

DRAFT OXFORDSHIRE ACTION PLAN

1. Commissioning to allow earlier intervention and responsive crisis services

No.	Concordat outcomes	Deliverables/actions	Who	By when
Improved partnership working				
1	<ul style="list-style-type: none"> Reduction in use of urgent care pathways such as 999/111 and Emergency Departments in Oxford and Banbury by people in mental health crisis Improved responsiveness to people in mental health crisis by emergency services-ensuring people get the right care at the right time 	A local protocol that promotes and provides a coordinated approach across the urgent care pathways that reduces the risk of vulnerable groups being excluded from appropriate mental health crisis support. Where someone in mental health crisis seeks help they will be diverted to the appropriate services to meet their needs. This will include people of all ages with autism, personality disorder, alcohol or substance misuse issues, people who are homeless, people living with Learning Disability and those in contact with the criminal justice system	OCCG OH OUH SCAS OCC TVP	Mar 15
2	<ul style="list-style-type: none"> Reduction in number of people in contact with mental health services using crisis services Improved responsiveness of mental health services to people in crisis 	Where someone has known mental health problems, partners will develop joint planning approaches that integrate crisis planning into care and assessment and share those plans with all agencies involved in the care of the individual	OH (lead) and partners	Mar 15
Match local need and resources				
3	<ul style="list-style-type: none"> There will be better information available for all agencies and for patients and their carers to support effective responses to people when they experience mental health crisis Common understanding across agencies of what is available and how to access 	<ul style="list-style-type: none"> OCC and OCCG to review information provision for people in mental health crisis OCC (Public Health) to review information that supports better understanding of mental health crisis amongst wider public and statutory and non-statutory organizations Concordat partnership to develop an information resource that can be used both within and outside the partnership by all relevant agencies, and the people they care for 	OCC OCCG OCC (Public Health) Concordat partners	Mar 15
Improving mental health crisis services – Adults				
4	<ul style="list-style-type: none"> Reduction in inappropriate use of S136 detention Improved response to people who are in contact with police services at times of mental health crisis Improved service user experience 	<ul style="list-style-type: none"> Concordat partnership will conduct a joint review street triage pilot Commissioners to consider the business case for the retention and/or extension of the Street Triage Service 	OCCG OH SCAS TVP	Dec 14 Jan 15

DRAFT OXFORDSHIRE ACTION PLAN

	<ul style="list-style-type: none"> Improve clinical and staff effectiveness 			
5	<ul style="list-style-type: none"> Improved response time to crisis and emergency mental health situations in the community and in the acute hospitals in Oxford and Banbury 	<ul style="list-style-type: none"> There will be revised targets for community responsiveness and agree in new mental health contract There will be a pilot improved and extended service to Emergency Departments over weekends if MH Resilience Funding is agreed 	OCCG OH OUH NHSE	Jan 15 Dec 14 (TBC)
Improving mental health crisis services – Children and Young People				
6	<ul style="list-style-type: none"> Better joint understanding of needs of young people in MH crisis and the desired outcomes 	<ul style="list-style-type: none"> A workshop in December 2014 for the key stakeholders who work with under 18s to scope a delivery plan for young people, including those transitioning into adult services Adoption of delivery plan within Concordat Action Plan 	OCCG OCC Partnership	Dec 14 Jan 15
2. Access to support before crisis point – operational services				
Improve access to information, & support via primary care				
7	<ul style="list-style-type: none"> Improved <i>public</i> knowledge of MH problems and understanding of needs of a person in MH crisis 	<ul style="list-style-type: none"> We will review what MH information is available to the public in GP surgeries and other locations We will run a campaign to support implementation of the Crisis Concordat 	OCCG OCC (Public Health) Partnership	Dec 14 Feb 15
8	<ul style="list-style-type: none"> Improve clinical and practice staff understanding of needs of people experiencing mental health crisis in primary care Appropriate signposting by clinical and practice staff Improved service user and carer experience 	<ul style="list-style-type: none"> Review with Local Medical Committee of resource gaps in primary care around management of mental health crisis OCCG locality development of mental health crisis management package as part of GP training events Development of a training package for practice staff 	OCCG OH	Jan 15 Mar 15 Mar 15
9	<ul style="list-style-type: none"> Reduced number of inappropriate ambulance journeys and Emergency Department attendances. Improved process of shared 'need to know' information around a person in crisis Common understanding across agencies of the needs of the individual, their plans and wishes and the services and people that may best support them Improved appropriate service user and carer experience 	<ul style="list-style-type: none"> We will review information sharing processes and protocols between all partners to ensure all front line staff have access to relevant information and enable a more consistent response for people who are known to MH services; this will include ability to: <ul style="list-style-type: none"> Access to patient records Access to ambulance anticipatory care plans Access to MH service user crisis plans Access service information at all times 	OH OCC OUH SCAS TVP OOH	Feb 15

