Integrated Healthcare Conference:
Continuum of Care for Mental Health Services

Wicklow Hall 2, Convention Centre Dublin
4 September 2025. 11:45 – 13:00

Rialtas na hÉireann
Government of Ireland

Welcome & Session Overview

Bryan Dobson, MC

Plan for Breakout Session

11.50 – 12.00

Introduction: Mental Health Policy Landscape

12.00 – 12.20

Case studies:

- Crisis Resolution Services
- Suicide Crisis Assessment Nurse (SCAN) service

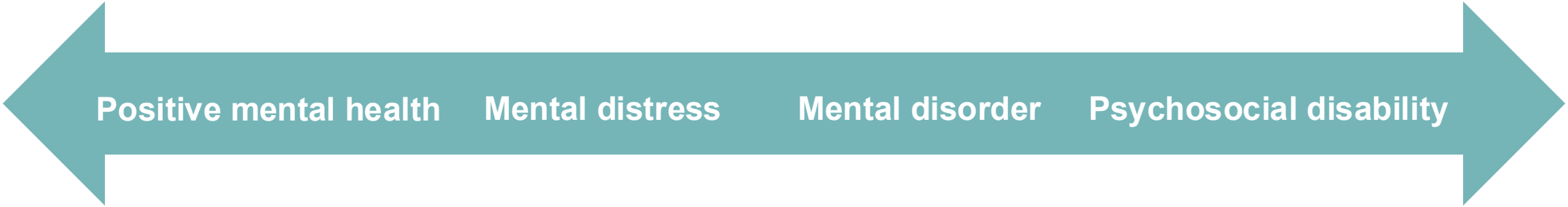
12.20 – 13.00

Panel discussion on opportunities to enhance integration across the continuum of mental health supports

Introduction:
Mental Health Policy Landscape

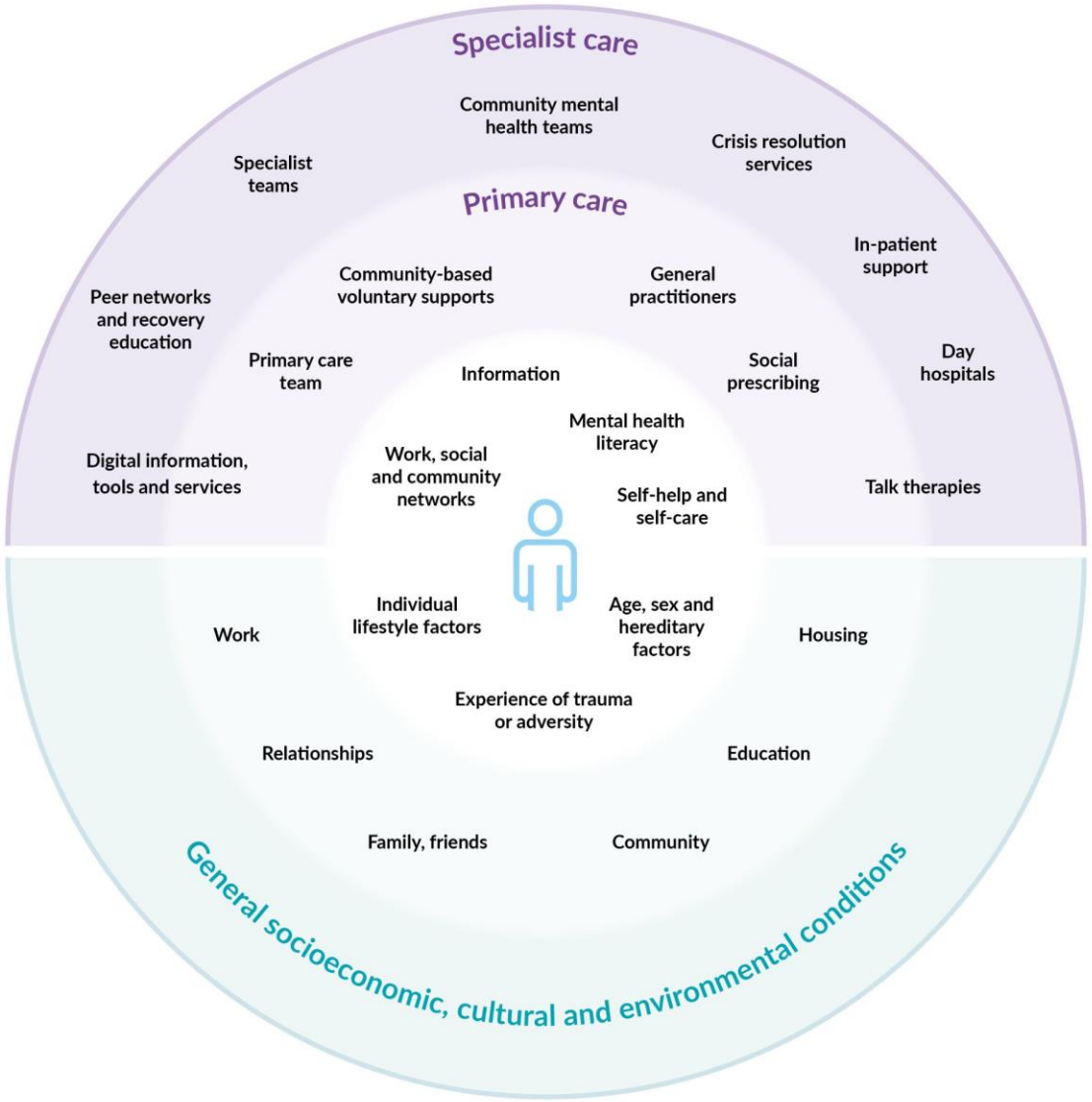
Professor Philip Dodd
Deputy Chief Medical Officer and Mental Health Policy Specialist, Department of Health

