



Northern, Eastern and Western Devon
Clinical Commissioning Group

Mental Health Crisis Care Concordat – A System Wide Response in Devon and Plymouth

Mental Health Crisis Care Concordat

- MH Crisis Care Concordat published in February 2014
- Required all relevant agencies and organisations to sign up to the principles of the Concordat and produce an action plan for delivery.
- Sign up was achieved in Devon in November 2014
- Action plan was created and delivered in March 2015

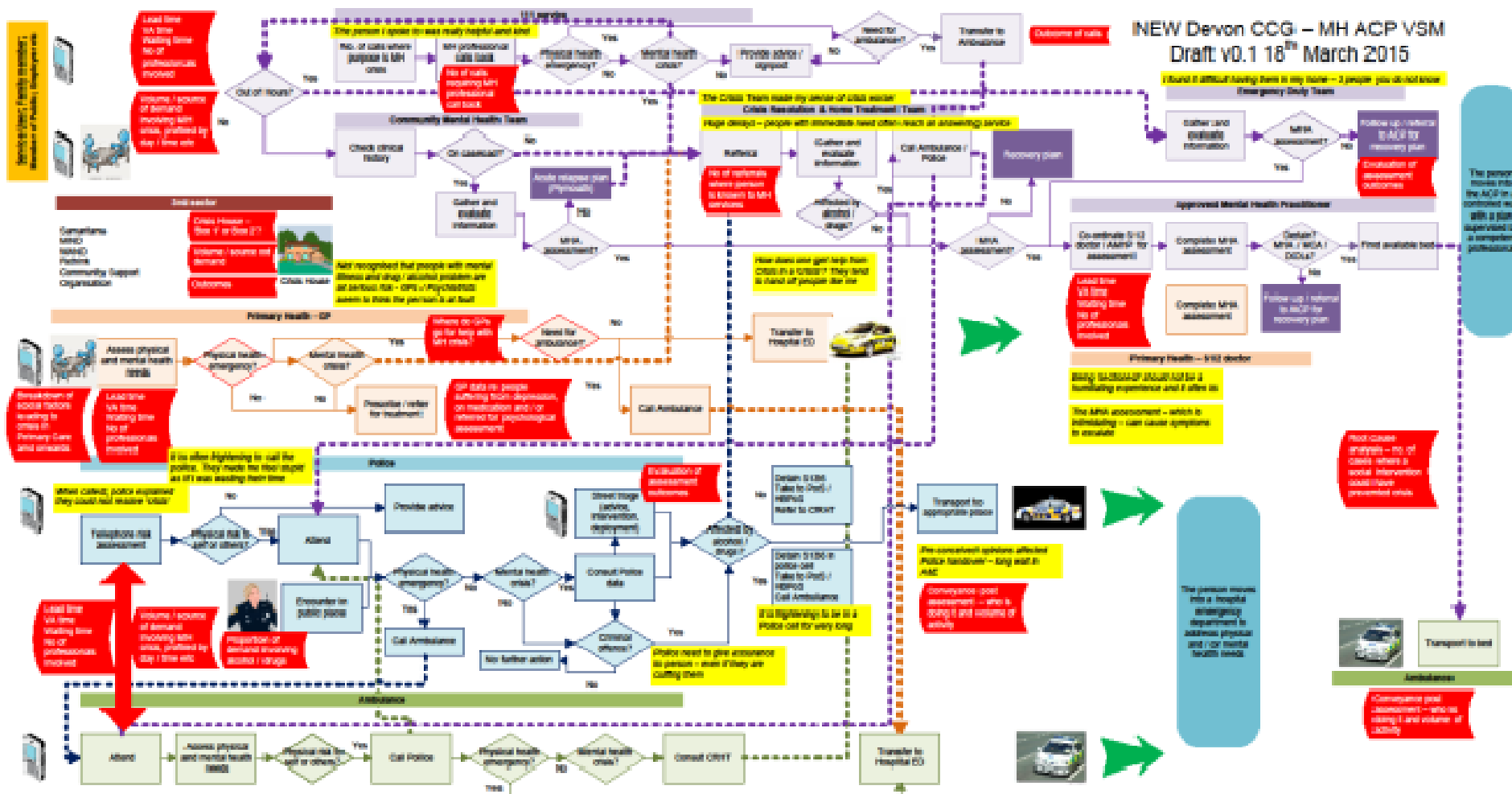
Delivering the Action Plan

- The Concordat action plan is a high level description of how mental health crisis care will be addressed in Devon
- Key issues are:
 - 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
- First priority is access – both to preventative support and emergency help

System Redesign

- The map of the current crisis care pathway demonstrated the challenges for all stakeholders.
- This chaos represents waste, failure demand and very poor patient experience.
- Proposed model is a serious attempt to rationalise the system and prioritise swift access and a coherent response

