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| 1. **Access to Support Before Crisis** | | | | |
| **No** | **Action** | **Timescale** | **Led by** | **Outcomes** |
| 1.1 | **Review and redesign the Mental Health Acute Care Pathway (the pathway refers to the group of services that deal with people in mental health crisis including Community Teams, CAMHS, Inpatient services, Adult Mental Health Professionals (AMHP) and Section 12 Doctors).**  **UPDATE**  The view seeking phase was completed and modelling of options completed in November 2015. Public consultation regarding the options took place resulting in support for the proposal.  **AUG 2017** The Business case has been completed with final sign off expected Sept 2017, with implementation to commence incrementally thereafter. | **March 2018** | **Dorset Clinical Commissioning Group** with other partners including Dorset Health Care, Dorset Mental Health Forum, Rethink Mental Illness and Local Authorities and South West Ambulance Service Foundation Trust | There will be better responses to people who experience mental health (MH) crisis wherever and whenever they turn up in need of support and whatever age they are. The review will ensure that the MH services that deal with people in MH crisis are able to meet the needs of Dorset Residents. The review of AMHP service, and will incorporate the need for services that operate seven days per week and the need for improved access to service, face to face and through other means such as telephone access to advice and support. |
| 1.2 | **Improve needs and risk assessment practices and improve care and crisis planning through the integrated Care Programme Approach and other means as they are developed.**  **UPDATE**  Work is being undertaken to identify how best to share care plans across relevant agencies to ensure more consistent approach to service users. Scoping is being undertaken to identify how street triage function can be accessed by other emergency services.  **AUG 2017** This now forms part of the Dorset Care Record- Driving Digital Future. The work re street triage is to be taken forward within the scope of the ACP see 1.1 | **March 2018** | **Dorset HealthCare** and Local Authorities and Primary Care Commissioners (NHS England) and the Acute Trusts (three Foundation Trusts in Dorset) and South West Ambulance Service Foundation Trust (SWASFT) Dorset Fire and Rescue Service | Improve mental health crisis care through operational/practice changes in all services that work with people in MH Crisis.  Everyone involved in an individual’s MH crisis care will know how best to support the person in crisis because of a thorough and robust assessment and care planning. Care options will include treatment at home and advance directives (document written before crisis arise, that enable the person to give clear instruction about how they would prefer to be treated and supported when they are experiencing a MH crisis). In addition, crisis plans will in place and accessible for anyone involved in the person’s care and this will ensure consistency along with patient choice and control in relation to how they are supported. |
| 1.3 | **Mapping Services to provide good information about services and community facilities that are available and how to access them**  **UPDATE**  A business case is being developed to bid for funding to further develop the ‘My life my care’ (MLMC) site to provide a single point of information for people who have a mental health need.  **AUG 2017** The website is now active and can be accessed at  <https://www.mylifemycare.com/mental-health> | **October 2015**  **Revised to March 2018** | **Local Authorities**, Dorset Clinical Commissioning Group and Dorset HealthCare | Everyone involved in an individual’s MH Crisis will be able to access information about community assets as well as health and social care services. |
| **1.4** | **Multi Agency Suicide Prevention Action Plan**  **Implementation of multi -agency suicide prevention plan** | **As per Suicide Prevention Action Plan** | **L/A, Public Health, CCG, NHS DHUFT** | * **Produce a Pan Dorset multi agency suicide Prevention plan that supports the national strategy whilst also reflecting local needs.** * **Ensure a joined up approach to supporting and managing people of all ages experiencing mental health crisis. (This also links with the Acute Care Pathway Review)**     Links to  ACP Review  FYFV  NHS Mandate  National Suicide Prevention Requirement |

