

APPENDIX 1: LOCAL PARTNERSHIP MENTAL HEALTH CRISIS CARE CONCORDAT/136 STRATEGIC GROUP
Local Action Plan

RAG KEY: **GREEN** = Action on track or complete (No Action Required)
 AMBER = Meets requirements with minor/moderate issues (Notify Strategic Project Board/Progress Report).
 RED = Needs more work/worse (Urgent Action Required)
 BLUE = Complete/future review date

1. Commissioning to allow earlier intervention and responsive crisis services									
No. 1.0	Action	Resp. Org.	Update / Commentary	RAG Rating				Mitigating Actions /Review date	Completion Date
Matching local need with a suitable range of services									
1.1	To bid for NHSE monies in order to Create a Pilot Mental Health Crisis Helpline and coordination hub This service would operate 365 days a year and staffed by qualified mental health clinicians	SSSFT; T&W CCG SCCG.	Action complete – helpline established and went live on 1 st April 2015.						December 2014
1.2	Develop an information sharing protocol in order to allow for more effective coordination of crisis responses between partner agencies – based upon the learning of the street triage pilots in which information sharing has allowed for better decision making and collaborative responses	SSSFT in partnership with all MHCCC Agencies	SSSFT have existing information sharing protocol which is due for renewal.					Review September 2015	February 2015

1.3	To use the mechanism of Commissioning for Quality & Innovation (CQUIN) to improve the use of Crisis Plans	SCCG	CQUINs agreed and in place and will be monitored through SSSFT Contracts Quality Review Meeting		Review/update to be brought to September meeting 2015	April 2015
1.4	To further enhance capacity at the health place of safety through the submission of a detailed options appraisal	SSSFT to produce options appraisal	Action complete – option appraisal written.		Completed - sent	February 2015
		SSSFT; SCCG, T&W CCG	To review and build into commissioning intentions. Will be reviewed in August once triage service has been up and running for 6 months.		To be reviewed end August 2015 and update brought to September meeting.	August 2015
1.5	Review service model across Tier 3 CAMHS (including assessing the need for additional Tier 3 community provision) to allow flexibility of provision across emergency response, reaching out service and general tier 3 provision.	SCCG; T&WCCG; SCHAT	Fiona Ellis has been working with CAMHS. Within time scale for this work to be completed.		Update/review September 2015	July 2015
1.6	Assess need for CAMHS short stay crisis beds (Tier 3+) including S136 facilities.	FE SCCG; RJ T&WCCG; SV SCHAT	Work being done at same time as above item.		Update/review September 2015	September 2015
1.7	To link in with Force	WM	SC advised outcome from		SC to provide update	June 2015

	Pilot to develop Mental Health Diversion Scheme for people in Police Custody, when arrested for offences. Pilots currently at Coventry & Warwickshire. Following evaluation roll out across West Mercia.	Police;	pilots in Warwickshire, West Mercia and Worcester will inform rest of West Midlands. Will then meet the needs of the report.		for July 2015 meeting	
Improving Mental Health Crisis Services						
1.8	Produce a directory of services that are available to support people in mental health crisis. The Directory will include self-help to prevent a crisis	T&W Council; Shropshire Council	Directory needs to be available to SaTH, WMAS, etc. Shropshire Council is creating an online resource directory for all services, including crisis, which will be available from July. It is called Shropshire choices – Now been circulated.			May 2015
1.9	Establish age appropriate environment within A&E in which to assess young people presenting in crisis.	AV SaTH; SV SCHAT; KM SSSFT	Real estate is main issue of concern at SaTH especially during daytime hours. LI queried whether should be picked up as part of urgent care network. FE advised will be included as part of CaMHS review work.		Ongoing	April 2015
Ensuring the Right Numbers of High Quality Staff						
1.10	To continue with workforce planning across the health and social care economy.	SCCG/ T&WCCG/ RJAH/ SaTH/ SCHAT/ SSSFT	Multi agency skills for transformation of workforce to meet health/care need.		Ongoing	December 2015
Improved Partnership Working in Shropshire and Telford & Wrekin Locally						

