

MENTAL HEALTH CRISIS CARE CONCORDAT

Oxfordshire action plan & declaration

1. Introduction - purpose of this paper

The Mental Health Crisis Care Concordat is a national multi-agency commitment to improve the experience and outcomes for people facing mental health crisis. The Concordat was launched by HM Government in February 2014. It aims to support the delivery of “parity of esteem” for mental health services by ensuring that people facing a crisis in their mental health receives the same attention as they would receive in the event of a physical health emergency.

The national Concordat was signed by a wide range of signatories including

- Association of Ambulance Chief Executives
- Association of Chief Police Officers
- Association of Directors of Adult Social Services
- Association of Directors of Children’s Services
- Association of Police and Crime Commissioners
- British Transport Police
- Care Quality Commission
- Department of Health
- Home Office
- Local Government Association
- Mind
- NHS England

The national Concordat sets out the following expectations

- Local partnerships between the NHS, local authorities, and criminal justice system [should] work to embed these principles into service planning and delivery.
- Just as the Concordat establishes a national agreement of principles, the ambition is for *every local area to commit to agreeing and delivering their own Mental Health Crisis Declaration*. This should include:
 - A jointly agreed local declaration across the key agencies that mirrors the key principles of the national Concordat – establishing a commitment for local agencies to work together to continuously improve the experience of people in mental health crisis in their locality
 - Development of a shared action plan and a commitment to review, monitor and track improvements
 - A commitment to reduce the use of police stations as places of safety, by setting an ambition for a fast-track assessment process for individuals whenever a police cell is used; and
 - Evidence of sound local governance arrangements

Oxfordshire’s “jointly agreed local declaration” and “the “shared action plan” must be uploaded to a national website by 31 December 2014. It is understood that the national Concordat will be assessed annually, and this will include a review of local progress.

This paper sets out the Oxfordshire Mental Health Crisis Concordat Declaration for signature by Oxfordshire County Council (OCC) and Oxfordshire Clinical Commissioning Group (OCCG) at Appendix A.

The paper also sets out the local Action Plan at Appendix B and proposes “local governance arrangements” to assure the Health & Wellbeing Board as to progress with implementation.

2. The Mental Health Crisis Care Concordat Declaration: scope and signatories

The Declaration and the Action Plan are designed to meet the needs of anyone experiencing mental health crisis. This includes children and young people, as well adults and older adults, and also covers the needs of people living with learning disability and people with a range of mental health presentations. These include anxiety and depression, psychosis, dementia as well as associated conditions relating to drug and alcohol problems.

The proposed local declaration is attached at Appendix 1. It uses the national format. The organizations listed on the declaration are those who at the time of writing (27 October 2014) have indicated that they will sign. An updated copy will be tabled at the meeting.

There remain a number of key providers who at the time of writing this report have not yet signed the declaration. The list will be updated at the meeting. Any outstanding signatures will be collated and added ready for submission in December.

3. Which organizations need to be involved to ensure that Oxfordshire can meet the needs of a person in Mental Health Crisis?

Organization	Role
OCCG	<ul style="list-style-type: none"> ○ Commissions mental health services (health and social care) for all ages ○ Commissions s12 doctors who support Mental Health Act 1983 assessment ○ Provides clinical leadership across the system including in primary care
OCC	<ul style="list-style-type: none"> ○ Provides the Approved Mental Health Practitioner and Emergency Duty services ○ Commissions drug and alcohol services
Oxford Health NHS FT	<ul style="list-style-type: none"> ○ Provides assessment and detention in relation to Mental Health Act 1983, including places of safety ○ Provides assessment and integrated health and social care (in-patient and community) for people in crisis as well as anyone meeting the criteria for secondary mental health services in the community. Also supports recovery, resilience and well-being through care planning. ○ Provides assessment and care to people admitted to the Emergency Department of the John Radcliffe and Horton Hospitals ○ Provides out of hours GP service
Thames Valley Police	<ul style="list-style-type: none"> ○ Responsibilities under the Mental Health Act, and may detain people under s136 of the Act ○ Also is often the first responder to potential mental health crisis situations
South Central Ambulance Service	<ul style="list-style-type: none"> ○ South Central Ambulance Service is responsible for conveying people detained under the mental health act or for assessment in a place of safety

	<ul style="list-style-type: none"> o Also provides 999 and 111 and first responder services
Oxford University Hospitals NHS Trust	<ul style="list-style-type: none"> o Provides emergency care for people attending Emergency Departments at John Radcliffe and Horton sites
NHS England	<ul style="list-style-type: none"> o Commissions health services for people in custody (police stations and in prison)
Local General Practice	<ul style="list-style-type: none"> o Supports patients with mental health problems in the community
Carers	<ul style="list-style-type: none"> o Mental Health Carer Reference Group provides feedback on services to providers and commissioners. o Rethink Mental Health Carers Support service support carers in times of crisis and support carer wellbeing.
Housing and other support providers	<ul style="list-style-type: none"> o OCCG commissions a range of housing, support, employment and other services that support the recovery and well-being of people living with mental health problems

