

The Mental Health Crisis Care Concordat is a national, joint statement published by the Government and signed by senior representatives from organisations committed to improving mental health care. In addition to listing a set of core principles, the document includes a national action plan agreed by the organisations who have signed the Concordat.

Each region has committed to the national agreement by signing a local declaration and developing a county-wide action plan. This is Norfolk's declaration:

THE 2014 NORFOLK DECLARATION ON IMPROVING OUTCOMES FOR PEOPLE EXPERIENCING MENTAL HEALTH CRISIS – JULY 2014

We, as partner organisations in Norfolk, will work together to implement the principles of the national Concordat to improve the system of care and support so that people in mental health crisis are kept as safe as possible. We will support them to find the help they need from whichever of our services they turn to first.

We will work together to prevent crises happening whenever possible, through intervening at an early stage, and supporting individuals to manage their recovery and avoid relapse.

We will ensure that we meet the needs of vulnerable people in crisis, getting them the right care at the right time, and from the right people. We will do this to get the best results for the individual.

We will strive to ensure that all relevant public services, voluntary and private sector partners support people with a mental health problem. Everybody who signs this declaration will work towards developing ways of sharing information, where appropriate, to enable front line staff to provide coordinated support to people in crisis.

We are responsible for delivering this commitment to the people of Norfolk by putting in place, reviewing and regularly updating the local Mental Health Crisis Care Concordat action plan.

This declaration supports parity of esteem, where mental health is valued equally with physical health. It does so in the following ways:

- Through everyone agreeing a shared care pathway to safely support, assess and manage anyone who asks any of our services for help in a crisis. This will result in people with suspected serious mental illness, and their carers, being provided with advice and support to ensure that services work together safely and effectively.
- Through agencies working together to improve individuals' experience, whether they are professionals, people who use crisis care services, and / or carers, and to reduce the likelihood of harm to the health and wellbeing of these people.

- By making sure services for people in crisis are safe and effective, with clear policies and procedures in place, and that organisations can access appropriate services and refer people to them in the same way as they would for physical health and social care services.
- By all organisations who sign this declaration working together and accepting our responsibilities to reduce the likelihood of future harm to staff, carers, patients, service users and the wider community, and to support people's recovery and wellbeing.

We, the organisations listed below, support this Declaration. We are committed to working together to continue to improve crisis care for people with mental health needs in Norfolk.



East of England Ambulance Service
NHS Trust 


North Norfolk
Clinical Commissioning Group



NORFOLK
CONSTABULARY
Our Priority is You



Norfolk County Council



OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR NORFOLK



For better
mental health

NORWICH & CENTRAL NORFOLK MIND



Norfolk and Suffolk 
NHS Foundation Trust


England

healthwatch
Norfolk