Mental health as a dimension



Patel V, Saxena S, Lund C et al (2018) The Lancet Commission on Global Mental Health and Sustainable Development. The Lancet, 392:1553

Person-centred mental health system



Mental health policy landscape

Policy Objectives

‘Right supports, in the right place, at the right time’

Delivered through targeted initiatives, such as

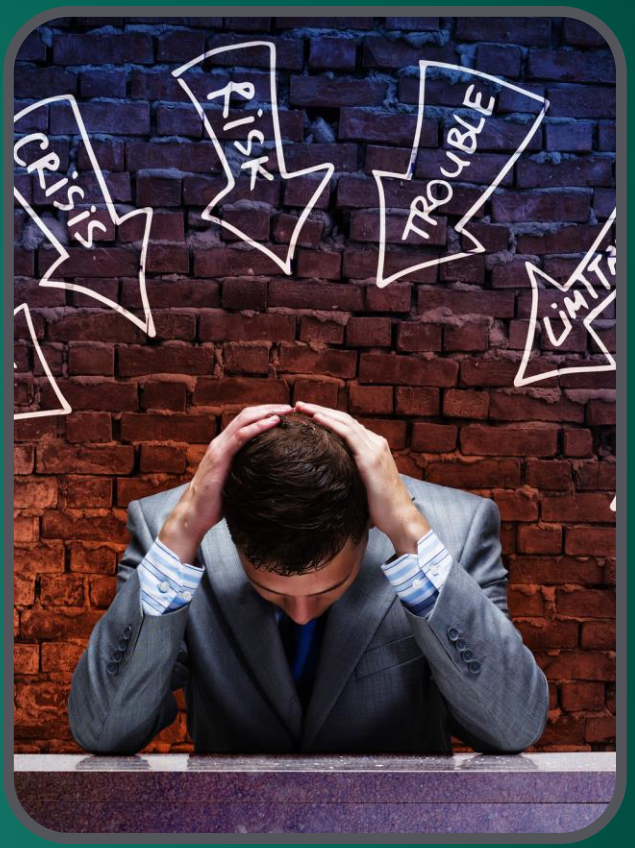
Yourmentalhealth.ie My Mental Health Plan Social prescribing	Counselling in Primary Care Digital mental health	Suicide Crisis Assessment Nurse Crisis Resolution Services	Community mental health teams Special teams / Clinical programmes	Recovery education Peer support Housing and employment