DRAFT OXFORDSHIRE ACTION PLAN

		<ul style="list-style-type: none"> We will develop an appropriate response to the review 		May 15
Early Intervention				
10	<ul style="list-style-type: none"> Improved access to services for people detained with Mental Health problems Improved quality of care and experience 	<ul style="list-style-type: none"> We will roll out liaison and diversion services to Thames Valley by 2016 in line with the national framework ensuring 50% coverage 	NHS England Area Team	Dec 15
3. Urgent and emergency access to crisis care				
Improve NHS emergency response to mental health crisis				
11	<p>We will ensure that response to crisis should be prompt, efficient and respectful by</p> <ul style="list-style-type: none"> Improving timely access to appropriate doctors and to Approved Mental Health Practitioners Improving 999/111 response to calls from people in mental health crisis and reduced number inappropriate ambulance journeys Improving timely access MH inpatient beds, including Places of Safety Improved knowledge across partners of agreed approach & response times 	<ul style="list-style-type: none"> We will review the commissioning and organization of s12 doctors and Approved Mental Health Practitioners We will Introduce MH practitioners in the SCAS operational centre We will keep under review the use of Places of Safety and access to mental health inpatient beds We will agree contractual response times to people in mental health crisis within mental health and urgent care services 	<p>OCCG and OCC</p> <p>OH</p> <p>OCCG, OH and TVP</p> <p>OCCG, OH and SCAS</p>	<p>Jan 15</p> <p>Apr 15</p> <p>Monthly from Dec 14</p> <p>Apr 15</p>
12	<ul style="list-style-type: none"> Improved first up response to people experiencing mental health crisis Reduced use of 999/111 and emergency departments Improved access to services across all parts of the community 	<ul style="list-style-type: none"> All partners agree a protocol so that whichever service a person is in contact with first uses a common approach, in particular: <ul style="list-style-type: none"> Improved shared understanding of roles and responsibilities within conveyance policy Improved equal access for those with protected characteristics Use of crisis plans and role of family and carers 	<p>Partnership</p> <p>Community organizations Carers Reference Group</p>	Mar 15
Integrated Health and Social services' impact on mental health crisis				
13	<ul style="list-style-type: none"> Reduced hospital admissions Increased personal resilience for people and their carers 	<ul style="list-style-type: none"> Where people do not need to be admitted to hospital we will assist people through assessment and care planning to identify 	OH/OCC	Apr 15

DRAFT OXFORDSHIRE ACTION PLAN

	to enable them to manage crisis more effectively	<p>alternative forms of support</p> <ul style="list-style-type: none"> We will work with people to improve their own understanding of their own needs and to identify resources that enable them to manage those factors that might lead to crisis We will embed these approaches into care planning tools within the Recovery Start 	OH/OCC	<p>Apr 15</p> <p>Apr 15</p>
Staff skills and training				
14	<ul style="list-style-type: none"> Improve staff understanding of needs of people MH to support the delivery of better outcomes for people experiencing mental health crisis and those who care for them Identified mental health leads in all patient-facing organizations 	<ul style="list-style-type: none"> We will improve MH education and awareness training in MH identification for all front line staff in partner agencies – (all age); these will be monitored through contract KPIs. We will improve training in physical restraint techniques We will develop a register of mental health leads to act as contacts around training and Concordat developments 	OCCG OH SCAS TVP OUH	Apr 15
4. Quality of treatment and care when in crisis				
Improved services for those with co-existing mental health and substance misuse issues				
16	<ul style="list-style-type: none"> Improved staff understanding of needs of people who substance misuse or present with suicidal ideation 	<ul style="list-style-type: none"> We will improve substance misuse and suicide prevention awareness training for appropriate staff in acute services We will monitor this training through contracts 	OUH Public health (OCC) OCCG	<p>Apr 15</p> <p>Monthly from Apr 15</p>
17	<ul style="list-style-type: none"> Improved pathways into crisis care and onward to recovery and/or management services for people who present with alcohol and/or drug problems 	<p>We will review & agree updated local pathways/protocols for people who are intoxicated as a result of alcohol and/or drug misuse to include people:</p> <ul style="list-style-type: none"> who appear to have MH problem and are intoxicated and represent an immediate physical risk to themselves who are assessed as having a MH disorder or who are current MH service users who are intoxicated as a result of alcohol and/or drug misuse who do not appear to have a MH 	OH OUH TVP SCAS OCCG	Apr 15
Patient experience				

DRAFT OXFORDSHIRE ACTION PLAN

18	<ul style="list-style-type: none"> Improved quality of care and patient experience when under the care of services that are supporting them through crisis 	<ul style="list-style-type: none"> We will agree a protocol between agencies to ensure joint understanding of appropriate use of police time to manage patient behaviour and within a health or care setting We will ensure all partners have better training in, and understanding of the appropriateness of using physical restraint; in particular in ED and SCAS. We will survey patient and carer experience of crisis services 	<p>TVP SCAS OUH OH OCC</p> <p>OCCG</p>	<p>May 15</p> <p>May 15 and Dec 15</p>
5. Recovery and staying well / preventing future crisis				
19	<ul style="list-style-type: none"> Improved health and social care outcomes around recovery and well-being that support patient, carer and system resilience Reduction of impact of recurrent crisis 	<ul style="list-style-type: none"> Development of a Recovery College approach to support learning and confidence amongst patients, carers and professionals to help understand and manage crisis Use of the Recovery Star to support patient led approaches to the management of crisis Use of the Triangle of Care approach to support users and carers in developing appropriate care plans 	OH and partners	From April 15
20	<ul style="list-style-type: none"> Improve health and social care of outcomes of those in CJS, includes MH and physical health outcomes Prevent MH relapse when released from detention – reduce risk of crisis 	<ul style="list-style-type: none"> We will ensure all prisoners with MH needs have access to quality care whilst detained and access to local MH services when released We will review the likelihood of those who are discharged from prison needing to access social care services in line with the Care Act requirements 	OCC NHS England Area Team	From April 15

DRAFT OXFORDSHIRE ACTION PLAN

Glossary of abbreviations:

MH	Mental Health
OCCG	Oxfordshire Clinical Commissioning Group
OH	Oxford Health Foundation Trust
OUH	Oxford University Hospitals Trust
SCAS	South Central Ambulance Service
OCC	Oxfordshire County Council
TVP	Thames Valley Police
NPS	National Probation Service
ED	Emergency Department (Accident & Emergency)
KPI	Key Performance Indicator
CJS	Criminal Justice System