

# Health and Wellbeing Board

## Crisis Care Concordat Action Plan

<b>Sponsor:</b>	Helen Shields – Chief Officer
<b>Summary of Action Plan</b>	<p>The Mental Health Crisis Care Concordat is an agreement between services and agencies involved in the care and support of people in crisis. The Concordat was introduced in February 2014 and is signed by 22 national bodies involved in health, policing, social care, housing, local government and the third sector. The Concordat focuses on four main areas:</p> <ul style="list-style-type: none"> <li>• Access to support before crisis point</li> <li>• Urgent and emergency access to crisis care</li> <li>• Quality of treatment and care when in crisis</li> <li>• Recovery and staying well.</li> </ul> <p>The Isle of Wight No Health Without Mental Health Steering Group oversees a local multi-agency Crisis Care Concordat Action Plan - See Appendix 1.</p>
<b>Highlights:</b>	<ol style="list-style-type: none"> <li>1. Mental Health training is now available and is rolled out across all agencies to ensure effective response for people of all ages experiencing a mental health crisis.</li> <li>2. Police and Mental Health workers are joint assessing at the scene in the community when someone with mental health problems come to the attention of the police (presenting in mental health crisis).</li> <li>3. The Mental Health Care Pathway has been reviewed and redesigned. Reconfiguration of services into a 24/7 single point of access for mental health services will be implemented in April 2016. Out of hours will be piloted in Winter 2015/16.</li> <li>4. Isle of Wight Mental Health Alliance (Recovery Partnership) were awarded funding from My Life a Full Life Prospectus to lead Third sector development. The Mental Health Alliance are delivering preventative support to people with mental health needs to reduce risk of crisis.</li> <li>5. Timely access to Mental Health assessments in Emergency Department has improved supporting Parity of Esteem (people with a mental health crisis will be seen as quickly as someone presenting with a physical health crisis).</li> <li>6. IW has triage and referral system embedded into Emergency Department all people with Mental Health problems/ substance misuse receive a referral to IRIS (Island Recovery Integrated Service) Drug and Alcohol Service.</li> <li>7. The development of a service specification and costings for a Third Sector Recovery house are due to go to the Isle of Wight Council in January 2016 for approval.</li> </ol>
<b>Actions:</b>	All Health and Wellbeing partners to support embedding the Crisis Care Concordat within their agencies and actively promote the Crisis Care Concordat agenda.
<b>Issues:</b>	<p>Funding for Serenity (street triage) is non-recurrent until March 2016 and funding for a 50/50 Police Liaison Officer is agreed until March 2017.</p> <p>Difficulty in recruiting staff across all mental health disciplines, including</p>

	psychiatrists, mental health nurses, psychologists and occupational therapists. This has been highlighted within the My Life A Full Life – Vanguard workforce workstream.
<b>Author of Paper:</b>	Sue Lightfoot – Head of Commissioning, Children’s & Young People, Mental Health, Learning Disability and Dementia.

<b>Date of Meeting:</b>	10 <sup>th</sup> December 2015
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## **Isle Of Wight Local Area Crisis Concordat Action Plan - 2015**

Multi-Agency Overarching Action Plan to enable delivery of shared goals in the Isle of Wight Area group.

<b>1.0 Commissioning to allow earlier intervention and responsive crisis services</b>				
No.	Action	Timescale	Led by	Outcomes
<i>Ensuring the right numbers of high quality staff with appropriate mental health skills</i>				
1.1	<b>Mental Health training to be rolled out across all agencies to ensure effective response for people of all ages experiencing a mental health crisis.</b>	✓	<b>Multi Agency 'Serenity' Police lead</b>	<b>All multi agency relevant front line staff will understand how to support a person and their carer effectively whilst they might be experiencing a mental health crisis.</b>
	<b>Police custody staff will be trained in mental health awareness and how to reduce risk of suicide in people detained in custody.</b>	<b>April 2016</b>	<b>Police</b>	<b>Police custody staff will be aware of higher risk of suicide following arrest and detention and take steps to reduce risks.</b>
	<b>Multi Agency Mental Health Capacity Act (MHCA) training available to all agencies. E-learning / face to face Insight App (to go live July 2016)</b>	<b>July 2016</b>	<b>Mental Health Capacity Act Lead/ Local Security Management Specialist LSMS</b>	<b>Frontline staff will be appropriately trained.</b>

