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|  PROJECT PROGRESS REPORT – Crisis Care Concordat |

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| **Project Manager:** | Emily Holloway | **Report author:**  | Emily Holloway, Ros Cassy |
| **Date of update:** | December 15 |  |  |

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| **Project aim and objectives***:* |
| The Mental Health Crisis Concordat was published by the Department of Health in February 2014. It is a joint statement, written and agreed by its signatories, that describes what people experiencing a mental health crisis should be able to expect of the public services that respond to their needs.The Concordat is arranged around:* Commissioning to allow earlier intervention and responsive crisis services
* Access to support before crisis point
* Urgent and emergency access to crisis care
* The right quality of treatment and care when in crisis
* Recovery and staying well, and preventing future crises

The Concordat expects that, in every locality in England, partnerships of health, criminal justice and local authority agencies will agree and commit to local Mental Health Crisis Declarations. These will consist of commitments and actions at a local level that will deliver services that meet the principles of the national concordat. The Concordat focuses on people who experience acute mental health crisis. It spans the health, social care and criminal justice systems, but is also relevant to other partners such as housing providers, and the third sector. It defines the service responses expected for people of all ages suffering mental health crises. It takes into account the factors that can lead to a crisis, such as physical, psychological, spiritual, educational or social problems.Although the Concordat focuses on the responses to acute mental health crises, it also includes a section on prevention and intervention. |

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| **Project Status:** | On schedule □ |
| Work Progressing x |
| **Behind Schedule/ Reschedule** □ |
| A small group of professionals did the initial work but in October 2014 a Hampshire and Isle of Wight Crisis Concordat steering group was established. An independent chair, Ros Cassy, has been appointed. The steering group has representation from all CCGs, NHSE, mental health and acute providers, local authorities, police, ambulance and third sector organisations. The group is accountable to the Hampshire, Southampton, Portsmouth and Isle of Wight Health and Wellbeing Boards.The steering group has successfully co-ordinated the completion of four Crisis Concordat declarations (one for each Health and Wellbeing Board area) within the national deadlines.The steering group is now positively engaged in a gap analysis and development of actions to deliver the commitments made in the declarations. Priorities include:* Improving out of hours access to and experience of mental health services
* Improving Emergency departments’ response to mental health crises

Improved timeliness, experience and safety of response when people are detained under section 135 and 136 of the Mental Health Act 1983Improved services for those with co-existing mental health and substance misuse issuesManage triage enquiries for those experiencing mental health crisis via ‘111’ point of contact* Improving multi-agency planning for prevention of crises
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| An event was held at Winchester Discovery centre 19th June 2015 to officially launch the Crisis Care Concordat across Southampton, Hampshire, Portsmouth and the Isle of Wight. At this event local action groups were identified which will report into the Crisis Care Concordat steering group.There are five local area groups all of which have a specific action plan which feeds into the overarching action plan for Hampshire and Isle of Wight. This will assist the implementation of local actions to improve crisis care for people who experience metal health crisis in the community. The local groups which cover Hampshire are split geographically. South East Hampshire and Portsmouth, North East Hampshire and North West HampshireAll five local groups have now agreed on their basic action plan. The action plans are live documents which can be added to and amended as the project progresses.Bi-monthly steering group meetings are taking place and have been well attended. The core membership for this group has been agreed.Katy Bartolomeo presented a piece on the Crisis Care Concordat at the Southampton Health and Wellbeing board. This was received well by the board.Paul Bartolomeo and Emily Holloway presented an update on the Crisis Care Concordat to the Hampshire Safeguarding Adults board. This went well, the board were engaged and would like an update on progress in 2016.Ros Cassy and other members of the group attended the SHIP8 meeting. The SHIP8 members were very keen to hear about progress of the Crisis Care Concordat. They raised a number of points for the project to consider. One area the SHIP8 were very keen on was to have one South East Hants and Portsmouth local area group. This has now been achieved. The creation on the Crisis Care Concordat Charter has begun. An initial planning meeting has been arranged for 11th January 2016. There will then be a workshop event to start work on a co-produced charter, this will strengthen service user and carer input into developing appropriate crisis responses. The Crisis Care Concordat steering group is developing an integrated approach to supporting Children and Young People through membership of the local area groups. The steering group also has good links with the Troubled Families agenda across the four local authorities in our area.Links are also being strengthened with Substance Misuse, Domestic Violence and Housing providers to take a holistic approach while supporting people in crisis.Emily Holloway has visited Winchester and Aldershot Wellbeing centres. It is hoped that the Crisis Care Concordat can be part of the WIN (Wellbeing Implementation Network) agenda for early 2016, to allow good practice and information to be shared. |