Crisis Resolution Team

Dr Elizabeth Gethins, Consultant Psychiatrist,

Sligo Crisis Resolution Team

Right Care, Right Place, Right Time



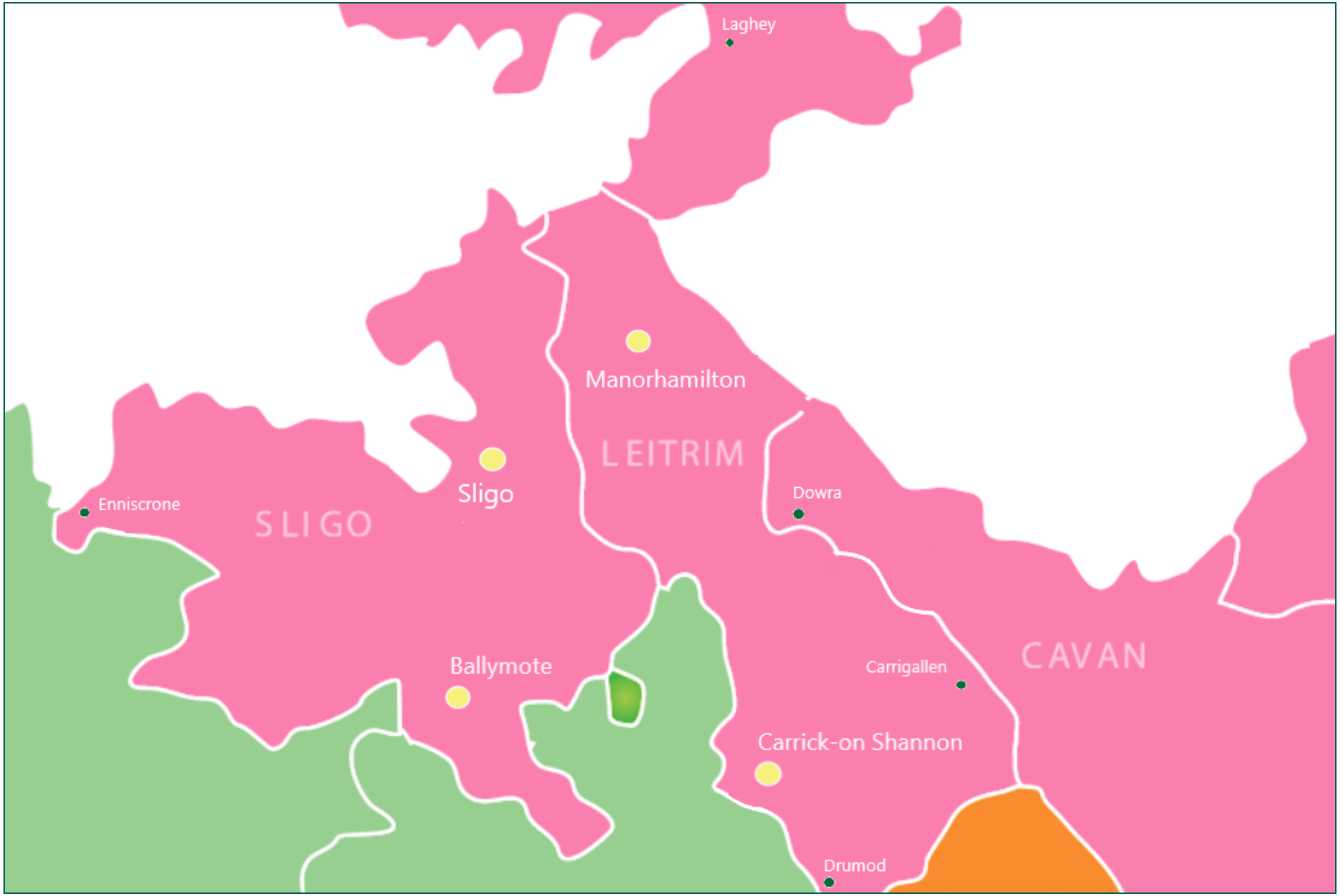
Our Journey

- 250% increase in mental health attendances at the Emergency Department
- Involvement in the National Steering Group and developing a Local Steering Group
- Recruitment and getting the service off the ground – getting buy in
  - Launch date: 5th December 2022
- Ensuring co-production and the service user voice

What is a Crisis Resolution Team?