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| **2. Urgent and Emergency Access to Crisis Care** | | | | |
| **No.** | **Action** | **Timescale** | **Led by** | **Outcomes** |
| 2.1 | **Evaluate the Street Triage Service**  **Extend Pilot**  **UPDATE**  Pilot continues to run. No-one has been detained in a police cell for the last three months.  **AUG 2017** The pilot has been completed and the service will continue and envisaged will form part of the Connection Service which is a crucial part of the MH ACP response services | **June 2015**  **March 2016** | **Dorset Clinical Commissioning Group,** with Dorset HealthCare, Local Authorities (LA), Dorset Police and the Police Crime Commissioners Office and SWAST | Make sure that the Street Triage Service is the right model to meet the needs of Dorset Residents including children and young people.  Ensuring that the service is an established part of the MH Acute Care pathway and that the interface with the police, the Liaison & Diversion Service, mainstream MH services, Drugs and Alcohol services and the LAs is beneficial to patients and all key partners.  **COMPLETE** |
| 2.2 | **Set up “Task and Finish” group to ensure that the Dorset based places of safety for adults and children and**  **young people are fully understood and used appropriately**  **UPDATE**  Policy has been reviewed. Work is ongoing to ensure that staff are aware of places of safety. Additional scoping of safe spaces/ places of calm will be undertaken in the modelling phase of the ACP review.  **AUG 2017** This has been subsumed into the ACP and the pathway clarified as part of the Outline Business Case for the ACP. | **October 2015** | **Dorset HealthCare** with Dorset Clinical Commissioning Group, Local Authorities, Public Health, Acute Trusts, Dorset Police, British Transport Police and SWASFT | All partners dealing with people in MH crisis will understand the definition and requirement for places of safety and ensure that Dorset has the right number and type of places of safety in the right locations to meet the needs of the population in Dorset.  **COMPLETE** |
| 2.3 | **Review Shared Policies and Protocols**  **UPDATE**  The Section 135 and 136 Policies were reviewed and updated May 2015.  The Section 140 procedure has been approved and it is being trialled for a three-month period from the beginning October 2015.  **AUG 2017** Policies signed off | **End July 2015** | **Dorset HealthCare** with Dorset Police, British Transport Police, South West Ambulance Service Foundation Trust (SWASFT), three Acute Trusts and other organisations as needed | Shared policies will ensure that wherever and whenever an individual in crisis presents they will be treated and supported in similar ways. Organisations will benefit from understanding each other’s roles in relation to supporting and managing someone presenting in a mental health crisis.  **COMPLETE** |
| 2.4 | **Evaluate the South West Ambulance Service Foundation Trust 111 and 999 Mental Health Service pilot**  **UPDATE**  The formal evaluation will be fed back into the Concordat team for consideration.  **AUG 2017** The pilots were generally successful and assisted in reducing inappropriate ambulance response and onward conveyance to ED.  It is clear that local knowledge of available alternative services is vital, as is the sharing of detailed care plans between services. See 1.2 | **October 2017** | **South West Ambulance Service Foundation Trust (SWAST**) with Dorset Clinical Commissioning Group | Depending upon the evaluation links with the Street Triage Service or Connection Service could be strengthened to improve crisis care wherever an individual turns up experiencing a mental health crisis, including via 111 and 999. |
| **3. Right Quality of Treatment and Care When in Crisis** | | | | |
| **No.** | **Action** | **Timescale** | **Led by** | **Outcomes** |
| 3.1 | **Strategic Workforce Development** | **Ongoing** | **Dorset HealthCare**, Acute Trusts, Dorset Police, British Transport Police, SWASFT and Local Authorities. | Acknowledges the national workforce challenges for health and social care partners. |
| **Add skills to current workforce through the development of a shadowing programme**  **UPDATE**  Shadowing template has been developed and will rolled out to CCC membership for their use when appropriate. | **October 2015** | **Dorset Police** with Acute trusts, British Transport Police, Dorset HealthCare and Local Authorities, Dorset Fire and Rescue Service | Skilled workforce will ensure that people are supported in a consistent way when experiencing mental health crisis. Staff will be in a position to support people heading toward crisis with the aim of preventing the crisis through a range of interventions and if a person reaches crisis staff members are able to support the individual in the most appropriate way to address their needs.  **COMPLETE** |
| 3.2 | **Develop regular multidisciplinary / organisational meetings to discuss operational/service issues**  **UPDATE**   * Dorset Police now attend the Strategic Mental Health Group * Multi-agency case reviews are held with relevant agencies to identify any learning on a case by case basis * Approved Mental Health Practitioner Forums feed into in issues to Strategic Mental Health Group * De-briefs after serious incidents have occurred. * Next steps are to summarise how the de-briefings have been working and what changes have been made.   **AUG 2017** The Multi Agency Risk Management process has commenced and is attended by affected parties to agree action and care plan | **End July 2015** | **Dorset HealthCare** to lead with all other partners including SWASFT, Acute Trusts, British Transport Police, Local Authorities and Dorset Fire and Rescue Service | Develop a lessons learned/never again approach to Serious Untoward Incidents i.e. what worked, what did not and what do we need to do to ensure that incidents are not repeated. This will enable Dorset Services to improve on an environment of continuous improvement in service delivery, patient care and treatment. It will also develop Dorset’s robust partnership approaches to care.  **COMPLETE** |

