

Nottingham City and Nottinghamshire Crisis Care Concordat Action Plan – version 1

This action plan covers Nottingham City and Nottinghamshire. It has been developed following a multi-agency event in September 2014 and has been reviewed by a Concordat task and finish group. The action plan is a 'live' document and will be reviewed and amended at regular intervals. Progress against the actions will be presented to the Health and Wellbeing Boards for Nottingham City and Nottinghamshire County.

We welcome feedback on the action plan from all stakeholders. Please send any feedback to:

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1. Commissioning to allow earlier intervention and responsive crisis services for all ages				
No.	Action	Timescale	Led By	Outcomes
Matching local need with a suitable range of services				
1	Public Health and Clinical Commissioning Groups (CCGs) to commission mental health awareness and suicide prevention training	15-16	Nottingham City Council Working with: Nottingham City CCG Nottinghamshire County Council Working with: All Nottinghamshire CCGs and Mind	<ul style="list-style-type: none"> - To ensure improved identification and access to early intervention - To reduce stigmatisation and discrimination

2	To consolidate existing meetings/ task and finish groups and establish a Partnership Board to steer and inform progress on work streams to deliver the Concordat requirements Terms of reference and membership to be finalised during Q1 15-16.	15-16	Nottingham City CCG Working with: all main signatories to the declaration	<ul style="list-style-type: none"> - To ensure the contribution of primary, community and hospital care in addition to other partners - To establish better links between partners and promote improved partnership working
3	To develop and implement an all ages engagement strategy to inform Crisis Concordat work A specific focus will be on the involvement of carers and service users with specific needs. This will include a service user and carer engagement on the action plan itself.	Q1 15-16	Partnership Board	<ul style="list-style-type: none"> - Commissioning to reflect the needs, ages and ethnic background of local communities - Commission a range of care options to meet the diverse range of needs
4	To review commissioned services to ensure the inclusion of people who have specific needs This will include promotion of mental health issues and services, as well as monitoring uptake, for those groups with a history of poor access. These groups may include veterans, Black, Asian and Minority Ethnic communities and students, as well as working with housing providers and other services which come into contact with those experiencing debt. The review will include an assessment of commissioning gaps and consideration of how this are addressed by partner organisations.	15-16	All CCGs, Nottingham City Council, Nottingham County Council and district councils, Police and Crime Commissioner (PCC), Nottinghamshire Healthcare NHS Foundation Trust, Nottinghamshire CityCare Partnership	<ul style="list-style-type: none"> - To provide early intervention and prevention for individuals with specific needs - To provide better access to services for individuals who do not regularly access mental health services

5	Update the Joint Strategic Needs Assessment to include information to help plan and monitor against the Concordat actions	15-16	Nottinghamshire County Council and Nottingham City Council Public Health Departments, all CCGs	- Commissioners have robust data through which to monitor services
2. Access to support before crisis point				
No.	Action	Timescale	Led By	Outcomes
1	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.	15-16	All CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust and 111 providers	- To provide service users with appropriate advice and reduce attendance at Emergency Departments
2	Monitor and review the range of telephone advice services to ensure that there is appropriate advice available	15-16	All CCGs Working with: Nottinghamshire County Council and Nottingham City Council	- Ensure people have access to advice and support - Ensure the best use of resources
3	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 The review will include how well service users are being supported in the community	15-16	Nottingham City and South County CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust	- Service users should be treated in the least restrictive setting possible - People in crisis should expect that their needs can be met appropriately at all times

	and ensure there are an adequate number of beds available to those assessed as needing them. Ensure the 4 hour response time is consistently met.			
4	To explore the development of a 24/7 Crisis Service across Mid-Nottinghamshire and Bassetlaw CCGs	15-16	Mid-Nottinghamshire and Bassetlaw CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - Service users should be treated in the least restrictive setting possible - Individuals in crisis should expect that their needs can be met appropriately at all times - Responses should be on a par with responses to physical health
5	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	15-16	Nottingham City and South County CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust and Framework Housing Association	<ul style="list-style-type: none"> - To promote peer support and an alternative to admission - Service users should be treated in the least restrictive setting possible
6	Mid-Nottinghamshire and Bassetlaw CCGs to explore establishment of a Crisis House	15-16	Mid-Nottinghamshire and Bassetlaw CCGs	<ul style="list-style-type: none"> - To promote peer support and an alternative to admission - Service users should be treated in the least restrictive setting possible
7	To review the current single point of access arrangements for secondary mental health services for both Adult	15-16	All CCGs Working with: Nottinghamshire	<ul style="list-style-type: none"> - To identify gaps in access - To support earlier intervention for those requiring support