1.2	All agencies to submit training log of any Mental Health Training Completed within their services. IWNHS Trust staff training recorded on Pro 4	April 2016	IOW CCG	There will be a multi-agency mental health training log that all agencies complete and submit to the IOW CCG annually.
1.3	Integration of Mental Health Social Care, Mental Health Social Work Team and Mental Health day services to improve access to Mental Health pathways. Wessex workshop attended by IOW LA, IOW CCG and Mental Health Social Work team.	July 2016	IOW CCG	Improved patient access to multi agency support. Reduces risks for vulnerable people.
1.4	Front line staff in ED, Paediatric ward and MHT will be trained in how and when to use clinical restraint.	July 2016	LSMS	All front line staff in ED, Paediatric ward and MHT will be confident and competent in clinical restraint techniques.
<i>Improved partnership working at local level</i>				
1.5	Local IOW Crisis Concordat Steering Group established	✓	IOW CCG	The Crisis Concordat will be implemented to meet local need through improved partnership working between statutory and non-statutory agencies.
1.6	Police and Mental Health worker will joint assess at the scene in the community when someone with mental health problems come to the attention of the police (presenting in mental health crisis).	✓	Police/ MHT	No mental health service user will be detained in police custody unless there are exceptional circumstances.

<b>2.0 Access to support before crisis point</b>				
No.	Action	Timescale	Led by	Outcomes
<i>Improve access to and experience of mental health services</i>				
2.1	Shared Learning from Hampshire Well Being Centre Programme to support people to manage in times of heightened distress.	April 2016	via Well Being Implementation Networks (WINs)	Use of wider coping strategies and 'learning from experience' can be shared to benefit others.
2.2	Embed a system within Emergency Department to triage and divert people with Mental Health and substance misuse issues to Island Recovery Integrated Service (IRIS).	✓	IRIS	People with Mental Health problems and substance misuse will be diverted to specialist substance misuse service.
2.3	Emergency Department and Head of MH to agree triage process to reduce waiting time for people of all ages with mental health problems in ED	✓	Emergency Department Consultant	People presenting in ED with mental health crisis will be seen and assessed by a suitably qualified mental health practitioner in a timely manner. ( within 1 hour)

2.4	People presenting in ED in a mental health crisis who are assessed as high risk will not leave the ED before being assessed by a mental health practitioner.	April 2016	LSMS	ED and Security staff will have robust AWOL Prevention Procedures.
2.5	Emergency Departments to record, monitor and share mental health related activity across all age ranges.	December 2015	Emergency Department Consultant, IOW NHS Trust	Mental Health support is available in all appropriate settings.
2.6	Review and redesign the Mental Health care Pathway. Initial consultation completed. Feedback event 29.09.2015. Awaiting implementation date from IOW NHS Trust. Reconfiguration of services into a single point of access for mental health services.   Process Flow Diagram V2.pdf	March 2016	IOW CCG and IOW NHS Trust	The review of this pathway will allow for a one point of access 24 hours a day 7 days a week service. Improved access to specialist services.
2.7	Recovery House Development.	May 2016	MH Recovery Partnership/ IOW CCG	Improved patient access to community support in least restrictive environment at time of crisis
2.8	Isle of Wight Mental Health Alliance / Recovery Partnership to deliver preventative support.	✓	Isle of Wight Mental Health Alliance / Recovery Partnership	Improved community and preventative work delivered in community.
<b>3.0 Urgent and emergency access to crisis care</b>				
No.	Action	Timescale	Led by	Outcomes
<i>Improve NHS emergency response to mental health crisis</i>				

3.1	Consistent working protocols to be developed supporting the interface between Emergency departments (including Psychiatric Liaison Service) and secondary mental health services for supporting individuals experiencing mental health/ substance misuse crisis.	January 2016	ED/ IOW NHS Trust	People in mental health crisis who also have substance misuse will experience continuity of support as they need it between services.
3.2	Improve timely access to Mental Health assessments. ( Parity of Esteem)	✓	IOW NHS Trust	People with a Mental Health crisis will be seen as quickly as those presenting a physical health crisis target to be seen within 1 hour.
3.3	Evaluation of 'Serenity' (Street Triage) Service.	✓	IOW CCG/ Hampshire and IOW Police/ IW Trust	To reduce the use of S.136 and reduce inappropriate admissions to hospital.
	Pilot extended until 31 <sup>st</sup> March 2017.	March 2017		
3.4	Review Shared Policies and Protocols including Housing/ Social Care and DTOC (Delayed Transfers of Care)	January 2016	IOW CCG/ IOW NHS Trust/ LA	Pathways of care will include Housing and Social Care support for those who need it.
3.5	Improve liaison between MH and ED staff. Workshop held October 2015 with key partners invited. Next meeting 4 <sup>th</sup> December 2015.	December 2015	IOW CCG/ IOW NHS Trust	People presenting in ED Department with a mental health crisis will be seen by a mental health practitioner within an hour of referral.

