**Hampshire & Isle of Wight Crisis Concordat Action Plan - 2015**

**Multi-Agency Overarching Action Plan to enable delivery of shared goals**

*Inclusive of Isle of Wight, Southampton, Portsmouth and Hampshire (as per local authority boundary)*

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| **1.0 Commissioning to allow earlier intervention and responsive crisis services** |
| No. | Action | Timescale | Led by | Outcomes |
| *Matching local need with a suitable range of services* |
| **1.1** | **IOW, Southampton, Portsmouth and Hampshire Health and Well Being Boards (HWBs) to hold relevant public services accountable for delivery of the Crisis Concordat Declarations.** | **March 2015****Complete****Ongoing** | **IOW –** **Sue Lightfoot****Southampton –****Lesley Stevens****Portsmouth –** **Stuart McDowell****Hampshire –** **Jason Brandon** | **Health and Well Being Boards to include Crisis Concordat in work streams, and agenda regular updates** |
| **1.2** | **Recruitment of a CC Project Manager for one year to support the steering group to implement the CC programme of work.** | **April 2015****Complete** | **Jason Brandon****Jess Berry****Lesley Stevens** | **The Crisis Concordat programme will be delivered in an efficient and timely manner** |
| **1.3** | **The Hampshire and IOW Crisis Concordat steering group will be formed to offer senior multi-agency leadership and accountability chaired by an independent chairperson.** | **December 2014****Complete** | **Complete** | **The Crisis Concordat will be embedded across Hampshire and the IOW with senior commitment from a range of statutory and non-statutory agencies** |
| **1.4** | **Development of a shared ‘ageless’ strategy on provision of 24/7 crisis care services for people experiencing mental distress and substance misuse issues across Hampshire and the IOW informed by JSNA, commissioning plans/strategies and shared data.** | **October 2015** | **Crisis Concordat Steering Group** | **The Hampshire and IOW Crisis Concordat programme of work will promote improved partnership working to meet local need** |
| **1.5** | **Hampshire and IOW mental health service provision for people experiencing crisis is reviewed against an Equality Impact Assessment to ensure equal access for people from each of the protected characteristic groups of the Equality Act 2010 (including Young people, BME, LGBT, ‘seldom heard’ groups as referenced in the national CC document)** | **December 2015** | **Crisis Concordat Steering Group** | **Services are provided to offer a service to persons regardless of their age, race, sexual orientation, religion, disability or gender** |
| *Improving mental health crisis services* |
| **1.6** | **IOW, Southampton, Portsmouth and Hampshire each have an ‘area specific’ Crisis Concordat Declaration signed off by the essential signatories.** | **December 2014****Complete** | **Complete** | **Each area has a locally agreed Crisis Concordat Declaration consistent across Hampshire and the IOW** |
| *Ensuring the right numbers of high quality staff* |
| **1.7** | **Each partner organisation will conduct a review of mental health related training to inform an overarching action plan addressing gaps and opportunities to enable staff to respond effectively to people of all ages experiencing a mental health crisis in the different agency contexts.**  | **September 2015** | **Crisis Concordat Steering Group**  | **All relevant staff understand how to support a person and their carer effectively whilst they might be experiencing a crisis**  |
| *Improved partnership working at local level* |
| **1.8** | **Each area across IOW, Southampton, Portsmouth and Hampshire will scope and develop local Crisis Concordat actions plans which will be implemented by local operational multi-agency groups to implement the requirements of the Crisis Concordat. These groups will highlight gaps in service, and best practice to the Crisis Concordat Steering Group.** | **~~September~~****~~2015~~****October****2015** | **Crisis Concordat Steering Group/ Local Area Groups** | **The Crisis Concordat will be implemented to meet local need through improved partnership working between statutory and non-statutory agencies** |
| **2.0 Access to support before crisis point** |
| No. | Action | Timescale | Led by | Outcomes |
| *Improve access to support via primary care* |
| **2.1** | **Development of a ‘Hampshire & IOW Mental Health Crisis Care Charter’ which supports the commitment of a pledge to Hampshire residents of all ages against a set of standards underpinning 24/7 mental health crisis care provision across Hampshire.** | **December 2015** | **Crisis Concordat Steering Group** | **People experiencing mental distress or difficulties with substance misuse will receive a consistent response across primary and secondary care** |
