

Title: Update Report, Crisis Care Concordat – South Devon and Torbay Clinical Commissioning Group

Wards Affected: All

To: Health and Wellbeing Board **On:** 18 June 2015
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1. Achievements since last meeting

1.1 The Mental Health Crisis Care Concordat

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

In February 2014, 22 national bodies involved in health, policing, social care, housing, local government and the third sector came together and signed the Crisis Care Concordat. It focuses on four main areas:

- **Access to support before crisis point** – making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.
- **Urgent and emergency access to crisis care** – making sure that a mental health crisis is treated with the same urgency as a physical health emergency.
- **Quality of treatment and care when in crisis** – making sure that people are treated with dignity and respect, in a therapeutic environment.
- **Recovery and staying well** – preventing future crises by making sure people are referred to appropriate services.

Although the Crisis Care Concordat focuses on the responses to acute mental health crises, it also includes a section on prevention and intervention.

In December 2015 South Devon and Torbay CCG as a member of the Devon multi-agency acute care pathway group submitted a mental health crisis declaration statement and at the end of March 2015 we submitted our Action Plan with regard to how we make the principles of the Crisis Care Concordat a reality in South Devon and Torbay. The Concordat builds on and does not replace existing guidance and current service provision will continue while the Action Plan is being implemented. The Action Plan for Devon has as its first priorities the following six objectives:

- 1) Planning and implementing a Single Point of Access to mental health crisis services in Devon
- 2) Developing a shared multi-agency protocol for Section 136

- 3) Improving the provision of Health-Based Places of Safety
- 4) Developing and implementing a consistent and equitable approach to mental health crisis triage including street triage services and liaison psychiatry services
- 5) Developing and implementing an improved approach to mental health related Conveyance:
- 6) Exploring alternatives at times of crisis such as sanctuary provision

People who have experience of using services have been equal members of the multi-agency working party in co-producing the Action Plan. The statement below summarises what people want at times of mental distress and underpins the work of the implementation of the Concordat.

“When I'm in a pickle I will know who to call – or someone else will know who to call – so that I can receive the best help for me. I will have a consistent response, regardless of which service I contact, at a time which is right for me. I will get very good care, regardless of where I live or where I look for help. If I need to be admitted I will have a choice about the best place of care for me and be given the option of a non-hospital place of sanctuary, if I need it. Everyone who cares for me will do so in a compassionate way, treating me as a unique individual. Regardless of my age I will get very good care. There will be better public awareness of mental health problems and the general public will also know how to seek help if they are worried about someone's mental health. When I need to be moved this will happen in a vehicle that does not draw attention to me. If I have a relative or close friend in crisis I will know who to contact and who to discuss their situation with. I will be listened to and the person I am concerned about will be helped in a safe and appropriate way.”

The action plan is a live document and can be viewed on crisiscareconcordat.org.uk. If you have any queries or contributions please contact Jo Hammond, Mental Health Commissioning Manager on jo.hammond@nhs.net

2. Challenges for the next three months

- 2.1 Ongoing implementation of the Devon Crisis Care Concordat, monitored locally through acute care pathway steering group chaired by SD&TCCG.
- 2.2 CQC inspection of acute care pathway July 2015.

3. Action required by partners

- 3.1 For noting and information.

Appendices

None

Background Papers:

The following documents/files were used to compile this report:

Crisis Care Concordat (2014)

Devon Multi Agency Crisis Care Concordat Action Plan (May 2015)