

**6 September 2017****Agenda Item: 8****REPORT OF THE DIRECTOR OF PUBLIC HEALTH  
NOTTINGHAMSHIRE MENTAL HEALTH CRISIS CONCORDAT****Purpose of the Report**

1. The purpose of the report is to:
  - Provide the Health and Wellbeing Board (HWB) with an update on the local response to the implementation of the 'Mental Health Crisis Care Concordat, Improving outcomes for people experiencing mental health crisis care'.

**Information and Advice**

2. The National Mental Health Crisis Care Concordat was published in February 2014. In April 2015, in response to this report, Nottinghamshire County Council worked collaboratively with all key stakeholders in signing up to a Crisis Concordat declaration and action plan.
3. In September 2015, following the Local Government Association peer challenge, the Health and Wellbeing Board identified crisis support for people with mental health problems living in the community as a strategic action. The Board agreed to facilitate a joint approach to crisis support, including work around the crisis care concordat, to maximise resources to support individuals in the community and help people maintain their independence. The Board agreed to maintain this as a strategic action in November 2016 pending refresh of the Health and Wellbeing Strategy.
4. The Crisis Concordat action plan was developed by a large number of partner organisations including the NHS, Police, Local Authorities and the voluntary sector.
5. The Crisis Concordat action plan is arranged around the key elements of a good mental health crisis care service and include:
  - Access to support before crisis point
  - Urgent and emergency access to crisis care
  - The right quality of treatment and care when in crisis
  - Recovery and staying well
  - Preventing future crises.
6. The Nottinghamshire Crisis Concordat Partnership Board was formed in October 2015. The main role of this board is to lead, support and oversee the sub-groups in working to implement the local Crisis Concordat action plan and is currently chaired by Paddy Tipping, Nottinghamshire Police and Crime Commissioner.

7. The action plan is currently being refreshed will be going to the September Partnership Board for sign off.
8. The Concordat delivery to date has contributed directly to the Health and Wellbeing Board priority in the strategy 2014 -17 'Provide co-ordinated services for people with mental ill health.' The delivery of the Concordat actions has also contributed to priorities on substance misuse, domestic abuse and housing related support for vulnerable people.
9. The Five Year Forward View for Mental Health was published in February 2016 and sets out the Government's ambition for the delivery of mental health care services up to 2021, achieving parity of esteem between physical and mental healthcare and tackling inequalities in relation to access to, and patients experience of, mental health care services. The refreshed Concordat action plan is aligned with the recommendations of the Five Year Forward View and will monitor progress towards achieving these recommendations. Of particular relevance to the Crisis Concordat is the requirement that all areas will provide crisis resolution and home treatment teams, resourced to operate in line with recognised best practice, which deliver a 24 hour 7 days per week community-based crisis response and intensive home treatment service as an alternative to inpatient admission.
10. The Crisis Concordat is aligned to the multi-agency Suicide Prevention strategies for both Nottinghamshire and Nottingham City which were established in 2015, and Concordat signatories are supporting the delivering of both these strategies. Both city and county Public Health commissioned suicide prevention awareness training. This funded training ended in spring 2017 and was well received with high uptake. The Suicide Prevention Steering Group will prioritise continuing this training once 5 Year Forward View funding is confirmed.
11. Key areas within the concordat framework that have been achieved include:

Action	What we Did	Local Impact
To commission mental health awareness and suicide prevention training	Commissioned Harmless in the City and Kaleidoscope Plus in the county. A number of organisations have undertaken Public Health England's Connect5 training	<ul style="list-style-type: none"> <li>• A range of front line workers trained in Mental Health First Aid and First Aid Lite from the police to library staff, voluntary sector and local authority.</li> <li>• Improved awareness and identification of mental health difficulties.</li> <li>• Train the trainer model being scoped and rolled out.</li> </ul>
To develop an engagement strategy to inform concordat work	Commissioned Healthwatch to undertake engagement with carers, veterans, students, the homeless and BME communities about their experiences of crisis services including access and barriers. Recommendations are	<ul style="list-style-type: none"> <li>• Improved awareness of the needs of these group</li> <li>• Access is being improved for these groups</li> </ul>

Action	What we Did	Local Impact
	being implemented through the Concordat Task and Finish Group.	
To review the use of s.136 suites to ensure individuals detained under the Mental Health Act are not being detained in police cells	Set up S136 Task and Finish Group to ensure effective partnership delivery of S136 including a health based place of safety at Millbrook and at Highbury. Secured capital funding to refurbish the places of to make them more fit for purpose and robust.	<ul style="list-style-type: none"> <li>• No children detained in police cells as a place of safety.</li> <li>• Reduced adults detained in police custody to 0 between May and Aug 2016.</li> </ul>
To monitor and evaluate the performance and outcomes of the Street Triage Team pilot and make recommendations for future commissioning	Nottinghamshire Police and CCGs invested in a pilot Street Triage project (Police and Community Psychiatric Nurses responding to people in mental distress) which was evaluated and demonstrated a positive impact. It now receives recurrent funding.	<ul style="list-style-type: none"> <li>• 87% reduction in use of police cells as a place of safety</li> <li>• No children detained in police cells as a place of safety</li> <li>• Rapid response available in operating hours</li> </ul>
To monitor and evaluate the outcomes of the 24/7 Enhanced Crisis Resolution and Home Treatment Team in the City and County South area on a quarterly basis	Supported Nottinghamshire Healthcare Trust to review their services, reduce beds and strengthen the community services.	<ul style="list-style-type: none"> <li>• Improved community services across south Nottinghamshire</li> <li>• Additional staff available to respond to people in crisis 24/7</li> <li>• Reduced number of people admitted to mental health beds</li> </ul>
To monitor and evaluate the outcomes from the Crisis House for Nottingham City and South County CCGs that was commissioned in 2014 and became operational in January 2015	As part of Nottinghamshire Healthcare Trust bed closure programme supported the development of a crisis house serving City and south county CCGs. Due to capacity it has also now been opened up to all county patients.	<ul style="list-style-type: none"> <li>• Alternative service to inpatient care available for people in mental distress across south Notts</li> <li>• Increased choice of services for people in crisis</li> <li>• Positive feedback from patients accessing the service.</li> </ul>
To analyse current Rapid Response Liaison	Increased investment in mental health liaison	<ul style="list-style-type: none"> <li>• Improving the response to people in mental</li> </ul>

