Doncaster Crisis Care Concordat Action Plan – Progress Update 31 October 2015

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| 1. **Commissioning to allow earlier intervention and responsive crisis services** | | | | | | | | | |
| **No.** | **Action** | | **Timescale** | | **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.** | **Review of Mental Health Service** | | 2014 | | Doncaster CCG | * Robust governance structure with Senior Leadership from Health & Social Care who has oversight of the delivery plan. * Multi-agency Partnership Groups including Police and Ambulance Service who are leading the implementation of the Action Plans * Crisis Care Concordat Action Plan Group who have the remit to deliver the local Action Plan | | * Identified need to develop Crisis Response Services * Improve early intervention and development of specialist pathway for Personality Disorder, Eating Disorder and Perinatal MH Care * Development of primary care MH pathway | GREEN |
| **2.** | **Delivery of the Review Recommendations through a H&W Board approved action plan** | | 2014/2015/16 | | Doncaster CCG | * Improved Access for people experience mental health crisis * Improved support for those who want to access services/guidance before going into a crisis (crisis support planning in care plans and crisis management plans * Service users having more control about how they access services before the crisis accelerates * Vulnerable people are directed away from the criminal justice system | | * Launch of Crisis Hub (ageless service that supports children & young people and older age adults) – Clinical Nurse Triage Service which operates 24/7 and provides telephone assessment as an all age service – Sept 2015 * Development of a Community Based Recovery House that provide accommodation, 24/7 support line, carer support and recovery focused activity – out to tender in December 2015. * Delivery of Street Triage Project – Sept 2015 * Delivery of L&D Service in Custody Pilot – supporting vulnerable people in Custody inc. children and Young People, MH and Learning Disability – Sept 2015 | GREEN  GREEN |
| **3.** | **S/Yorks Police – Increased input into the Joint Strategic Needs Assessment on Mental Health to show demographic representation, particularly regarding the protected equality characteristics** | | 2015/ongoing | | S/Yorks Police/Public Health | * Robust data share and contribution across the partnership will inform future commission of mental health support services | | * New County wide MH ISA being drafted to support information sharing across MH portfolio/work streams. * SYP are to introduce a new MH monitoring form to gather data to support the early identification and management of vulnerable people. Dataset will be reviewed in due course in support of JSNA and shared with partners. | **AMBER** |
| **4.** | **S/Yorks Police – Gap analysis between current provision and Concordat vision to inform actions** | | 2015/16 | | S**/**Yorks Police | * Focused police commissioning support programmes on areas needing improvement | | SYP Update:   * S/York Mental Health Strategic Partnership Board has been formed with Joint Chair between the NHS England and S/Yorks Police District Commander (Barnsley). Membership comprises of S/Yorks MH Commissioning Leads and the Group’s Terms of Reference include review of CCC, Triage, SP and Regional wide resources * Local governance structures are also being reviewed to ensure appropriate attendance in support of key work streams | GREEN |
| **Improving mental health crisis services** | | | | | | | | | |
| **1.** | **Multi-agency and service user Task & Finish Group** | May 2014 – June 2015 | | Doncaster CCG | | Implement partnership vision of crisis support for Doncaster population | | Establishment of a Multi-agency and service user Task & Finish Group to redesign the crisis care pathway for Doncaster – MH Trust, Emergency Service, Social Care, 3rd Sector and Service User representation.  Remit of the Group is to action:   * Crisis pathway/service review and redesign from Doncaster wide engagement across health and social care system and service users.   Joint development of key features document and translation of that into a service specification for crisis service including, Street Triage, Triage Hub, and crisis management and care co-ordination support for older people, access to CAMHs and dual diagnosis (substance misuse) | GREEN |
| **2.** | **Review current care pathway with MH Trust, Police and Ambulance Service** | May 2014 – September 2015 | | Doncaster CCG | | Doncaster will have a clearly defined crisis response service that is responsive to services users and other crisis response services. | | * Mapping of both the emergency response services and treatment and discharge components of the crisis pathway. * Conduct capacity and demand of component services across the current pathway service to further understand the relationship of service and service users. * Doncaster Crisis Hub is working collaboratively with Yorkshire Ambulance Service MH Triage Service | GREEN |