| *Improve access to and experience of mental health services* |
| **2.2** | **Shared Learning from Hampshire Well Being Centre Programme to support people to manage in times of heightened distress.** | **~~September 2015~~****December** **2015** | **via Well Being Implementation Networks (WINs)** | **Use of wider coping strategies and ‘learning from experience’ can be shared to benefit others** |
| **2.3** | **Management of triage enquiries from people of all ages which relate to mental health/ substance misuse to be developed through ‘111’ point of contact/ helpline and access to Crisis Resolution and Home Treatment Teams across 24/7 arrangements** | **~~July~~****~~2015~~****December** **2015** | **Area Crisis Concordat Groups** | **Queries to Hampshire Constabulary are diverted to enable a more effective response when supporting someone in MH crisis.** |
| **2.4** | **Emergency Departments to record, monitor and share mental health related activity across all age ranges.** | **September 2015** | **Area Crisis Concordat Groups** | **Mental Health support is available in all appropriate settings** |
| **3.0 Urgent and emergency access to crisis care** |
| No. | Action | Timescale | Led by | Outcomes |
| *Improve NHS emergency response to mental health crisis* |
| **3.1** | **Implement the South Central Ambulance Service Crisis Concordat Action Plan** |  | **Sue Putman (SCAS)** | **NHS Ambulance provision is committed to ensuring a high quality service for people in mental health crisis** |
| **3.2** | **Consistent working protocols to be developed supporting the interface between Emergency departments (including Psychiatric Liaison Service) and secondary mental health services for supporting individuals experiencing mental health/ substance misuse crisis.** | **September 2015****Ongoing** | **Area Crisis Concordat Groups/ local Acute General Hospitals** | **People in mental health crisis will experience continuity of support as they need it between services** |
| *Social services contribution to mental health crisis services* |
| **3.3** | **IOW, Southampton, Portsmouth and Hampshire Local Authorities will review out of hours AMHP provision to provide assurance to the Steering Group that AMHPs will respond in a timely manner within clear Cross Border protocols.** | **~~July~~****~~2015~~****October****2015** | **Local Authority AMHP Leads** | **People will receive assessment and support from social services regardless of the time of the day** |
| **3.4** | **IOW, Southampton, Portsmouth and Hampshire Local Authorities will provide information to the steering group on the sufficiency and capacity of the workforce** | **~~July~~****~~2015~~****October****2015** | **Local Authority AMHP Leads** | **The local authority will deliver its statutory responsibilities.**  |
| *Improved quality of response when people are detained under s135 and 136 of the mental health act 1983* |
| **3.5** | **A county wide set of s135/ 136 policies and procedures will be reviewed in light of the implementation of the Crisis Concordat and its various work streams to include all aspects of the pathway across all age ranges (i.e. incl. CAMHS)** | **July 2015****Ongoing****Complete**  | **Crisis Concordat Steering Group** | **People will be assessed and supported in an expedient manner in accordance with the law and their individual needs** |
| **3.6** | **Place of Safety Provision across Hampshire and the IOW will be reviewed for people across all ages to ensure that Police Stations are only used in exceptional circumstances in accordance with new duties set out within revised Mental Health Act Code of Practice 2015** | **January 2015****Ongoing****Complete** | **Crisis Concordat Steering Group** | **Police stations will only be used to accommodate people as a place of safety in exceptional circumstances** |
| **3.7** | **The Crisis Concordat Steering Group will monitor themes, issues and trends which arise from s135/136 activity which will explicitly include and highlight young people (i.e. including interface with CAMHS)** | **October 2015** | **Area Crisis Concordat Groups** | **Services will be supported to develop in light of learning and local need** |
| *Improve information and advice available to front line staff to enable better response to individuals* |
| **3.8** | **All current or required ‘crisis related’ policies and procedures to be identified and refreshed in light of the Crisis Concordat (i.e. multi-agency transport policy)and ratified by CCSG** | **~~July~~** **~~2015~~****January** **2016** | **Crisis Concordat Steering Group** | **Services will be delivered safely and consistently across Hampshire to a high standard** |
