

# Crisis Care Concordat | Mental Health Cumbria-Action Plan Update

## **Introduction**

Cumbria established a crisis care concordat delivery group in October to support the objectives of the Cumbria action plan. This has seen a transition from a task and finish group to a focussed group which will manage the delivery of the tasks associated with the wider action plan.

This group is supported by a Mental Health Programme Office which also has responsibility to support the delivery of the Cumbria Mental Health Transformational Programme. The Crisis Care Delivery Group is also part of the governance arrangements of this wider programme and report progress to the Cumbria Mental Health Programme Board which is a collaborative board consisting of statutory organisations (Health and Care) as well as Third Sector providers, service users and Constabulary

## **Outcomes**

The Cumbria Crisis Care Delivery Group has designed a range of outcomes for the next 6 months which are included in the uploaded delivery plan. These outcomes are initially focussed on triage, Section 136 and out of hour's assessments and are cross referenced to the Cumbria action plan.

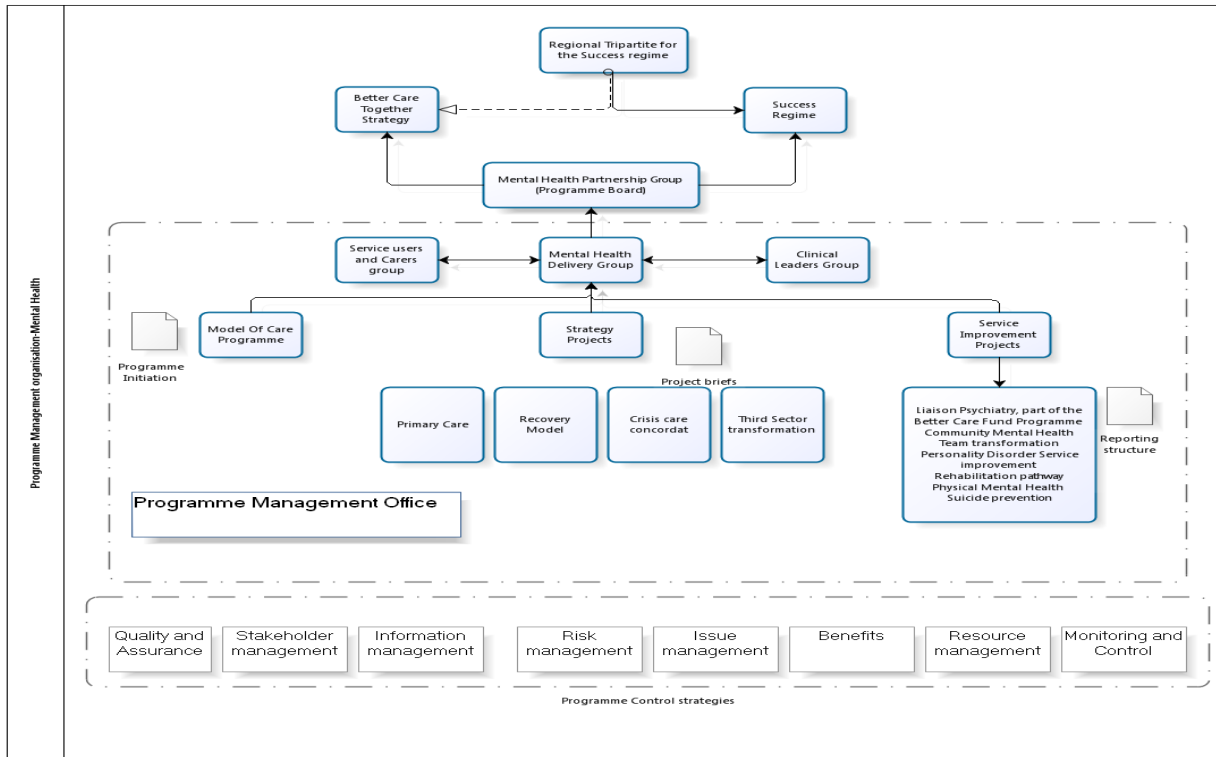
The delivery plan will consider three phases and is designed to establish a step change in the delivery of crisis care in Cumbria