- Community based MDT, rapid assessment and intensive support
- An alternative to inpatient admission
- Facilitate early discharge option from acute inpatient wards
- Support is time-limited, up to six weeks
- Service user centred & recovery focused

- Operational Hours: 8am – 8pm, 7/7, referrals Mon – Fri
- Handover every morning
- One phone number and one email address


Laghey
Manorhamilton
LEITRIM
Sligo
SLIGO
Enniscrone
Dowra
Ballymote
Carrigallen
CAVAN
Carrick-on Shannon
Drumod

Service Impact

- Whole catchment area cover – no one has been denied a service because of where they live
- Reduction in admissions from ED to acute mental health unit – 20% in year one
- GP's referring to crisis resolution team rather than ED
- 100% of referrals are seen within 24 hours
- 2/3 of referrals were taken onto the caseload
- 1/3 discharged back to GP
- No use of the Mental Health Act
- Reasons for referral: 2/3 linked to suicidality

Impact for service users and carers

- Working with people in their homes.
- Providing for a rural catchment area – distance.
- Supporting people out of hospital ... and sometimes into hospital.
- Support the service user in learning through experience, building resilience.
- Getting service user feedback … Care Opinion.

Service user feedback

Only for them, I don't think I'd be here today to tell my story

"I found this to be a great service, the team visited me in my own home at a time that suited me where possible which was less stressful. I found each team member knew my case before visiting me so I didn't have to repeat my story …"

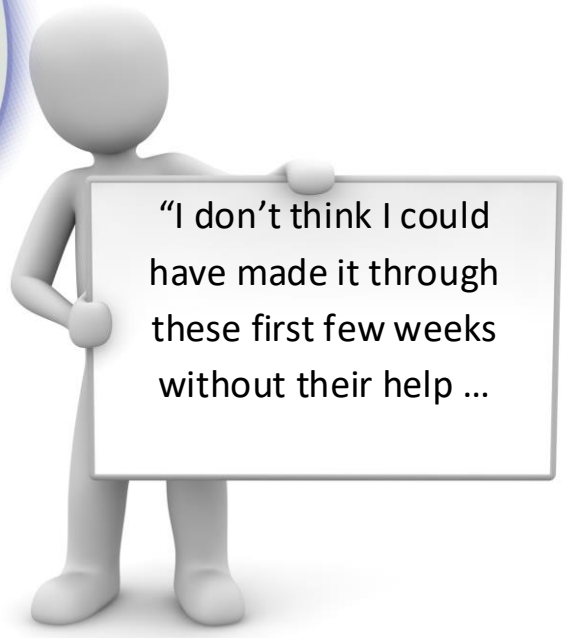
I felt understood

"The service is daily so there is a sense of constant support. It also means you don't have to stay in hospital …."

….. arrives daily with a mix of empathy, understanding and good humour. He immediately gained my daughters trust and gave her the tools to cope with …..

I felt empowered supported and heard

"What a fabulous service. It means the world to us that X is getting fantastic help"



"Our family experience was positive … I know I had staff to contact and to help …nothing could have been better"

I'm sharing my story for two reasons, firstly to highlight the vital work the Sligo/Leitrim crisis team are doing and to thank every member that visited my house and helped me get through an extremely difficult time in my life, I genuinely can't speak highly enough of them. The second reason is the chance that sharing this story encourages someone struggling with their mental health to seek help ….

Cork Solace Café

Sarah Murphy and Moire McCormack
Service Coordinators, Cork Solace Café

What is a Solace Café?