| **3.** | **Doncaster sign up to the Crisis Care Concordat** | November 2014 | | Doncaster CCG | | Health & Wellbeing Board and Partnership commitment to deliver the outcomes of the Doncaster Crisis Care Concordat Action Plan | | * Doncaster wide sign up to the delivery of the Crisis Care Concordat Shared Goals. Doncaster Health & Wellbeing Board are signatories and the accountable partnership group to monitor actions of the Local Plan – thus demonstrated Doncaster commitment to the principles and values of the Crisis Care Concordat | GREEN |
| **4.** | **Children’s Services – Doncaster Children’s Mental Health Transformation Plan** |  | | Doncaster CCG | | * Less children reach crisis * Those that do are better supported * Reduction in acute admissions | | The Local Transformation Plan has been agreed and a key element of this is to develop crisis services for CYP to implement on all elements of the concordat. Key areas are as follows:   * All age psychiatry service * Launch of Crisis Hub (ageless service that supports children & young people and older age adults) – Clinical Nurse Triage Service which operates 24/7 and provides telephone assessment as an all age service – Sept 2015 * CAMHs interface and liaison nurse * Section 136 and place of safety * Supported accommodation * Intensive home treatment service | AMBER |
| **Ensuring the right numbers of high quality staff** | | | | | | | | | |
| **1.** | **Caseload and staff levels, skill mix Review** | 2015/16 | | RDASH | | Any and all training needs identified will be address and were appropriate, multi-agency training will take place | | A review of skill mix will be required to map across CAMHS/Adult MH/Older People Mental Health to ensure that the Triage Hub has the appropriately skilled staff to triage calls/patients and feed into the most appropriate care pathway. The review of appropriate skill mix will be built into the evaluation of the Crisis Hub  RDASH to implement the development of a Locality Facing Model (mirroring GP Locality Clusters) | AMBER |
| **Improved partnership working in Doncaster locality** | | | | | | | | | |
| **1.** | **Involvement of service user groups** | From 2014 onwards | | Doncaster CCG/partnership | | | All Partners will be included in the ongoing development of mental health services across Doncaster and Service users will lead the way | Assurance of service user voice on Task and Finish Groups, frequent CCG attendance at Service User Group to Consultant on each step of the care pathway and Service User membership on the Crisis Care Concordat Action Group has been secured | GREEN |
| **2.** | **Scope out Psychiatric Liaison Services in the Acute Trust** | 2015/16 | | Doncaster CCG/RDASH/DBHFT | | | Patients attending the Acute Trust and have mental and physical co-morbidity will experience a joint care pathway which is seamless and reflects the needs of the patient | A scoping exercise of MH Service support and care in the acute trust will take place in December 2015. An agreed improvement plan will be implemented that will bring the Psychiatric Liaison Service in line with the key principles of the MH Task Force on better access and care | AMBER |
| **3.** | **Multi-agency Working - Outcome Metrics - An agreed joint data set to establish baseline and capture demand and responses for people in mental health crisis (SABP, EDT, Police, 136, Ambulance, A&E’s, 111)** | 2015/16 | | Doncaster CCG/S.Yorks Police/RDASH | | | The vision is to have a joint Performance and Quality Outcomes Framework (PQOF) across all agencies | Develop and introduce measures to quantify and measure the nature of the demand profile created by mental ill health, both quantitatively and qualitatively. A PQOF Framework has been developed between the CCG and the MH Trust, but this needs to be extended to include other agencies involved in the pathway.  The Liaison & Diversion Project Pilot will include the development of a MH Trust and Police Dashboard – this is still in development  SYP are to introduce a new MH monitoring form to gather data to support the early identification and management of vulnerable people.  The proposed form has been shared with RDASH to enhance discussion to develop a joint performance framework. In due course the new dataset will shared with partners.  This work will be supported by a multi-agency T&FG to progress this workstream | AMBER |
| **4.** | **S/Yorks Police – Introduction of a tiered strategic Governance Framework**  **Gold – Exec Level Strategic Board**  **Sliver – County based partnership oversight Board**  **Bronze – CCG area based delivery group** | 2015/15 | | S/Yorks Police | | | * Include representation from all internal departments * remit to develop and reinforce inter-departmental understanding and cooperation in designing the response to mental health related demand * Governance and accountability   Strategic direction and control | SYP have mapped existing governance across the police MH portfolio and are in consultation with each Trust to replicate this exercise with partners in line with organisational changes. This will ensure we have efficient and effective structures at Operational, Tactical and Strategic level to support those in crisis, whilst also developing innovative pathways, processes, policies and systems which meet the needs of the community, support future commissioning and comply/meet legislative/statutory guidance. |  |
