

Our Ref: LW/lmw/FOI.312.23  
Date: 9<sup>th</sup> October 2023

Laurie Wrench  
Deputy Director of Governance  
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Dear

### **Freedom of Information Act Request**

I am writing in response to your e-mail of the 29<sup>th</sup> September 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

Please see attached a Freedom of Information request for information on the provision of mental health care and services immediately before and during the Covid-19 pandemic.

Please also see attached a spreadsheet which may assist you, to complete with the information you hold.

**The Trust does hold this information but due to the volume of the data requested, we believe that the cost of collating the information to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Laurie Wrench**  
**Deputy Director of Governance**

## **Freedom of Information request – Levels of mental health service provision during the Covid-19 pandemic**

The purpose of this request is to provide Mind, the mental health charity, with information on the provision of mental health care and services immediately before and during the Covid-19 pandemic under the Freedom of Information Act 2000.

If you have any questions relating to this request, require clarification or if the request is deemed too wide or unclear, I would be grateful if you could contact me in advance of issuing a formal response.

Between March 2020 and July 2021, the UK government implemented national and regional restrictions in an attempt to slow the spread of Covid-19. Please see a brief chronology below:

- ❖ First UK-wide lockdown: March 2020- July 2020. On 23 March 2020, people were ordered to stay at home, and only leave for essential purposes and daily exercise. From May 2020, the laws were slowly relaxed.
- ❖ Between July 4 2020, and September 2020, most lockdown restrictions were lifted. Gatherings of up to thirty people were permitted.
- ❖ Local 'tier system' of restrictions introduced: Sep 2020- Nov 2020.
- ❖ Second national lockdown: 5 Nov 2020- 2 Dec 2020.
- ❖ Tiered system reintroduced: 2 Dec 2020.
- ❖ Third national lockdown: 6 Jan 2021 to March 2021.
- ❖ On 8 March 2021, England began a phased exit from lockdown.

**Please see attached a spreadsheet, for you to complete with the information that you hold.**

Mind would like to request the following information in relation to the above:

### **Mental health service contacts**

#### **1) Contacts by consultation medium for adults**

- a) Please provide the total number of contacts you have had with adults accessing help for their mental health, in the community and in A &E, broken down by the consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for adults"
- b) If possible, please provide a breakdown of the above information by ethnicity. We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.

#### **2) Contacts by consultation medium for children (under 18)**

- a) Please provide the total number of contacts you have had with children accessing help for their mental health in the community and in A & E broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for children".
- b) If possible, please provide a breakdown of the above information by ethnicity. We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.

### **3) IAPT contacts by consultation medium for adults**

- a) Please provide the number of contacts you have had with adults accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for adults".
- b) If possible, please provide a breakdown of the above information by ethnicity. We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.

### **4) IAPT contacts by consultation medium for children (under 18)**

- a) Please provide the number of contacts you have had with children (aged under 18) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for children".
- b) If possible, please provide a breakdown of the above information by ethnicity. We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.

### **5) Types of Community Mental Health Team contacts, by team and medium.**

- a) Please provide the number of contacts you have had with patients supported by Community Mental Health Teams broken down by consultation medium and the team they were seen by. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "Types of CMHT contact".

### **6) Depot Injections given between Jan 2020 and June 2022**

- a) Please provide the number of depot injections given to patients broken down by location. Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "Depot injections given".

- b) If possible, please provide a breakdown of the above information by ethnicity. We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.

## **7) Alternative arrangements**

- a) If a patient could not access a remote appointment, what was the Trust's offer to access care?
- b) If home visits or depot clinic were withdrawn for people needing depot injections, what were the alternative arrangements?

## **Inpatient Admissions and Discharge Numbers between January 2020 and June 2022**

- 8) a) Please set out your admission and discharge numbers between March 2020 and June 2022. Please break these down by Formal, Informal and by ethnicity. Kindly complete the spreadsheet attached, on the tab called "Inpatient admission discharge 1". We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead.
- b) Please set out your admission and discharge numbers between March 2020 and June 2022. Please break these down by Formal, Informal and by age group and gender. Kindly complete the spreadsheet attached, on the tab called "Inpatient admission discharge 2". We have included ethnicity group categories in our table on the spreadsheet. However, if you use different categories, please provide these instead

## **Management of Covid in Psychiatric Wards between March 2020 and June 2022**

### **9) Staffing levels**

- a) How many mental health staff were redeployed to covid wards or over to the general side between March 2020 and June 2022?
- b) What proportion of shifts or what number were covered by agency staff? Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet on the tab called "other" in the row "Percentage of shifts covered by agency staff" and/or the row "Number of shifts covered by agency staff per month".
- c) How much did your Trust spend on agency workers? Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet on the tab called "other" in the row "Amount spent on agency workers per month"
- d) What were the reasons for any critical incidents reported between March 2020 and June 2022?
- e) Did you shut any services in whole or in part or stop taking patients into a service or on a waiting list during lockdown. If yes, could you explain the reason that decision was taken.

## **10) Managing Covid**

- a) Did you have any safeguards in place to seek to prevent isolation creating further deterioration in mental health, and if so, what were they?
- b) When patients were in isolation for infection control purposes, where were they isolated? What access was there to bathroom and washing facilities?

**11) Visits to wards**

- a) Did you change your policy to restrict visits from friends and family to patients on the wards during this time (Between March 2020 and June 2022)?
- b) Did any policies or rules for visits vary for different age groups and groups of patients?
- c) If visits were restricted, did you put on additional methods for patients to keep in touch with friends and family such as extra phones for the wards or setting up video calls?
- d) If yes, what date(s) did you provide extra facilities?

**12) Access to outdoors**

- a) Did you have any policies on access to outdoors/ fresh air for patients?
- b) Did these policies change during lock down, and if so please specify dates that any fresh air policies changed.

**13) S17 Leave**

- a) Did you have any updated policies and procedures on s17 leave during this time? For example, was s17 leave routinely cancelled?