

Mental Health, Dementia & Neurological Conditions



Crisis Collaboration Event

Taunton Racecourse
Thursday 18th June 2015
10.00am – 4.00pm



Purpose

For stakeholders to share topical learning and best practice to discuss improvement opportunities in crisis response, and agree on how we can assure delivery of change from the concordat action plans.

Objectives

- **To have provided feedback on concordat action plans, and discussed how to make practical progress with the crisis concordat.**
 - Working collaboratively to achieve change from action plans
- **To have reviewed the latest evidence, and the needs that are currently being met in the mental health pathway**
 - Use of crisis houses
 - Home treatment
 - Managing crisis beds
 - Data sharing
 - Mapping the Mental Health and Emergency Care Pathway
- **Listening to you - Themes for future Crisis Collaborative events**
 - Substance and Alcohol misuse
 - Avoiding hospital admissions

Outcome

An engaged stakeholder community that has discovered some good practice that can be taken back to organisations, and has committed to turning concordat action plans into practical actions that deliver real value for people.

Agenda before lunch

South West Strategic Clinical Network
Mental Health, Dementia &
Neurological Conditions

Time	Item
09.30	Registration and Refreshments available
10.00 – 10.10	Welcome, Introductions and Scene Setting – <i>Justine Faulkner, Network Manager, South West Strategic Clinical Network for Mental Health, Dementia and Neurological Conditions</i>
10.10 – 10.30	Presentation: Mental Health Emergency Care Process Mapping – <i>Keith Pople, Alexander</i>
10.30 – 10.50	Presentation : Dial House - <i>Fiona Venner, Director, Leeds Survivor-Led Crisis Service</i>
10.50 – 11.10	Presentation: Bristol Sanctuary and Mental Health Crisis House for Men - <i>Paul Hudson, Group Manager Mental Health (Bristol & B&NES), St Mungos Broadway</i>
11.10 – 11.40	Refreshments
11.40 – 12.00	Presentation: Ways of managing crisis beds using NHS pathways IT system - <i>Greg Thomas, Implementation Manager, NHS Pathways, Health and Social Care Information Centre</i>
12.00 – 12.20	Presentation: Home Treatment Accreditation Scheme – <i>Sophie Hodge, Programme Manager, and Nicky Buley, Project Worker, Royal College of Psychiatrists' Centre for Quality Improvement</i>
12.20 – 13.00	Group Work: Working collaboratively to manage emergencies in a crisis
13.00 – 13.45	Lunch

Agenda after lunch

South West Strategic Clinical Network
Mental Health, Dementia &
Neurological Conditions

Time	Item
13.00 – 13.45	Lunch
13.45 – 14.05	Presentation: CORE Study (CRT Optimisation and RElapse prevention)
14.05 – 14.20	Presentation: Progress on the Mental Health Crisis Care Concordat in the South West - Jim Symington, Symington-Tinto Health and Social Care Consultancy
14.20 – 15.20	Presentations: CCGs progress on concordat action plans
15.20 – 15.45	Group Work: Delivering change – the action plans are green, but how do we assure the change continues?
15.45 – 16.00	Questions and listening to you: Themes for future Crisis Collaborative Events
16.00	Close

Some feedback

South West Strategic Clinical Network
Mental Health, Dementia &
Neurological Conditions

- **You want to hear more about how agreed concordat action plans can translate into real actions that deliver real value for people, and discuss whether we are on the right tracks to improve and develop the crisis pathway.**
- **There are several topic areas that you want to hear more about and/or discuss, but in particular:**
 - Use of crisis houses
 - Home treatment
 - Managing crisis beds
 - Data sharing
 - Effective update on the South West regions progress with the concordat
 - Mapping the Mental Health and Emergency Care Pathway
- **You want to discuss how to work together more effectively and to build relationships with colleagues from other regions.**

Presentation

Mental Health Emergency Care Process Mapping in the SW

Keith Pople

Presentation

Dial House

Fiona Venner

Leeds Survivor Led Crisis Service

Presentation

Bristol Sanctuary and Mental Health Crisis House for Men

Paul Hudson

St Mungos Broadway

Presentation

Bristol Sanctuary and Mental Health Crisis House for Men

Paul Hudson

St Mungos Broadway

Refreshments



Presentation

Managing crisis beds using the NHS pathways system

Greg Thomas

*Health and Social Care Information
Centre*

Presentation

Home Treatment Accreditation Scheme

Sophie Hodges and Nicky Buley

*Royal College of Psychiatrists Centre
for Quality Improvement*

Group Work 1

Working collaboratively to manage emergencies in a mental health crisis

Sit on multi-disciplinary tables
[sit where you like!]