| **5.** | **S/Yorks Police – Work with partners to develop ‘fast-track’ assessment process for patients and potential offenders** | 2015/ongoing | | Doncaster CCG/RDASH/S.Yorks Police | | | Vulnerable people coming into the contact with the Police will be assessed for need, and a support programme put in place that will either support them through the criminal justice system or divert them from it.  Develop multi-agency tiered case management systems, to identify early risks to victims, patients, offenders and locations – linked to Integrated Offender Management Programme   * Develop and embed links across internal departments and external agencies, looking at repeat, complex and multi-agency demand. * Tiered model with robust reporting, referral and accountability processes to maximise opportunities to intervene at the earliest opportunity. * Influence and inform the development of processes and the deployment of partnership resources before, during and after crisis * The establishment of the hub will include appropriate resourcing of AMHP and S.12 MHA Approved clinicians to ensure rapid access to appropriate care pathways and supporting services within both the health and CJ system. Liaison and diversion scheme will compliment this work as will the crisis hub which will house the out of hours AMHP’s * Implement a Vulnerable People Panel to review complex cases and ensure robust case management | The Wave 2 Liaison and diversion has now been established with Doncaster & Rotherham Custody suites. The service aims to provide an initial screening and triage facility for those arrested and detained at a police station. Outcomes are determined on an individual basis (dependant on need), support can be provided by the L&D team and/or existing community resources. L&D will provide information relevant to the Court to inform outcomes decisions. The current service is to be expanded to cover 12 hours and in due course will also support referral pathways for voluntary attendee’s and those subject to community resolutions. (This work supports the new Home Office IOM Principles)   * L&D services will be supported by the Crisis HUB AMPH’s out of hours * The establishment of the Crisis HUB includes appropriate resourcing of AMHP and S.12 MHA Approved clinicians to ensure rapid access to appropriate care pathways and supporting services within both the health and CJ system. * Implementation of the new Vulnerable People Panel will support the effective identification and management of complex cases * SYP are currently reviewing demand data to establish a consistent process to support the identification of repeat callers/locations. In due course this will feed into the Vulnerability Panel to aid the early identification and assessment of risk/needs**.** | AMBER |
| **6.** | **Children & Young People MH Transformation Plan – Collaborative approach across Mental Health services for children, young people and adults** | Oct 2015 | | DCCG | | | Doncaster will have a collaborative approach to addressing the needs of children & young people with mental ill-health | Doncaster partnership has submitted its Children & Young People Mental Health Transformation Plan on 16 October which has been signed-off by the Health & Wellbeing Board.  The local Crisis Care Concordat Action Plan Task & Finish Group will have oversight on the Crisis theme within the Children & Young People Transformation Plan  S/York MH Strategic Partnership meets monthly and has oversight of the commissioning arrangements to support children & young people away from Custody Suites | GREEN |

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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** | | | | | | |
| **1.** | **Triage Hub/IAPT Mechanisms** | 2015/16 | Doncaster CCG/RDASH | Anyone experiencing an emotional crisis or mental distress that is related to lifestyle issues, will receive support, guidance and signposting to the most appropriate service to meet their need | * Development and implementation of triage hub with call management and call co-ordination function/skilled staff in place to manage calls. * Design locality based Advice and Support Information Hubs to direct non-mental health crisis calls to i.e. Debt Management, Housing related support etc * Crisis hub due to be operational 28th September 2015. Pathways in place for appropriate triage. | GREEN |
| **2.** | **Review of Primary Care Mental Health Pathway and redesign of service** | 2014/15 | Doncaster CCG/RDASH | All patients requiring access to Psychological Therapies will be seen within 28 days of the referral being made and will be placed on the appropriate step of the Step-care model | * Development of a primary care pathway that will support people with mental health problems, better in the community * Integrated support for people with anxiety and depression through the review of access to Improving Access to Psychological Therapies (IAPT) * Through the development of integrated support between primary and secondary care, people with enduring mental health problems will have access to early interventions in community to prevent escalation into crisis * Improved Physical health checks for people with mental health problems will be provided in primary care to ensure Parity of Esteem | GREEN |
