

Title	Mental Health Crisis Care Concordat
Date	November 2014
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1. Purpose of this report:

- This report explains the requirements of the national Mental Health Crisis Care Concordat and details the progress made on the implementation of the Buckinghamshire Crisis Care Concordat Declaration and Action Plan

2. Summary of main issues:

- The National Crisis Care Concordat was published in February 2014 which sets out principles and actions which would improve the outcomes for people experiencing mental health crises.
- It identified four strategic areas where public services should work together to deliver a high quality response when people of all ages with mental health problems urgently need help. The strategic areas are:
 - Access to support before the crisis point
 - Urgent and emergency access to crisis care
 - The right quality of treatment and care when in crisis
 - Recovery and staying well and preventing future crisis
- In the Thames Valley area, a number of organisations developed organisational action plans. Representatives of these organisations came together at a regional event in mid-September 2014.
- Commissioners in Chiltern Clinical Commissioning Group took on the coordination of the Buckinghamshire Declaration and Action Plan.
- An amalgamation of the Buckinghamshire Action Plans was carried out, the result of which was the compiling of the draft Buckinghamshire Action Plan.
- In October 2014, Chiltern Clinical Commissioning Group circulated the Buckinghamshire Declaration and Action Plan with a covering letter to all of the local relevant statutory organisations outlining the next steps.

- A number of comments on the content of the draft Action Plan have already been received from partner organisations. These will be incorporated in the final Action Plan before it is published on the national crisis care concordat website in December 2014.
- Monitoring progress against the final Action Plan will be through the mental health joint commissioning team and the Adult Joint Executive Team to the Buckinghamshire Health and Wellbeing Board.

Recommendation for the Health and Wellbeing Board:

- To receive this report
- To support the process for organisational sign-off
- To support the governance plan for the monitoring of progress against the Action Plan

Background documents:

- a. National Mental Health Crisis Care Concordat (<http://www.crisiscareconcordat.org.uk>)
- b. Local Buckinghamshire Declaration (attached)

Mental Health Crisis Care Concordat (“the Concordat”)

1 Background

1.1 The Mental Health Crisis Concordat (“the Concordat”) is a national multi-agency commitment to improve the experience and outcomes for people facing mental health crises. The Concordat is a joint statement, written and agreed by a number of national organisations as its signatories, that describes what people experiencing a mental health crisis should be able to expect of the public services that respond to their needs.

1.2 It is about how these different services can best work together, and it establishes key principles of good practice that local services and partnerships should use to raise standards and strengthen working arrangements. All the national bodies and national organisations that have signed up to the Concordat agree that improvements need to be made and sustained.

1.3 The Concordat has also been informed by engagement with people who have needed these services in the past and who were willing to share their experiences. This engagement has been led by voluntary organisations, principally Mind and Black Mental Health UK. With these contributions, the Concordat outlines an approach to improving services that reflects what people say they need - whether they are existing service users, carers, or other people seeking access to help, care or treatment.

1.4 The Concordat also contains a national action plan. This brings together the initial commitments made by the signatories to undertake work that supports the Concordat and helps to bring about its success. Much of this work is already underway. An annual Concordat Summit will be held by signatories to review progress and hold each other to account on the delivery of this action plan.

2 What this means in Buckinghamshire

2.1 There is growing evidence that it makes sense, both for the health of the population and in terms of economics, to intervene early when people may have an issue with their mental health, in order to reduce the chances of them going on to develop more serious and enduring mental health problems which are worse for the individual and harder and more expensive to treat.

2.1 The national Concordat is arranged around the key elements of a good mental health crisis care service and the local Buckinghamshire Action Plan will adopt this approach, covering:

- Access to support before crisis point
- Urgent and emergency access to crisis care
- The right quality of treatment and care when in crisis
- Recovery and staying well, and preventing future crises

2.3 The Concordat sets out the elements of an effective system which would support organisations in Buckinghamshire to plan the changes needed to strengthen and improve responses in order to best address local circumstances.

2.4 Essentially what we are developing for people in a crisis is:

- An effective local system that anticipates, and where possible prevents, crisis, and which ensures timely and supportive crisis care.

2.5 In Buckinghamshire we are fortunate to have recently seen the restructuring of mental health services in the county.

2.6 There has been investment in a state-of-the-art psychiatric facility in Aylesbury which now provides a good level of psychiatric in-patient and crisis facilities. In addition the community system of mental health care, since April 2014, has been provided by a single integrated health and social care service for each of the two Clinical Commissioning Group areas; bringing together the previous variety of teams covering assertive outreach, crisis intervention and home treatment under one coordinated structure.

