Localities do not need to use this template if they do not wish – it is intended as a guide.

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| 1. **Commissioning to allow earlier intervention and responsive crisis services** | | | | | | |
| **No.** | **Action** | **Time-scale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Matching local need with a suitable range of services** | | | | | | |
| 1 | Plan a crisis concordat workshop involving partners from the Local Authority Ambulance Service Homerton University Hospital NHS Foundation Trust, Tavistock & Portman, City and Hackney MIND and Housing Services | By 31st March 2015 | C&H CCG MH Programme Board | * Produce a draft Crisis Care Local Action Plan with input and agreement from local partners * All work streams allocated to relevant partners for review and agreement * Where gaps exist, clear recommendations are made to inform future discussions and commissioning plans * complete | Multi-agency Crisis Concordat workshop arranged for 11.11.15. Workshop will establish a draft Local Action Plan to be refined in subsequent meetings. |  |
| 2 | Provide a single point of access - City and Hackney Adult Mental Health Referrals and Assessment Service (CHAMHRAS), to all agencies wishing to refer into secondary mental health. | complete | East London NHS FT | All agencies wishing to refer to Adult Mental Health Services will have contact details for a single point of access to refer patients to. This single point of entry will ensure appropriate triage, service delivery or referral on to another service where appropriate | Complete – CHAMRAS operates as a single point of access. |  |
| 3 | Develop 24/7 crisis line | On-going Expected date of completion and “go live” is June 15 | ELFT and CCG | * All residents, health workers and local partners including police, local ambulance services, fire brigade, housing, substance misuse teams, homelessness organisations carers and home treatment teams are informed of the launch of the crisis line * Service users and referrers have quick access to a local crisis line for early intervention to prevent escalation into crisis | Crisis line went live in August 2015 |  |
| 4. | Develop Peer support and  Liaison services | June 2015 | ELFT | * Peer support workers on wards extended to Early Intervention and HTT by June 15 * Liaison and diversion mental health nurses based at police stations in the borough and a post in the YOT team for young people in the criminal justice system * Section 75 agreement with local authority providing joined up health and social care interventions * Early Intervention and Crisis Resolution/Home Treatment Teams * Healthy bed availability if short admission as voluntary patient is required- bed occupancy <85% for last 6 months * CPA crisis plans available on RIO. * HTT encourage service users to develop ‘Next Steps’ relapse prevention, recovery and crisis plan HTT phone available 24/7 | * Peer support workers now working within HTT and EIP services * Police Liaison and Diversion mental health nurses are in place in. * Section 75 agreements are in place providing joined up health and social care interventions. * Early Intervention and Home treatment teams are in place. Home Treatment teams have had extended hours. * Bed occupancy has been just above the 85% target at 87.5% * CPA crisis plans are available on RIO * HTT has been developing recovery and crisis plans. |  |
| 5. | People in crisis are kept safe, have their needs met and be helped to achieve recovery. Responses should be community-based, close to home, and the least restrictive option available*.’* | August 2015 | ELFT & MIND | * Extended 24 hour community assessment in place * Proposed crisis line live and available * Referrals and Assessment Team during office hours * Homerton Psychological Medicine seeing patients in an acute and A& E setting * Crisis groups facilitated by therapists and users using the SUN model   Crisis café being developed | * Extended hours crisis assessment still only available within an acute A&E setting. This is under review. * Crisis line live since August 2015 * Referrals and assessment team in office hours * Homerton Psychological Medicine is seeing patients within an acute A&E setting. * The SUN project is being developed and will be operational by October 2015.   The Crisis Café is being developed and will be operational by October 2015 |  |
| 6. | Align crisis care plans with local strategic plans including JSNA, Autism Strategy, Alliance commissioning | October 2015 | City & Hackney CCG & LA | Local strategic plans, JSNA, autism strategy and alliance commissioning include crisis care priorities | The Autism strategy references crisis but there is still more to do to avoid A&E admissions |  |