| **3.** | **S/Yorks Police - Monitor the implementation and effectiveness of the national Criminal Justice and Liaison Service pilot** | 2014/15 | S/Yorks Police, Doncaster CCG/RDASH | Partners will know and understand how to support vulnerable people in the community who come to the attention of the police. | * Access to liaison and diversion services for people with mental health problems who have been arrested for a criminal offence, and are in police custody or going through court proceedings is in place * The local evaluation for this project will be presented to Doncaster Commissioners (health) at the end of February 2016 to inform future commissioning intensions * Liaison and diversion team implemented in April 2015 and team fully staffed, NHS England are evaluating data. * SYP have requested data to confirm the number of referrals being made to each service and the number of face to face interventions being carried out by L&D staff within the custody suite. Review meetings have been arranged to ensure current processes are working efficiently and effectively with les]sons learned and/or good practice being shared at the County L&D meeting. RDASH have set a date Nov 15 to expand provision from 8 hours to a 12 hour service (8am to 8pm) and are to pilot the development of the C&YP pathway at College Rd Police Station. | AMBER |
| **4.** | **S/Yorks Police - The joint policy review group will review all joint policies, procedures, protocols and guidelines ensuring clear signed protocols showing effective partnership working** | 2015/16 | S/Yorks Police | There will be an effective partnership response to mental ill health and learning disability and policies will be supportive of one another.   * Implement the Street Triage Service * Review workforce across police and health and implement multi-agency training | * SYP and leads within each Trusts are currently reviewing policies/procedures in line with legislative and organisational changes. At this time the S136 policy has been amended in line with the MHS CoP 2015 and is Consistence County wide. The AWOL and Conveyance Policies are currently being reviewed to ensure a consistent approach across each Trust. * Consultation is ongoing with regards to the recommendations within the review of S135 & S136 of the MHA. SYP have engaged health colleagues to implement recommendations linked to the use of police custody as a PoS. The changes are being supported by the introduction of a new protocol (Management of MH Crisis Interagency Protocol) which is currently out for consultation. * The current Triage provision is being evaluated to ensure that its functions are considered and/or realigned to changes in service provision or commissioning arrangements in line with the review of the crisis care pathway. * The College of Policing are currently developing ‘Authorised Professional Practice for MH’ for police officers and minimum standards for training. The first draft has been circulated to police forces for feedback and MH leads are attending workshops to provide feedback to the College. In due course Trusts leads will be engaged to consider the impact of the APP and minimum training standards to ensure it does not conflict existing partnership arrangement and we will look for opportunity to deliver joint training. * Lord Carlisle is currently overseeing a national working group to review the police response to call for assistance within MH settings and the use of restrain. NHS England, the College of Policing, the RC of Psychiatrists and a number of other national bodies are involved. SYP MH Team and Trusts leads are in initial consultation to review existing structures pending further guidance being issued. | AMBER |
| **5.** | **Public Health S/Yorks Police - The Suicide Prevention and Audit Group will identify the at risk groups to inform the commissioning cycle.** | 2015/16 | Public Health/DCCG/S.Yorks Police | Doncaster will have a locally agreed Suicide Prevention Strategy and Action Plan that will be monitored by the Health & Wellbeing Board.   * Doncaster Public Health Unit and Doncaster CCG will develop a Suicide Prevention Strategy and work with partners to implement local actions | * SP Action Plan has been developed by PH and a recent audit has been undertaken. * SYP were part of a national pilot to provide real time data in support of suicide prevention. At this time SYP are reviewing the real time data capture to quality assure the processes and review how PH have utilised the dataset to inform the development of local action plan and enhance bereavement support. * Within the new ‘Authorised Professional Practice’ to be issued by the College of Policing in 2016, there will be a chapter on suicide prevention. This will support the National SP strategy and outline the role of the police. * SYP have benchmarked a number of forces to review their approach to suicide prevention, bereavement support and training. Consultation with PH will continue to consider how this will compliment/contribute to local action plans. | AMBER |

