

Health and Wellbeing Board
2 October 2014

Update on Mental Health Crisis Care Concordat

Purpose of the report:

This report details the progress made on the implementation of the Surrey Crisis Care Concordat following an implementation proposal presentation to the Board at its meeting on 5 June 2014.

Introduction:

1. The National Crisis Care Concordat was published in February 2014 which set out principles and actions which would improve the outcomes for people experiencing mental health crisis.
 - 1.1. It identified four strategic areas where public services should work together to deliver a high quality response when people of all ages with mental health problems urgently need help. The strategic areas are:
 - **Access to support before the 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**
 - 1.2. In May 2014 key stakeholders and representatives of the public services in Surrey agreed a Surrey crisis care concordat statement with the following commitment:
 - **A clear agreement to work together to improve the mental health crisis**
 - **The delivery of a universal single point of access for acute mental health crisis with appropriate clinical responses consistent with the presenting problem**
 - **The establishment of local 'safe havens' in the districts/boroughs where individuals can receive support and assessment for their presenting crisis**
 - **The establishment of a single spine for information to be integrated and shared which will be lead by the emergency services collaborative partnership**

- 1.3. A presentation of how the concordat would be implemented was given to the Board at its meeting on 5 June 2014.

Crisis Care Concordat Delivery Group

2. A crisis care concordat delivery group was set up to identify an action plan which would drive the redesign of current services and ensure that the outcomes were consistent with the Surrey concordat statement.
- 2.1. The service delivery group is led by senior representatives from North East Hampshire & Farnham CCG and has representatives from Surrey Police, Surrey and Borders Partnership NHS Foundation Trust, Surrey County Council, South East Coast Ambulance Service and service users and carers. The group have had meetings to date in July, August and September 2014 where it developed a comprehensive action plan ensuring that all areas such as substance misuse, children's, advocacy and prevention strategies are being addressed and have been agreed by all parties attached as Appendix 1.

Progress to date

3. Since the crisis care concordat delivery group has been set up the commitment to change has been a visible feature of our work and in particular the Police and Surrey and Borders Partnership NHS Foundation Trust have focused on improving existing practices ensuring their is a governance structure where operational issues can be escalated up to deliver consistent outcomes.
- 3.1. It has been agreed that the current police liaison group morphs into the mental health delivery group which will meet monthly and Surrey and Borders Partnership NHS Foundation Trust are setting up a practitioner group by the end of September 2014 that will ensure there are escalation processes for unresolved issues.
- 3.2. Other areas where operational improvement has been made between Surrey and Borders Partnership NHS Foundation Trust and Surrey Police are:
- **Surrey Police & Surrey and Borders Partnership NHS Foundation Trust to introduce a better vulnerability assessment tool**
 - **Pilot Surrey and Borders Partnership NHS Foundation Trust staff within police control room environment for immediate access to Surrey and Borders Partnership NHS Foundation Trust systems ensuring the best development decisions are made**
 - **Surrey and Borders Partnership NHS Foundation Trust are reviewing their search policy in conjunction with Surrey police to ensure that both Surrey and Borders Partnership NHS Foundation Trust/police are clear on roles and requirements.**
 - **Commitment by ward staff in Surrey and Borders Partnership NHS Foundation Trust and police officers to understand that**

they are committed to a joint resolution of presenting crisis and not focusing on single agency priority to off load the problem.

- **Better handover from police to a place of safety where an additional bed has recently been opened in the Abraham Cowley Unit**
- **Update of current protocols, particularly the transport protocol which is identified as a priority discussion with South East Coast Ambulance Service**
- **Positive discussions with A&E departments in the 5 acute hospitals to develop protocols around how individuals in mental health crisis are managed with the A&E environment**
- **Recognition that the joint data sets are poor and agreement on gathering information on section 136 and people in police custody.**

3.3. Through a focus of improving practice between the Police and Surrey & Borders staff there has been a significant reduction of people with mental health problems detained under section 136 held in police custody. We had been operating at between 14% - 19% but this is now around 5% and we have aspirations to reduce this aspect of detention under section 136 to 0%.

Signing the Surrey Crisis Care Concordat

4. We have reviewed the wording of the Surrey Crisis Care Concordat statement following discussions with stakeholders and would like to propose local public sector agency sign up to the concordat demonstrating the collective commitment to improving crisis services in Surrey.

Working with the Voluntary Sector

5. We have had discussions with voluntary sector organisations to canvas innovative models of 'safe havens' in local district and boroughs where individuals can be directed to and supported when in crisis as alternative to A&E departments.

5.1. As part of our commitment to establishing a whole systems approach to responding to crisis we see the voluntary sector as a partner in responding to social crisis which should have a preventative impact in stopping presenting crisis escalating into acute crisis. We are asking the voluntary sector to deliver 'safe havens' as part of our whole systems approach.

5.2. The establishment of 'safe havens' are being informed by the learning and principles taken from the Aldershot 'café' pilot, which has been recently positively evaluated. Surrey and Borders Partnership NHS Foundation Trust will remain the lead provider for acute mental health crisis however an innovative approach to delivery of the crisis line is being developed with the voluntary sector as potential partners to SABP as part of a whole systems approach to crisis management.

Profiling Crisis need in Surrey

6. Mental health strategies have been employed to carry out a simulation modelling exercise which will identify the potential impact that pathway changes could make across the system and will inform recommendations about what our redesign model should look like, assuring us on a safe number of beds
- 6.1. The work will commence in October 2014 and report in February 2015 which should give us evidence based data which will inform our redesign plans of current services.

Capturing the Experience of Service Users and Carers

7. We want a new redesign of mental health emergency/ crisis services to be informed by the experience of people who use the services and their carers. This will be captured through the involvement workshop on crisis and the Surrey and Borders Partnership NHS Foundation Trust acute service review work.

Conclusions:

8. Since this programme was launched in July 2014 there has been a priority focus to improve existing practices, establish a multi agency delivery group, agree multi agency action plan which will deliver the aims of the Surrey concordat and scope the size of the challenge in Surrey. We have achieved 'quick wins' which will improve multi agency practice and are sighted on delivering the action plans over the next 2 years.

Recommendations:

9. The Board is asked to:
 - a) Support the action plan of the Crisis Concordat Delivery Group
 - b) Note the progress that has been made since we presented this proposal to the board on the 5 June 2014
 - c) Advise on the agency sign up to the Surrey crisis care concordat statement
 - d) A report will be brought to the Health & Wellbeing Board on 11 December 2014 with further update on progress.

Next steps:

10. The crisis care concordat delivery group will meet monthly and focus on delivering the agreed action plan.
 - 10.1. We will pursue the submission of the public service transformation bid for 2015.
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Sources/background papers:

National Crisis Care Concordat February 2014
Surrey Police Peer Review

Appendix 1



CCC Action plan
updated Sept14 for F

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