

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD

9TH SEPTEMBER 2015

MENTAL HEALTH CRISIS CARE CONCORDAT BRIEFING

REPORT OF:

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PRESENTED BY:

Frances Sutherland -Telford & Wrekin Clinical Commissioning Group, Head of Commissioning, Mental Health, Learning Disabilities and Children, and Helen Didlock- Telford & Wrekin Council, Commissioning Specialist Children & Young People

LEAD CABINET MEMBER – Cllr Arnold England – Adult Social care; Cllr Paul Watling – Children, Young People and Families

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

The report provides a brief summary of the national objectives regarding mental health crisis care, the local response and an update on the local implementation.

2. RECOMMENDATIONS

To note all agencies commitment to the Crisis Care Concordat and the local declaration.

To note the contents of this report and support the ongoing development of the Crisis Care Concordat.

3. IMPACT OF ACTION

The overarching aim of the Crisis Concordat is to improve the quality and experience of someone in a mental health crisis including that of young people.

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	Emotional Health and Wellbeing
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<p>Telford & Wrekin Council's Medium Term Plan for 2013/14 to 2015/16:</p> <ul style="list-style-type: none"> • Protect and support our vulnerable children and adults • Improve the health and wellbeing of our communities and address health inequalities. <p>This supports the delivery of the Health and Wellbeing Board priority of Emotional Health and Wellbeing.</p>
	Will the proposals impact on specific groups of people?	
Yes	The proposals within the strategy will impact on people within the Borough of Telford and Wrekin who have mental health issues or at risk of developing mental health issues. This will include children and adults.	
TARGET COMPLETION/DELIVERY DATE	Ongoing timescales with specific targets associated with actions.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<p>This comment reflects only the financial impact on T&W Council.</p> <p>Specific actions within the current plan that involve the Council will have to be funded from within existing resources. Financial implications may arise from any proposed revision of the planned actions and these would need to be evaluated as appropriate before any update could be finalised.</p> <p>The funding available for the procurement of an Information Advice and Guidance Service by the Council, referred to in 1.4.5 below, is c. £600k.</p> <p>The Mental Health Strategy which emerges from the planned review may</p>

		have financial impacts and this will be evaluated once proposals are detailed and reported back. However, it is anticipated that by aligning the commissioning portfolios of the Council and the CCG that together we can improve value against our combined expenditure.
LEGAL ISSUES	Yes	<p>The “Mental Health Crisis Care Concordat Improving outcomes for people experiencing mental health crisis” was published on 18 February 2014 and is a national agreement between services and agencies involved in the care and support of people in crisis. It 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.</p> <p>Originally 22 national bodies involved in health, policing, social care, housing, local government and the third sector signed the Concordat .Subsequently five more bodies have signed, bringing the total to 27 national signatories.</p> <p>The Concordat focuses on the responses to acute mental health crises; it also includes a section on prevention and intervention.</p> <p>The Concordat builds upon and does not replace existing legislation and guidance.</p> <p>Current service provision should continue while the Action Plan is being devised.</p>
EQUALITY & DIVERSITY	Yes	The Crisis Concordat will aim to reduce health inequalities experienced by those with mental health issues.
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact.
PATIENTS & PUBLIC ENGAGEMENT	Yes	Presentations were given to local mental health service user forums, voluntary sector forums and national consultation feedback has been utilised locally.
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	Further work is required to review the wider mental health strategy as well as the service offer for children and young

		people with mental health issues.
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PART B) – ADDITIONAL INFORMATION

1. INFORMATION

1.1 National Background

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It 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.

1.2 Local Implementation

Each local area has a declaration (signed by key partners) in which they commit to delivering the concordat. A detailed Action Plan brings together the initial commitments made by the signatories, and broader actions, to help bring about the delivery and success of the Concordat.

The implementation of the action plan is reported and monitored through the Mental Health Crisis Concordat Steering Group. This group consists of LA's, CCG's, Police, Ambulance Trust, SATH, Shropshire Community Trust (Child & Adolescent Mental Health Services), South Staffordshire & Shropshire NHS Foundation Trust as well as GP leads from across the county.