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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** | | | | | | | |
| **1.** | **Street Triage Pilot**  **Implement a model of liaison and diversion**  **Telephone crisis clinical triage will be operational in the Doncaster ‘Hub’** | 2014/15 | DCCG | Anyone experiencing a mental health crisis will receive an immediate response, feel listened to, receive the most effective care for their diagnosis and have a recovery focused outcome | | All 3 service components have been put in place  Evaluation Frameworks for each element of the pathway are being developed that will measure outputs, partnership arrangements and most importantly, patient reported outcome measures – across all age ranges | GREEN |
| **Social services’ contribution to mental health crisis services** | | | | | | | |
| **1.** | **Step-down beds & Integrated Care** | 2015/16 | Doncaster MBC/Doncaster CCG | Anyone who is experiencing a mental health crisis which is being exacerbated due to their social circumstances will receive appropriate multi-agency assessment, treatment and care appropriate to their needs | | Plan to re-commission/re-provide community based support during 2015/16 in partnership with the Local Authority | AMBER |
| **2.** | **Advice and Support function to be provided via the Crisis Hub** | 2015/16 | DMBC | The Crisis Hub will provide this service which has been specified to include access to social care support, peer led support groups, patient advocates, guided self-management, housing/accommodation and floating support and debt management advice and advocacy. | | Social Prescribing Model for Doncaster has been commissioned using the Better Care Fund | GREEN |
| **3.** | **Crisis Assessment Service** | 2015/16 | CCG/RDASH/DMBC | A joint assessment and case management approach will be in place between health and social care. | | The Crisis Assessment Service/Hub has local operation policies between RDASH and DMBC with integrated systems to deliver unified day to day management, joint staffing and joint case management.  The Hub is co-located with the Adult Contact Team  The joint team are under review and the Crisis Hub is being evaluated which will include the effectiveness of joint case management | AMBER |
| **Improved quality of response when people are detained under Section 135 and 136**  **of the Mental Health Act 1983** | | | | | | | |
| **1.** | **Implementation of Street Triage Service** | 2015/16 | RDASH/SY Police | Anyone experience a mental health crisis in a public place and have drawn the attention of the police, will receive an immediate assessment by a mental health professional and directed to the most appropriate place of safety | | Street triage was evaluated in Feb 2015 and rolled out across Doncaster.  A reduction in section 136 detentions have been realised and appropriate interventions recorded, meaning quicker access to MH support.   * The current Triage provision is being evaluated to ensure that its functions are considered and/or realigned to changes in service provision or commissioning arrangements in line with the review of the crisis care pathway. | GREEN |
| **2.** | **S/Yorks Police – Ensure adequate provision of and access to Health Based Place of Safety within the meaning of S.135, (6) of the MHA (1983)** | 2014/15 | S/Yorks Police/RDASH | * Reduce use of police custody for 136 detentions to zero; * alternative PoS where primary unavailable; * resilience and capacity within HBPoS; * intoxication not an automatic barrier to assessment; * record keeping; * clinical management of risks esp where restraint used / considered; * joint risk assessments for pre-planned 135 warrants   availability & responsiveness of AMHPs and S12 Doctors | | * Consultation is ongoing with regards to the recommendations within the review of S135 & S136 of the MHA. SYP have provided feedback to the Trust with regards to the recommendations and have engaged health colleagues to implement recommendations linked to the use of police custody as a PoS.  Police custody will not be used as a PoS for U18’s with effect from January 2016 (date to be confirmed) and as from 1st April 2017 Police custody will not be used as a PoS for Over 18’s (Adults) * The changes are being supported by the introduction of a new protocol - Management of MH Crisis Interagency Protocol) which is currently out for consultation with partners. * RDASH and SYP have commenced work to review the interfaces between Health and SYP. This includes a review of governance structures, policies, training and the development of communications mediums to support information sharing/risk assessments across agencies. | GREEN |
| **Improved information and advice available to front line staff to enable better response to individuals** | | | | | | | |