4. Development of the Oxfordshire Mental Health Crisis Concordat Action Plan

The development of the Oxfordshire Plan was authorised by both the Mental Health Commissioning Joint Management Group (between OCCG and OCC) and the Provider Joint Management Group (between OCC and Oxford Health NHS FT). It was agreed that officers from OCCG, OCC and Oxford Health NHS FT should develop the local plan, led by OCCG.

A draft plan was reviewed at a workshop event on September 17th organised by NHS England Thames Valley Strategic Clinical Network for Mental Health. For Oxfordshire there was extremely good attendance and engagement across all of the partners who are now signatories to the Declaration, as well as representatives from the Carers' Reference Group. At this workshop a number of agencies presented their own internal plans: Thames Valley Police, South Central Ambulance Service and NHS England Health & Justice Team.

A revised plan (incorporating the plans presented at the workshop) was further reviewed at a Concordat partnership meeting on 27 October and is attached at Appendix B. It is the intention that the plan will be finalised at the Mental Health Commissioning Joint Management Group meeting on 27 November 2014.

The plan is divided into five sections which follow the format of the national Mental Health Crisis Care Concordat document. The final plan will be all age but will describe some separate actions for young people. The key issues that have been identified are as follows:

- Improving the response to and experience for vulnerable groups such as people with personality disorder, people with addiction issues, people who are homeless, people with learning disability and autism
- Implementing a plan to improve the responsiveness of the ambulance service
- Improving mental health support to 999/111 and out of hours telephone and triage services
- Evaluating the street triage pilot to inform future commissioning intentions
- Alignment of mental health and drug and alcohol services
- Alignment with the developing regional Suicide Prevention Strategy
- Improved working with Criminal Justice System

5. What is Oxfordshire already doing to meet the concordat requirements?

Oxfordshire is well-placed to respond to the challenge of the Crisis Concordat. There have been a number of commissioner and provider led initiatives:

- OCCG has commissioned a wide range of preventative and early intervention services from health and the voluntary sector.
- There are fully integrated health and social care teams within Oxford Health NHS FT
- Oxford Health NHS FT has restructured its teams into “assessment” and “treatment” and both are available 7 days a week from 0700 to 2100.
- Oxford Health NHS FT provides 24 hour, 7 day working for mental health crisis services.
- There is strong co-working across Oxford Health NHS FT, OCC and Thames Valley Police around the delivery of the Mental Health Act.
- Oxfordshire has piloted a street triage service to improve the skills, knowledge and response of police teams in working with people in crisis and to reduce the unnecessary use of s136 and police stations as “places of safety”
- Oxford Health NHS FT has opened a second “place of safety” to avoid unnecessary use of police cells
- Oxford Health NHS FT has extended the Emergency Department Psychological Medicine Service at both the John Radcliffe and the Horton sites to 7 day working across hours that mirror the busiest times in A&E.
- Oxfordshire has adopted a strategic approach to recovery and well-being linked to the development of outcomes based contracting for mental health services. This will include a comprehensive assessment process with integrated care planning across a range of health, social care and voluntary sector providers and will promote better crisis management through person-centred care and increased personal resilience

6. Implementation and proposed governance arrangements

- **Next steps.** Subject to Health & Wellbeing Board agreeing to sign the Declaration and the Mental Health Commissioning Joint Management Group and partners ratifying the Action Plan, these documents will be uploaded onto a national Mental Health Crisis Concordat web portal by 31 December 2014.
- **Implementation and Governance.** It is proposed that Oxfordshire uses the Mental Health Joint Management to
 - **Set up an implementation group to oversee the delivery of the action plan.** This will involve all the partners and will meet at least quarterly.
 - **Monitor progress against the plan at the Joint Management Group meetings.** It is proposed that the JMG meeting is extended 2 times a year and signatories to the Concordat are invited to discuss matters arising from implementation and support strategic decision-making that will ensure the delivery of the Plan
 - **Report on progress to Health & Wellbeing Board in 6 months**

It is expected there will be an annual national assessment of local action plan delivery which will be uploaded on the public portal.

7. Decisions for Oxfordshire Health and Wellbeing Board

The Oxfordshire Health and Wellbeing Board is asked to:

1. Agree to the recommendation that OCC and OCCG will sign off the declaration and action plan on behalf of the Oxfordshire Health and Wellbeing Board
2. Approve the proposed governance arrangements and submission of the final plan prior to the deadline of 31st December 2014.