to send MOU to CTM	SJ to send MOU to CTM	ACTION - AF Send a copy of the MOU to AJ.	RR sent to AC 23.3.24