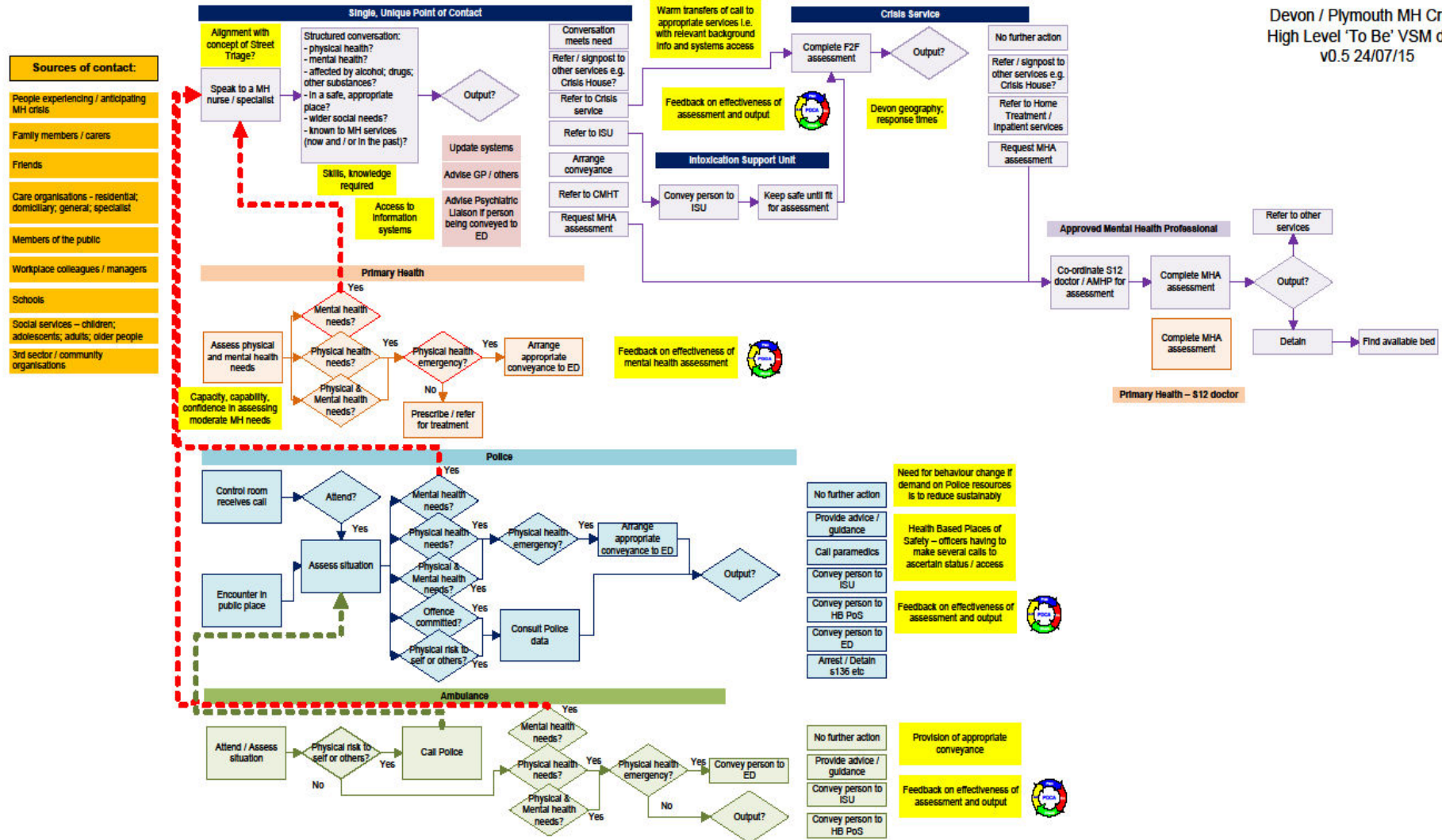
“As-is” Map



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“To-be” Map



Devon / Plymouth MH Crisis
High Level 'To Be' VSM draft
v0.5 24/07/15

System Variance

- There is currently significant variance across Devon, Plymouth and Torbay
- It is at the heart of the redesign process to ensure there is:
 - Consistency
 - Resilience
 - Effective outcomes
- There is room for local variation in the model of service and the role definitions
- Key indicator of success is patient experience.

LGA/ADASS Note

- LGA/ADASS have issued guidance to Safeguarding Boards
- Scrutinise local declaration
- Scrutinise action plan
 - Both on concordat website
- Scrutinise commissioning plan
 - Plans in place and being tested
- Performance indicators
 - Activity data monitored
 - Patient experience measures to be developed
- Local governance
 - Devon Mental Health Steering Group