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| 1. **Commissioning to allow earlier intervention and responsive crisis services** | | | | | |
| **No.** | **Action** | **Timescale** | | **Led By** | **Outcomes** |
| **Matching local need with a suitable range of services** | | | | | |
| 1 | To scope out number of ambulance calls over 12 month period from April 2014 to date re: 136 request | | April 2015 | KM /NWAS | To identify activity levels to develop process to monitor and reduce |
| 2 | To scope out number of Police 136 calls over 12 month period from April 2014 to date | | April 2015 | KM/MP | To reduce number of 136 activity and patient group who do not require secondary services |
| 3 | To scope out what psychological therapy support and mentors are available in the Stockport Borough | | April 2015 | JD | To identify availability of psychological therapy and Mentors support and develop roles |
| 4 | To gain Service Users and Carers stories from a number of Stockport services re: experiences of crisis situations | | June 2015 | IH | To ensure that Service User and Carer voice is at the centre of any service change |
| 5 | To scope out what services we have in Stockport to prevent mental health crises | | June 2015 | GE /KM | To identify any gaps and assess effectiveness of service provision |
| **Improving mental health crisis services** | | | | | |
| 1 | To develop business case for Street Triage additional funding | | April 2015 | KM/ MP | To work closely with partners to reduce activity and ensure people are seen in the correct place in a timely way |
| 2 | Undertake CQC benchmarking exercise re: Crisis Care Concordat | | June 2015 | KM /MP | To identify good practice and support effective and efficient models of delivery |
| 3 | To explore 24/7 Help and Support line | | May 2016 | KM/JD | To improve access for Service Users and Carers |
| **Ensuring the right numbers of high quality staff** | | | | | |
| 1 | To undertake scoping of skills set of all agencies across Stockport to support people in crisis | | January 2016 | JB/KM/MP  DC/EW | To identify all skills available and identify any gaps |
| 2 | To continue with work across GMP and Pennine Care re: support for training | | June 2015 | KM/EW/JB | To increase skill set of staff across emergency response agencies |
| 3 | To monitor and gain numbers of the new Samaritan initiative | | January 2016 | JD | To assess outcome of new service and if this makes a difference to people |
| ***Improved partnership working in the Stockport locality*** | | | | | |
| 1 | To continue to monitor use of Section136 in Stockport | | April 2015 | KM/MP | Reduction of use of 136 |
| 2 | Continue to develop relationship across all partner agencies in Stockport | | Ongoing | KM/ALL | Integrated working across all agencies |
| 3 | To develop and enhance3rd sector agencies in the partnership meeting | | April 2015 | KM | To develop further the partnership group to deliver MH Crisis across Stockport |
| 4 | For partner agencies to be represented in the Suicide Prevention launch in March 2015 | | April 2015 | KM/EW/JB | EW- to put something in |

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| **2. Access to support before crisis point** | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | |
| **Improve access to support via primary care** | | | | | |
| 1 | To continue to work with GP surgeries re: improving access to crisis support | April 2016 | GE/JD | | To improve the experience of service users and carers to access appropriate support when in crisis |
| 2 | To roll out ‘Triangle of Care’ for carers of people in crisis and to ensure that they are listened to | April 2016 | KM | | To improve the experience of Carers across Community Mental Health Teams |
| 3 | To provide accessible information about access to crisis services for people who need them and their Carers | September 2015 | KM/ALL | | To improve the experience people and their Carers who access mental health crisis services |
| 4 | To develop clear pathways for service users and carers in order to help them find their way around services | September 2015 | KM/ALL | | To improve the experience of Carers across Community Mental Health Teams |
| 5 | To develop and deliver education to carers re: how to access services | September 2015 | KM/ALL | | To improve the experience of people and their Carers |
| **Improve access to and experience of mental health services** | | | | | |
| 1. | To obtain service users stories from the Triangle of Care Forum and share these across partner agencies | June 2015 | KM/IH | | To improve the experience of Carers across Community Mental Health Teams |

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| **3. Urgent and emergency access to crisis care** | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** |
| **Improve NHS emergency response to mental health crisis** | | | | |
| 1 | To develop protocols with NWAS and share across partner agencies and service user and carers forums | April 2016 | KM/JB/GE | To ensure that information is available to improve where a person is seen for the best outcome |
| 2 | To continue to share information across all health, care, 3rd sector and support services | Ongoing | KM/JB | To ensure that information is available to improve where a person is seen for the best outcome |
| 3 | To expand the information sharing and gain agreement to share information across the Stockport economy, where consent is obtained from the person | April 2016 | KM/JB/Acute  Reps/NWAS | To ensure that information is available to improve where a person is seen for the best outcome |
| **Social services’ contribution to mental health crisis services** | | | | |
| 1 | To monitor the change in model of AMHP’s across Stockport   1. Dedicated daytime AMHP in place with 2nd back up person 2. Out of hours AMHP now based in Stockport Access Team   This to be monitored through section 75 agreement | January 2016 | KM/JD | To ensure service delivery supports people in a timely way when needing mental health services |

