

# **Lincolnshire Mental Health Crisis Care Concordat**

**Actions to enable delivery of shared goals**

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## INTRODUCTION

Our Lincolnshire **Mental Health Crisis Care Declaration** is a local agreement between services and agencies involved in the care and support of people in crisis. It sets out how we

will work together better to make sure that the people of Lincolnshire get the help they need when they are having a mental health crisis.

In December 2014, local bodies involved in health, policing, social care, local government and the third sector came together and signed the **declaration**. This action plan is about how we, as signatories, can work together to deliver a high quality response when people of all ages with mental health problems urgently need help. It sets out what we need to do to enable us to collectively deliver on our commitments made in our declaration.

It focuses on four main areas but what do they mean to you?

#### **Access to support before crisis point**

Is about making sure you can get help 24 hours a day and that when you ask for help, you are taken seriously.

#### **Urgent and emergency access to crisis care**

Is about making sure that if you have a mental health crisis it is treated with the same urgency as a physical health emergency.

#### **Quality of treatment and care when in crisis**

Is about making sure that you are treated with dignity and respect, in a therapeutic environment.

#### **Recovery and staying well**

Is about preventing future crises by making sure you are referred to appropriate services.

Although our action plan focuses on acute mental health crises, it also includes a section on prevention and intervention. We will work together, as local organisations, to prevent crises happening whenever possible through prevention and early intervention.

This action plan is a high level overarching plan which focuses on areas of joint delivery or commissioning. Beneath it we have more detailed plans from Lincolnshire Police, EMAS, Lincolnshire County Council, the four Clinical Commissioning Groups (CCG's) and our mental health provider Lincolnshire NHS Partnership Foundation Trust. Other organisational plans are also in development.

Lincolnshire already has a large number of Mental Health services and initiatives in place which form our urgent care pathway such as;

- Single Point of Access for Mental Health Services
- Crisis Resolution Home Treatment Service

- Crisis Houses
- Section 136 Suite
- ISA with Lincolnshire Police regarding Diversion and Liaison
- Memorandum of Understanding with Police Negotiators
- Street Triage Car
- Older Adults Liaison Service (Acute Hospital Based)
- CAMHS Self Harm and Liaison Service
- Self-referral to talking therapies (IAPT)
- Emergency Duty Social Work Team
- Fast track re-referral process
- Carers Assessment
- Carers Emergency Response Plan
- Carers Short Break Scheme
- Managed Care Network and SHINE Network

This action plan is about improving those services and addressing the gaps by providing an effective pathway to improve crisis care responses.

The partner agencies within the Lincolnshire Concordat would like to express their thanks to service users from the SHINE Network and Making Space for providing valuable input to the actions identified within this plan.

## Section 1

### COMMISSIONING TO ALLOW EARLIER INTERVENTION AND RESPONSIVE CRISIS SERVICES

No	Action	Timescale	Led By	Outcomes
1.1	Clear waiting time limits in line with National Standards will be put into commissioned services	Ongoing	Mental Health Commissioning Leads	Prevention of avoidable crisis and equality of access
1.2	We will complete a gap analysis between current provision and the declaration vision to inform actions and focus priority improvements	March 2015	Concordat Steering Group	Focussed commissioning on areas needing improvement
1.3	We will review existing mental health training across all agencies signed up to the declaration to develop and deliver joint training where the need is identified.	June 2015	Concordat Steering Group	A training needs analysis will inform the development of the programme. Longer term all staff will have the right skills and training to respond to mental health crises appropriately
1.4	Commission a full Mental Health Liaison team on acute hospital sites	Sept 2015	Mental Health Commissioning Leads	People know they will receive the appropriate treatment in hospital sites
1.5	Link with Lincolnshire Suicide Prevention Forum to identify Suicide at risk groups to inform commissioning cycle	April 2015	Public Health with Mental Health Commissioning Leads British Transport Police	Those groups known to be at higher risk of suicide will be identified, such as people in the care of mental health services and criminal justice services.
1.6	Review Cambridgeshire STOP Suicide Campaign. Use learning to implement in Lincolnshire.	March 2016	Public Health with Mental Health Commissioning Leads British Transport	Reduced suicides in Lincolnshire