2.7 From the start of the year, we have seen psychiatric liaison services provided into the acute hospital at Stoke Mandeville in the Emergency Department, and more recently across the whole of the Stoke Mandeville and Wycombe Hospital sites.

2.8 Mental health services are now provided around the clock on every day of the week instead of the mainly office hours provision.

2.9 There remains more to be done. These actions will form the basis of the local Action Plan

3 What work has been undertaken in Bucks to date including action plan and sign up?

3.1 The national Concordat has been agreed by a partnership of national organisations and representative bodies. But real change can only be delivered locally. The most important ambition of the Concordat is that localities all over England adopt its principles.

3.2 The signatories of the national Concordat therefore expect that local partnerships between the NHS, local authorities, and criminal justice system work to embed these principles into service planning and delivery.

3.3 Just as the Concordat establishes a national agreement of principles, the ambition is for every local area to commit to agreeing and delivering their own Mental Health Crisis Declaration

3.4 The Concordat requires local statutory organisations to formally sign the local Declaration stating their commitment to working together to deliver on this for the people of Buckinghamshire

3.5 Locally, within Buckinghamshire, a number of organisations have been working together to look at the issues facing local people in a mental health crisis; commissioners from Chiltern Clinical Commissioning Group have led this work.

3.6 Representatives of the Buckinghamshire organisations came together at a regional Thames Valley Day on 17 September 2014 to draft our joint plans of action. The result of this early work is a local Declaration about what we commit to and an Action Plan about how this will be achieved. The actions in large part reflect work that is already underway across the system.

4 Next steps including proposed governance and ownership after sign off

4.1 The next step is for the local statutory organisations to formally sign the Declaration stating their commitment to working together to deliver on this for the people of Buckinghamshire. It is a requirement that the statutory organisations sign together as partners in commitment to this work.

4.2 The organisations being asked to formally sign are:

- Aylesbury Vale Clinical Commissioning Group
- Buckinghamshire County Council
- Buckinghamshire Healthcare NHS Trust
- Chiltern Clinical Commissioning Group
- NHS England Local Area Team
- Oxford Health NHS Foundation Trust
- Police and Crime Commissioner for Thames Valley
- South Central Ambulance Service NHS Foundation Trust
- Southern Health NHS Foundation Trust
- Thames Valley Police

4.3 A formal request has been sent from the lead organisation, Chiltern Clinical Commissioning Group, to the above organisations asking for sign-up, along with the 2014 Buckinghamshire Declaration and the draft Action Plan.

4.4 Regarding governance and future management of the progress of this work, this is planned to be through the mental health joint commissioning team via the Buckinghamshire Adult Joint Executive Team in the first instance and reporting to the Buckinghamshire Health and Wellbeing Board. It is to be anticipated that the Health and Wellbeing Board will have oversight of the action plan and ongoing commitment of partners to fulfil the tenet of the concordat through monitoring and exception reporting to ensure that progress is made.

MENTAL HEALTH CRISIS CARE CONCORDAT 2014

The 2014 Buckinghamshire Declaration on improving outcomes for people experiencing mental health crisis.

We, as partner organisations in Buckinghamshire, will work together to put in place the principles of the National Mental Health Crisis Care 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 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 Buckinghamshire by putting in place, reviewing and regularly updating the attached action plan.

This declaration supports ‘parity of esteem’ between physical and mental health care in the following ways:

- Through everyone agreeing a shared ‘care pathway’ to safely support, assess and manage anyone who asks any of our services in Buckinghamshire for help in a crisis. This will result in the best outcomes for people with suspected serious mental illness, provide advice and support to 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 is a safe and effective service with clear and agreed policies and procedures in place for people in crisis, and that organisations can access the service and refer people to it in the same way as they would for physical health and social care services.
- By all organisations who sign this declaration working together and accepting our responsibilities to reduce the likelihood of future harm to staff, carers, patients and service users or the wider community and to support people’s recovery and wellbeing

We, the organisations listed below, support this Buckinghamshire Declaration. We are committed to working together to continue to improve crisis care for people with mental health needs in Buckinghamshire.

Organisation	Signatory
Aylesbury Vale Clinical Commissioning Group	
Buckinghamshire County Council	
Buckinghamshire Healthcare NHS Trust	
Chiltern Clinical Commissioning Group	
NHS England Local Area Team	
Oxford Health NHS Foundation Trust	
Police and Crime Commissioner for Thames Valley	
South Central Ambulance Service NHS Foundation Trust	
Southern Health NHS Foundation Trust	
Thames Valley Police	