| **3.9** | **Information Sharing protocols will be in place across all services to support people experiencing episodes of crisis relating to MH/ SM issues. A list of all relevant information sharing protocols/ policies will be held by CCSG** | **~~July~~****~~2015~~****October****2015** | **Crisis Concordat Steering Group** | **Clear communication and information sharing between agencies is paramount when considering the safety of individuals experiencing crisis and those around them**  |
| *Improved services for those with co-existing mental health and substance misuse issues* |
| **3.10** | **Development of ‘Hampshire & IOW Mental Health Crisis Care Charter’ will include reference to the management of persons who are intoxicated and experiencing mental health difficulties across all age range** | **~~Septembe~~r****~~2015~~****December****2015** | **Crisis Concordat Steering Group** | **Intoxication will not be a barrier to people in need of support when in crisis** |
| **4.0 Quality of treatment and care when in crisis** |
| No. | Action | Timescale | Led by | Outcomes |
| *Patient Safety and Safeguarding* |
| **4.1** | **Safeguarding systems will be monitored and reviewed in areas to ensure that effective support is available for persons who are frequently referred whilst experiencing a crisis as a result of their mental health/ sub misuse involving two or more agencies** | **~~July~~****~~2015~~****March** **2016** | **Area Crisis Concordat groups** | **People who frequently come to the attention of services as a result of a crisis in their lives will receive a timely and ‘joined up response’ from all the services involved** |
| **4.2** | **Anticipatory Care Planning (ACP) will be scoped and developed across IOW, Soton, Portsmouth and Hampshire for all people experiencing MH/ Substance Misuse Crisis** | **~~November~~ ~~2015~~****March** **2016** | **Area Crisis Concordat groups** | **Personalised contingency plans and strategies are available to enable relevant services to support individuals effectively through crisis episodes** |
| *Development of learning frameworks in relation to the experience of people in crisis* |
| **4.3** | **Area CC groups to develop local multi-agency learning opportunities from the range of organisational quality and governance systems with a view to share learning to improve partnership working** | **~~July~~****~~2015~~****December****2015** | **Area Crisis Concordat groups** | **All relevant local services work closely to support individuals experiencing crisis ensuring good communications, information sharing and problem resolution** |
| *Shared measurement of key service aspects in crisis care* |
| **4.4** | **Development of a shared set of minimum standards to support the aims and objectives of the Crisis Concordat** | **~~July~~****~~2015~~****December****2015** | **Crisis Concordat Steering Group (T&F Group)** | **Multi-agency crisis responses will consistently be delivered to a high standard** |
| **4.5** | **Development of a shared multi-agency dataset of key indicators to measure performance and gaps in service provision** | **~~July~~****~~2015~~****December****2015** | **Crisis Concordat Steering Group (T&F Group)** | **Multi-agency crisis responses will be monitored to ensure high quality whilst identifying opportunities for service improvement** |
| **5.0 Recovery and staying well/ preventing future crises** |
| No. | Action | Timescale | Led by | Outcomes |
| *Joint Planning for prevention of crisis* |
| **5.1** | **Review of accommodation options across Hampshire for people across all age range experiencing mental health crisis who are not deemed in need of hospital admission** | **March 2016** | **Crisis Concordat Steering Group**  | **Safe accommodation will be available in community settings to offer people an alternative to hospital admission when in times of mental distress** |
| **5.2** | **Gap analysis of education and training available to residents across Hampshire and IOW aimed at promoting prevention, self-management and emotional coping skills** | **March 2016** | **Crisis Concordat Steering Group** | **Education and training is available in the community to enable people to understand how they might be able to prevent their circumstances from developing into a crisis situation** |
| **5.3** | **Crisis Concordat Steering Group to develop connections with Troubled Families Agenda (also known as Supporting Families or Families Matter in different areas) in respect of longer term opportunities to prevent young people and their parents from experiencing Mental Health and/ or substance misuse crises** | **September 2015****Ongoing****Complete** | **Crisis Concordat Steering Group** | **Support is available in Hampshire to help prevent families from experiencing mental health/ substance misuse families in the future** |