Using the A3 templates, please discuss and write down your thoughts for the following 3 questions
(spend 5 minutes on each)

- 1) In an ideal world, how would we work more collaboratively to build relationships with colleagues locally and from other regions?
- 2) What opportunities do we realistically have / what resources are we able to use to work more collaboratively?
- 3) What could the SCN be doing more of to improve collaborative working?

Be prepared to report back!

Group Work Outputs

Working collaboratively to manage
emergencies in a mental health crisis

In an ideal world, how would we work more collaboratively and build relationships with colleagues locally and from other regions?

Join HTAS	Days like today
Networking opportunities – Webinars and face to face	5 year forward view organisations as combined - primary, acute and mental heal, police, ambulance, third sector, peer support, HSCIC, Connecting for health etc.
To develop opportunities to come together regularly for sharing of ideas and liaising with colleagues across networks - Mixing different agencies to understand different perspectives and how different agencies do things	SCN to develop a directory of local and national 'experts' (in a variety of areas e.g. crisis, home treatment, assessment, IT) to contact for information/mentoring.
Visit other services to learn about and share good practice.	Information and data sharing
Cross working - Services understanding each other - Same rules across teams	Single point of access and seamless referral systems
Shared multi-agency training	Realistic about provision – statutory and non-statutory
Speed implementation of commissioned leads – developments delivered quickly and efficiently	Individual teams respecting individual clinical judgement
Need to ensure clinical skill mix is appropriate for service	Spending time together – find out how others provide services and support
Local concordat meetings to know direction of travel and reduce the silo mentality	Try to get away from 'blame culture' and break down 'defensive barriers'

What opportunities do we realistically have / what resources are we able to use to work more collaboratively?

Street Triage	Multi-agency meetings
Using time <ul style="list-style-type: none"> - Visiting services - Conferences 	Use of IT <ul style="list-style-type: none"> - Discussion forums on internet
Knowing the journey <ul style="list-style-type: none"> - Ensure systems flow into each other 	Networking <ul style="list-style-type: none"> - Speak to each other and identify key links - Develop and use working relationships
Learning from others – regional and national	Information and data sharing
Make the system more flexible	Identify key networks and representation at these
Giving mental health an equal focus e.g. mental health, dementia and neurological conditions grouped together – should be separated and given own importance	Increased focus on mental health – the focus on dementia has led to improvement on services
Crisis House models – difference in what happens when someone is in crisis in different localities	

What should the SCN be doing more of to improve collaborative working?

More sharing of good practice / stakeholder events	More of Keith's process / care pathway mapping including all agencies
NHS Improving Quality input	Provide a regular forum for people from different areas to come together to share their own specific issues, compare practice and devise potential solutions
Create a directory of 'experts' for stakeholders to contact	Be responsive, rapid and consistent
Drive standards - Provide national guidance / training programmes	Support action plan implementation - Hold everyone to account
Make the system more flexible	Identify key networks and representation at these
Feedback updates on the work done by the SCN	

Lunch



Presentation

CORE Study – Randomised Controlled Trial of
a peer-provided, self-management
intervention for people leaving CRT services

Chris Ellis and Simon Payne

AWP

Presentation

Progress on the Mental Health Crisis Care Concordat

Jim Symington

*Symington-Tinto Health and Social
Care Consultancy*

Presentations

CCG progress on crisis concordat
action plans

NEW Devon CCG

Gavin Thistlethwaite

South Devon & Torbay CCG

Jo Hammond

Bristol CCG

Catherine Wevill

North Somerset CCG

Natalie Huggens

BANES CCG

Andrea Morland

Questions & Listening to you

Themes for future Crisis
Collaborative Events

Close

Thank you for coming & a safe
journey home!