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| ***Item no:*** | ***Milestone:*** | ***Due date:*** | ***Status:*** |
|  | Right here right now has been circulated to all members |  | **Complete** |
| 1.3 | Appoint an independent chair of CCC Steering group  | December 2014 | **Complete** |
| 1.6 | Area specific CCC declaration signed off by essential signatories  | December 2014 | **Complete** |
| 3.5,6,7 | Review of s136 place of safety provision | January 2015 | **Complete** |
| 1.2 | Recruitment of CCC Project manager | April 2015 | **Complete** |
| 1.4 | Development of “ageless” strategy | October 2015 | **Near Completion**  |
|  | Launch CCC across Hampshire | June 2015 | **Complete** |
|  | Establish local area groups | August 2015 | **Complete** |
| 1.8 | Local area groups form local area action plans | October 2015 | **Complete** |
|  | Process mapping of current crisis pathway | December 2015 | **Underway** |
| 4.5 | Agree minimum data set | December/January 2015 | **Underway** |
| 1.7 | Identify team training needs | September 2015 | **Underway** |
| 2.2 | Shared learning from Wellbeing centres | September 2015 | **Feb ’16 agenda** |
| 2.1 &3.10 | Creation of CCC Charter | December 2015 | **Underway** |
| 2.3 | Management of triage enquiries through 111 | December 2015 | **Underway-999 not 111** |
|  | Map of Crisis services/providers |  | **Complete** |

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| ***Progress June-December 2015****:* |
| * The Crisis Care Concordat was officially launched across Hampshire (including Southampton), Portsmouth and IOW 19th June 2015.
* Five local area groups have been established and are working on individual area action plans.
* A strategy is being developed which outline the intentions of the Crisis Care Concordat across Hampshire, Portsmouth and IOW.
* It has been agreed that all partner agencies will work within the framework of the Hampshire Safeguarding Adults Information Sharing policy.
* Process mapping of the journey through the Crisis services has begun. This will help to inform gap analysis of the current system and shape future crisis services.
* The creation of a Crisis Care Concordat strategy is near completion.
* Five local area groups have been established and have agreed on individual area action plans.
* Crisis Care Concordat presented at Southampton HWB
* Crisis Care Concordat presented at Hampshire Safeguarding Adults Board
* Crisis Care Concordat presented at SHIP8 meeting
* It has been agreed that all partner agencies will work within the framework of the Hampshire Safeguarding Adults Information Sharing policy.
* Process mapping of the journey through the Crisis services has begun. This will help to inform gap analysis of the current system and shape future crisis services.
* The creation of a Crisis Care Concordat strategy is near completion.
* Creation of the Crisis service/provider map is complete.
* Work is underway to produce a governance chart for each local area, this will give clarity of the inter-agency links for service users, carers and partners of the Concordat.

**Outcomes of the Crisis Concordat work to date:*** 83% reduction in use of police cells as place of safety within the first 6 months (April-September) of 2015/16, compared to the same period last year
* The staff in Fareham and Gosport CMHT are working closely with the Police and the service users who are frequent presenters, to agree a collaborative Crisis Plan, which is then followed by all Agencies. The high intensity user groups are being set up across Hampshire.
* Operating hours of the Hospital Liaison team at UHS have now been extended to midnight, 7 days a week.
* Serenity worker, based in the Police Headquarters in Netley, is triaging and providing advice on any incidents involving people who are experiencing Mental Health issues, including advice prior to the use of s136.
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| **Priorities/targets for next period**  |
| * Creation of Co-produced Crisis Care Concordat Charter
* Agree minimum data set across all services
* Produce/ circulate information sharing protocol for staff members
* February agenda to celebrate examples of good practice, this will include a presentation from the Safe haven Café in Aldershot as an example of excellent OOH care and support.
* Monitor progress on targets due in early 2016
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