Action	What we Did	Local Impact
Psychiatry (RRLP) activity Ensure there are adequate and effective levels of liaison psychiatry services across acute settings.	services across all Nottinghamshire acute hospitals. Established a mental health specific working group involving key stakeholders including NUH, East Midlands Ambulance Service, Nottinghamshire Police, local authority mental health representatives.	health distress who attend Emergency Departments or who have been admitted <ul style="list-style-type: none"> <li>Working together to reduce delays and blockages</li> </ul>
To monitor the development of a Mental Health Crisis response by the 111 Service 111 Service will be linked with the Crisis Team to ensure a detailed assessment of service users and to enable referral to alternative community services as appropriate.	A 111 mental health pilot has been established and extended to March 2018.	<ul style="list-style-type: none"> <li>This allows 111 calls to be transferred to a mental health professional</li> <li>This extended pilot is currently being analysed</li> </ul>
Review of primary Care referrals into Crisis Services. Review the appropriateness of referrals and whether an 'urgent' but not 'emergency' response level is required	A pilot service the 'Urgent Medical Mental Health Line' (UHHML) is currently operational in County South. GPs have direct access to a Consultant Psychiatrist for advice and guidance on cases which require an urgent but not emergency response. Patients can access a mental health appointment within 72 hours if required.	<ul style="list-style-type: none"> <li>Working together to provide the right response to patients experiencing mental health distress in a timely fashion.</li> <li>Pilot will roll out to the City in September and will be evaluated.</li> </ul>

12. Other actions being addressed by the Concordat partners include:

- Mental Health Conveyance – this is still very challenging locally. A meeting with EMAS commissioners is being set up and alternative models are being looked at
- Crisis Café – The partnership recognises the benefits of Crisis Cafés modelled on those around the county including Aldershot which demonstrate good outcomes and reduce A&E attendances.
- Information Sharing
- Role of the Fire Service – conveyance, Safe and Well Checks
- Under 18s S136 detentions
- Increased involvement of the voluntary sector

### **13. Other Options Considered**

13. Other options include:

Do nothing – this is not appropriate as it is a national requirement that areas have a Crisis Care Concordat and there has historically been funding associated with it. The Concordat is not about funding or commissioning but about partnership working to improve care.

### **14. Reason/s for Recommendation/s**

14. The recommendation has been made as the Concordat supports the delivery of the Board's strategic action in relation to crisis care.

### **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

The Health and Wellbeing Board are asked to:

- 1) Consider whether there are any actions they require in relation to the issues contained within the report.

**Clare Fox**  
**Interim Head of Mental Health Commissioning**  
**Nottingham City Clinical Commissioning Group**

### **Constitutional Comments (SLB 23/08/2017)**

16. The Health and Wellbeing Board is the appropriate body to consider the content of this report.

If the Board resolves that any actions are required it must satisfy itself that they are within the Board's terms of reference.

### **Financial Comments (DG 18/08/2017)**

17. There are no financial implications arising directly from this report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- [Mental Health Crisis Care Concordat](#)  
Paper to Health and Wellbeing Board December 2014
- 'Closing the gap: priorities for essential change in mental health. (HM Government, January 2014) [https://www.gov.uk/.../Closing\\_the\\_gap\\_V2 - 17 Feb 2014.pdf](https://www.gov.uk/.../Closing_the_gap_V2_-_17_Feb_2014.pdf)
- [Valuing mental health equally with physical health or "Parity of Esteem"](#)  
NHS England
- Mental Health Crisis Care Concordat - Improving outcomes for people
- Experiencing mental health crisis. (Department of Health February, 2014) [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/281242/36353 Mental Health Crisis accessible.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281242/36353_Mental_Health_Crisis_accessible.pdf)
- [The Five Forward View for Mental Health](#)
- Report of the Mental Health Taskforce to NHS England, February 2016
- [Implementation of the health and wellbeing board peer challenge findings](#)  
Paper to Health & Wellbeing Board September 2015
- [Nottinghamshire Mental Health Crisis Concordat](#)  
Paper to Health and Wellbeing Board January 2017
- [Nottinghamshire Mental Health Crisis Concordat](#)  
Paper to Health and Wellbeing Board February 2016

#### **Electoral Division(s) and Member(s) Affected**

- 'All'

See also Chair's Report:-

51. [State of care in mental health services 2014 to 2017](#)
52. [Mental health and community providers: lessons for integrated care](#)
53. [Being mindful of mental health - The role of local government in mental health and wellbeing](#)
54. [A Mental Health Act fit for tomorrow: an agenda for reform](#)
55. [Surviving or Thriving? The state of the UK's mental health](#)