	Mental Health and Child and Adolescent Mental Health Services Commissioners to work with Nottinghamshire Healthcare NHS Foundation Trust and referrers to establish whether the current pathway can be streamlined in order to ensure that those that need access can be referred quickly and efficiently.		Healthcare NHS Foundation Trust and referring organisations	- To ensure compliance with the National Institute for Health and Care Excellence Quality Standard 14 Statement 6
8	To monitor the implementation and effectiveness of the national Liaison and Diversion pilot across Nottingham and Nottinghamshire custody suites	15-16	NHS England Health and Justice – North Midlands	- To promote early intervention for those groups coming to the custody suites who may not be known to mental health services
9	To review the implementation and effectiveness of the recently launched suicide prevention strategies for both Nottingham and Nottinghamshire	15-16	Nottinghamshire County Council / Nottingham City Council	- To provide appropriate early intervention for those at risk of suicide

3. Urgent and emergency access to crisis care

No.	Action	Timescale	Led By	Outcomes
1	The cross-agency Partnership Board will oversee all joint policies, procedures, protocols and guidelines to ensure clear signed protocols, to demonstrate effective partnership working This will include: <ul style="list-style-type: none"> - s136 pathway - Agreed response times for conveyance and Approved Mental Health Professional assessment - Information sharing protocols 	15-16	All	- To ensure robust partnership working and locally agreed messages, roles and responsibilities, to protect and safeguard service users and staff

	<ul style="list-style-type: none"> - Escalation policies - Security protocols - Review of the use of restraints by police in health-based settings - Explore opportunity of having a mental health practitioner within the police control room - Monitor compliance with missing persons/ Absent Without Leave from care protocols 			
2	To monitor and evaluate the performance and outcomes of the Street Triage Team pilot and make recommendations for future commissioning	15-16	All CCGs, Nottinghamshire Police	<ul style="list-style-type: none"> - To reduce s136 detentions - Service users experience more joined up care - To inform commissioning decisions from 16-17 onwards
3	To analyse current Rapid Response Liaison Psychiatry (RRLP) activity Ensure there are adequate and effective levels of liaison psychiatry services across acute settings.	15-16	All CCGs Working with: Nottingham University Hospitals NHS Trust, Sherwood Forest Hospitals NHS Foundation Trust, Doncaster and Bassetlaw Hospitals NHS Foundation Trust, Nottinghamshire Healthcare NHS Foundation Trust, Nottingham Crime	<ul style="list-style-type: none"> - To ensure an adequate level of support is provided to acute trusts based on the size and acuity of hospital as per national waiting time and access standards

			and Drugs Partnership	
4	To ensure consistent application of the new Codes of Practice across all providers to protect the rights of individuals detained under the Mental Health Act	15-16	All	<ul style="list-style-type: none"> - Professionals carry out their responsibilities under the Mental Health Act 1983 and provide high quality and safe care
Services for children and young people				
1	CCGs to commission a pilot Child and Adolescent Mental Health Services Crisis Service for children and young people during 15/16 and 16/17 Outcomes of service to be measured throughout year to determine future commissioning plans. To explore pathways between adult crisis services and under 18 crisis service to ensure parity of response outside of operating hours.	15-16	All CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust, Nottinghamshire Police, Nottingham University Hospitals NHS Trust, Sherwood Forest Hospitals NHS Foundation Trust, Doncaster and Bassetlaw Hospitals NHS Foundation Trust, Nottingham City & Nottinghamshire County Councils (Children's Social Care/ Children's Services)	<ul style="list-style-type: none"> - To provide emergency mental health care for children and young people - Individuals in crisis should expect that their needs can be met appropriately at all times - Responses should be on a par with responses to physical health

2	To continue to review and monitor the number of tier 4 beds for children and young people	15-16	NHS England Midlands and East	- To ensure suitable accommodation for the age group
3	To review services for children and young people to ensure adoption of a new transition protocol	15-16	Nottingham City and County CCGs	- To ensure careful management of transition arrangements between child and adult services for the relevant service user group
4	To monitor and evaluate the outcomes of the Pathway for Children and Young People with Behavioural, Emotional or Mental Health Needs	15-16	Nottingham City CCG	- To establish the interface between Child and Adolescent Mental Health Services and primary care at the heart of service provision - To inform ongoing commissioning decisions following end of pilot
5	To monitor and evaluate the implementation of the Nottinghamshire Child and Adolescent Mental Health Services Review	15-16	Nottinghamshire CCGs	- To improve access to mental health and wellbeing services for children and young people - To establish an integrated pathway from universal to specialist services - To inform long-term commissioning intentions and plans
Improved quality of response when people are detained under Section 135 and 136 of the Mental Health Act 1983				
1	To monitor and analyse the response times for Approved Mental Health Professionals in coordinating and attending Mental Health Act assessments, to understand and address any challenges in the current pathways	15-16	Nottinghamshire County and Nottingham City Councils Working with: Nottinghamshire Healthcare NHS Foundation Trust, Nottinghamshire Police	- To explore whether the current levels of resource are adequate to meet current response targets - To understand the other factors impacting on assessment times, e.g. availability and location of beds
2	To review the use of s136 suites, to ensure that individuals detained	15-16	Nottinghamshire Healthcare NHS	- To ensure that no under 18s are detained in custody suites from April 2015 and no adults

