

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Health and Wellbeing Board
Date:	4 February 2015
Title:	Mental Health Crisis Concordat
Reference:	6477
Report From:	Crisis Concordat Steering Group Chair

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1. Summary

1.1. The purpose of this paper is to update the Health and Wellbeing Board with regards to progress in delivering the Mental Health Crisis Concordat in Hampshire, and to consider support required across the system to ensure local delivery of the Crisis Concordat.

2. Contextual information

2.1. 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.

2.2. The Concordat is arranged around:

- 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

2.3 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.

- 2.4 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 third sector.
- 2.5 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.
- 2.6 Although the Concordat focuses on the responses to acute mental health crises, it also includes a section on prevention and intervention.

3. Progress to date

- 3.1 Over recent years, much work has been undertaken to develop partnership working between NHS, Police and Local Authority agencies in respect of mental health issues which include Court Liaison, MH Liaison and Diversion Services, Hospital Places of Safety (s136 & s135), Street Triage (Operation Serenity). This work has been overseen by the Hampshire and Isle of Wight Criminal Justice Liaison Board hosted by Southern Health NHS Foundation Trust.
- 3.2 There is a consensus amongst partners in Hampshire that the Concordat provides a timely opportunity for agencies to consolidate progress on this agenda. Agencies are committed to deliver crisis responses more effectively in the future to overcome incompatible boundary issues and complex organisational processes in order to achieve better outcomes for all.
- 3.3 The Crisis Concordat work stream has also provided a positive opportunity for all services to build a more personalised approach when supporting people with their mental health recovery. All preparatory work to develop the Hampshire and IOW crisis concordat agenda has been contextualised with support from people who have or who are using services. The involvement of people with experience of mental health crisis continues to ensure that all agencies are focused on a range of realistic priorities.
- 3.4 A Hampshire and Isle of Wight Crisis Concordat steering group has been 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 terms of reference for the group are attached in Appendix A for information.
- 3.5 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. A copy of the declaration is attached in Appendix B for information.
- 3.6 The steering group is now positively engaged in a gap analysis and development of actions to deliver the commitments made in the declarations. Priorities for Hampshire and the Isle of Wight include:

- Improving access to support via primary care for people in mental health crisis
- Improving out of hours access to and experience of mental health services
- Improving Emergency Departments' response to mental health crisis
- Improved timeliness, experience and safety of response when people are detained under section 135 and 136 of the Mental Health Act 1983
- Development of a place of safety for under 18s that stops the use of police cells except in very exceptional circumstances
- Improved services for those with co-existing mental health and substance misuse issues
- Extend use of street triage services across the whole of Hampshire
- Improving multi-agency planning for prevention of crises

3.7 Local implementation groups have been established to deliver the action plans, and these report into the steering group.

3.8 To date the progress made in delivery of the Crisis Concordat has been driven by committed individuals from key provider agencies. Commissioner support for this work is vital to its success.

4. Recommendation(s)

4.1 The Health and Wellbeing Board is asked to note the content of this report, and the priorities for local delivery of the Mental Health Crisis Concordat.

APPENDIX 1

HAMPSHIRE AND ISLE OF WIGHT CRISIS CONCORDAT STEERING GROUP

Terms of Reference

Purpose

The Hampshire and Isle of Wight Crisis Concordat steering group will oversee the delivery of the Crisis Concordat declaration in Hampshire and the Isle of Wight, and will provide a forum to promote multiagency working.

Objectives

The objective is to bring together people who use services, commissioners, mental health and acute provider organisations, police, local authorities, ambulance service, and other organisations involved in the care of people in mental health crisis to:

- Develop and monitor the implementation of the overarching HIOW Crisis Concordat declaration action plan. Local action plans will be developed and implemented by multiagency groups in Portsmouth, Southampton, IOW, East Hampshire and North-West Hampshire.
- Inform commissioning strategy, articulating benefits of implementing the crisis concordat to whole system
- Support the development of effective multiagency pathways of care for people in mental health crisis.
- Support the development of a safe, effective and timely pathway of care that meets the needs, and improves the experience of people at risk of detention under section 136 of the Mental Health Act
- Overcome barriers to information sharing between agencies involved in mental health crisis.
- Promote multi-agency learning and embedding into practice
- Act as a forum for the purpose of information sharing on key issues between the various agencies that might affect inter-agency working
- Share learning from investigations and complaints where two or more agencies have been involved
- Provide strategic oversight of the SE and SW Hampshire court liaison and diversion programme

Reporting and Accountability Arrangements

Each member is accountable to his/her own respective organisation and decisions of substance cannot be made without the appropriate endorsement from each organisation affected.

The steering group will report at least annually to the four Health and Wellbeing Boards in Hampshire and the Isle of Wight.

