

Making Progress in Mental Health Crisis Care

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Thursday 18th June 2015

SW Crisis Care Conference

In 2014, focus on making the Concordat a local reality

- No areas had a Declaration statement (still working out what their 'locality' would be!)
- CCC Programme of support through 2014
- National partners had first steering group and starting on their actions

All actions at the national level either completed or on the way to being completed.

- National Police Chiefs' Council – Police custody used 4,537 times in 2014/15, down from 6,667 times in previous year. Under 18s, a 37% reduction from 256 to 161.
- A Review of Urgent and Emergency Care, including models of care for MH
- CQC thematic review of crisis care and report 'Right Here, Right Now'

- **Ensure that all ways into crisis care are focused on providing accessible and available help, care and support for all those who require it at the time they need it.**
- **Hold commissioners to account** for commissioning crisis services that deliver a quality of care based on evidence-based good practice and that is in line with the Concordat key principles.
- **Engage with local, regional and national partners** to make sure that innovative approaches to improving the experiences of those in crisis are shared within, and across, local areas.

Incredible progress. In May 2015, map goes green!

“A huge collective effort by hundreds of different services and agencies across the public and third sectors”



- A lot of collaborative working. There has not been one standard model – this really has been about local solutions.
- 96 action plans covering 152 local authority areas across England.

- Involvement of people with lived experience and carers in developing plans
- Inclusion of all ages
- Joint actions across agencies
- Actions to ensure 24/7 services
- Strong local governance arrangements
- Reflection of national in the local
- Developing a strong evidence base
- Plans reflect all aspects of the Concordat

South of England

- 20 localities /action plans, 100% coverage.
- 14 cover a single local authority area. 6 are joint action plans.
- 14/20 actions on street triage
- 7/20 actions on the use of restraint
- 4/20 don't include actions around AMHP
- 8/20 mention a link with a HWBB
- Most areas include actions on information sharing

South of England good practice

- Bath alcohol liaison NHS tariff savings
- Devon join up to “the urgent care pathway”
- Somerset has an action to develop a business case and proposal for crisis/recovery house provision
- £400,000 fixed term NHS England funding secured for Bristol and South Gloucestershire for Crisis and Assertive outreach service for young people.

- Individualised feedback to all 96 areas – ensuring the ‘must dos’ – children & young people, 24/7 services & crisis line, s136 & places of safety
- Call for good practice examples
- Regional overview gives us information on:

- | | |
|---------------------------|------------------------------------|
| • Street triage | • Transport to, from & between NHS |
| • Restraint | • Governance arrangements |
| • Information sharing | • Substance misuse |
| • Social services & AMHPs | • JSNAs |

Embed, sustain and exit!

- National summit and national steering group
- Evaluation
- Support to local areas & refreshed national actions
- Tie in with wider initiatives – NHS 111, CQC, NHSE crisis care & urgent and emergency care programmes
- Communications (inc. website) and media support
- Concordat embedded in local systems & have real improvements in outcomes for people experiencing mental health crisis

Thank you!

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