Solace CAFÉ
Hope · Comfort · Support

- Out-of-hours service for people who are experiencing a mental health crisis
- Support, psychosocial assistance and signposting
- Peer connectors and trained volunteers
- Non-clinical environment

Warm welcoming atmosphere

Non judgemental

Empowering service users

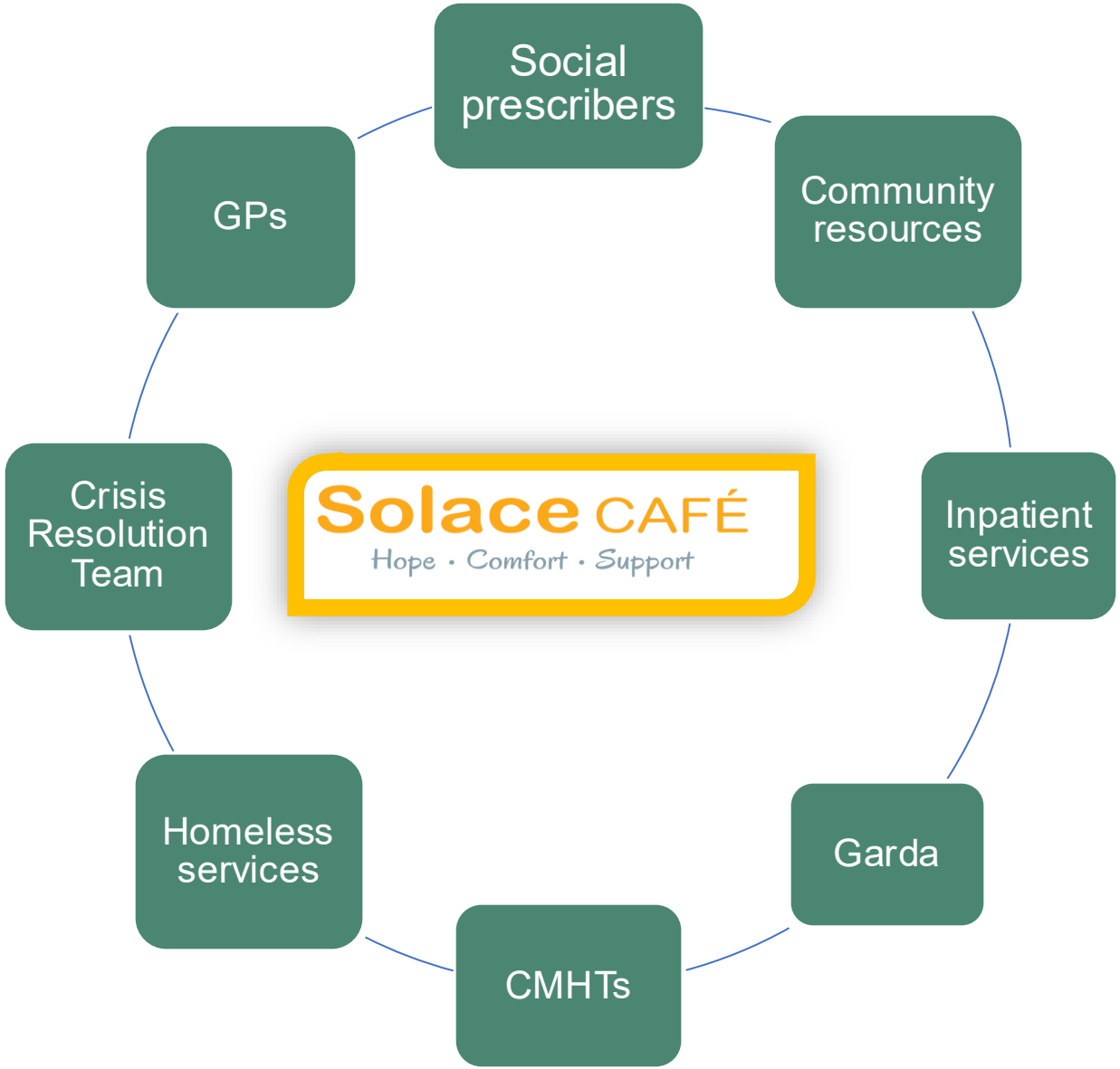
Recovery journey

A cup of tea and a listening ear

Crisis de-escalation

Social interactions

Services we work with



Example of impact

Intervention:
De-escalate crisis, supporting and building on strengths

Before:
Up to 3 hospital admissions per annum

Impact:
Fewer ED presentations, re-engagement with CMHT and maintaining recovery

Aoife has a history of mental health difficulties and suicidal ideation. She is in the menopausal age range and is a carer for a family member

153 service users

1866 contacts

5 referrals to Crisis Teams

4 referrals to acute hospitals

*Data from July 13th 2023 – July 13th 2025

Feedback from service users

"When I thought I was completely alone with nowhere to go; you showed me warmth, kindness and made me feel welcome"

"Solace Café is a game changer in the services. It changed my life!"