			Police	
<b>1.7</b>	Increase input to JSNA on mental health crisis to show demographic representation specifically with regard to protected equality characteristics	Ongoing	Mental Health Commissioning Leads With Public Health	Commissioners have robust data with which to commission services
<b>1.8</b>	Publish a full Mental Health Needs Assessment for Lincolnshire	June 2015	Public Health	Commissioners have robust data with which to commission services
<b>1.9</b>	Complete a green light review on all crisis services	Oct 2015	LD & Autism Commissioning Lead With LPFT	Mental Health Crisis services will make reasonable adjustments to support people with LD and Autism
<b>1.10</b>	Commission a Carers Support Network Service	Oct 2015	Adult Social Care	Carers receive the support they need
<b>1.11</b>	Commission an intensive community assessment and treatment service for children and young people (CAMHs Tier 3+)	Dec 2015	LCC Children's Services Commissioning	Children and young people with mental health needs are supported in the community

### Measures of success

- People in crisis referred to mental health secondary care services are seen with 4 hours
- Aspire to 0% Suicides in Lincolnshire
- 80% of non- mental health staff to have received mental health training over the next 3 years with 35% trained by December 2016

## Section 2

### ACCESS TO SUPPORT BEFORE CRISIS POINT

No	Action	Timescale	Led By	Outcomes
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<b>2.1</b>	Monitor the implementation and effectiveness of the National Criminal Justice and Liaison Service pilot. Use lessons learnt to inform the development of local services.	<b>Bi monthly</b>	<b>Lincolnshire Police</b>	<b>There will be access to liaison and diversion services for people with mental health problems who have been arrested for a criminal offence, and are in police custody or going through court proceedings</b>
<b>2.2</b>	Develop partnerships with voluntary sector providers and service users to understand and respond to inequalities in access to mental health services	<b>Ongoing</b>	<b>ASC With CCG Mental Health Leads</b>	<b>Partnership groups will be established with parity of esteem for everyone with a mental health need</b>
<b>2.3</b>	Develop support for carers in line with changes to the Care Act	<b>From March 2015 onwards</b>	<b>ASC with Other providers</b>	<b>People will feel protected when their circumstances make them vulnerable</b>
<b>2.4</b>	Promote early self-referrals to talking therapies (IAPT) to avoid crisis	<b>Ongoing</b>	<b>LPFT</b>	<b>People receive support at an early stage to improve their health and wellbeing</b>
<b>2.5</b>	Establish a baseline of advice and information services available to support good mental health	<b>July 2015</b>	<b>Concordat Steering Group</b>	<b>Directory of services that promote good mental health</b>

### Measures of success

- **Increase the number of self-referrals to talking therapies**
- **Publish a directory of services that promote good mental health and wellbeing by December 2015**

### Section 3

#### URGENT AND EMERGENCY ACCESS TO CRISIS CARE

No	Action	Timescale	Led By	Outcomes
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3.1	Review & create clear pathways and protocols for referring to mental health services via SPA and NHS 111	Oct 2015	LPFT with CCG Mental Health Leads	People know who to contact to access Mental Health Services
3.2	Scope the provision of a free 24/7 helpline number for people in mental health crisis	Oct 2015	Mental Health Commissioning Leads	People in crisis can receive help at anytime
3.3	Establish baseline of access to psychological therapies for children and young people and set trajectory for improvement.	Oct 2015	LCC Children's Services	Children and young people have better access to talking therapies to prevent crisis occurring.
3.4	Conduct a full review of S136 Health Based Place of Safety to include <ul style="list-style-type: none"> <li>• Roles of partner agencies</li> <li>• Process</li> <li>• Provision of beds</li> <li>• Minimum Staffing</li> <li>• Diversion before Detention</li> <li>• Pathways</li> <li>• Intoxication</li> <li>• Conveyance</li> <li>• Training</li> <li>• Cultural change</li> <li>• CQC Compliance</li> </ul>	Sept 2015	Mental Health Commissioning Leads with Acute Services Lincolnshire Police EMAS AMHPs Louth & District Medical Services	The efficiency, response and running of the suite is appropriate to the needs of the partners and people of Lincolnshire
3.5	Develop agreed local protocols between key partners around S 135 MHA warrants to facilitate partnership working with a 'no surprises' approach including <ul style="list-style-type: none"> <li>• Criteria for attendance</li> <li>• Conveyance</li> <li>• Use of force</li> </ul>	Sept 2015	Lincolnshire Police With AMHPs EMAS Magistrates Court	People subject to this are dealt with in a professional joined up approach



