

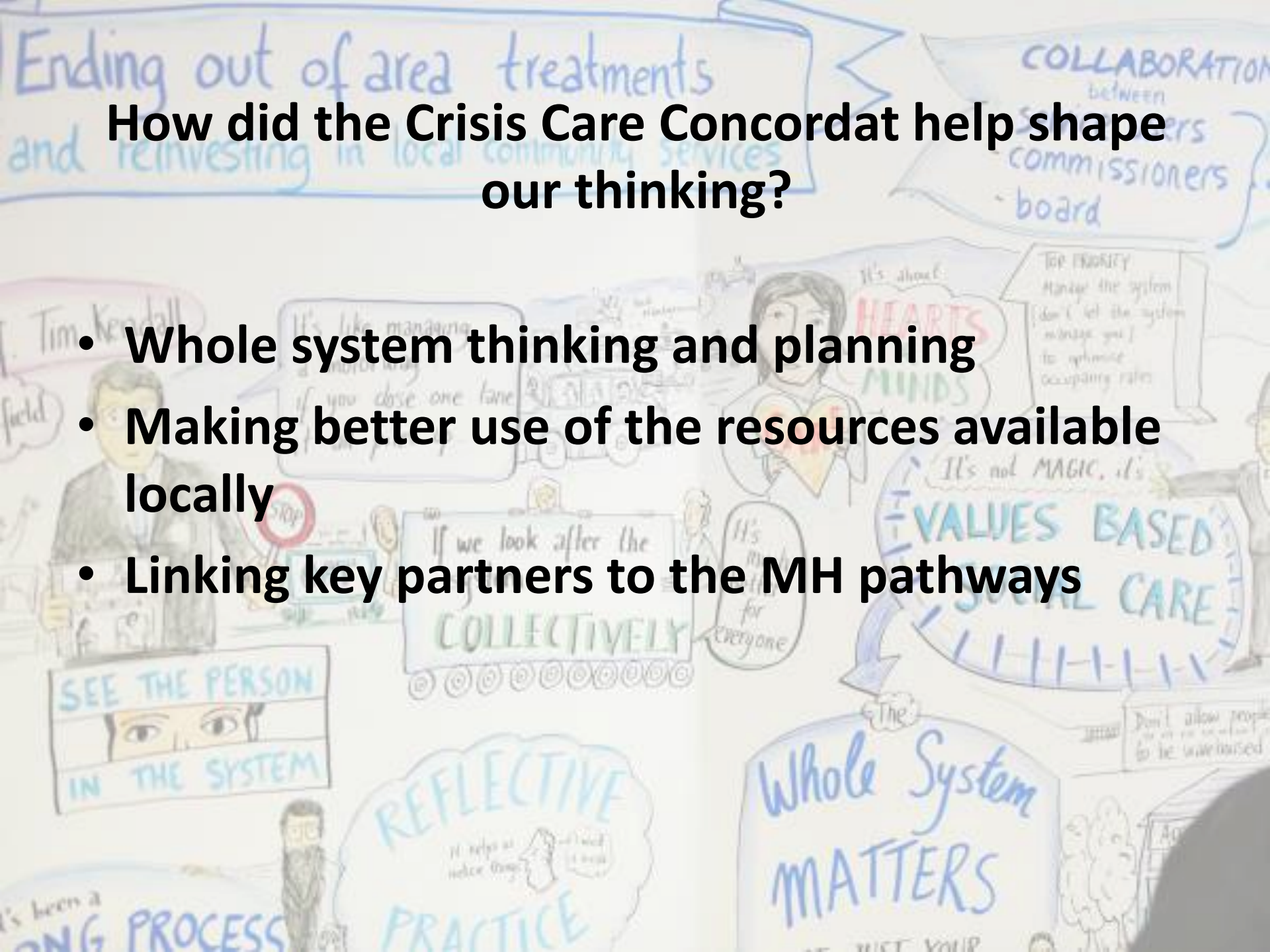


# Crisis Care Concordat Effective Joint Working

Julia Phillips

# How did the Crisis Care Concordat help shape our thinking?

- Whole system thinking and planning
- Making better use of the resources available locally
- Linking key partners to the MH pathways



# Sounds good but what does it mean in practice for...?

- Access to support before crisis point
- Urgent and emergency access to crisis care
- Quality of treatment and care when in crisis
- Recovery and staying well/preventing future crises

