

27 October 2015



**Mental Health Crisis Care Concordat
Local Action Plan Update**

Report of Nicola Bailey, Chief Operating Officer, North Durham and Durham Dales, Easington and Sedgefield Clinical Commissioning Groups

Purpose of the Report

1. The purpose of this report is to:
 - Provide a progress update on the mental health crisis care concordat local action plan.
 - Highlight requirements within recent guidance from the Department of Health as part of maintaining momentum locally.
 - Outline the arrangements to refresh the local action plan.

Background

2. The national mental health crisis care concordat was launched in 2014. One of the key aims of the concordat is to develop joined up service responses to people who are in mental health crisis. There was national sign up to the concordat by a number of key agencies and there was a specific emphasis on securing delivery of improved outcomes for people in mental health crisis at a local level. This was achieved firstly through local partners signing up to a declaration in October 2014 and secondly by those partners developing and agreeing a local action plan in March 2015. The declaration and action plan were signed off by the Health and Wellbeing Board and published on the national website.
3. The local plan comprised actions mirrored under objectives of the national crisis care concordat guidance focused on areas of priority to address a gap or improvement identified by the multi-agency task and finish group and discussed at the "Big Tent" engagement event in October 2014.
4. The key areas of priority identified in the local action plan were:
 - Continued implementation of the policy arrangements for patients detained under section 136 of the Mental Health Act – this incorporates places of safety, integrated working, timely transport, training and processes between the key services such as police, mental health, accident and emergency and ambulance.

- The review of protocols for people presenting with mental health problems and intoxication from alcohol or drugs. This includes designation of place of safety in appropriate settings. There is also an opportunity to look at models of care and support within the community and voluntary sector.
- Reviewing data sharing proposals between health and the police to enable effective strategic planning and operational delivery
- Review the evidence from the national “Street Triage pilots”. Consider and review demand within County Durham in terms of police time spent in street situations and in people’s homes or public places responding and dealing with people in mental health crisis. In addition review the ongoing effectiveness of the ‘tele triage’ scheme that is in place in County Durham.

Progress Update

5. Good progress has been achieved by partners in implementing the key priorities within the action plan. As a result County Durham is seeing a reduction in use of police custody as a place of safety for people detained under the Mental Health Act. There is also a reduction in Police waiting times when supporting people in mental health crisis. Further improvement is needed in regard to local ambulance response times which is recognised nationally.
6. Some key areas of delivery against the priorities in the action plan are:
 - Places of safety are in place to support people in mental health crisis detained under the Mental Health Act. Additional funding was secured to provide a coordinator role and staffing to operate the places of safety and facilitate a smooth handover between police officers and mental health professionals.
 - Protocols for people presenting with mental health problems and intoxication from alcohol or drugs have been reviewed. In July 2015 a team of Liaison and Diversion staff from the Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) were aligned to work within police custody areas. Liaison and Diversion staff triage individuals with a prevailing mental health condition or behaviour, undertake assessments, assist individuals and partner agencies to recognise social and environmental factors that influence and have a negative impact on the person’s wellbeing.
 - There is an overarching Inter-agency information sharing protocol in place. A multi-agency Mental Health Act Operational Group meets on a regular basis to share good practice and discuss operational delivery to continually improve the response and support for people in mental health crisis.

- Collaborative work between Durham Constabulary and Tees, Esk & Wear Valleys NHS Foundation Trust (TEWV) resulted in the establishment of the tele triage scheme. The scheme enables police officers to access support and advice from mental health professionals when dealing with incidents and pursuing advice to support patients detained under the Mental Health Act. Officers have the facility to dial direct from the scene using their pocket set. This initiative has made a difference by reducing waiting times for people in mental health crisis accessing appropriate support and reducing unnecessary detentions in custody.
- There has been corporate and joint interagency mental health awareness training programmes developed, shared, and attended by participants across different agencies. For example police officers in supervisory roles have received training on Mental Health Act legislation and guidance delivered and facilitated by TEWV.
- Public Health has led joint work related to suicide prevention. Suicide and attempted suicide early alert systems are in place. Papyrus, a telephone advice and support line for young people and a young person's suicide prevention champions programme are in place. The Safer Suicide Communities website was launched at the Suicide Prevention Conference earlier this month.
- Durham Constabulary are one of three forces nationwide who are involved in an Early Alert Suicide Scheme, identifying potential needs of friends and family bereaved by suicide. This scheme has developed better intervention and prevention of repeated attempt of suicide.
- The Children and Young People's crisis service pilot provided by TEWV is in place. The evaluation report has shown encouraging outcomes in relation to response times and timely interventions by mental health workers to provide support and assessment.

New national guidance

7. Since the publication of the action plan in March 2015 the Rt Hon Alistair Burt MP, Minister of State for Community and Social Care published a letter (attached at Appendix 2) recognising achievements nationally and locally in implementing the Crisis Care Concordat. The letter highlights several key actions to maintain momentum:
 - Signatory groups should be reviewed and refreshed
 - Local action plans should be reviewed and refreshed to incorporate actions to address the recommendations from the 'Right Here Right Now' report recently published by the Care Quality Commission.
 - It is expected that local plans and reports on progress already made or areas of good practice are submitted to MIND by the end of October 2015 for uploading onto a national website.

8. At the North England Strategic Clinical Network Mental Health Crisis Care concordat Information sharing event held in July 2015, participants were informed about and praised for the amount of collaborative work that is happening across the Region.

Refresh of Local Action Plan

9. The Mental Health Partnership Board established a sub group to oversee the refresh of the local crisis care action plan and its ongoing implementation. The sub group comprises key representatives from each statutory partner organisation who agreed to support the implementation of the action plan. This group is currently reviewing the current action plan in response to recommendations arising from the Care Quality Commission report and letter from Rt Hon Alistair Burt MP. County Durham is well placed to respond to these actions given the significant focus on adult, children's and young people's mental health and strong partnership working.
10. The refreshed action plan will be shared with partner organisations and submitted to MIND along with an update report outlining key achievements by the end of October 2015. Further update reports will be presented to the Health and Wellbeing Board.

Recommendations

11. Members of the Committee are recommended to:
 - Note the contents of the report.
 - Note the progress made in relation to the mental health crisis care concordat local action plan.
 - Note the action plan will be refreshed to take into account of actions and recommendations published by the Department of Health and Care Quality Commission.
 - Note that a refreshed action plan will be sent to MIND for uploading on the national website by the end of October 2015.

**Contact: Veronica Sterling, Senior Commissioning Support Officer,
North of England Commissioning Support Unit.**

Tel: 0191 3744100

Appendix 1 Implications

Finance

No direct implications at this point.

Staffing

No direct implications.

Risk

No direct implications.

Equality and Diversity / Public Sector Equality Duty

No direct implications.

Accommodation

No direct implications.

Crime and Disorder

Links with the Constabulary and Police and Crime Commissioner.

Human Rights

No direct implications.

Consultation

Further comments will be sought from partners and service users building on the local response towards the delivery and improvements of the crisis care concordat.

Procurement

No implications.

Disability Issues

Issues in relation to disability have been considered throughout the development of the action plan.

Legal Implications

The Health and Social Care Act 2012 places clear duties on Clinical Commissioning Groups and local authorities for the commissioning of mental health services. There is national policy direction that requires local areas to publish a local declaration and action plan.