1.11	For the multi-agency MHCCC strategy group to continue to meet regularly	All members	Future dates organised		Meeting Bi-monthly from July 2015	September 2014
1.12	To engage the third sector, service users, carers and Health Watch in the work being carried out	SSSFT; SCCG; T&W CCG	Action complete regards engagement around the initial development of the helpline. KM attending Voluntary sector MH Forum meetings. Steering Group meetings were held in December '14 and February '15. KM will attend further meetings by invitation.		Require further engagement with voluntary sector and public – to include in group membership. Ongoing - Require further engagement with voluntary sector and public – to include in group membership.	December 2014

2. Access to support before crisis point

No. 2.0	Action	Resp. Org.	Update and Commentary	RAG Rating				Mitigating Actions /Review Date	Completion Date
2.1	To develop detailed crisis plans for service users. Adult and Children	SSSFT	Underway in adult mental health. Not as articulated in children's					Ongoing	February 2015
2.2	Improve CAMHS referral information on Shropshire Community Mental Health NHS Trust website	SCHT	A group is looking at what information for CAMHS is on the SCHT website. - completed						May 2015

Improve Access to and Experience of Mental Health Services

2.3	Devise a patient rated experience measure for all patients seen in the Redwoods Place of Safety	SSSFT	Service users have been involved. A list of eight suggested questions has been devised. Difficult issue to resolve is when would be the best time to ask the questions, i.e. when the patient is on a ward, post-discharge.		Review/update September 2015	April 2015
2.4	To incorporate into the Future Fit Programme planning facilities to assess/support people in need of mental health crisis care	SCCG; T&W CCG	Is included in future plans.		Completed	April 2015
2.5	Initiate transition planning at 16 years of age and ensure all new referrals considered for a range of possible options including single or joint AMH/CAMHS assessment.	SCCG; SCCG; T&WCCG; SCHT; SSSFT	This is occurring within Children's & Family and Early Intervention Teams in Shropshire, but not in Telford. AN advised is happening for 17 year olds and not 16 year olds		Ongoing – CM to pick up when new post commences and update September 2015.	July 2015
2.6	Ensure delivery of a 7 day CAMHS crisis provision.	SCCG; T&WCCG; SCHT.	Work is on-going with SCHT on how to improve. Will be part of CaMHS review. LI advised 7 day provision is included in SCHT contract this year.		Ongoing – FE to update	July 2015
2.7	Ensure easy access to Samaritans referral scheme by all declaration signatories, in particular Custody, GP's, A&E, Ambulance.	WM Police; <i>Samaritans lead?;</i> WMAS	Complete in T&W. Shrewsbury under review. Other signatories to be updated. SC advised Custody is the place in Telford so will make sure is in Shropshire as well		SC to update	
2.8	Review Safe discharge	SCCG;	Li advised Regional		Ongoing – update	July 2015

	planning for adults & children from hospitals (including tier 4 CAMHS beds etc) – and review adherence & effectiveness of a good plan	Shropshire Council; T&W Council	Commissioners group looking at CaMHS providing Tier4 & fed back that Midlands have sufficient beds. LI has requested information on learning & will forward on		July 2015 meeting Revised delayed transfer of care procedures (DTC) which have enabled closer partnership work; Multi-Disciplinary meetings take place prior to discharge & DTCs are monitored	
2.9	To review the Mental Health Commissioning Strategy in Telford & Wrekin	T&W CCG; T&W Council			Ongoing – CM to feedback/update	December 2015

