

Surrey mental health crisis care concordat

The Vision is to work together to deliver a high quality response when people – of all ages – with mental health problems urgently need help.

A Surrey wide workshop held in May '14 identified local priorities and gained commitment across agencies to a Surrey concordat declaration.

Our 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’.

This led to..

The Surrey Crisis Care Delivery Group has been formed building a **STRONG** partnership between SABP (mental health), Surrey Police, SECAMB (Ambulance Provider), Surrey CCG’s (Commissioners), Surrey County Council & a range of voluntary sector providers who have formed a delivery group that meets monthly.

This **Surrey Crisis Care Delivery Group** have developed the **Surrey Concordat Action Plan** around the 5 national priority areas; there are currently 57 Actions the agencies are working on (see summary and priorities over leaf)

Surrey was the 2nd County in the country to upload their declaration & Concordat Action Plan with full sign up from all partners to the national website

One of the first agreed priorities is to ‘Reduce the number of people held on Section 135/6 in custody’ success has already been shown on this with it ranging from 12-19% in 13/14 to 5-6% in 14/15
In 15/16 the aim is to stay at 5% or below with an ultimate aspiration of 0%

★ **Two successful bids** (TCA and SIF) will drive delivery of some key concordat actions throughout 15/16

Local ‘safe haven’ café approaches across Surrey- providing people with an effective, accessible alternative to A & E or secondary care MH services when they experience, or to prevent, a mental health crisis

A Single Point of Access (SPA) to facilitate direct access to SABP services in an acute crisis.

£1.5m

£730k

Enhanced ‘Tier 3.5’ outreach service and respite beds for young people at risk of admission.

Information sharing approach to facilitate the best response in times of crisis.

£100k

Police bid for call centre pilot

Section 136- Enables the Police to remove someone from a public place to a ‘place of safety’ for further assessment, if suffering a mental health crisis
Custody is not a suitable ‘place of safety’

The Action Plan is focussed into 5 over-arching sections
 - outlined below are some priority actions being progressed from the plan

1. Commissioning to allow earlier intervention and responsive crisis services

- Delivery Group meets monthly to oversee and ensure delivery of action plan.
- Practitioner Group established to progress operational issues.
- Simulation modelling commissioned to inform safe number of in-patient beds
- All agencies identified any organisational gaps to be able to meet vision.
- Priority joint protocols are being actively reviewed and pending sign off:
 Section 135/6- crucial section of which is 'Conveyancing' for which a 30 minute response time for Section 136 is being negotiated.
 MISPER (missing persons)
 Search Policy/Positive Police Action

2. Access to support before crisis point: –

- Local 'safe haven' café approaches being developed across Surrey.
- Suicide Prevention training approach targeting front line staff.
- Substance misuse contracts incentivising prevention of avoidable crises.
- Continued work with primary care to support early identification and referral points linking in with integrated care hub developments.

3. Urgent and emergency access to crisis care: –

- Successful pilot placing SABP staff in Surrey Police call centre has been extended and is showing positive impact on number and appropriateness in use of S136.
- SPA approach is being developing, working with national learning and embracing innovative approaches through technology and partnership working.
- Liaison Psychiatry across Acute hospitals in Surrey to support parity in access standards for people in a mental health crisis are being reviewed.
- Younger Persons enhanced outreach and 2 respite/crisis beds being commissioned.

4. Quality of treatment and care when in crisis:-

- Bid is supporting development of an information spine allowing all agencies to access information to inform and guide the right response for that person.
- Absconder 'hot spots' have been identified and this is informing future approaches as well as focussed approach to ensure better MISPER protocol compliance.
- Links are being forged with Acute Hospitals as a key partner to better understand the needs and challenges around mental health in an acute setting.

5. Recovery and staying well / preventing future crises:-

- SABP have developed a clear standard/template to ensure robust person centred care and contingency plans are developed.