

The 2014 Swindon Health and Social Care Economy Declaration on improving outcomes for people experiencing mental health crisis. 3rd November 2014

We, as partner organisations in Swindon, will work together to put in place the principles of the national **Crisis 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 Swindon by putting in place, reviewing and regularly updating the action plan.

This declaration supports 'parity of esteem' (see the glossary) 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 Swindon 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 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 Declaration. We are committed to working together to continue to improve crisis care for people with mental health needs in Swindon.

- Avon and Wiltshire Mental Health Partnership NHS Foundation Trust
- CRI – Substance Misuse Service
- Great Western Hospital NHS Foundation Trust
- NHS England (Bath, Gloucestershire, Swindon & Wiltshire Area Team)
- Office of Police Crime Commissioner for Wiltshire and Swindon
- Oxford Health NHS Foundation Trust
- Swindon Borough Council
- SEQOL
- South West Ambulance Service Foundation Trust
- Swindon Clinical Commissioning Group
- Swindon Mind
- Wiltshire Police



Peter Crouch



M. Maguire



Oxford Health 
NHS Foundation Trust

M. Maguire

Avon and Wiltshire 
Mental Health Partnership NHS Trust

[Signature]

Neville Payne Great Western Hospitals 
NHS Foundation Trust

South Western Ambulance Service 
NHS Foundation Trust

[Signature]

Ken Wenman, Chief Executive

[Signature]  **mind** | Swindon
for better mental health

H. Mitchell 
care • health • support



The block contains a handwritten signature in black ink, followed by the Crisis Care Concordat logo. The logo consists of the word 'Crisis' in a bold, sans-serif font, with 'Care' and 'Concordat' stacked below it, all enclosed within a stylized, multi-pointed arrow shape pointing to the right.The block contains a handwritten signature in black ink, followed by the NHS England logo. The logo features the letters 'NHS' in white on a blue rectangular background, with the word 'England' in a bold, italicized, black serif font below it.

Bath, Gloucestershire, Swindon & Wiltshire Area Team

Glossary of terms used in this declaration

Concordat	<p>A document published by the Government.</p> <p>The Concordat is a shared, agreed statement, signed by senior representatives from all the organisations involved. It covers what needs to happen when people in mental-health crisis need help.</p> <p>It contains a set of agreements made between national organisations, each of which has a formal responsibility of some kind towards people who need help. It also contains an action plan agreed between the organisations who have signed the Concordat.</p> <p>Title: Mental Health Crisis Care Concordat – Improving outcomes for people experiencing mental health crisis Author: Department of Health and Concordat signatories Document purpose: Guidance Publication date: 18th February 2014</p> <p>Link: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281242/36353_Mental_Health_Crisis_accessible.pdf</p>
Mental health crisis	<p>When people – of all ages – with mental health problems urgently need help because of their suicidal behaviour, panic attacks or extreme anxiety, psychotic episodes, or behaviour that seems out of control or irrational and likely to put the person (or other people) in danger.</p>
Parity of esteem	<p>Parity of esteem is when mental health is valued equally with physical health.</p> <p>If people become mentally unwell, the services they use will assess and treat mental health disorders or conditions on a par with physical illnesses.</p> <p>Further information: http://www.england.nhs.uk/ourwork/qual-clin-lead/pe</p>

Recovery	<p>One definition of Recovery within the context of mental health is from Dr. William Anthony:</p> <p>"Recovery is a deeply personal, unique process changing one's attitude, values, feelings, goals, skills, and/or roles.</p> <p>It is a way of living a satisfying, hopeful, and contributing life.</p> <p>Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of psychiatric disability" (Anthony, 1993)</p> <p>Further information http://www.imroc.org/</p>
-----------------	--