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| **Improved quality of response when people are detained under Section 135 and 136**  **of the Mental Health Act 1983** | | | | | |
| **Improved information and advice available to front line staff to enable better response to individuals** | | | | | |
| 1 | To continue with monthly partnership meeting and to complete agreed action plan | | Ongoing | KM/JB | To evidence actions complete to improve Crisis Care | |
| 2 | To extend information sharing agreement across the Stockport economy | | April 2016 | KM/JB | To ensure that information is available to all agencies so a person is seen for the best outcome | |
| 3 | To monitor outcomes of 136 assessments and to share ‘stories’ of the pathway in the partnership meeting | | April 2015 | KM/JB | To learn from patient stories to improve quality of service users experience | |
| **Improved training and guidance for police officers** | | | | | |
| 1 | To develop training package across Pennine Care and Police | | June 2015 | KM/MP/JB/  EW/JD | To improve skill sets of all staff across agencies re: crisis | |
| 2 | To deliver training package across all agencies | | December 2015 | KM/MP/JB/ EW/JD | To improve skill sets of all staff across agencies re: crisis | |
| 3 | To join up training from Public Health and Health and joint training to be undertaken widely across partner agencies | | December 2015 | KM/EW | To improve skill sets of all staff across agencies re: crisis | |
| **Improved services for those with co-existing mental health and substance misuse issues** | | | | | |
| 1 | To develop better understanding of RAID work from alcohol team | | June 2015 | MPh | To better link info to whole pathway work across crisis care |
| 2 | To invite Clinical Service Manager (MP) to join partnership work | | April 2015 | KM | To better link info to whole pathway work across crisis care |
| 3 | To develop a suite of training materials which can be delivered across all agencies in Stockport | | December 2015 | KM/JB/  MP/EW | To develop and evidence a suite of material to increase skill set of staff |
| 4 | To invite GMP in specific work across ‘Triangle of Care’ | | January 2016 | KM | To develop further relationship and integrated work |
| 5 | To explore further the project around ‘Safe and Sober Unit’ | | April 2016 | KM/MP/  JD/GE | To provide a more effective and efficient response to people who present to crisis services due to alcohol use |
| **4. Quality of treatment and care when in crisis** | | | | | |
| **No.** | | **Action** | **Timescale** | **Led By** | **Outcomes** | | |
| **Review police use of places of safety under the Mental Health Act 1983 and results of local monitoring** | | | | | |
| 1 | To adhere to Mental Health Law code of practice | | Ongoing | KM | Ensure that law is being adhered to |
| 2 | For Mental Health Law Scrutiny Committee to provide update to the Trust wide Partnership Meeting Pennine Care | | Monthly from February 2015 | KM | To share information to develop skill set and understanding of staff |
| 3 | For Chair of Trust wide Partnership Meeting KM to share relevant information re: policing to other partner agencies | | Monthly from February 2015 | KM | To develop further integrated working |
| 4 | To improve the environment of clinical interview rooms across Stockport services | | May 2016 | KM/MP | To improve service users and carers experience |
| **Service User/Patient safety and safeguarding** | | | | | |
| 1 | To monitor through ‘pink elephant kiosk’, family and friends test that we are meeting peoples needs around dignity and they are safe (Pennine Care only) | | Monthly | KM/MP | To share best practice and learn from positive and negative experiences |
| 2 | To monitor through agreed systems in all partner agencies that we are meeting peoples needs around dignity and they are safe | | Monthly | KM/MP | To share best practice and learn from positive and negative experiences |
| **Staff safety** | | | | | |
| 1 | To develop robust training for all staff across all agencies to ensure that they have correct skills in supporting people presenting in a crisis | | December 2015 | KM/JB/GW/  MP/IH | To develop skill set of all skills across partner agencies |
| 2 | To show evidence of how partner agencies are working as a team for the best outcome of an individual | | December 2015 | KM/ALL | To develop skill set of all skills across partner agencies |
| 3 | To monitor that GMP search policy is implemented  To ensure that checks are done in 136 suite in a dignified way and people are not put at risk | | December 2015 | KM/JB | To ensure that all Service Users and staff are safe at all times |
| 4 | To obtain from GMP the legalities of when a search can take place | | December 2015 | KM/JB | To ensure law is being adhered to |
| 5 | Quality of treatment of people who present in a crisis in relation to staff safety. | | December 2015 | KM/JB | To ensure that all Service Users and staff are safe at all times |
| 6 | To collect and share process and protocols across all partnership agencies re: how they ensure staff safety | | December 2015 | KM/JB | To ensure staff are working within safe practices |
| **Primary care response** | | | | | |
| 1 | To ensure that all GP’s know how to access support of a person in crisis | | June 2015 | JD | To improve the experience of service users and carers to access appropriate support when in crisis |
| 2 | To monitor over a 12 month period how many times GMP are used as a first response | | April 2016 | JB | To understand activity levels |
| 3 | To develop a system for GP’s and Social Workers with a clear pathway protocol about who to contact when supporting a person in crisis | | September 2015 | KM/JD | To improve the experience of service users and carers to access appropriate support when in crisis |
| 4 | To scope environment of 136 suite to ensure it is an appropriate space | | June 2015 | KM/KP | To ensure 136 suites are fit for purpose and safe |
| 5 | To ensure that there is access to sign language / interpreters and that reasonable adjustments are made to support people with disabilities | | June 2015 | KM/ALL | To improve outcomes for all Service Users |
| 6 | Pathway protocol to be developed re: prevention of people having to be seen in A&E | | April 2015 | KM/ALL | To reduce inappropriate attendance at the emergency department |

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| **5. Recovery and staying well / preventing future crisis** | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** |
| **Joint planning for prevention of crises** | | | | |
| 1 | To scope out forums already in existence to support Criminal Justice  Eg:  MARS Panel  Children in Care  Sex Exploitation  Vulnerable Families | June 2015 | MG | To learn from existing skills and to link in to improve integrated work |
| 2 | To ensure work completed in these forums are shared as appropriate to wider partner agencies | Monthly Ongoing | KM/JB/GE | To learn from existing skills and to link in to improve integrated work |
| 3 | To involve Criminal Justice workers and Police in ‘Triangle of Care’ | June 2015 | KM | To learn from existing skills and to link in to improve integrated work |