3. Urgent and Emergency Access to Crisis Care

No. 3.0	Action	Resp Org.	Update/Commentary	RAG Rating				Mitigating Actions / Review Date	Completion Date
3.1	Following successful bid for pilot mental health crisis helpline - develop a detailed service pathway involving all partner agencies/users/carers	SSSFT; T&WCCG SCCG	Work is in progress. Pathway developed.						March 2015
3.2	Further to 3.1 "Pilot" work with CCGs/SSSFT to develop pilot and provision via helpline on ground support & intervention to officers responding to 136 requests when Redwood Centre unavailable.	WMP	SC advised meeting taking place tomorrow (20 th March 2015).						April 2015
3.3	Re-configure Tier 3	.SCHT	Agency worker commenced						

	CAMHS to create a mental health practitioner post based at SaTH to ensure a rapid response embedded within an all age assessment team.		in post and main function is to do duty work. T&W had similar role in for 6 months			
3.4	Review alternatives to admission to Redwoods Hospital to enable crisis response when home treatment is not a feasible option. Link to findings of the Castle Lodge Consultation.	SSSFT; T&WCCG T&W Council	KM had meetings in May with a drug company which has been doing work with academic network looking at pathways & optimisation of medicines. May adopt crash pad model used in Leeds. Crisis Team would be making referrals.		Ongoing – KM to update September 2015 meeting	Strategy Completion December 2015
Social Services Contribution to Mental Health Crisis Services						
3.5	Enhance Support to Carers to enable them continue care in crisis.	T&W Council	Need to review new legislation – Care Act		Ongoing – SW to update September 2015 meeting	September 2015
3.6	Shropshire Council and Telford & Wrekin Council to review the demand and capacity and training needs for AMHP services	Shropshire Council	KM advised Shropshire is adequately staffed. T&W will have to look at numbers. HJ advised awaiting structure of Adult and Social Care.	Telford Shropshire	Ongoing – HJ to update	September 2015
Improved Quality of Response when People are Detained under Section 135 and 136 of the Mental Health Act 1983						
3.7	To undertake a review of the Section 135 & 136 policy within 3 months of the publication of the new MHA code of practice	SSSFT	DC advised work done previously in Staffordshire and policy signed off.		Ongoing – DC advised review underway of Policy and will update July 2015 meeting	April 2015
3.8	To ensure that the 136/	SSSFT;	KM advised two meeting		Ongoing – KM to	February 2015

	MH Crisis Care operational meeting discuss/learn from any operational concerns. Meetings to be set for the year and summary of learning/other issues presented to MHCCC /136 Strategic Group	SCHT SaTH WMAS	held but poorly attended. Powys and WMAS to be included – Meetings set for remainder of year		update	
3.9	Police Specific – Review of 136 Detentions in Police Custody on a monthly basis and provide figures for local 136 meetings.	WM Police	In process.			March 2015
Improved Information and Advice Available to Front Line Staff to Enable Better Response to Individuals						
3.10	To review the multi-agency training needs requirements for mental health crisis care and establish education and training programme for front line staff about the needs of children and young people who present in crisis.	SSSFT SCHT CaMHS	As discussed at previous meetings, due May/June 2015. Also need to link in with CaMHS staff. Link in with training needs below.		Ongoing – DC to update at July 2015 meeting	July 2015
3.11	Establish interface between Adult Mental Health Services and CAMHS IT systems.	SCHT CaMHS SSSFT	Important to share information even if there is not an interface in place as yet.		Ongoing – currently looking at Rio/Emis system	July 2015
3.12	Enable 'Graphnet' database access for CAMHS consultants on call out of hours.	SCHT CaMHS	Progressing/database available – minor teething problems.		Ongoing – review July 2015 meeting	July 2015
3.13	Deliver Storm training.	.SCHT	On track for later this year.		Ongoing Update July	October 2015

	STORM is a self-harm mitigation model developed at University of Manchester. It offers skill based training in risk assessment and safety planning to frontline staff/ members of the community.	CaMHS SSSFT	LI suggested would be useful to have a complete training review and work plan		2015 meeting	
3.14	Police specific; Improve Mental Health awareness training for police officers/staff (role specific where possible).	WM Police	SC advised took place in 2014 and ongoing at present. Will link in after a wider review of training has taken place.		Review November 2015	June 2015