| **1** | **MH Programme Communication and Engagement** | From 2014 onwards | Doncaster CCG/RDASH | | All partners, key stakeholders and the public will be fully aware about what is available to them if they or anyone they know experience a mental health crisis | * The new Crisis Pathway Model has been publicised by both Commissioner and Provider organisations. Commissioner will continue to engage with the public and stakeholders providing updates on the progress of the Programme. The Provider will be expected to draw media attention to the implementation of the new Crisis Pathway Model and to highlight new contact numbers, access points for service users and potential referrers. * Communication plan in place * Communication Plan in place for the Children & Young People Transformation Plan | GREEN |
| **2.** | **S/Yorks Police – Review and develop multi-agency crisis response within 999 and 111 Systems** | 2015/16 | S/Yorks Police | | S/Yorks police will have direct access to MH crisis response service when they are in contact with a member of the public who are experiencing a MH crisis | Agreements are in place between S/Yorks Police and RDASH to ensure that calls from the police re given priority where practicably appropriate  Children & Young People Transformation Plan includes an objective to ensure that no children or young person is not put in a police cell as a place of safety   * New pathways have been circulated to SYP Communications staff and Doncaster officers. * Further discussions will taken place to consider the transfer of calls from the Police control room to the Crisis HUB (link to Triage review**).** | GREEN |
| **3.** | **Inclusion of GP MH Champions** | 2015/16 | Doncaster CCG/GP Clinical Commissioning Leads | | * Doncaster GPs will have the full support of the MH Trust and access to local training and education to enhance their skills in supporting patients with mental ill health * Service users will feel confident that their GP fully understands their condition and that they will be directed to the most appropriate care pathway | A development programme for GPs is under development and the SCN for MH Regional Lead) is delivering a Master Class in November 2015 for interested GPs.  Named CAMHS Workers will be allocated to primary care to enhance service deliver and support to primary care but also will improve learning and education, | AMBER |

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| **Improved training and guidance for police officers** | | | | | | | |
| **1.** | **Training for Police – equip agencies and staff to respond appropriately** | 2015/16 | S/Yorks Police | | S/York Police will have received mental health awareness training so that they can provide appropriate and sensitive response to the public/people who are experiencing a mental health crisis episode | * During August/September 2015, RDASH delivered vulnerability awareness training to all custody staff to support the identification and referral of vulnerable people to liaison and diversion services. * A training and proactive T&FG will be established to consider the new minimum standards of training for the police and the outcomes of the National working group (assistance/restraint). | GREEN |
| **2.** | **Develop and introduce information sharing process enabling rapid access to information across Trust, CCG and Local Authority boundaries** | 2014/ongoing | RDASH/S.Yorks Police | | The MH Trust and Local Police will have joint operating procedures that are person centred | SY information sharing agreement in place within each CSP, This will be monitored and reviewed in light of new liaison and diversion service.  SYP are drafting a countywide ISA specific to MH work streams including L&D. This will be circulated shortly for consultation to Trusts, CCG’s, LA’s and PH. | GREEN |
| **3.** | **Training for Partners - Review existing provision of mental health training (through a Training Needs Analysis) for the Police, Probation, Housing, Criminal Justice and Social Care staff. Develop and deliver joint training where need identified** | 2015/16 | All Partner Agencies | | All staff will have the right skills and training to respond to mental health crises appropriately. | Systems need to be developed to identify if partners agencies are providing MH awareness training to ensure that staff can respond appropriately to people presenting to their service in a mental health crisis.  SYP have reviewed training that has been delivered and/or is currently available in preparation for the implementation of the new minimum standards of training. (due 2016). In due course further consultation will take place to consider the implications and or opportunities for joint training across agencies. | AMBER |
| **4.** | **S/Yorks Police to work with partner agencies to review current suicide prevention training, refresh and deliver training to key front line professionals.** | 2015/16 | Public Health/All Partners | | Doncaster will see a reduction the number of suicides and attempted suicides and there will be a locally agreed suicide prevention strategy and action plan | RDASH hosted suicide and prevention conference in December 2014, well attended by partner organisations.  Public Health are leading on a revised Suicide Prevention Strategy and working with partners to develop a locally agreed action plan   * SYP Update: SYP were part of a national pilot to provide real time data in support of suicide prevention. At this time SYP are reviewing the real time data capture to quality assure the processes and review how PH have utilised the dataset to inform the development of local action plan and enhance bereavement support. * Within the new ‘Authorised Professional Practice’ to be issued by the College of Policing in 2016, there will be a chapter on suicide prevention. This will support the National SP strategy and outline the role of the police. * SYP have benchmarked a number of forces to review their approach to suicide prevention, bereavement support and training. Consultation with PH will continue to consider how this will compliment/contribute to local action plans. * SYP are part of the national working group chaired by the BTP Chief Constable. | AMBER |
