

<b>Report for:</b>	<b>Health and Wellbeing Board – 13<sup>th</sup> January 2015</b>
<b>Title:</b>	<b>Mental Health Crisis Care Concordat</b>
<b>Organisation:</b>	<b>Haringey Clinical Commissioning Group</b>
<b>Lead Officer:</b>	<b>Sarah Price, Chief Officer</b>

## 1. Describe the issue under consideration

The Mental Health Crisis Concordat was published in February 2014 by the Department of Health and the Home Office. Twenty two national organisations signed the concordat. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

There is a requirement to achieve local sign up and to develop an action plan to deliver the aims of the concordat. Following a London workshop in October local organisations signed the concordat before the 31<sup>st</sup> December deadline. Project support has been secured to develop a multi-agency action plan by March 2015.

Progress is being publicised via the Crisis Concordat website which colour codes current status; Haringey is currently coded amber (signed the concordat but action plan to be produced). When the action plan is submitted the website map will show Haringey as green.

## 2. Recommendations

**That the Health and Wellbeing Board notes and endorses the Concordat.**

## Introduction

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

In February 2014, 22 national bodies involved in health, policing, social care, housing, local government and the third sector came together and signed the Crisis Care Concordat. It focuses on four main areas:

- **Access to support before crisis point** – making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.
- **Urgent and emergency access to crisis care** – making sure that a mental health crisis is treated with the same urgency as a physical health emergency.
- **Quality of treatment and care when in crisis** – making sure that people are treated with dignity and respect, in a therapeutic environment.
- **Recovery and staying well** – preventing future crises by making sure people are referred to appropriate services.

Although the Crisis Care Concordat focuses on the responses to acute mental health crises, it also includes a section on prevention and intervention. The Concordat builds on and does not replace existing guidance. Current service provision should continue while the Action Plan is being devised.

### **Mental Health Crisis Care Concordat: the joint statement**

*We commit to work together to improve the system of care and support so people in crisis because of a mental health condition are kept safe and helped to find the support they need – whatever the circumstances in which they first need help – and from whichever service they turn to first.*

*We will work together, and with local organisations, 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 support someone who appears to have a mental health problem to move towards Recovery.*

*Jointly, we hold ourselves accountable for enabling this commitment to be delivered across England.*



## **Signatories to the Concordat**

Association of Ambulance Chief Executives  
Association of Chief Police Officers  
Association of Directors of Adult Social Services  
Association of Directors of Children's Services  
Association of Police and Crime Commissioners  
British Transport Police  
Care Quality Commission  
College of Emergency Medicine  
College of Policing  
The College of Social Work  
Department of Health  
Health Education England  
Home Office  
Local Government Association  
Mind  
NHS Clinical Commissioners  
NHS Confederation  
NHS England  
NHS Providers  
Public Health England  
Royal College of General Practitioners  
Royal College of Nursing  
Royal College of Paediatrics and Child Health  
Royal College of Psychiatrists

## **Third sector and charity supporters of the Concordat**

Centre for Mental Health  
Mental Health Foundation  
Mental Health Providers Forum  
National Housing Federation  
National Survivor User Network  
Rethink Mental Illness  
Richmond Fellowship  
Stonewall  
Together for mental wellbeing  
Turning Point  
Young Minds

## London Implementation

A London workshop was held on 27th October 2014 to prompt further work to deliver the concordat. Following the workshop, all London agencies agreed to sign the concordat, individually or through ADASS, London Councils and the London Office of CCGs, before the target date of 31 December 2014. This has been completed and the London declaration is attached as Appendix A. There is a Crisis Concordat website (<http://www.crisiscareconcordat.org.uk/explore-the-map/>) which shows amber for the Borough of Haringey. This will move to green when our action plan is submitted before 31 March 2015.

The action plan will require us to agree processes and timelines to work towards the best practice models of service described in the Crisis Concordat supporting commissioning documentation. The Barnet, Enfield and Haringey CCGs have been successful in a bid for additional 2014/15 mental health early access funding recently announced by Norman Lamb, Minister for Care Services. This includes £30k for project management costs to help develop the action plan. The majority of the funding, a further £600k, is being used to increase early access to mental health services in the three boroughs over the winter period.

## Multi Agency Collaboration

At the London conference the metropolitan police gave an example of the success of multiagency collaborative working to positively impact upon people in mental health crisis and detained in police cells under section 136 of the mental health act. Through implementation of the Mental Health Partnership Board section 136 protocol, people are detained at an NHS place of safety, resulting in the numbers detained in police cells falling from more than 80 in 2013 to less than 20 in 2014. The MHPB ambition is that no one should be detained under a section 136 in a police cell in London.

## Further information

A full copy of the Mental Health Crisis Care Concordat can be found at:

<http://www.crisiscareconcordat.org.uk/about/>

A map showing national progress to adoption and implementation of the Concordat can be found at:

<http://www.crisiscareconcordat.org.uk/explore-the-map/>

**Appendix A – 2014 London Declaration on next page**

## **The 2014 London Declaration on improving outcomes for people experiencing mental health crisis, 27<sup>th</sup> October 2014.**

We, as partner organisations in **London**, will work together to put in place the principles of the national **Concordat** to improve the system of care and support so that people in crisis because of a mental health condition are kept safe. We will help them to find the help they need – whatever the circumstances – from whichever of our services they turn to first.

We will work to improve the system of care and support that is provided for such people in **London** before, during and after the crisis itself.

We will work together to prevent crises happening whenever possible, through intervening at an early stage.

We will make sure we meet the needs of vulnerable people in urgent situations, getting the right care at the right time from the right people to make sure of the best outcomes.

We will do our very best to make sure that all relevant public services, contractors and independent sector partners support people with a mental health problem to help them recover. Everybody who signs this declaration will work towards developing ways of sharing information to help front line staff provide better responses to people in crisis.

We are responsible for delivering this commitment in **London** by putting in place local action plans which reflect the new crisis care commissioning standards and which are regularly reviewed and updated.

### **This declaration supports 'parity of esteem' between physical and mental health care in the following ways:**

- Through adopting the new crisis care commissioning standards in **London**
- Through everyone agreeing a shared 'care pathway' to safely support, assess and manage anyone who asks any of our services in **London** for help in a crisis. This will result in the best outcomes for people with suspected serious mental illness, provide advice and support for their carers, and make sure that services work together safely and effectively.
- Through agencies working together to improve individuals' experience (professionals, people who use crisis care services, and carers) and reduce the likelihood of harm to the health and wellbeing of patients, carers and professionals.
- By making sure there are safe and effective services in **London** with clear and agreed policies and procedures in place for people in crisis.
- By all organisations who sign this declaration working together and accepting our responsibilities to reduce the likelihood of future harm to service users, patients, carers and staff, or the wider community and to support people's recovery and wellbeing.