Improved Services for those with Co-existing Mental Health and Substance Misuse Issues

3.15	This needs further work by group - LI written to Jayne Randall, commissioner of Substance misuse services, Shropshire seeking assistance – similar action required for Telford	SCCG; T&WCCG; Shropshire Council.	LJ has written to Jayne Randall re Shropshire substance mis-use work. To invite Jayne to be a member of this group.		LJ to update at July 2015 meeting	July 2015
3.16	The review of the Mental Health Strategy in Telford & Wrekin will include people with a dual diagnosis.	T&WCCG; T&W Council			Ongoing - CM to take forward	December 2015

4.0 Quality of treatment and care when in Crisis

No. 4.0	Action	Resp. Org.	Update & commentary	RAG Rating				Mitigating Actions /Review Date	Completion Date
4.1	Devise protocol about how to manage the needs of children/ young people who use the health place of safety as a result of detention under S136 to enhance experience of this vulnerable group	SSSFT	Existing protocol shared with group					Review November	April 2015
4.2	To revise protocol regarding the management of people detained under S.136 who require treatment in A&E this includes assessment of those deemed to be intoxicated, whether they are assessed in A&E or initially treated in A&E then transferred subsequently	WM Police	SC to get an action update from Mark Walters. – Agreed at June meeting that this would be part of Pathway work					Ongoing linked to pathway work – AN/KM to update at July 2015 meeting	July 2015
Service User/Patient Safety and Safeguarding									
4.3	Police Specific, Ensure there is protocol in place to provide a place of safety for care and subsequent Mental Health Assessment for people too intoxicated to be assessed under 136, without resorting to Police use of Custody.	WM Police	KM advised is incorporated in existing protocol.					Complete	September 2015
4.4	On the next 6	SCCG;	DC advised none in					Ongoing – review	March 2015

	occasions Police cells are used for 136 detentions that a Serious Incident/ Root cause analysis takes place for when a child is detained. Local agreement to eliminate children being detained in Police cells	T&W CCG	December/one in January (not 136) & February, both were in Shrewsbury and both appropriate. SC advised numbers have now dropped so dramatically that alarms have gone down. Need to keep mindful to engage/ review. Protocol says only for severely disturbed persons.		November 2015		
4.5	To scope the needs of children taken to A&E owing to deliberate self-harm or other forms of MH crisis care needs in order to better understand the needs. Devise pathway to support this group	SCCG; CAMHS; SCHT	FE advised work not done yet. Getting numbers but need detail of individual cases. FE advised a proposal for case file audit should be done.		Ongoing review September 2015	April 2015	
5.0 Recovery and Staying Well/Preventing Future Crisis							
No. 5.0	Action	Resp. Org.	Update & commentary	RAG Rating		Mitigating actions / Review Date	Completion Date
5.1	To use the work being undertaken by the Public Health to inform and update the Suicide Prevention Strategy and to use this to inform crisis care developments	Public Health; T&W	Clare Harland from Public Health has attended previous meetings. Will need further discussion with the Public health rep to the group. Rod Thomson has stated a nominee from Public Health will be in attendance. Telford will need to have similar discussions with their public health service			CM to update July 2015 meeting following Clinical Process meeting.	July 2015
5.2	For all patients subject	SSSFT	Will be included on care				April 2015

	to formal/informal admission, interventions by the CR /HT or taken to a place of safety to have a comprehensive review of their Crisis Plan subsequent to crisis		plans next time they present. - sent			
5.3	To audit the needs of those seen taken to A&E under section 136 for a period of 2 months	SaTH; SSSFT	AV has not received any information but has asked for samples.		Linked with Pathway meeting	April 2015
5.4	Review of waiting lists for all mental health services and to ascertain gaps in capacity within the services and address	SCCG; T&WCCG	Awaiting new Commissioner to take up post		Ongoing will pick up when New Commissioner in post	July 2015