3.6	People needing transfer from ED Department to Psychiatric inpatient care will be transferred in a timely and safe way.	✓	MHT	There will be a multi-agency handover care process / protocol.
<i>Social services contribution to mental health crisis services</i>				
3.7	Integration of Mental Health Social Work teams and Mental Health Services – Social Care Hub system developed with single contact number to improve access to Social Care Assessment in timely manner.	July 2016	IW AMHP Lead	People will receive appropriate assessment and support from social services regardless of the time of the day.
3.8	IOW LA / CCG undertaking service review to ensure AMHP capacity.	April 2016	IOW CCG Lead/ LA	All Mental Health Act assessments will be made within 3 hours of referral (regardless of the time of day).
<i>Improved quality of response when people are detained under s135 and 136 of the mental health act 1983</i>				
3.9.	Monitor use of S.136 activity under the age of 18.	December 2015	IOW NHS Trust/ MH data team	To ensure young people have a safe pathway of care and support if presenting in a mental health crisis to the Police.



3.9.1	All Police staff to be aware of the 15 options to consider before using S136 powers.	December 2015	Police/ IOW NHS Trust MHT	There will be a reduction year on year of the use of S136.
<b>4.0 Quality of treatment and care when in crisis</b>				
No.	Action	Timescale	Led by	Outcomes
<i>Patient Safety and Safeguarding</i>				
4.1	Safeguarding systems will be monitored and reviewed in areas to ensure that effective support is available for persons who are frequently referred whilst experiencing a crisis as a result of their mental health/ substance misuse involving two or more agencies.	December 2015	IOW NHS Trust	People who frequently come to the attention of services as a result of a crisis in their lives will receive a timely and 'joined up response' from all the services involved.
4.2	IW has triage and referral system embedded into ED all people with Mental Health problems/ substance misuse receive a referral to IRIS (Island Recovery Integrated Service) Drug and Alcohol Service offer assessment and recovery focused treatment for people who misuse drugs and alcohol.	✓	ED / IRIS	People will receive improved access to service in a timely manner.

4.3	Local development of crisis management care plans / working partnership between Statutory Services and Third Sector to ensure people with mental health problems have an individual personalised / co-produced crisis plan.	January 2016	Third Sector / Head of MH	People with mental health problems will know what to do and who to contact for support if they need crisis support.
4.4	Use of the police van cage will be monitored and only used in exceptional circumstances.	✓	Police	Reduced use of Police van cage.
<i>Development of learning frameworks in relation to the experience of people in crisis</i>				
4.5	Serenity workshops rolled out across multi-disciplinary teams and partner agencies including Statutory Services.	✓	Police / IOW NHS Trust	Frontline staff have a better understanding of mental health.
4.6	Shared Governance arrangements and development of ISA between services actively engaged with service users with MH problems. IW developing integrated IT systems as Vanguard pilot site. MH Pathways reviewed and designed to ensure best use of all agencies including Third Sector.	March 2016	IOW NHS Trust MHT	Integrated IG protocol to be developed.
<i>Shared measurement of key service aspects in crisis care</i>				
4.7	Review of existing multiagency data sets collected frequent flyers identified and monitored.	✓	Serenity	Frequent users will be monitored and offered individual support to develop crisis care plans.
<b>5.0 Recovery and staying well/ preventing future crises</b>				
No.	Action	Timescale	Led by	Outcomes
<i>Joint Planning for prevention of crisis</i>				

5.1	<b>Recovery House</b> <b>Develop alternative crisis care options with Third sector (IOW MH Alliance/ recovery Partnership).</b>	<b>March 2016</b>	<b>IOW CCG/ Third sector (IOW MH Alliance/ recovery Partnership)</b>	<b>Safe accommodation will be available in community settings to offer people an alternative to hospital admission when in times of mental distress.</b>
5.2	<b>Improve access to vocational/ employment services.</b> <b>Two employment workshops have been held with relevant partners, action plan created. Workshops to continue bi monthly.</b>	<b>March 2016</b>	<b>IOW LA/ IOW Trust/ DWP/ Third Sector</b>	<b>There will be an increase in people known to Secondary mental health services in paid employment.</b>
5.3	<b>Ensure Recovery and Wellbeing are central to all services. Link in directly with the CMHS care pathway review, Crisis Recovery House review and will be key in the development of all Service Specifications.</b>	<b>March 2016</b>	<b>IOW CCG/ IOW Trust</b>	<b>People with mental health problems will have improved health and wellbeing and will be able to access recovery focussed services suitable for level of need.</b>