



Social Care Services Board
30 October 2015

Mental health crisis care concordat and mental health code of practice: an update

Purpose of the report: Policy Development and Review

This report is to update the Board on the improvements in practice made by partners for people experiencing a mental health crisis, since signing the mental health crisis care concordat. The report also provides information on the changes to the mental health code of practice.

Introduction

1. The vision of Surrey's mental health crisis care concordat is for all partners to work together to deliver a high quality response when people with mental health problems urgently need help.
2. A crisis care concordat delivery group has been established, building a strong partnership between Surrey County Council, Clinical Commissioning Groups (CCGs), Surrey and Borders Partnership NHS Foundation Trust (SABP), South East Coast Ambulance Service (SECAMB), Surrey Police, voluntary sector providers and service users and carers. This group meets bi-monthly and has driven forward a range of actions to improve the response to people experiencing a mental health crisis.
3. The [mental health code of practice](#) was revised in 2015. It safeguards patients' rights, ensures compliance with the law and must be considered by health and social care professionals. The Code is used for patients in hospital and those in the community, their families, carers and advocates. It is there to help make sure that anyone experiencing mental disorder and being treated under the Mental Health Act (1983) gets the right care, treatment and support.

Mental health crisis care concordat

4. There has been substantial progress since all agencies signed up to the Surrey mental health crisis care concordat last year. We received a letter of acknowledgement and praise from Rt Hon Norman Lamb recognising us as being the second in the country to have achieved both a declaration and action plan of a comprehensive standard. Key achievements are illustrated below:

4.1 **Successful bids for funding:** Surrey County Council and partners (SABP, Surrey Police, CCGs and SECAMB) received £1.5 million of Transformation Challenge Award funding to pump prime developments to support mental health crisis care. This includes development of local 'safe haven cafes', a single point of access for mental health crisis care and support for carers. Children, Schools and Families also had a successful bid to the Social Innovation Fund, receiving £730,000 to provide an out of hours assessment and support service and two respite beds for young people in mental health crisis: the extended HOPE service. Surrey Police also successfully bid for £100,000 funding for a call centre pilot.

4.2 **Establish co-location, information sharing and integration opportunities for mental health within the public access services (111/999) as a first step to the 24/7 single point of access:** A successful pilot of mental health staff in the police call centre has been supported and extended to a 7 night week service. An action plan of developing integrated communication and pathway between 111 and SABP has been agreed. There have been further actions related to this area that have demonstrated achievements such as the ambulance service now operating a response within an hour for people needing to be conveyed for a mental health assessment when subject to a Section 136 (Section 136 of the Mental Health Act enables the police to remove someone from a public place to a 'place of safety' for further assessment, if suffering from a mental health crisis). There have been improvements on the implementation of the Section 136 protocol and joint working between Surrey Police and SABP which has reduced the level of people held in custody rather than a health based place of safety under a Section 136 down from 14-19% in 13/14 to 5-6% in 14/15. The outcomes achieved thus far are contributing to the parity of esteem of mental health to physical health.

4.3 **Establish local solutions and partnerships to better meet the mental health crisis needs of communities:** Each CCG area has established local steering groups taking forward their Safe Haven

Café work. Locations and working protocols are currently being sourced and developed, with all safe havens due to be open by March 2016.

- 4.4 **Support for carers and families are planned for in the design of the safe havens/crisis cafes:** A proposal of working with a company called Healios has been supported by the carers. It is a product that offers on-line face to face support to carers on mental health and will be linked in with the Carer Practice Advisers and the Safe Haven Cafes in each of the CCG areas.

Mental health code of practice

5. The aim of the revised code is to provide stronger protection for people and clarify roles, rights and responsibilities. It includes involving people, and as appropriate, their family and carers in discussions about care at every stage. There is a focus on personalised care and minimising the use of blanket restrictions, restrictive interventions and the use of police cells as a place of safety. The work of the mental health crisis care concordat delivery group has supported this latter point.
6. Key changes include five new overarching principles:
- 6.1 **Least restrictive option and maximising independence.** Where it is possible to treat a patient safely and lawfully without detaining them under the Act, the patient should not be detained. Wherever possible a patient's independence should be encouraged and supported with a focus on promoting recovery wherever possible.
- 6.2 **Empowerment and involvement.** Patients should be fully involved in decisions about care, support and treatment. The views of families, carers and others, if appropriate, should be fully considered when taking decisions. Where decisions are taken which are contradictory to views expressed, professionals should explain the reasons for this.
- 6.3 **Respect and dignity.** Patients, their families and carers should be treated with respect and dignity and listened to by professionals.
- 6.4 **Purpose and effectiveness.** Decisions about care and treatment should be appropriate to the patient, with clear therapeutic aims, promote recovery and should be performed to current national guidelines and/or current, available best practice guidelines.
- 6.5 **Efficiency and equity.** Providers, commissioners and other relevant organisations should work together to ensure that the quality of commissioning and provision of mental healthcare services are of high quality and are given equal priority to physical health and social care services. All relevant services should work

together to facilitate timely, safe and supportive discharge from detention.

Conclusions:

7. There have been clear and measurable positive outcomes since all agencies signed up to the crisis care concordat. Work continues to develop local safe havens and a single point of access for people experiencing mental health crisis.
8. The revised code of practice, provides the guiding principles for staff working within the parameters of mental health and mental capacity legislation. It promotes human rights, equality and health and wellbeing and underpins the practice of staff in Surrey.
9. The revised code of practice provides a legal imperative for implementing some aspects of the crisis care concordat e.g. least restrictive option and maximising independence supports holding people on a section 136 in a health based place of safety and not in a police cell.

Recommendations:

10. The Board is asked to
 - a) Note the progress made in Surrey as a result of the mental health crisis care concordat
 - b) Note the changes to the Code of Practice and wider implications for partnership working.

Next steps:

The mental health crisis care concordat delivery group continues to meet bi-monthly to review the action plan and oversee the delivery of a high quality mental health crisis response.

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Sources/background papers:

[Mental Health Crisis Care Concordat \(2014\)](#)

[Mental Health Code of Practice \(2015\)](#)

Annex 1 Crisis care concordat delivery group action plan July 2015

Annex 2 Crisis care concordat bulletin June 2015

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