<b>3.6</b>	Develop crisis services for under 18's, including 136 facility.	<b>Sept 2015</b>	<b>LCC Children's Commissioning With LPFT</b>	<b>Equality of access for all ages</b>
<b>3.7</b>	Develop training and education about existing policies, powers and procedures to all partners.	<b>Sept 2015</b>	<b>Concordat Steering Group</b>	<b>All staff trained to enable a rapid response to people in crisis</b>
<b>3.8</b>	Establish peak demand times and target triage car intelligently to promote liaison and diversion.	<b>May 2015</b>	<b>MH Commissioning Leads with EMAS LPFT</b>	<b>People in crisis are helped at the right time, in the right place, by the right services</b>
<b>3.9</b>	Review crisis house criteria and policies.	<b>Oct 2015</b>	<b>MH Commissioning Lead</b>	<b>An effective, safe alternative to admission</b>
<b>3.10</b>	Complete a review of crisis and home treatment services	<b>July 2015</b>	<b>MH Commissioning Leads with LPFT</b>	<b>People in crisis receive quality &amp; effective services</b>

### Measures of success

- All Section 136 requests for transport are responded to within 30 minutes
- A reduction in use of Section 136 police powers
- A reduction in the use of police cells solely as a place of safety
- Crisis resolution and home treatment teams are accessible 24 hours a day, 7 days a week.
- Service users and GP's have access to a local 24 hour helpline staffed by mental health and social care professionals
- Increase in the use of crisis houses as an alternative to admission

### Section 4

#### QUALITY OF TREATMENT AND CARE WHEN IN CRISIS

No	Action	Timescale	Led By	Outcomes
4.1	Ensure all agencies have a policy or procedure to identify and involve carers at the point of crisis where possible.	Nov 2015	Concordat Steering Group	Improved understanding of an individual's needs. Carers are recognised and valued as experts
4.2	Further develop referral pathways and improved communication strategies to enable all carers to be offered a Carers Assessment	Nov 2015	LCC Adult Social Care with Other Providers	Carers receive the support they need to continue with the caring role. This aligns to the Care Act – April 2015
4.3	Develop Carer & Service User learning, self- management & self- referral programmes	Dec 2015	Carers Partnership Making Space Lincolnshire MH Networks & Other providers	Improved mental well-being in order to enable carers and individuals to self-manage symptoms preventing carer breakdown.
4.4	Enhance & further develop community mentoring support for people with a Mental Illness and their Carers, to support low level need	Dec 2015	Carers Partnership Making Space Lincolnshire MH Networks & Other providers	Emotional support and understanding available when needed to improve wellbeing.
4.5	Develop robust monitoring and evaluation systems across all agencies to monitor and improve the quality of care given and response received to people in crisis	Jan 2016	MH Commissioning Leads With LPFT	Systems are in place for review, regulation and reporting within the local mental health

				provider services
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### Measures of success

- At least a 50% increase in the satisfaction rate of people using mental health services
- 70% of carers report feeling more included and 'know appropriate pathways to help

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## Section 5

### RECOVERY, STAYING WELL and PREVENTING FUTURE CRISES

No	Action	Timescale	Led By	Outcomes
5.1	Promotion and awareness campaign of Lincolnshire's Mental Health Networks: Shine Managed Care Network Dementia Network Carers Services	Review Feb 2016	SHINE and LPFT	A range of preventative services and support available to people with a mental health illness
5.2	Promote "12 steps to mental health" in line with the Public Health Campaign	Ongoing	Public Health	Increased awareness of methods for self-care
5.3	Promote the 'time to change' anti-stigma campaign across Lincolnshire.	Rolling Programme Annual review	Concordat Steering Group	Improved community acceptance and support
5.4	Scope the development & roll-out a health passport 'all about me' to all those with a mental health illness.	Sept 2015	All About ME Steering group	People have a better understanding of an individual's needs and wishes
5.5	Scope the current market position for the role of the voluntary and community sector in mental health crisis recovery	Dec 2015	Specialist Adult Services Joint Commissioning Team	All sectors are considered in crisis recovery plans
5.7	Complete an evaluation of the Wellbeing Service	May 2016	Public Health	Clear understanding of the impact of the network and what works for people with Mental Health needs

### Measures of success

- Increase in the number of self-help groups supported by the mental health networks
- At least 5000 health passports distributed by March 2016
- 30% reduction in the number of people with a mental illness needing a crisis intervention service by March 2018