

Kent & Medway Mental Health Crisis Care Concordat

Our commitment to you

We commit to work together to improve the system of care and support for people in crisis due to a mental health condition. Whatever the circumstances we will ensure you are kept safe and get the support you need.

We will work together with local organisations to prevent crises happening whenever possible, ensure we meet the needs of vulnerable people in urgent situations.

We will work hard to ensure all relevant public services support those with mental health problems move towards recovery.

Jointly, we hold ourselves accountable for delivering this commitment across Kent.

Our promise to you

1. We will challenge inappropriate attitudes towards mental illness and learning disabilities and ensure every aspect of our work respects and protects your dignity.
2. If you are in crisis we will seek the advice of a mental health professional to provide you with the most appropriate service.
3. If you carry a Crisis Card or other information, we will contact your nominated person and ask their advice.
4. If you are detained under the Mental Health Act we will endeavour to convey you to a hospital in an ambulance so you have proper medical care.
5. We will consider other places of safety as an alternative to admission to an acute environment if it is safe to do so and this will be better for your recovery.
6. We will work with health services and the police service nationally to develop and deliver practical mental health training to equip our officers and staff to help you.
7. We will identify people with recurring mental health needs to ensure all relevant agencies are working together to help patients in the best way possible.
8. We will share information about the known risks posed by a minority of people in crisis, so all clinicians and mental health workers are protected and everyone, especially the patient, is kept safe.
9. We will work closely with our partners to protect people experiencing suicidal thoughts and reduce the risk of suicide.
10. We will continue to challenge ourselves and the agencies we work with to provide timely advice, access to crisis care and Mental Health Act Assessments for people in police custody to reduce delays and quicken your recovery.

