

Mental Health Crisis Care Concordat – Improving Outcomes for experiencing mental health crisis

Health and Wellbeing Board

12 March 2014

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Wards:	All
Locality Affected:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 The purpose of this report is to update Board members on the recently launched Mental Health Crisis Care Concordat.

2. Recommendations

The Board is recommended to:

- 2.1 Note the contents of this report.

3. Detail

- 3.1 The recently launched Mental Health Crisis Care Concordat is a commitment for all relevant agencies to work together to improve the system of care and support so people experiencing mental health crisis are kept safe and helped to find the support they need. The agreement has been signed by more than 20 national organisations, making a commitment to work together to achieve continuous improvements for crisis care for people with mental health issues.
- 3.2 It sets out standards of care people should expect if they suffer a mental health crisis and details how public services should respond. It challenges local services to make sure beds are always available for people who need them urgently; highlighting that police custody should not be used just because mental health services are unavailable. It also stipulates that police vehicles should not be used to transfer patients and encourages services to improve sharing essential need-to-know information about patients which could help keep them and the public safe.
- 3.3 Local areas will sign their own regional and local agreements to commit to working together across services to improve care and potentially save lives. The Crisis Care Concordat challenges local areas to make sure that:
- Health-based places of safety and beds are available 24/7 in case someone experiences a mental health crisis
 - Police custody is not used because mental health services are not available and police vehicles are not used to transfer patients
 - Timescales are put in place so police responding to mental health crisis know how long they have to wait for a response from health and social care

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workers. This will make sure patients receive suitable care as soon as possible

- People in crisis should expect that services will share essential 'need to know' information about them so they can receive the best care possible
- In areas where black and minority ethnic groups have a higher risk of being detained under the Mental Health Act, this must be addressed by local services in consultation with these groups
- A 24-hour helpline should be available for people with mental health problems and the crisis resolution team should be accessible 24 hours a day, 7 days a week.

- 3.4 The Police and Crime Commissioner fully supports the aims of the Concordat and is pleased to report that Wiltshire Police are actively engaging with local partners to achieve the core principles and outcomes set out in the report. Recent successes include improved provision of health based Places of Safety for under 18s detained under Section 136, increased information sharing leading to improved decision making when choosing the most appropriate course of action when dealing with those in mental crisis and the development of local protocols in order to improve partnership working, setting out clear guidelines for all involved in the care and support of those in mental crisis.
- 3.5 To highlight its commitment to improving outcomes for people experiencing mental health crisis, Wiltshire Police has a Mental Health Liaison Officer who works closely with partnership agencies to enable the delivery of the shared aims of the Concordat to be achieved.

4. Alternative Options

- 4.1 This is a for information report.

5. Implications

- 5.1 This is a for information report.

6. Consultees

- 6.1 Not applicable.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 None.