



# Mental Health Crisis Concordat

# How can we work together so that we can better support people in mental health crisis?



Over 50 people attended from a cross section of public services in addition to service users, carers and the voluntary sector.

We looked at real life case studies then focused on four themes.....

**Access**  
**Quality**

**Prevention**  
**Recovery**

## The Group Helped Shape a Surrey Concordat

### **Surrey mental health crisis care concordat: the joint declaration**

‘We commit to work together in Surrey to improve the system of care and support so all people and their families in crisis because of a mental health condition are kept safe and helped to find the support they need – whatever the circumstances and time of day or night in which they first need help – and from which ever service they turn to first.

We will work together to prevent crises happening whenever possible through prevention and early intervention. We will make sure we meet the needs of vulnerable people in urgent situations. We will strive to make sure that all relevant public services offer high quality support to someone who appears to have a mental health problem to help move towards recovery.

Jointly, we hold ourselves accountable to enable this commitment to be delivered across Surrey’.



## Concordat Aims

- Access to support before crisis point
- Urgent and emergency access to crisis care
- The right quality of treatment and care when in crisis
- Recovery and staying well and preventing future crisis

## Challenges for Surrey

- Excess use of police cells for people with mental health problems
- Availability and access to place of safety beds
- Responsibility for transportation of people with mental health problems in crisis
- Out of hour access to crisis beds for young people (17+)
- Joint training programme between front line police and mental health practitioners

**Action:** Use the national action plan to deliver changes consistent with the needs of Surrey

**ACCESS** – Priority was to have universal single point of access  
*(action leadership to be provided by the Clinical Commissioning Groups and Surrey & Borders Partnership NHS Foundation Trust)*

**PREVENTION** – Priority action identified was to have timely multi agency access to patient data,  
*(action leadership to be provided by the Emergency Service Collaborative Partnership.)*

**QUALITY** – Priority action identified was to have a pathway across Surrey for crisis 24/7  
*(leadership to be provided by the Mental Health Emotional Wellbeing Partnership Board.*

**RECOVERY** – Priority action identified was to improve recovery by better community support,  
*(leadership to be provided by Clinical Commissioning Groups and Surrey County Council as part of the development of integrated teams)*

# Key Outputs and Next Steps

**Priority 1:** A clear agreement to work together and sign up to the Surrey Concordat to improve the mental health crisis pathway

## **Actions:**

A comprehensive action plan to deliver the recommendations and standards of the concordat will be completed by September 2014 to accompany the declaration. This will be led by NEHF CCG as the lead commissioner for mental health but will be a multi-agency action plan.

A multi-agency Mental Health Crisis Care Delivery Group will be set up to ensure this is completed and to monitor the progress against the action plan. The delivery group will be accountable to the Surrey Emotional Wellbeing and Mental Health Partnership Board and reporting to the Health & Wellbeing Board.

# Key Outputs and Next Steps

**Priority 2:** The delivery of a 24/7 universal single point of access for mental health crisis, all ages and inclusive of substance misuse, people with a learning disability and people with dementia. The service will be integrated with social care and the voluntary sector and integrated with services such as 111

## **Actions:**

- Best practice and lessons from across the country to be identified to assist delivery
- SABP will lead design and ensure meets Surrey needs
- Must be customer focused, and linked to the emergency services collaborative project
- IT critical to the service design
- Triage and Assessment function to ensure appropriate response
- Work will report to the Mental Health Crisis Care delivery group

## Systems approach to dealing with crisis



# Key Outputs and Next Steps

**Priority 3: Information Sharing** The delivery of a single spine for information to be integrated from across services that mental health crisis information will be uploaded to. To be led by the Emergency Services Collaborative Partnership

## Actions:

- Need to ensure that each agency has timely access to patient data and the leadership for this should be provided by the emergency services collaborative partnership.
- This should create an information spine where agencies can access a comprehensive range of 'need to know' information that will inform an appropriate response.
- This action will be incorporated into the Emergency Service Collaborative Partnership groups work.

**Priority 4: Community support** The delivery of better community support to both prevent crises occurring and enabling recovery through development of integrated teams at a primary care level. To be led by Clinical Commissioning Groups and Adult Social Care

## Actions:

- Mapping of community services to identify local services that can respond to crisis (buddy schemes, peer support).
- Ensure 3<sup>rd</sup> sector involved in responding to crisis
- Early intervention can stop crisis being escalated to Requiring an acute crisis response.
- The delivery group to examine the role that the 3<sup>rd</sup> sector can play in responding to crisis in local community.

# Governance Structure



# Recommendations

All public sector agencies sign up to the revised Surrey Crisis Concordat and develop a shared action plan that will commit to reducing the use of police stations as places of safety.

Set up a Mental Health Crisis Care Delivery Group that meets monthly To examine and implement the action plan of the national concordat tailored to the landscape of Surrey.



Focus on designing crisis services that have a single point of access and involve the 3<sup>rd</sup> sector as key partners in the provision of a whole systems service response.

Ensure that the Mental Health Crisis Care Delivery Group is supported and accountable to the Emotional Wellbeing and Mental Health Partnership Board delivering outcomes in accordance with agreed action plan.