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| **4. Recovery and Staying Well and Preventing Future Crisis** | | | | |
| **No.** | **Action** | **Timescale** | **Led By** | **Outcomes** |
| 4.1 | **Improve access to vocational/ employment services**  **UPDATE**  Currently being scoped by the commissioning partners.  **AUG 2017:** Individual Placement Support forms part of the NHS Right Care Programme. There are actions as part of the right care programme to develop an IPS service and ensure that there is a Dorset wide approach to employment and employment support. | **End March 2018** | **CCG and Local Authorities** | Employment is important to recovery and access to paid employment needs to be improved across Dorset.  Wherever a person lives in Dorset the opportunities to settle and work should be on a par and support to achieve either or both should be available.  An IPS service will change the focus from volunteering and work placements to paid competitive employment with good support to enable people to pursue their ambition and aspirations. |
| 4.2 | **Ensure that Recovery and Wellbeing are central to all service developments. This links directly to the Acute Care Pathway Review and be a key theme in the development of all Service Specifications**  **UPDATE**  See update on the Acute Care Pathway Review. This will be core to the modelling phase of the project, running from November 2015 to end March/ early April 2016.  **AUG 2017** See 1.1 re ACP | **End March 2018** | **Dorset CCG and Local Authorities** | Ensuring that recovery is a central theme in all service developments will improve outcomes for people who use mental health service. Recovery outcomes will ensure that service users have choice and control and that they are fully able to participate in their own treatment and care from planning to receipt of care as needed. |
| 4.3 | **Improve response to people who have mental health needs who become victims of crime**  **UPDATE**   * Ministry of Justice pilot concluded * Links created between mental health team and the Police * ‘Making choices’ course is now embedded and the Police are ensuring databases are up to date. * PCC office is progressing work with victim support. | **End March 2016** | **Dorset Police and Police Crime Commissioners Office** with Dorset HealthCare | The outcome of this work stream will be improved service, a reduction in the number of such victims and a reduction in number of repeat victims.  **COMPLETE** |

**Glossary of Terms**

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| **Acute Care Pathway** | Group of services that work with people who are experiencing mental health crisis. Services included in the pathway: Community Mental Health Teams, Crisis Resolution Home Treatment Teams, Inpatient Services, Psychiatric Intensive Care Unit, Recovery House, Psychiatric Liaison Service, Intensive Psychological Treatment Service and CAMHS. |
| **Acute Care Trusts** | Dorset has three Foundation Trust Hospitals: Royal Bournemouth General Hospital Foundation Trust, Poole General Hospital Foundation Trust, and Dorset County Hospital Foundation Trust. |
| **Voluntary or third Sector** | Refers to non-profit making organisations: In Dorset there are many such organisations but working on this project so far we have, Dorset Mental Health Forum and Rethink Mental Illness. Others that will possibly be included are Richmond Fellowship, Dorset Mind, Bournemouth Churches Housing Association and others as the project develops. |
| **Risk assessment** | The process by which an assessment of risk is carried out. Risk in this instance refers to mental health and might include things like risk to self, e.g. self-neglect, self-harm, suicidality, or risk of relapse. The assessment may include risk to others e.g. forensic history, aggression, recklessness etc. The assessment process also plans for minimising risk and managing risk. |
| **Assessment and Care Planning** | Process by which a person’s needs are assessed and through which care plans are put in place. The assessment covers all aspects of a person’s life and the care plan addresses identified needs and how to meet those needs. The care plan can be simple or very complex depending on the person’s level of need and the types of treatment and support required. |
| **Advanced Directives** | This is a document in which an individual can state how they wish to be treated and supported in the event of illness or relapse or mental health crisis. |
| **Vocational Services** | Services that support people in relation to work, employment, occupation, education etc. |
| **Supported Housing** | Supported Housing is accommodation where support is provided either on site or by visits. Support included tenancy related help, managing budgets, catering, daily living skills etc. |
| **Street Triage Service** | The Street Triage is a service that brings Dorset police and mental health professionals from Dorset HealthCare together to support people who come into contact with the police who have a mental health condition. The service provides advice for Dorset Police officers about mental health, conditions, treatment and interventions and provides support to the individual who the police come in to contact with especially where the individual appears to be experiencing a mental health crisis. |

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