| **Improved services for those with co-existing mental health and substance misuse issues** | | | | | | | |
| **1.** | **Working with Public Health and Health and Wellbeing Board** | 2015/16 | Health & Wellbeing Board/Doncaster CCG |  | | A review of the Dual Diagnosis pathway will take place in partnership with Public Health and RDASH to ensure that people with mental illness and substance misuse issues to access responsive and co-ordinated care planning.  The Drug and Alcohol Treatment Plan will include review and improvement of Dual Diagnosis Pathway to ensure collaborate approach | AMBER |
| **2.** | **S/Yorks Police – Develop a Multi-agency approach and agreement to respond to mental health crises where an individual is intoxicated** | 2015/16 | S/Yorks Police/Partners | Alcohol and drug services will respond flexibly and speedily where an individual in crisis presents in a state of intoxication or in need of urgent clinical intervention. | | * SYP have a force wide MH Strategy and have developed a ‘Management of MH Crisis Interagency Protocol which is currently under consultation. * Liaison and Diversion services are now in place within the Custody estate across the County. Clear pathways have been agreed between physical health care providers (Leeds health Care) and DIP Service to support the physical and mental well being of individuals with substance abuse related issues. | AMBER |

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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)** |
| **Review police use of places of safety under the Mental Health Act 1983 and results of local monitoring** | | | | | | |
| **1.** | **Implement the Recommendations from the Letter to Police Forces re Section 135/136 Mental Health Act – the use of police cells** | 2015/16 | S/Yorks Police/RDASH/DCCG | Vulnerable people who come to the attention of the police will be treated in the most appropriate manner and will have access to immediate medical care in the most appropriate environment | * Street Triage Service is in operation across Doncaster * Liaison & Diversion Pilot in Place * S/Yorks Police and RDASH have standard working arrangements to ensure the safe transfer of people to the MH in-patient Unit who have been detained under Sec 135/136. * S/Yorks Police are working with RDASH to develop working procedures to ensure that young people who are detained will receive care from the CAMHS Service * Consultation is on-going with regards to the recommendations within the review of S135 & S136 of the MHA. SYP have provided feedback to the Trust with regards to the recommendations and have engaged health colleagues to implement recommendations linked to the use of police custody as a PoS.  Police custody will not be used as a PoS for U18’s with effect from January 2016 (date to be confirmed) and as from 1st April 2017 Police custody will not be used as a PoS for Over 18’s (Adults) | GREEN |
| **2.** | **Review of recommendations from CQC ‘A Safer Place to Be’ Report** | September 2015 | RDASH/SY Police | The recommendations from the ‘Safer Place to Be’ Report will be implemented | RDASH undertook a review of “a safer place to be” during April 2015. RDASH have undergone a CQC inspection during September 2015 where no concerns were raised. | GREEN |
| **Service User/Patient safety and safeguarding** | | | | | | |
| **1.** | **To review local agreements ensuring that no-one with a mental disorder to be in police custody for longer than 24 hours** | September 2014 – ongoing | RDASH | Any incidents where a person has been known to MH services and has been detained in police custody unnecessarily or for prolonged periods of time due to violent behaviour will be monitored and lessons learned will be shared. | Continues to be reviewed. RDASH are working closely with SY Police to develop joint policies regarding dealing with mental health emergencies | AMBER |
| **2.** | **To review use of police restraint for patients known to have mental health disorder with a view to joint training initiatives** | January 2015 | RDASH | Joint training is implemented and safe restraint practices will be used only when absolutely necessary. | This is subject to ongoing review. RDASH are working closely with SY Police to develop joint policies regarding dealing with mental health emergencies.  Lord Carlisle is currently overseeing a national working group to review the police response to calls for assistance within MH settings and the use of restrain. NHS England, the College of Policing, the RC of Psychiatrists and a number of other national bodies are involved. SYP MH Team and Trusts leads are in initial consultation to review existing structures pending further guidance being issued. | GREEN |