"I'm so glad that ye are here. I don't know what I would do if I didn't have the Café to come to"

"The team are happy to listen and engage in a positive conversation which is a mixture of support, advice and kindness"

Case Study:
The Suicide Crisis Assessment Nurse (SCAN) Service

Sally Lovejoy
Nurse Lead, National Clinical Programme for Self-Harm and Suicide-Related Ideation

sally.lovejoy@hse.ie **@NCP_SHSI**

What is Suicide Crisis Assessment Nurse (SCAN) Service?

"The Suicide Crisis Assessment Nurse (SCAN) service employs a mental health Clinical Nurse Specialist that provides a response to requests for assessment of patients in suicidal crisis from GP practices."

Pillars of the National Clinical Programme

Every person who presents following self-harm or with suicidal-ideation will receive

RESPONSE

Compassionate
Validating
Empathetic

Each person will receive a timely, expert biopsychosocial

ASSESSMENT

Expert intervention
Written **Emergency Safety Plan**

Every effort is made to ensure

FAMILY CARER

Involvement at assessment and discharge

Each person receives follow up

BRIDGE TO NEXT CARE

Service user journey

REFFERRAL

ASSESSMENT

FAMILY CARER

INTERVENTION

BRIDGE TO NEXT CARE

Implementation thus far….

SCAN Posts NCPSHI – 2025*

Health Regions	Counties	SCAN
HSE Dublin and North East	5	10
HSE Dublin and Midlands	2	2
HSE Dublin and South East	4	7
HSE South West	1	6
HSE Mid West	0	-
HSE West and North West	3	8
Grand Total	15	33

*Not all services are currently operational

SCAN: Integration

Population Health

- Across the age continuum
- Development of services for under 18 and Irish traveler population
- Standardised documentation

Person Centred

- Individual Emergency Safety Plan
- Care
  Right time, right place, right care

Prevention & Early Intervention

- Detecting health problems early
- Assessed in a timely manner
- Reduces referrals to ED

Continuity of Care

- Nurse employed by secondary MH services providing assessment of Primary care patients
- Nurse is the link between secondary service and community services
- Follow –up phone call and bridged to next care

Co-ordination of Care

- Comprehensive letter to GP and community team
- Local and national steering groups

Equity

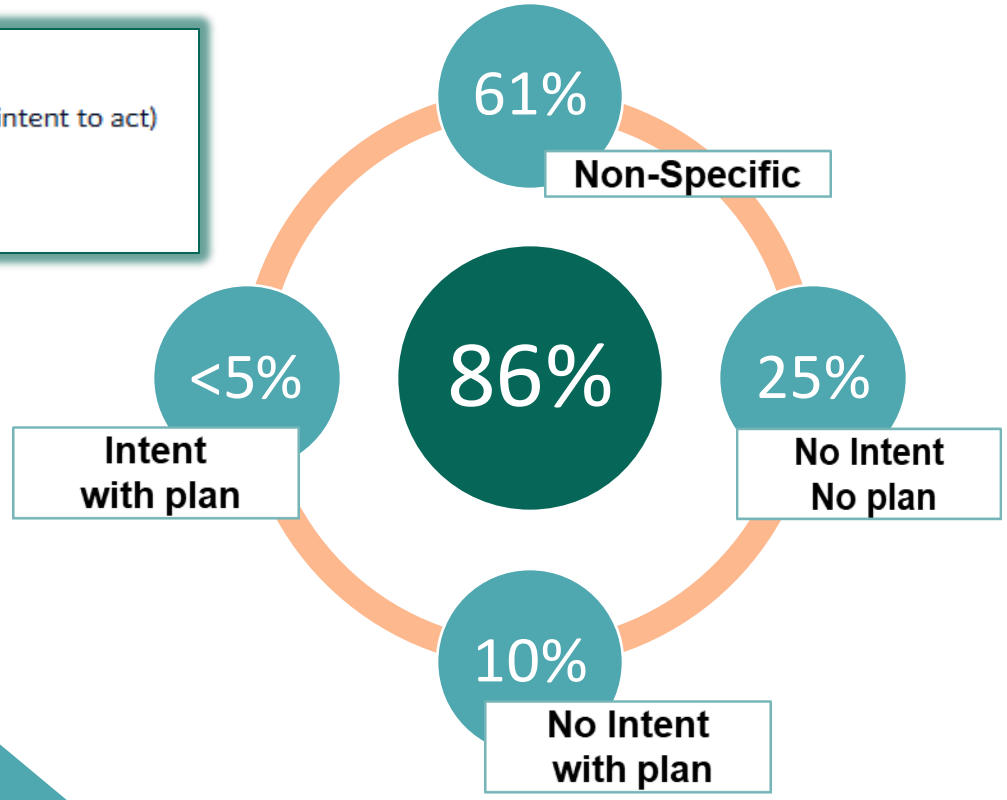
- Social determinants of health Across age continuum
- Data and data analysis

