



Report to Plymouth Safeguarding Board

Update on Delivery of the Mental Health Crisis Care Concordat

Background

In 2014 the Department of Health published the Mental Health Crisis Care Concordat as a process for all health communities to address the clear failings in mental health crisis care across the country. It required local communities to form partnerships and develop an action plan to deliver the key outcomes identified in the Concordat document.

A partnership agreement was signed up in November 2014 and an action plan developed and published in March 2015.

The Action Plan is necessarily a high level document which reflected the substantial deficits within our local system and the inadequate partnerships that defined the experience for people experiencing a mental health crisis.

Progress So Far

In the past 12 months there has been substantial progress on delivering the requirements of the Concordat across Devon which are a cause for celebration:

- Development of 24 hour staffed places of safety, including for children;
- Investment in psychiatric liaison services in Emergency Departments;
- Development of Street Triage;
- Development of Liaison and Diversion services;
- Mapping of the existing crisis care pathway;
- Development of a new model of crisis care;
- Scenario testing of proposed models;
- Development of a robust and sustainable partnership between the Commissioners, NHS providers, local authorities, ambulance service, Police and people with lived experience;
- Routine review of operational issues and thorough response to untoward incidents.

These represent the product of shared commitment to change as well as the benefits of enhanced investment and the impact is felt across the whole system. It is however clear that this is not an end point for the Concordat delivery but is instead an opportunity for us to reflect on the work that has been done so far and refocus our efforts.

Future Delivery of the Crisis Care Concordat

There is a recognition from all partners that the work done so far has been system-wide and largely foundational. There is now a requirement to make sure key infrastructure is developed and that there is a much more local focus to delivery.

In terms of key deliverables for the whole system the following actions are the priority for the Concordat team:

- The development of a single point of contact model as part of the 111 service reprocurement (Mental Health clinical hub);
- Integration of the above with the single points of access of the mental health providers for adults and children;
- Development of authentic “all age” services;
- Further reduction of the use of police custody as a place of safety (zero usage for children and single figures per annum for adults);
- Delivery of comprehensive 24 hour liaison services in the ED (Plymouth);
- Delivery of a Psychiatric Intensive Care Unit (PICU);
- Development of crisis services with a view to ensuring greater flexibility to meet the needs of patients on current caseload and for those not known to services or discharged;
- Ensure that performance monitoring is based around experience of those receiving services as well as other routine performance indicators.

In order to deliver this there will be a workshop to deliver both an updated action plan with new priorities and a renewed partnership commitment from all partners. The current partnership under the Concordat has been the foundation of the progress achieved so far and it is crucial to what has thus far been achieved. The latest iteration of the action plan will therefore be the final version of this plan and will be replaced by a newly constituted version (It is anticipated the workshop will be in late May with a new plan uploaded to the national Crisis Care Concordat website in June).

Priorities for Plymouth

As noted above the new action plan will have greater focus on detail and addressing local issues. In Plymouth there are key concerns in the following areas:

- Delivery of an effective single point of contact;
- Investment in psychiatric liaison services;
- Development of PICU;
- Enhancement of crisis team and out of hospital care;
- Enhancement “all age” functions;
- Sustaining effective local relationships between NHS and Police;
- Developing improved transport for mental health patients detained under powers of the Mental Health Act.

All of these priorities will be enshrined within the updated action plan with (where they are shared with other areas) clear emphasis on local delivery implications. This list will be refined and updated via the workshop process.