Frequency of Meetings

Every 2 months for 2 hours

Membership

Independent Chair – Ros Cassey

Commissioners:

- North, West, F&G and SE CCGs – Jess Berry
- Southampton CCG – Katy Bartolomeo
- Portsmouth CCG – Stuart McDowell
- IOW CCG - Sue Lightfoot
- NE CCG – Nick Parkin
- Wessex LAT – Janice Gabriel, Wessex SCN manager
- CAMHS – Angela Murphy

Mental Health providers:

- Southern Health NHS Foundation Trust – Lesley Stevens
- Solent NHS Trust – Richard Murphy
- IOW Trust – Stephen Ward
- Sussex Partnership NHS FT – Ruth Hillman, Rachel Walker
- Surrey Borders NHS FT – Neil Lovell

Court Liaison and Diversion service: Darren McFarland

Hampshire Constabulary: Paul Bartolomeo, Huw Griffiths, Paul Jennings, Colin Bulpett

Local Authorities

- Hampshire CC – Jason Brandon, Liz McGill
- Southampton CC - Katy Bartolomeo
- Portsmouth CC - TBC
- IOWC – Martin Elliott

Acute Providers (EDs)

- UHS - Sandra Hodgkyns
- QAH - TBC
- North Hampshire hospitals – Julie Maskery, Hilary Twentyman
- IOW - TBC

SCAS: Sue Putnam, Mark Ainsworth, Paul Jeffries

Criminal Justice services:

- HIOW CRC – Barbara Swyer

Service user/carers involvement – Lesley Herbert, John Rose

Third sector:

- Solent Mind – Richard Barritt
- Samaritans - TBC

APPENDIX 2

MENTAL HEALTH CRISIS CARE CONCORDAT 2014
The 2014 Hampshire Declaration on improving outcomes for people
experiencing mental health crisis.

We, as partner organisations in Hampshire and Isle of Wight, will work together to put in place the principles of the National Mental Health Crisis Care Concordat to improve the system of care and support so that people in crisis because of a mental health condition are kept safe. We will help them to find the help they need – whatever the circumstances – from whichever of our services they turn to first. We will work together to prevent crises happening whenever possible, through intervening at an early stage.

We will make sure we meet the needs of vulnerable people in urgent situations, getting the right care at the right time from the right people to make sure of the best outcomes.

We will do our very best to make sure that all relevant public services, contractors and independent sector partners support people with a mental health problem to help them recover. Everybody who signs this declaration will work towards developing ways of sharing information to help front line staff provide better responses to people in crisis.

We are responsible for delivering this commitment in Hampshire and Isle of Wight by putting in place, reviewing and regularly updating to a supporting action plan.

This declaration supports ‘parity of esteem’ between physical and mental health care in the following ways:

- Through everyone agreeing a shared ‘care pathway’ to safely support, assess and manage anyone who asks any of our services in Hampshire and Isle of Wight for help in a crisis. This will result in the best outcomes for people with suspected serious mental illness, provide advice and support to their carers, and make sure that services work together safely and effectively.
- Through agencies working together to improve individuals’ experience (professionals, people who use crisis care services, and carers) and reduce the likelihood of harm to the health and wellbeing of patients, carers and professionals.
- By making sure there is a safe and effective service with clear and agreed policies and procedures in place for people in crisis, and that organisations can access the service and refer people to it in the same way as they would for physical health and social care services.
- By all organisations who sign this declaration working together and accepting our responsibilities to reduce the likelihood of future harm to staff, carers, patients and service users or the wider community and to support people’s recovery and wellbeing.

We, the organisations listed below, support this Hampshire and Isle of Wight Declaration. We are committed to working together to continue to improve crisis care for people with mental health needs in Hampshire.

Organisation	Signatory
Dr. Barbara Rushton South Eastern Hampshire Clinical Commissioning Group	
Heather Hauschild West Hampshire Clinical Commissioning Group	
Dr David Chilvers Fareham & Gosport Clinical Commissioning Group	
Dr Hugh Freeman North Hampshire Clinical Commissioning Group	
Gill Duncan Director of Adult Services Hampshire County Council	
Felicity Cox NHS England – Local AreaTeam	
Katrina Percy Southern Health NHS Foundation Trust	
Mary Edwards North Hampshire Hospitals NHS Foundation Trust	
Fiona Dalton, University Hospital Southampton NHS Foundation Trust	
Simon Hayes Hampshire Police and Crime Commissioner	
Andy Marsh Chief Constable Hampshire Constabulary	
Will Hancock South Central Ambulance Service NHS Foundation Trust	
Richard Barritt Chief Executive Officer Solent Mind	

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	yes
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	no
Corporate Improvement plan link number (if appropriate):	

Other Significant Links

Links to previous Member decisions:		
<u>Title</u> Mental Health Crisis Concordat	<u>Reference</u> 5999	<u>Date</u> 22 July 2014
Direct links to specific legislation or Government Directives		
<u>Title</u>	<u>Date</u>	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

This will be considered by the Implementation Group for the delivery of the Crisis Concordat Action Plan

1. Impact on Crime and Disorder:

1.1. This will be considered by the Implementation Group for the delivery of the Crisis Concordat Action Plan

2. Climate Change:

2.1. How does what is being proposed impact on our carbon footprint / energy consumption?

This will be considered by the Implementation Group for the delivery of the Crisis Concordat Action Plan

2.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

This will be considered by the Implementation Group for the delivery of the Crisis Concordat Action Plan