- Phase 1- to establish a crisis helpline and professional point of contact to support triage and Section 136.
- Phase 2- more complete service redesign for crisis care for triage, out of hours assessment and Section 136 and support the development of the Cumbria Model of Care Programme for Mental Health.
- Phase 3- completion of a comprehensive business case for crisis centres including the designs and implemented services of phases 1 and 2

## **Working in partnership.**

The Cumbria Crisis Care Concordat is part of the wider Mental Health transformational Programme and has strong links with the Mental Health Partnership groups as previously mentioned.

The schematic below shows how the crisis care delivery group fits with the wider partnership and strategic governance arrangements.



### Local monitoring & work around Section 136

Cumbria Crisis Care Concordat are making progress on the process to reduce the use of police cells to hold over-18s detained under Section 136 and making it a 'never event' for under-18s through its delivery plan. As identified earlier this will progress through 3 distinct phases of work and be programme managed through the wider Mental Health PMO for Cumbria.

As part of the delivery the Crisis Care Delivery group will report monthly to the Mental Health Programme Board who will take responsibility for managing risks and issues associated with the delivery of the outcomes

## Evaluations

Supporting the Crisis Care Concordat will be a business intelligence enabling Work stream which is currently working on a programme to develop a 'single version of the truth' for Cumbria which will lead to the development of a mental health performance framework. The performance framework will be cross organisation and integrated to provide a consistent analysis of the current performance of services supporting people in crisis as well as the wider mental health provision.

## Challenges

The Cumbria Crisis Care concordat faces similar challenges across all its partner organisations relating to resources both human and financial. The Concordat is facing these challenges in partnership and aiming for economies of scale across organisations to deliver the required outcomes.

Cumbria is also geographically challenging with a low population across a wide geographical area which also has populations in isolated communities posing challenges for services to provide immediate responses.

## Delivery Plan

Crisis Care Concordat Delivery plan								
Urgent Assessment and Triage (National Actions Triage; Out of Hours; Sect 136; Unscheduled assessments; Training)								
PMO ref	Action	Timescale	Financial implication	Led by	Outcomes	Progress/ milestones	RAG	National ref
<b>MILESTONE</b>	<b>START UP</b>	<b>Nov-15</b>	<b>None</b>	<b>Janice Horrocks</b>				
C0008_GM	Establish the Crisis Care Concordat delivery group, to undertake and oversee the necessary actions to deliver the project. Ensure links to out of hours assessment, the 136 protocol review group, section 12 working group, Cumbria clinical Justice and mental Health steering Group and mental health training	Nov-15	None	Janice Horrocks	The group reflects active involvement in delivering the national crisis care concordat action plan. The group is representative of the structures identified in the Mental Health Strategy and supports the vision.	Terms of reference produced and to be reviewed 19th October 2015.		1.1; 2.1; 3.1

C0008_GM	Identify resources required to deliver the triage projects and agreed models through the PDSA rapid test cycle. Complete bid criteria for PCC to establish required resources.	Nov-15		PMO	Coordinated bid for the initial telephone support and followed up with facilitated process mapping for the wider programme of work			
	The crisis care concordat will work to deliver the Model of Care design programme and identify members for the design group.	Jan-16		DRAFT	Group linked into to the Model of Care programme of work.			
C0008_GM	Identify links with the liaison psychiatry Work stream to report progress to the Crisis Care Concordat delivery group and vice versa. Action the recommendations of the RICHES review in line with the Crisis Care concordat delivery plan.	Nov-15	None	Stuart Beatson	Links made and information sharing to support the development of the model of care, Crisis Centre design and liaison psychiatry project			5

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PMO ref	Action	Timescale	Financial implication	Led by	Outcomes	Progress/ milestones	RAG	National ref
C0008_GM	Agree PDSA process to deliver rapid test cycles and evaluation criteria. PMO to support ad hoc delivery of the rapid test cycles to ensure reporting process is consistent.	Nov-15			Continuous improvement model agreed and in place. Training and development plan in place to roll out methodology			

