



## North West London Mental Health Programme Board

---

*Excellent, integrated mental health services to improve mental and physical health, secured through collaboration and determination to do the best for the population of North West London*

14<sup>th</sup> November 2014

Dear Colleagues,

### **Crisis Concordat Declaration: North West London Mental Health Programme Board**

The Mental Health Programme Board for North West London is responsible for coordinating action that improves the mental health and wellbeing of the communities we serve. We cover, between us, a population of almost two million people living in Westminster, Kensington, Chelsea, Hammersmith, Fulham, Harrow, Brent, Hillingdon, Ealing and Hounslow.

Within our geography there are over 32,000 people living with serious mental illnesses. It is our role, together, to ensure that when these individuals are well we support and sustain that independent living, that we intervene early when people have an episode of psychosis, and that when people need any support in a crisis it is well planned, respectful, timely and delivered as close to home as possible. Above all, across the public sector, we want services that are personalised, engender hope and support sustained recovery, at every stage.

Over the past 18 months, partners at the North West London Mental Health Programme Board have been embarked on this journey. The *Crisis Concordat*, launched in February 2014, provided additional impetus and focus for the work that we as partners locally had already identified as a priority in our *Integrated Delivery Plan for Urgent Mental Health Assessment & Care*, which is also included on the website.

I am delighted on behalf of the 25 partner signatories to confirm our shared commitment to mental health services by publication of this *Mental Health Crisis Declaration*.

Yours faithfully,

**Dr Fiona Butler**

Chair, North West London Mental Health Programme Board &  
Chair, West London Clinical Commissioning Group

# North West London-wide Declaration: Crisis Mental Health Care

---

By attaching our organisational logos to this declaration statement, we, as Chief Officers, commit our organisations to deliver our Integrated Urgent Mental Health Care Delivery Plan, agreed in March 2014.

- We will make sure we meet the needs of vulnerable people in urgent situations, getting the right care at the right time from the right people to make sure of the best outcomes.
- We will endeavour to do our very best to make sure that all relevant public services, contractors and independent sector partners support people with a mental health problem to help them recover. Everybody who signs this declaration will work towards developing ways of sharing information to help front line staff provide better responses to people in crisis.
- We are responsible for delivering this commitment in North West London by putting in place, reviewing and regularly updating the attached Delivery Plan.

This declaration supports 'parity of esteem' between physical and mental health care in the following ways:

- Through everyone agreeing a shared 'care pathway' to safely support, assess and manage anyone who asks any of our services in North West London for help in a crisis. This will result in the best outcomes for people with suspected serious mental illness, provide advice and support for their carers, and make sure that services work together safely and effectively.
- Through working on the ambition that s136 Mental Health Act detentions taken to police cells is a *de facto* 'never event' in North West London.
- Through ensuring our hospital staff are properly trained in the use of restraint and ensuring we have clear local protocols in place that clearly outline the circumstances when, very exceptionally, police may be called to manage patient behaviour within a health or care setting.
- Through agencies working together to improve individuals' experience (professionals, people who use crisis care services, and carers) and reduce the likelihood of harm to the health and well being of patients, carers and professionals.
- By making sure there are safe and effective services with clear and agreed policies and procedures in place for people in crisis, and that organisations can access these services and refer people to them in the same way as for physical health and other 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 and service users or 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 North West London.

November 14<sup>th</sup> 2014

# North West London-wide Declaration: Crisis Mental Health Care

The 25 North West London Agencies Committed:

