The Northamptonshire Crisis Care Concordat plan has been revised to reflect countywide priorities for the 12 months from October 2016. The revised plan focusses specifically on care within a crisis, recognising that work through the Mental Health Transformation Plan and Sustainability and Transformation Plan offer opportunity to address prevention, improved access to support prior to crisis to prevent escalation into crisis and reduce the impact of any crisis and support for recovery following a crisis as part of proactive co-produced care planning.

This new plan focusses on a smaller number of priority areas for this year to enable delivery of desired outcomes and ensure the impact of actions can be measured and reported upon to partners of the Crisis Care Concordat.

**Priority Areas:-**

**Priority area 1: Children and Young People in Crisis**

**Outcome: Improved response for Children and Young People experiencing a crisis. Achieve parity of response with adult mental health.**

**Priority Area 2: Street Triage**

**Outcome: Street Triage model is fit for purpose and provides appropriate coordinated response to those in crisis, ensuring people of all ages are supported by the right service at the right time.**

**Priority Area 3: Information available to service users, carers and professionals in a crisis**

**Outcome: Easily accessible information regarding services and support is widely available to service users, carers and professionals**

**Priority Area 4: Complex Individuals** (includes those who frequently present across the system in mental health crisis, those with dual diagnosis or other complex presentations)

**Outcome: Improved system response to complex individuals that supports people to access the most appropriate interventions to meet their needs**

Action status:

**Red** – Not yet started, **Amber** – Ongoing, **Green** – Completed

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| --- | --- |
|  |  |
| **No.** | **Priority Area** | **Action** | **Measures** | **Led by** | **Timescale** | **Rag Rating** |
| **1.** | **Children and Young People in Crisis** | Development of place of safety for children and young people in crisis that offers an alternative to A&E and ensures availability of an appropriate safe space for children and young people detained on S136 | * Baseline demand and capacity for children and young people mental health crisis response
* Patient experience measure for CYP in crisis – baseline and set target for improvement
* Number of children and young people presenting to A&E for reasons relating to mental health and requiring no physical health intervention (expected reduction)
* Number of 136 episodes for children and young people and location of conveyance (reduce A&E and remove police based location)
 | **Nene & Corby CCGs**  | **October 2017** |  |
| **2.** | **Children and Young People in Crisis** | Implement 24/7 crisis response for children and young people equal to that available for adults | **Nene & Corby CCGs**  | **October 2017** |  |
| **3.** | **Multi-Agency Response** | Carry out a review of Street Triage function to look at performance of current model. Review will include looking at all agencies current response to mental health crisis. | * Develop reporting on street triage function and outcomes
* Baseline measures for current performance to be determined.
* Appropriate improvement targets in KPIs and outcome measures to be set
 | **NHFT and Police** | **April 2017** |  |
| 4. | **Multi-Agency Response** | Following review of Street Triage Function design and implement best option for future model and identify baseline measures to benchmark improvements against.  | **NHFT and Police** | **October 2017** |  |
| 5. | **Information** | Develop information for service users, carers and professionals about support available in a crisis, utilising AskNormen as a single, well publicised resource. | * Current information available on AskNormen
* Survey around knowledge of AskNormen
* Number of hits on relevant pages
* Pages accessed and time spent on pages
* Questions from public and professionals
 | **Nene & Corby CCGs** | **April 2017** |  |
| 6. | **Information** | Ensure effective assessment algorithms and Directory of Services within 111 to direct people to the most appropriate support based on their needs | * Number of people contacting 111 experiencing mental health crisis
* Method of disposal from 111 for people contacting them experiencing mental health crisis
 | **NHFT** | **April 2017 & Ongoing** |  |
| 7. | **Complex Individuals** | Review and update Information Sharing Agreements between partner organisations that will enable seamless support for complex individuals presenting in crisis | * Information sharing agreements are in place with all agencies signed up and committed to working together
 | **NHFT** | **January 2017** |  |
| 8. | **Complex Individuals** | Co-produced, shared care plans in place for most frequent and complex users of crisis service. *Links into CQUIN for 2017-2019 around Frequent Attenders with Mental Health issues* | * Number of complex individuals with care plans in place
* Number of individuals identified as frequent attenders (baseline measure with expected reduction)
* Develop patient experience outcome measure for complex individuals
 | **NHFT / NGH** | **Baseline measures April 2017. Ongoing monitoring and reporting, quarterly to CCC Steering Group** |  |