Prevention	Early Help	Community services	Recovery	Urgent/emergency care
<b>MH Information Leaflet</b>	<b>Positive Peers</b>	Community Mental Health Teams		<b>Rapid Assessment, Interface and discharge service (R.A.I.D.)</b>
<b>My Care Solihull – web portal</b>	Mind and FCT Drop in services	Assertive Outreach Team		Home Treatment Team
Connect	Mind employment support service.	Community Personality Disorder Service		Emergency Duty Team
Information and Advice Hubs: - The Core, Solihull Central Library - Chelmsley Wood Library	Mind and Grow Organic – Horticulture services	<b>Step-up/step-down beds</b>		AMHP Service
Social prescribing- Health Exchange	Mind Counselling service	Early Intervention in psychosis service		<b>Street Triage</b>
Health Trainers	IAPT services – Solihull Healthy Minds	Home Treatment Team		<b>Psychiatric Decision Unit</b>
Befriending service - FCT	Advocacy Services	<b>111 mental health crisis line</b>		Place of Safety
Partnership Centres: Bosworth Community Centre and Three Trees	Supported living and supporting people services	Solihull Integrated Addiction Services		Inpatient services
Get Involved – web portal	Solihull Integrated Addiction Services		<b>Recovery College</b>	Psychiatric intensive care
Solihull Active	Women only support group - Mind	Neuro-psychiatry services: - Neuro-development - General neuro-psychiatry - Chronic Fatigue Syndrome - Tourette Syndrome	Supported living and other housing related support	Specialist inpatient services: - Eating Disorder - Mother and Baby - MH Deaf services
<b>Police Referral Scheme</b>	Outminds – LGBT drop in	Community eating disorder services.	Non Acute Inpatient Services: Hertford, David Bromley & Dan Mooney	
	Carers services: - Caring for carers programme - Carer information and support - Solihull Rethink Carers Group - MH Carers Forum	Community MH deaf services	Women only drop in service – Mind	
	<b>Autism - adult assessment</b>	- Peri/post natal MH services	Domestic Abuse Support Group – Mind	



# Crisis intervention – delivering a multi agency approach which seeks to improve individualised care

**DCI Sean Russell**  
**West Midlands Police**

# Triage Model

Serving our communities,  
protecting them from harm



- Birmingham/Solihull and Black Country Triage Car 1000 – 0200/0300
- 7 days a week Inc. Bank Holidays
- Staffing
  - Four band 6 MH nurses
  - Six Police Constables and One T/PS - on secondment
  - Three Ambulance Paramedics FTE
- Coventry model
  - Follows pilot Leicestershire model
  - Nurse and police officer on FNW



# Demand

Serving our communities,  
protecting them from harm



## Street triage involved in 9275 incidents across the force

- In 2015 – 2016 -11% people detained under s136 (n=1019)
- In 2014 - 2015 – 12.7% people detained under s136 (n=864)
- Only 2 taken to police cells..

Number of Assignments	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Total
NHS Birmingham CrossCity CCG	174	172	186	174	212	189	216	193	180	281	242	210	2429
NHS Sandwell and West Birmingham CCG	45	51	49	60	69	60	55	57	67	72	60	63	708
NHS Birmingham South and Central CCG	50	70	68	69	46	60	58	82	66	113	75	73	830
NHS Solihull CCG	30	27	26	31	33	38	43	26	31	41	36	46	408
Other	4	1	5	4	1	4	4	8	4	6	5	12	58
<b>Total</b>	<b>303</b>	<b>321</b>	<b>334</b>	<b>338</b>	<b>361</b>	<b>351</b>	<b>376</b>	<b>366</b>	<b>348</b>	<b>513</b>	<b>418</b>	<b>404</b>	<b>4433</b>

Number of Assignments	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Total
NHS Dudley CCG	33	51	47	30	38	37	42	35	60	55	35	68	531
NHS Sandwell and West Birmingham CCG	61	59	67	59	49	61	58	67	77	82	69	73	782
NHS Walsall CCG	55	83	61	56	65	59	61	76	74	93	74	80	837
NHS Wolverhampton CCG	96	102	102	100	66	104	88	103	100	103	99	115	1178
Other	7	5	5	2	2	1	2	5	3	11	5	6	54
<b>Total</b>	<b>252</b>	<b>300</b>	<b>282</b>	<b>247</b>	<b>220</b>	<b>262</b>	<b>251</b>	<b>286</b>	<b>314</b>	<b>344</b>	<b>282</b>	<b>342</b>	<b>3382</b>

# Early Intervention to Prevent Harm & Reduced Demand Through Preventative Problem Solving

Risk Focused Intervention & Prevention

## Improving Capability and Maximising Capacity

### Intervention & Prevention Board Members



Enablers & commissioning opportunities

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### Early Intervention

#### Complex Individuals / Locations

- Typologies of Neighbourhood – High Need Areas
- Indicator of Need – Adverse Childhood Experience (ACE)
- Early Help
- Troubled Families
- Looked After Children
- Prioritised Youth Engagement
- Mental Health - Street Triage
- Alcohol & drugs Interventions

### Preventative Problem Solving

#### Offenders

- Neighbourhood Justice
- Liaison & Diversion Custody Project
- Managing Offenders
- Vulnerable Offender Cohorts
- Youth Offending Service
- Alternative Pathways
- Signposting to relevant agency



Outcomes

- Effective Sustainable Interventions
- Reduce first time Entrants into CJ System
- Effective Information Sharing
- Enhanced & focussed Commissioning Priorities
- Enhanced Demand & Resource Management
- Reduced Reoffending
- Reduced Risk & Reduced Harm

Delivery

SME Delivery Plans



# Conclusion

Serving our communities,  
protecting them from harm



- Combined Authority Mental Health Commission
- Identify your disproportionate complex cohorts
  - Women
  - BAME
- Multi disciplinary approach
- Link to Liaison and Diversion
- Police and Crime Commissioner