

Crisis Concordat Update

Health and Wellbeing Board

Date: 9 December 2015

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Wards:	All
Locality Affected:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 The Health and Wellbeing Board agreed to support the principles of the national Mental Health Crisis Concordat. In December 2014 the Swindon Mental Health Crisis Care Concordat declaration (see Appendices 1 and 2) was agreed and uploaded to the national Mental Health Crisis Care Concordat website. The Swindon Concordat is supported by Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), CRI – Substance Misuse Service, Great Western Hospital (GWH), Office of Police Crime Commissioner for Wiltshire and Swindon, Oxford Health NHS Foundation Trust, SEQOL, South West Ambulance Service Foundation Trust, Swindon Borough Council (SBC), Swindon Clinical Commissioning Group (CCG), Swindon MIND, Wiltshire Police and NHS England (Bath, Gloucestershire, Swindon & Wiltshire Area Team).
- 1.2 The Concordat 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.
- 1.3 The CCG led on developing an initial March 2015 Action Plan and producing the updated September 2015 Action Plan (see Appendix 3) which will be reviewed, updated, monitored and progress tracked.
- 1.4 This Report links to Swindon's Health and Wellbeing Strategy (2013-2016) *Outcome 4* – promote recovery, dispel the stigma and discrimination around mental health and support and sign post people appropriately.

2. Recommendations

The Board is recommended to:

- 2.1 Approve the Swindon Mental Health Care Crisis Concordat Action Plan.
- 2.2 Request that the Swindon Clinical Commissioning Group monitor the delivery of the multi-agency Action Plan through established bi-monthly meetings.

3. Detail

- 3.1 In February 2014 the Department of Health published the Mental Health Crisis Care Concordat – Improving outcomes for people experiencing mental health crisis www.crisiscareconcordat.org.uk. It is a national agreement between

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services and agencies involved in the care and support of people in crisis with mental health problems.

- 3.2 The Concordat was published in response to a number of reports that demonstrated the need for health, social care and criminal justice agencies to work together due to variable access to crisis care throughout the country. These Reports identified that people experiencing a mental health crisis were being detained in police cells and the Police response in preventing serious injury and death in incidents involving mental health conditions. The Reports identified that high levels of Black and Minority Ethnic (BME) people are detained under the Mental Health Act and that overall the number of people detained under the Mental Health Act has risen by 12% in the last 5 years.
- 3.3 The Concordat has four main focuses including access to support before crisis point and making sure people with mental health problems can get help 24 hours a day when they ask for help and are taken seriously. It also focuses upon urgent and emergency access to crisis care and 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 and making sure that people are treated with dignity and respect, in a therapeutic environment, is another focus. The Concordat also focuses upon recovery and staying well and preventing future crises by making sure people are referred to appropriate services.
- 3.4 Although the 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.

The Concordat supports a multi-agency approach to deliver excellence and sets out Commissioning responsibility to develop local systems that anticipate and where possible prevent crises

Parity of Esteem

- 3.5 Mental health has been put at the centre of the Government's programme of health reform, with a specific objective to "put mental health on a par with physical health, and close the health gap between people with mental health problems and the population as a whole".

Parity of Esteem is demonstrated and agreed within the Swindon Concordat Action Plan, specifically with response times to mental health crises matching those of physical health crises.

Local Action and Timescales

- 3.6 Although the Concordat has been agreed by a partnership of national organisations, it indicates that real change can only be delivered locally.

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In Swindon, the CCG, in conjunction with the Health and Wellbeing Board, brought together health, local authority, third sector and criminal justice agencies to develop a Swindon Concordat Action Plan, enabling the delivery of the national shared goals of the Concordat at a local level.

3.7 Progress – Current Actions on Target

Re-design of mental health service- Mental Health Single Point of Access (MHSPA) now implemented. Via joint triage provides improved (and best nationally) referral to assessment timescale available of 24 hours, in addition to improved capacity within services through greater efficiency.

Street Triage – implemented 15 September 2015 – already producing excellent results regarding activity levels and outcomes.

The 52 Actions contained in the March 2015 Action Plan have now reduced to 15. New Actions are added via meetings, making the Action Plan a fluid, responsive and meaningful document. The Concordat has pulled together a variety of projects and enabled an overview of how mental health services dovetail together to ensure no gaps in services and that services are timely, accessible and appropriate. This new forum has enabled sharing of information about services currently in place or issues that need to be considered and plan for resolution via the Concordat Action Plan, such as:

Action 54 (Earlier intervention) Street Triage team - now aware regarding contact with CAMHS OSCA (Outreach Service for Children and Adolescents) for under 18 years presentation – details confirmed and shared; Wilts police are integrating SWAST into communication plans

Action 19 (Improved Partnership Working) CARS (Court Assessment and Referral Services) now ageless and invited to participate in the Concordat; Wilts police have process and protocol for contacting CAMHS OSCA

Action 38 (Improved quality of response when detained under MHA S135/6) Swindon services now aware that CAMHS OSCA across region can be accessed if Swindon OSCA already engaged in an assessment – details of manager on-call via CAMHS coordinating centre shared.

New legislation regarding management of young people with mental health issues (under 18s) by police from April 2016 – Concordat tasked with local resolution.

Next steps

- 3.8 The Swindon Concordat Action Plan forum will meet bi-monthly to oversee, review and update progress. The next and updated (September 2015) version of the Action Plan will be uploaded to the Concordat national website by 31 October 2015 as per national requirement.
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The next Swindon Care Crisis Concordat meeting is on 30 November 2015 at Swindon CCG.

4. Alternative Options

- 4.1 There are no alternative options as this is an evidence based National driver.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 CCG Commissioning Intentions for 2015/16 reflect the Concordat Action Plan and a new set of metrics. The 2015/16 Contract will enable measurement and management of provider performance including response times to mental health crises. The Contract reflects the re-design of mental health services and reflects the Single Point of Access model, incorporating response times.

Swindon CCG's successful bid for funds to support a Street Triage yearlong project included evidence of sustainability of the street triage model. An overview of outcomes will be reviewed at the 9 month point.

Legal and Human Rights Implications

- 5.2 Refer back to 3.4 regarding Parity of Esteem and equality of access to health care for all.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 Mental health services re-design is sustainable. The street triage project is funded via non-recurring funds. However, outcomes from similar projects (Street Triage Pilot, Department of Health, 2014; Street Triage and S 136 in Sussex, University of Brighton, Sussex Police, Sussex Partnership NHS Foundation Trust, 2014) have indicated that, by embedding practice, improved working relationships and reduction in inappropriate admissions ensure sustainability from within current resources.

Diversity Impact Assessment

- 5.4 Not applicable.

Risk Management

- 5.5 Engagement with the Concordat National tracker will ensure that any risk regarding the implementation and monitoring of the Concordat is managed.

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- 5.6 In the event of the disengagement of any agency signed up to the Declaration, the CCG Chair will escalate within the CCG as necessary, thereby managing any risk of undermining the Concordat progress.

6. Consultees

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) have been consulted in respect of this report.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 Appendix 1 - Swindon Crisis Concordat Declaration 2015
8.2 Appendix 2 - Partners signed up to Concordat
8.3 Appendix 3 - Concordat Action Plan