C0008_GM	Agree models of care to be delivered through the PDSA and timescales for evaluation	Nov-15			Models presented and agreed at the crisis care Concordat delivery group for approval		
C0008_GM	Completed A3 prior to commencing test cycle	Nov-15					
C0008_GM	Test models and align resources to deploy across the test cycle	Dec 15- March 16			operational leads have scope to move resources into the rapid test cycle supported by risk management plans		
C0008_GM	Present evaluation to Crisis Care delivery group	Feb-16			evaluation criteria completed and lessons learned demonstrated		<b>1.7</b>
C0008_GM	present evaluations to MHPG for approval to move to full implementation of re-testing.	Mar-16			Approval to continue or retest criteria completed		

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PMO ref	Action	Timescale	Financial implication	Led by	Outcomes	Progress/ milestones	RAG	National ref
C0008_GM	Develop needs analysis for Cumbria to develop a fully functioning Crisis Helpline provision. This will form part of the initial bid to the PCC innovation Fund	Nov-15	Successful bid required.	Crisis Care delivery group	To embed a mental health professional in the form of a triage practitioner within the Cumbria Partnership NHS Foundation Trust ALIS team (Assessment and Liaison Intensive Service) based at Carleton Clinic, Carlisle. This practitioner will have direct access to a range of multi-agency records/databases (health and/or social care, GP information) and will also be able to provide direct support to a range of practitioners who may come into contact with individuals experiencing a mental health crisis			1.3

C0008_GM	Undertake baseline assessment of current provision and gap analysis of all existing mental health crisis contact points (including CPFT's SPA, NHS 111, Mind's Helpline etc.) and also current and potential funding streams.	Dec-15	None	Crisis Care delivery group	Development of a clear picture covering geographic and time specific availability of current resources.			1.2
C0008_GM	Undertake a review of the current hospital Place of Safety provision to ensure it meets the requirements of local demand and national standards. To include review of staffing arrangements.	Dec-15	None	Crisis Care delivery group	Cross agency agreement on appropriate triage model to be developed in Cumbria, so as to drive improved service provision and encourage a consistent approach across the county.			3.2
C0008_GM	To review all current IT systems currently used in Cumbria (including ERISS) for accessing patient information and explore ways to amalgamate these into a single system	Dec-15	None	Crisis Care delivery group	Base line activity available to support the acute admission pathway.			1.4
C0008_GM	Workforce- establish the current staffing arrangements for Out of Hours in relation to qualified practitioners	Nov-15	None	HR Partners	Baseline workforce completed including cost centres to build into workforce planning tool.			3

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PMO ref	Action	Timescale	Financial implication	Led by	Outcomes	Progress/ milestones	RAG	National ref
C0008_GM	Review and refine data collection processes to ensure easier monitoring.				To have a defined system to access patient information			4.7
C0008_GM	Identify emerging issues from recent reports, publications and audits that need to be included in, or addressed through, the review 136 and section 12 protocols				To facilitate effective information exchange in line with existing Cumbria protocols.			3.2
C0008_GM	Group to review and refine operating practices where the Section 136 may pose unmanageable risks and to reduce the time a Section 136 patient waits for the assessment to begin.				To eradicate reliance of paper based systems			3.6;3.5; 4.5;4.6
C0008_GM	Explore a range of options to ensure Out of Hours cover for psychosocial assessments can be provided for CYP				To reduce inappropriate patient outcomes.			6.1



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C008_GM	Ensure that AMHPS understand the MHA as it applies to Children and Young People				Bespoke training packages available to support the delivery of the service models			6.7
C008_GM	Review of the training opportunities and to encourage take up of section 12 Drs across Cumbria and arrange refresher training for Drs already registered.				Uptake of training measured and reported through to the Crisis Care Concordat delivery group.			7; 1.6
C0008_GM	AQA involved and supporting the delivery of the crisis care programme				Facilitated process mapping session for the design of the Triage, 136 approach and also working towards the design of the d=crisis centre business case.			