

Developing Mental Health Crisis Care in Devon

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NEW Devon CCG and Devon County Council

Setting the Scene... Devon 2014

- February 2014
 - The Mental Health Crisis Care Concordat is published
 - CQC pilot their new inspection process in Devon
 - This coincidence is important!
- April 2014
 - DPT lead an event to discuss the outcomes of the inspection
 - Significant emphasis on patient experience
- The Plan
 - Multi-agency groups
 - Independent leadership
 - Initial focus on the obvious issues
 - Later detailed review of the acute care pathway

Participation and Partnership

Who is responsible for mental health crisis care?

The inability to answer this question satisfactorily was at the heart of the problem in Devon. For example the interaction between the Police and mental health services:

- The political scrutiny over the use of custody as a place of safety
- The tendency of the Police in Devon to use their powers under s.136
- Recognition that joint working was the solution



The provision of a fully funded health based place of safety was crucial but the answer to the problem lay in new ways of working:-

- Street Triage
- Liaison and Diversion
- Extended Psychiatric Liaison
- Improved Duty System

Developments

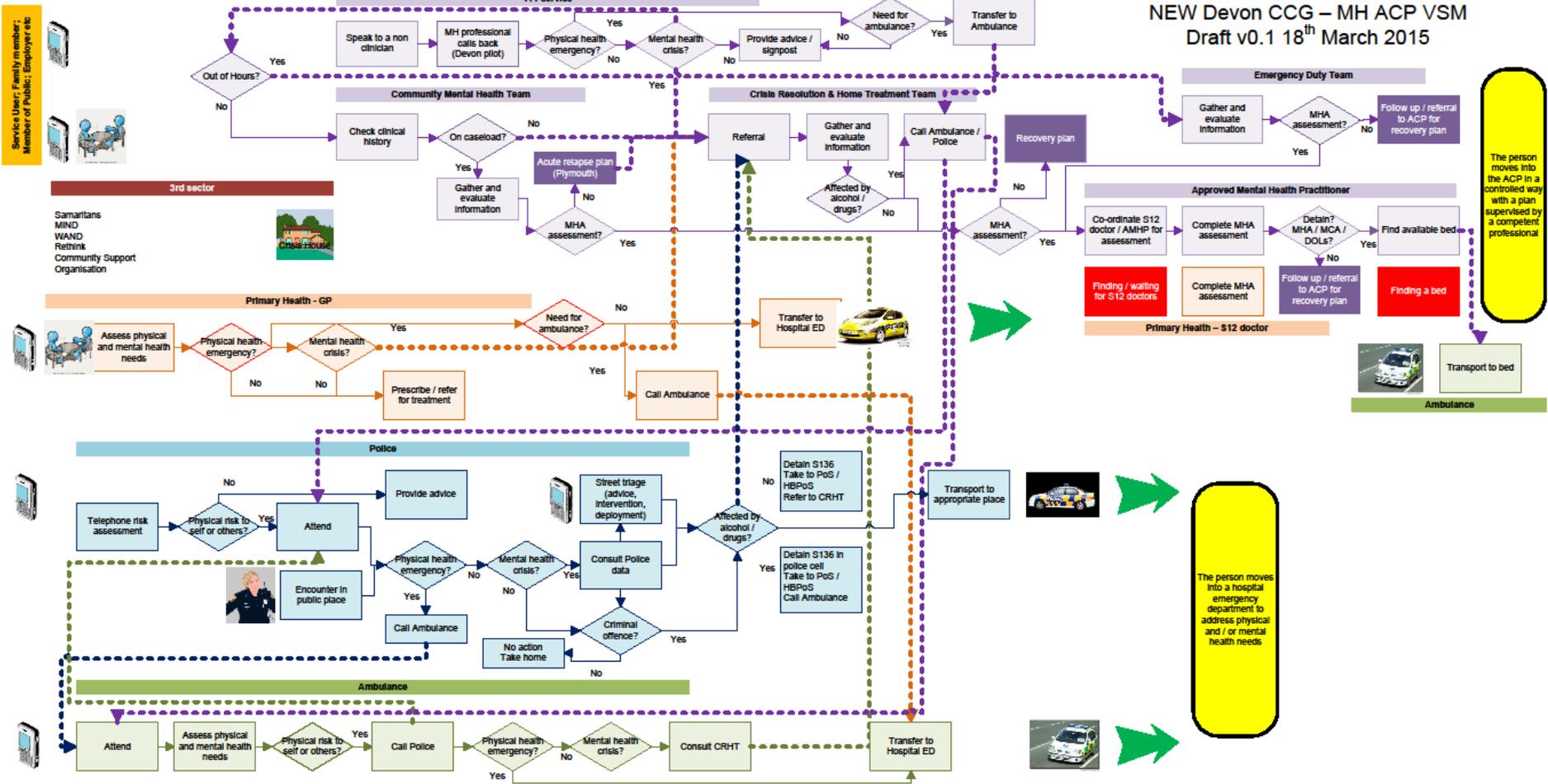
- Psychiatric Liaison
 - Targeted Resilience Funding
 - Development of a 24 hour liaison service
- Place of Safety
 - 3 full time units in Devon
- S.12 Rota
 - Day time rota
 - Review of all duty systems
- PICU
 - Options appraisal
 - Plan for service being developed

Workshops

- Developing new services took us part of the way
- Needed to understand the whole experience of accessing mental health crisis services - The “Alan Question?”
- Patient experience is the heart of this process
- Required the participation of all stakeholder – Generating shared commitment
- Value Stream Map
- Concordat Action Plan

Value Stream Map

NEW Devon CCG – MH ACP VSM
Draft v0.1 18th March 2015



Service User; Family member; Member of Public; Employer etc

3rd sector

Samaritans
MIND
Rethink
Community Support Organisation

Primary Health - GP

Police

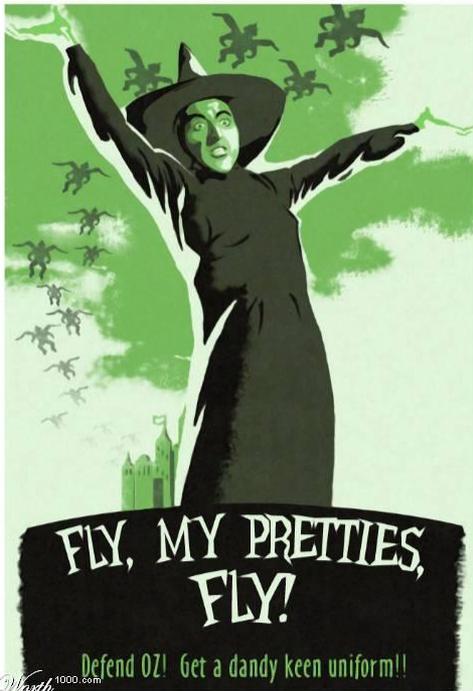
Ambulance

The person moves into the ACP in a controlled way with a plan supervised by a competent professional

The person moves into a hospital emergency department to address physical and / or mental health needs

What's Next?

- Further workshop
- On-going development of the action plan
- CQC are back...



The future for the acute care pathway and the Concordat action plan

- Devon Mental Health steering group
- Work programme based around patient experience
- Clear expectations around joint working
- Contracting business as usual
- Joint analysis and development of new pathways