| **3.** | **Audit of the minutes from the MH Collaborative** | Ongoing | RDASH | Service users and carers are aware of, and can contribute to crisis services and their development. | Where practicable, service users and carers are represented at the crisis care pathway development groups. Where this is not the case minutes from meetings are shared | GREEN |
| **Staff safety** | | | | | | |
| 1. | **Review lone worker arrangements to ensure appropriate safety measures are in place when dealing with people in crisis situations** | December 2015 | RDASH | Lone working procedures reviewed in each team.  Crisis hub has relevant safety procedures in place.  All staff risk assess community visits. | Standard operating procedures updated | GREEN |
|  | **Review management of violence and aggression protocols in light of police resource limitations and legalities of use of police to support incidents of violence on wards.** | December 2015 | RDASH | This is being reviewed as part of the joint management of mental health incidents with South Yorkshire Police. Additionally RDASH are reviewing management of violent patients internally**.** | Partnership working protocols being developed | AMBER |
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| **Primary care response** | | | | | | |
| **1.** | **Active engagement with GP’s** | 2015/16 - ongiong | Doncaster CCG/RDASH/GP Community | Doncaster has a fully informed and skilled primary care workforce who are responsive and supportive of those presenting with a mental illness | Establish Primary Care Mental Health Work stream Task & Finish Group – Completed  GP Clinical Lead for MH established and leading on Primary Care Mental Health Redesign Work  Communication Plan established to:   * Consult with GPs in localities regarding the pathway redesign * Active engagement with the LMC to understand opportunities and impacts of any redesign on GP workload * Monthly Newsletter/bulletin developed to keep GP community informed   GP clinical lead involved in transformation plans. RDASH clinical director is engaging directly with influential GP’s re pathway redesign. | GREEN |
| **2.** | **Review of Primary Care Mental Health Pathway and redesign of services including discharge** | 2015 – 2016 | Doncaster CCG/RDASH | The primary care pathway will be accessed at the point of need and the access waits will be in line with the national target | Doncaster is meeting a locally agreed target for access from referral to treatment within 28 days  A Social Prescribing Model/Service has been commissioned and has 100% coverage across the practices  The Social Prescribing Service is offered to services users contacting the Crisis Hub and do not require a medical model of support, but need assistance with lifestyle issues (debt management, housing advice etc) | GREEN |
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| --- | --- | --- | --- | --- | --- | --- |
| **5. 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** | | | | | | |
| **1.** | **Access to peer support for the Crisis Pathway** | April 2015 | RDASH/DCCG | There is a multi-agency recovery focused approach in Doncaster where service users will be offered care that is specific to their individual need | User led organisations are being involved in the development and delivery of the care pathway. This includes integrate Peer Support along the crisis pathway.  Peer Support Training has been made available across Doncaster through a range of access points including GP practices  Access to peers support for CAMHS has been implemented | GREEN |
| **2.** | **Addition of WRAP to the liaison and diversion services** | April 2015 | RDASH | Wellness, recovery action planning (WRAP) will be a tool used for people in mental health crisis to support their recovery and independence. | WRAP planning is available to patients accepted into home treatment and has also been introduced to Primary Care through the Peer Support model | GREEN |
| **3.** | **All patients to be given a crisis contingency plan by the liaison and diversion service.** | September 2015 | RDASH | All patients in contact with the L&D service will have a crisis plan with key care co-ordinator contact details and actions to take in a crisis situation. | Achieved – all service users who have a care plan, will also have a crisis prevention and management plan. This is an all age service | GREEN |
| **4.** | **Scope the current market position for the role of the vol/com sector in mental health crisis recovery with service user involvement and consultation** | June 2015 | Doncaster CCG | Commissioners will test the market ensuring that there is a wide and varied range of services offered which are not just delivered by traditional health services | Development of crisis prevention and recovery focused services/activities to ensure that people with mental ill health are staying well. Scoping will include review of Social Prescribing pilot, Peer Support and WRAP Planning | GREEN |