| 7. | Develop a suicide prevention action plan. This is a result of a recent suicide audit | October 2015 | City and Hackney CCG and LA | Suicide action plan developed with a focus on the following 4 key areas:   * Young and middle aged med * Children and young people * High risk location * Railways | A draft suicide action plan has been developed |  |
| 8. | Develop plans to address issue of repeat MERLINs | October 2015 | Local Authority and Police | Reduction in repeat MERLINS | The Police are in the process of identifying repeat MERLINS. We will then develop a plan to address the issue through the Concordat. |  |
| **Improving access to mental health crisis services** | | | | | | |
| 9. | Commissioners and providers ensure that people have equal access | June 2015 | ELFT/MIND network | * All ELFT staff fully trained in equality and diversity * BME access group are involved * Service user and carer groups are involved * Frequent use of interpreters and advocates from specific cultural groups * Strong links with associates such as the Vietnamese Mental Health Associate, Derman, MIND | * ELFT staff receive training in equality and diversity * BME access groups are involved in the crisis pathway via MIND and the MH network * Service user and carer groups are involved as part of the Crisis Concordat * BME access groups and ELFT have cultural interpreters. |  |
| 10. | People in crisis referred to mental health secondary care are assessed face to face within 4 hours in a community location that best suits them. Service users and GPs have access to a local 24 hour helpline staffed by mental health professionals. Crisis Resolution and Home Treatment Teams are accessible 24 hours a day 7 days a week, regardless of diagnosis | June 2015 | ELFT/CCG Contract June 2015 | * HTT currently available 24/7 – via telephone after 21.30. * No diagnostic exclusion. * Proposals for enhanced 24/7 community response now in place * Homerton Psychological Medicine * Proposed 24/7 crisis line now live | * HTT available but only up to 10 p.m. * After 10 p.m. there is a Crisis Helpline linked to HTT and assessment via A&E in HUH. * Access to Crisis line is regardless of diagnosis. * Crisis line is available 24/7 |  |
| 11. | People in crisis who access the NHS via 999 can expect their need to be met properly | On going | City and Hackney CCG, Local Authority and local partners | * LAS and police can refer directly to HTT and CHAMHRAS * Advice and support from phone in ED * Proposed 24/7 crisis line * Improved input into LAS training * Could be enhanced if OOH with LAS | * LAS and police can refer directly to HTT and CHAMRAS and HTT. * There is advice and support on the phone in ED * The Crisis line is live * Direct telephone links are being strengthened between 999, ELFT, HUH and OOH with warm transfers. |  |
| 12. | Develop communications plan around access | June 2015 | CCG and LA | * Regular updates from providers to primary care in order to keep GPs informed * Websites   services directory distributed to social care providers | * CCG services directory was updated to include Crisis line. * ELFT Website updated to include crisis line * GPs informed of changes |  |
| **Improving Partnership working in City and Hackney** | | | | | | |
| 13 | Section 75 agreement with local authority providing joined up health and social care | On-going | ELFT and Local Authority | Already in place | Completed |  |

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| **2. Access to support before crisis point** | | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Improve access to support via primary care** | | | | | | |
| 14 | Primary care services are provided with information and support for patients in crisis | October 2105 | City and Hackney CCG and GP Confederation | * All CCG GP practices have up to date information on how to access/ refer to MH services * Referrals to IAPT services for MH patients are routine * All CCG GP practices are aware of and know how to refer to the C&H Health & Wellbeing services through C&H MIND * Education sessions completed for crisis management and more education sessions planned | * GP practices have up to date information on referral systems * Referrals to IAPT services are routine * C&H Wellbeing services via MIND network are well publicised in primary care * Education sessions are available in crisis management. |  |
| **Improve access to and experience of mental health services** | | | | | | |
| 15 | All services using PREM and PROM tools in all care settings | April 2016 | City and Hackney CCG | * PREM and PROM standards routinely used across services * Waiting and response time standards performance managed through SPR and CQRM data | The HTT uses a PREM however the PROM has yet to be implemented. A range of KPIs to be reported through SPR has been agreed however first reports have yet to be generated. |  |
| 16 | Providers complying with RTT standards and crisis response standards. | On going | City and Hackney CCG and ELFT | Crisis response standards implemented | Completed |  |

