

Crisis Care Concordat: Evaluation

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About us



A small, specialist mental health research charity.

Our vision is for a transformed mental health system in which research and services are shaped by the lived experience of people affected by mental health problems.

- **Conducting research and evaluation**
- **Supporting people to get involved in research**
- **Providing consultation and advice**

A new organisation established in April 2013, but with an experienced team of mental health researchers.

Evaluation aims



- To understand how far the principles and aims of the national concordat are implemented in local practice.
- To evaluate which local areas sign up to local crisis declarations and the changes made to local working practices.
- To understand the experience of service users accessing care in a crisis.
- To assess levels of engagement with the declarations, including which partners are involved locally.
- To assess how nationally available data might be used to provide baseline measurements to evaluate impact or to highlight key issues within mental health crisis care.

Evaluation



- Selected four areas across England at different stages of implementation.
- Attended and observed meetings and events in each area.
- Currently conducting a survey of experiences of crisis care.

Observations so far

Several key themes emerging from observations:

- **Leadership:** who?; how?; challenges
- **Partnership working:** who?; history?; challenges
- **Regional boundaries:** overlapping boundaries; what is the right 'locality'?
- **Competing priorities:** across organisations; financial; other service transformations
- **Co-production:** how are service users and carers involved?

Progress on nationally available data



Some important attention being given to accurate, targeted data collection:

- **CQC thematic review of mental health crisis care**
 - three pathways – A&E; mental health specialist services; s. 136
- **Public Health England’s ‘Community mental health profiles’**
- **Considerable local efforts in some of our sites to collect additional data**

BUT

- **Frequent reports of missing or poor quality data in some areas**

Survey



For people with experience of using mental health services and their families

Survey open until 6th December – please do complete it or promote it - <http://mcpin.org/crisis-care-concordat-community-survey/>

So far, 434 responses

Survey

Of people who had previous experience of a mental health crisis:

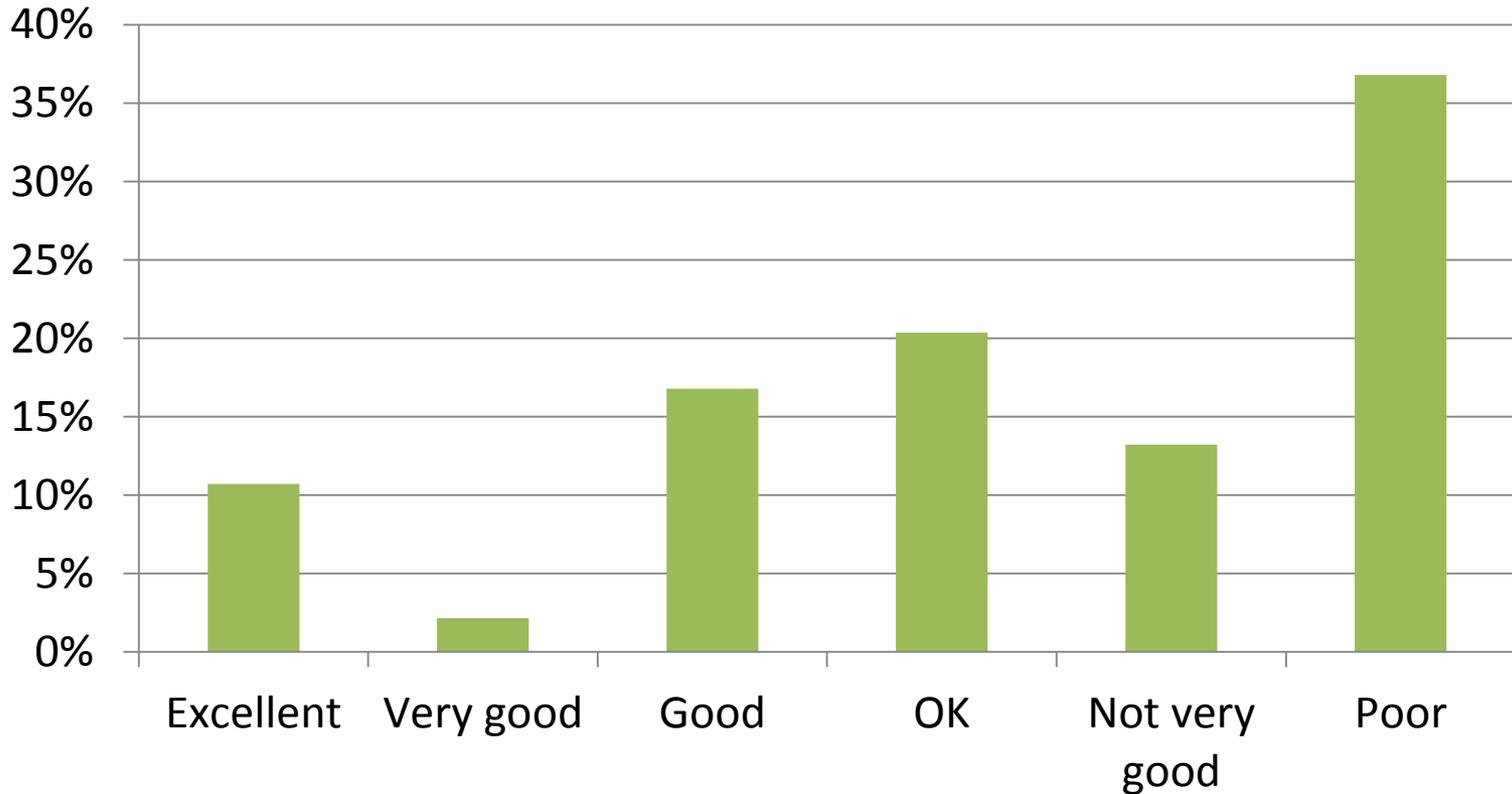
- **58% had a crisis in the last year**
- **People's first professional contact was with:**
 - **their GP – 28%;**
 - **a mental health professional – 32%;**
 - **A&E – 12%;**
 - **Police – 11%;**
 - **Ambulance service – 7%.**
- **45% resulted in hospital admission – 47% of these were held under a section**

Survey

	Agree	Disagree
I was able to access an appropriate service as quickly as I needed	42%	55%
They knew what to do to give me the help I needed	42%	54%
They took me seriously and treated me with respect	54%	42%
I was offered the chance to have a friend, family member or advocate there if I wanted one	44%	43%
I was offered the services and support I needed to help me prevent another crisis in the future	42%	53%
If, in the future, I needed urgent help in a crisis, I know who to contact at any time of day or night.	52%	43%

Survey

How would you rate the support and response you received?



Thank you

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