1.3 Implementation Plan

The action plan (Appendix 1) is based around 5 areas:

- Commissioning to allow earlier interventions and responsive crisis services
- 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 preventing future crisis.

1.4 Achievements

1.4.1 Mental health crisis helpline and coordination hub – non recurrent funding was secured for funding for the provision of the service. This is delivered in partnership with the voluntary sector partner who provides the low level counselling and de-escalation work.

1.4.2 Since its inception the helpline has taken over 700 calls to the line, with 28 potential Section 136 of the Mental Health Act 1983 (Place of Safety) avoided and 6 admissions avoided to Redwoods. As part of the pilot, staff have routinely dedicated time to shadowing and training with partner agencies to enhance understanding of roles and challenges.

The next step of the pilot is to increase usage in Telford and Wrekin, and to change the telephone number to a 0300 number, from a Shrewsbury number.

1.4.3 Information sharing protocol has been revised and updated between agencies.

- 1.4.4 Agreements are in place between health and social care partners to develop a joint CAMHS strategy which will include crisis response and ensure transition issues are addressed.
- 1.4.5 The Council is in the final stages of procuring an Information Advice and Guidance Service which will enhance the support available to people with mental health issues and signpost alternative mechanisms of support.
- 1.4.6 Future Fit now includes planning facilities to assess people in need of crisis care.
- 1.4.7 Agreements are in place to ensure ease of access to Samaritans services.
- 1.4.8 A CAMHS Tier 3 worker is based at Princess Royal Hospital to ensure rapid response is available in the assessment team.
- 1.4.9 The Police force have undertaken mental health awareness training.
- 1.4.10 A Protocol is in place to manage the needs of children and young people who use the health based Place of Safety as a result of detention under Section 136.
- 1.4.11 A Police protocol has been developed to provide a place of safety for people who are too intoxicated to be assessed under Section 136, without resorting to Police use of Custody.
- 1.4.12 The numbers of children detained in Police cells for Section 136 has reduced.

1.5 CQC Feedback

Shropshire was selected by the Care Quality Commission (CQC) to be part of a thematic review on the Crisis Care Concordat. The review included Telford and Wrekin. The review consisted of stakeholder meetings, one to one interviews, and observations from time spent at PRH, and RSH Emergency Departments.

Overall the feedback was positive, and included areas of good practice:

- Shared commitment across partners
- Action plan with timeframes in place
- Commitment to engage third sector more
- Effective protocols between Acute Hospital Psychiatric Liaison Service and Emergency Department staff
- Regular Multi Disciplinary Team meetings look at frequent attendees and scope to develop preventative plans
- Privacy and dignity of people (including Children and young people) presenting with self harm was respected.

Areas for development were also highlighted:

- Delays in assessment for children and young people, which leads to unnecessary admissions to the local hospitals.
- No mental health inpatient beds for children & young people in the locality

- Acute Hospital Psychiatric Liaison Service is 24/7 in Shropshire but not in Telford and Wrekin. Crisis resolution home treatment team covers the role after 8pm but there are sometimes delays in the response.
- Emergency Departments don't always have the required staffing levels – this is noted as not impacting on patient outcomes, but does mean staff can't be released as easily for training on areas such as mental health.
- Information Sharing works well within adult's services.
- Delays in accessing beds sometimes results in people being supported in Emergency Departments.
- Transfers from Emergency Departments to Redwoods can be problematic and delays often occur.
- For adults and children and young people, staff across the sector reported missed opportunities to prevent the crisis from occurring.
- Shortage of respite beds.

1.6 Next Steps

The action plan is updated on a monthly basis by the Strategic group, and will reflect the CQC recommendations for service development.

Commissioners from health and social care are currently reviewing expenditure on mental health with a view to developing a new all age mental health strategy. This will include crisis provision for people with mental health issues.

2. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

No additional information.

3. PREVIOUS MINUTES

None

4. BACKGROUND PAPERS

None

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