

To: Coventry Health and Wellbeing Board

Date: 23rd February 2015

From: Juliet Hancox, Chief Operating Officer, Coventry & Rugby CCG

Subject: Coventry's response to the Mental Health Crisis Care Concordat.

Summary:

This paper and associated attachments provide Health and Wellbeing Board with information about the Mental Health Crisis Care Concordat; the associated requirements for Health and Wellbeing Board member organisations; and, the progress that has been made to date.

Recommendations:

Health and Wellbeing Board support the draft multi-agency action plan ahead of 31st March 2015 which is the date by which we are required to upload our plan onto the Department of Health Website.

Health and Well-being Board support and endorse future activity in respect of the Crisis Care Action Plan for Warwickshire and the implementation of the plan.

Background:

The Crisis Care Concordat was published in February 2014 and is underpinned by 'Closing the Gap: priorities for essential change in Mental Health' which outlines a programme to deliver essential services for people who experience Mental Health Crisis and come into contact with emergency and acute services.

The concordat has been developed in partnership with the Department of Health and mental health charity MIND customers and carers who use mental health services. The Concordat aims to ensure people in mental health crisis receive the appropriate response from services regardless of access routes. The concordat is also concerned with recovery, early intervention and prevention in line with the principles of the Care Act 2014.

The Crisis Care Concordat is a joint statement between over 20 senior representatives across key national organisations responsible for the delivery of



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crisis care in mental health. Each organisation endorsing a plan to agree what should happen when people experience mental health crisis.

At a national level there has been significant work undertaken to progress the Crisis Care Concordat:

- Public Health England (PHE) and the Local Government Association (LGA) are developing resources to support Safeguarding Boards. These resources will ensure that Safeguarding Boards have an appropriate focus on understanding the specific needs of people experiencing mental health crisis. Boards have been asked to complete a survey so that a comprehensive understanding of the baseline position and development needs are established.
- The Association of Directors for Adult Social Services in England (ADASS) and the LGA are sharing good practice guidance on the development of Joint Strategic Need's Assessments (JSNA) to ensure the needs of people experiencing mental health crisis are reflected and ensuring local commissioning plans from all agencies deliver appropriate services.
- The Care Quality Commission (CQC) have consulted with people using mental health services and are using intelligence gathered to establish monitoring and regulatory processes. The processes will be informed by customer experience and data collection review and analysis with the purpose of ensuring local agencies work together.

Developing and Progressing the Local Response:

At a local level, we published a Local Crisis Concordat Declaration in November 2014 confirming our commitment to work together in order to deliver a co-ordinated response to the delivery of an improved response to people in a mental health crisis. All key agencies across Coventry were signatories to this declaration of support including the City Council, the Police, the three Clinical Commissioning Groups and local health provider organisations.

During January 2015 we have undertaken a review of our current provision and the best practice that is set out in the Crisis Care Concordat and have subsequently developed a position statement and action plan (see attachments). The Department of Health has stated that this is very much an iterative process with recognition that at this stage we will not have detailed plans but they do expect us to publish our local plans on their website by 31st March 2015 to demonstrate our commitment and progress to date. We are therefore seeking support for this initial plan from the Health and Wellbeing Board.



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Currently, the action plan is still very high level and will require the ongoing commitment of partners to engage in more detailed dialogue over the forthcoming months to develop an appropriate level of detail. In summary, there are 4 areas where we need to make improvements:

- A. Access to support before crisis point.
- B. Urgent and emergency access to crisis care.
- C. Quality of treatment and care when in crisis.
- D. Recovery and staying well / prevention.

As Coventry and Warwickshire Partnership Trust and the West Midlands Ambulance Service operate across Coventry and Warwickshire many of the issues are common between the two areas. We have therefore agreed to work sub-regionally with colleagues from Warwickshire County Council.

Report Author:

Paper prepared by Lynne Fairhurst on behalf of the Coventry & Warwickshire Mental Health Commissioners Group.

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