Early insights: Jan – July 2025

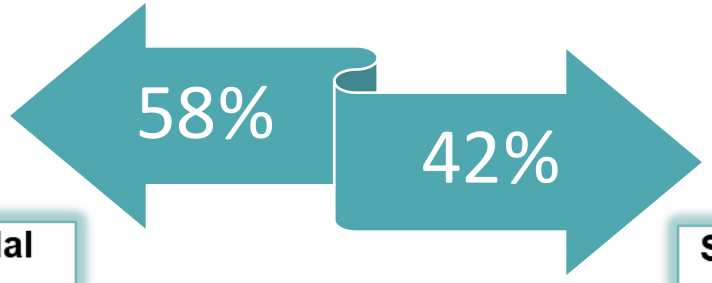
What suicidal crisis did people present with?

Suicidal Ideation: 368 (86%)

- **Non-Specific** (wishing to be dead or vague thoughts of ending life)
- **No Intent without Plan** (thinking of methods but no specific plan or intent to act)
- **No Intent with Plan** (specific plan but reports no intent to act)
- **Intent with Plan** (specific plan with some intent to act)



Self-harm: 59 (14%)



No Suicidal Intent

Some level of Intent

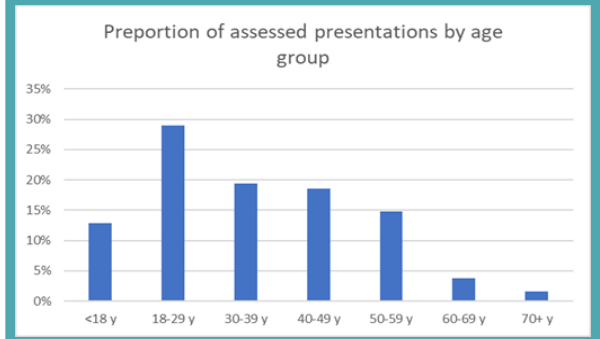
PRESENTATIONS

531

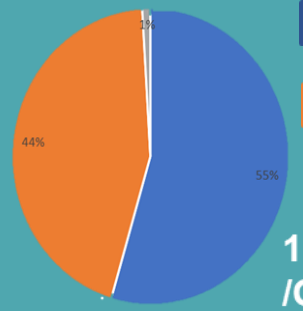
PERSONS

516

AGE: 10 to 80 years



GENDER



55% Female

44% Male

1% Non-Binary /Other

Survey insights

“

Here’s what service users and GPs are saying

Service User

“When I met with the SCAN service I immediately felt a sense of relief & some inner peace. I felt I was been listened to and felt more hopeful about the future.”

Service User

“Without the intervention of SCAN I believe I would not be alive today. The SCAN service saved my life, their intervention at such a crucial point of my life was a game changer”

GP

“Rapid & responsive service, available locally in the G.P practice thus reducing stigma. Both patients and I as a GP find this service very helpful”

Panel Discussion:

How do we further enhance integration across the continuum of mental health supports?

Email: **sharingthevision@hse.ie**
LinkedIn: **HSE Sharing the Vision**