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| **3. Urgent and emergency access to crisis care** | | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Improve NHS emergency response to mental health crisis** | | | | | | |
| 17 | MH Liaison services to be provided across ED community and local authority services. | On going | City and Hackney CCG, Police and Local Authority | * Police liaison officer to work with healthcare teams for information sharing * Liaison and diversion mental health nurses based at police stations in the borough * Information from liaison services easily shared with local partners resulting in clear referral and communication routes between mental health, liaison and diversion and police services | * Information sharing taking place between police and MH services * Liaison and diversion mental health nurses in place in 2 police stations in borough * Information from liaison and diversion services shared between partners. * Work on-going to improve communication routes particularly between HTT and police |  |
| **Social services’ contribution to mental health crisis services** | | | | | | |
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| **Improved quality of response when people are detained under Section 135 and 136**  **of the Mental Health Act 1983** | | | | | | |
| 18 | Qualified social service staff linked in with crisis response services |  | LBH and City of London | * AMHPs working 24 hours * Social workers in HTT and CHAMRAS team. * Substance misuse workers in A&E | * The AMHP service operates 24/7 * There are 4 Social Workers in the HTT and CHAMRAS * There are substance misuse workers in A&E |  |
| **Improved information and advice available to front line staff to enable better response to individuals** | | | | | | |
| 19 | People in crisis should expect that statutory services share essential information about their needs. | August 2015 | City and Hackney CCG and Local Partners | * Police liaison officer for forensic information * Information accessed via CHAMHRAS or currently OOH via Duty Senior Nurse or HPM. * Proposed crisis line used to share vital information * Training initiatives such as PREVENT and Safeguarding in place * Access to LBH database * No shared database with other services. | * There is a police liaison officer for forensic information * Information is accessed via CHAMRAS or HPM * The Crisis Line is in place and shares information * Training initiatives are in place * There is still no shared base of all information but MERLINs are shared. |  |
| 20 | Liaise with Police Mental Health liaison representative to review section 136 | June 2015 | City and Hackney CCG and Local Partners | * Section 136 Protocols in City and Hackney adhere to national standards and are followed appropriately on the ground. * No use of police cells, place of safety fro assessments is outside A&E provision | * Section 136 protocols adhere to national standards operationally. * Police cells are not used as a place of safety and there is a place of safety provided outside A&E provision by the HPM service**.** |  |
| 21 | All healthcare, local authority and community partners staff will have the right skills and training to respond to mental health crises appropriately | On going | City and Hackney MIND/ELFT via the primary care curriculum/CEPN | * Professional mental health awareness training is available and accessible for all healthcare providers, local partners including police, local ambulance services, housing services and solicitors * Home Treatment Team (HTT) has induction/monthly supervision and teaching sessions * HTT has monthly social systems case review * Recovery training is rolled out to all staff * Primary care contract with the CCG requires mandatory mental health training, including a module on risk and crisis | * Training has been provided to the Police by ELFT however the Police also have their own training. No training has been provided to the ambulance service. * The HTT has monthly teaching sessions and supervision. * The HTT has a monthly systems review. * Staff are trained in the recovery model. * The primary care contract now has a mandatory module on mental health risk and crisis. |  |
| **Improved training and guidance for police officers** | | | | | | |
| 22 | ’Police are supported by health services, including mental health services, ambulance services and Emergency Departments | On going | City and Hackney CCG, Local Authority and Police | * Homerton Psychological Medicine * Section 136 suite * AMHP service 24/7 * Joint S136 protocol lays out response times and responsibilities of NHS/ Social Services and police. * Under 18s sent to Coburn or Starlight unit HUH. * Free Police training offered March 15 by CCG | Joint 136 protocol need to set out more clearly response times for police NHS Social services and police.  Free police training is available |  |
| 23 | When people in crisis appear( to health or social care or to police, ambulance, fire services) to need urgent assessment, the process should be prompt, efficiently organised, and carried out with respect | June 2015 | City and Hackney CCG and Local Partners | * AMHP 24/7 * CAMHS duty doctors during office hours, GOSH SpR/Consultant OOH. | The AMHPs service is 24/7 however delays have been reported in the AMPHs service due to lack of capacity.  There is a PREM to measure the assessment process however it does not capture all parts of the pathway. |  |
| **Improved services for those with co-existing mental health and substance misuse issues** | | | | | | |
| 24 | Develop crisis pathways and crisis care plans for those with dual diagnosis of MH and substance misuse issues | June 2015 | City and Hackney CCG and HUH | * Close links established with Substance Abuse Unit, HUH substance misuse team, Lifeline. * Joint assessments in Emergency Department of intoxicated service users * Treatment of substance misuse patients on par with those without substance misuse issues | * There are close links established between Substance Abuse Unit, HUH, substance misuse team and Life Line. However clearer pathways need to be developed for dual diagnosis and substance misuse. * There are joint assessments in the ED Department * It is not clear whether parity of esteem has been achieved. |  |

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| **4. Quality of treatment and care when in crisis** | | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Service User/Patient safety and safeguarding** | | | | | | |
| 25 | People in Crisis who need to be supported in a health based place of safety will not be excluded | On going | City and Hackney CCG, HUH and Local Police | * Homerton Psychological Medicine * S136s seen in ED if physical health problems * Joint assessments in ED of intoxicated service users * Physical health screening and medical clearance | * Homerton Psychological Medicine department acts as a place of safety out of hours. * S136s are seen in ED if there are physical health problems. * There are joint assessments in ED of intoxicated service users * There is physical health screening and medical clearane. |  |
| 26 | People in crisis who present in Emergency Departments should expect a safe place for their immediate care and effective liaison with mental health services. | On going | HUH and ELFT | * Homerton Psychological Medicine * Use of RIO system by HPM * Can refer directly into ELFT services * Links with HTT. | * HUH can refer directly to ELFT services and is linked to HTT. It is planned that these links will be strengthened. |  |

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| **5. Children and Young People’s Action Plan** | | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Joint planning for prevention of crises** | | | | | | |
| 27 | Access and new models of working for children and young people | On-going | City and Hackney CCG, HUH, ELFT and LA | * Coburn unit * CAMHS community teams * All under 18s referred to HPM/Paediatric A&E are referred to CAMHS * On-call GOSH senior doctor OOH | 4 hour Saturday afternoon drop-in provision proposed at Off-Centre site, will give CYP and families chance to access Off-Centre provision outside of school / weekday hours, and in a community setting. This is pending Transformation bid money. |  |
| 28 | Early intervention services are available and easily accessible to children and young people and their families | On-going | City and Hackney CCG, HUH, ELFT and LA | * HTT accepts 16-18 year olds for weekend support when in crisis * On-call GOSH senior doctor OOH * CAMHS duty during working hours * Clear pathway to early intervention services available to CYP and their families | More work needed on pathway. |  |
| 29 | Crisis A&E response | On-going | City and Hackney CCG | Great Ormond Street on call SPR rota | CAMHS led liaison provision at A&E from 0.2 WTE to 1 WTE post – improving liaison provision and working with A&E staff to improve knowledge and understanding of CAMH and services |  |
| 30 | Safety | June 2015 | ELFT and HUH | No under 18s admitted to adult acute wards | This is the policy and no breaches have been reported |  |

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| **6. Recovery and staying well / preventing future crisis** | | | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** | **Summary progress against actions (include outcome measures where relevant)** | **Red/Amber/Green (RAG)** |
| **Joint planning for prevention of crises** | | | | | | |
| **31** | All patients with recovery care plans detailing suitable crisis response criteria | August 2015 | All partners | Standard recovery care plan used across all services. | Standard recovery care plan detailing crisis response in operation in some but not all services. |  |