	under the Mental Health Act are not being held in police cells A s136 action plan will be developed to focus on under 18 provision		Foundation Trust, all CCGs, Nottinghamshire Police	from October 2015 - To confirm appropriate and robust pathways are in place
3	To monitor s136 conveyance response times through the East Midlands Ambulance Service NHS Trust contract and review locally in order to inform future commissioning intentions	15-16	Erewash CCG and City and County CCGs	- To determine whether current capacity supports appropriate and timely transfer - To inform future commissioning of the Street Triage service - To ensure arrangements promote parity of esteem and the principle of least restraint
5	To provide training for custody suite staff, 1200 uniform officers and Police Community Support Officers around the Mental Capacity Act, Mental Health Act and s136 policy	January-July 2015	Nottinghamshire Police	- Appropriate training for police officers - To ensure that those with mental health problems coming into contact with police are supported by the correct services
6	Mental health awareness training for 239 police control room and contact management staff	March-May 2015	Nottinghamshire Police	- Appropriate training for police officers - To ensure that those with mental health problems coming into contact with police are supported by the correct services
7	To distribute a booklet on mental health guidance to all relevant individuals in Nottinghamshire Police	April 2015	Nottinghamshire Police	- Appropriate training for police officers - To ensure that those with mental health problems coming into contact with police are supported by the correct services
8	To ensure compliance with recommendations from Her Majesty's Inspectorate of Constabulary report from March 2015, <i>The welfare of vulnerable people in custody</i>	15-16	Nottinghamshire Police working with the Partnership Board	- To ensure that those with mental health problems coming into contact with police are supported by the correct services
Improved information and advice available to front line staff to enable better response to individuals				
1	To review current training arrangements for Emergency	15-16	Nottingham University	- To support Emergency Department to identify mental health problems and make appropriate

	Department staff		Hospitals NHS Trust, Sherwood Forest Hospitals NHS Foundation Trust, Doncaster and Bassetlaw Hospitals NHS Foundation Trust	referrals; to ensure staff are equipped to identify or intervene with those at risk of suicide; to ensure staff are able to screen service users who have self-harmed
2	East Midlands Ambulance Service NHS Trust mental health action plan: <ul style="list-style-type: none"> - To review available appropriate restraint packages for use within the ambulance service - To incorporate restraint into the education work plan - To continue to engage with National Ambulance Mental Health Group to create mental health education for paramedics to be agreed nationally - To continue to engage with the national Joint Royal Colleges Ambulance Liaison Committee working group in the development of mental health guidelines 	15-16	East Midlands Ambulance Service NHS Trust	<ul style="list-style-type: none"> - Enhanced levels of mental health training for ambulance staff - Appropriate training around restraint to ensure safety of service users
Improved services for those with co-existing mental health and substance misuse issues				
1	To review pathways between mental health, domestic violence and substance misuse services	15-16	Nottingham Crime and Drugs Partnership, Nottinghamshire County Public Health	<ul style="list-style-type: none"> - To identify gaps in provision and inform future commissioning intentions

4. Quality of treatment and care when in crisis				
No.	Action	Timescale	Led By	Outcomes
1	<p>To ensure that review of Parity of Esteem is embedded in the scope of the Partnership Board</p> <p>Physical health of mental health service users is addressed and opportunities for improving the mental health of physical health service users are maximised. This will include under-18s and consideration of parity of esteem between adults' and children's services.</p>	15-16	Partnership Board	<ul style="list-style-type: none"> - To ensure that physical health concerns of service users receiving treatment for mental health conditions are
2	<p>Mental health service providers to collect data on the 9 protected characteristics as part of the 15-16 Mental Health Contract</p> <p>Work with Public Health to analyse the information provided.</p>	15-16	All CCGs, Nottinghamshire Healthcare NHS Foundation Trust, Nottingham City and Nottinghamshire County Public Health	<ul style="list-style-type: none"> - To support the Equality Act - To ensure appropriate access to services for all service users
3	<p>To revise the current arrangements for quality visits and service reviews and strengthen as part of contract management processes</p>	15-16	All CCGs	<ul style="list-style-type: none"> - Services are subject to systematic review, regulation and reporting
4	<p>To ensure that service specifications are current and reflective of guidance from bodies including the National Institute for Health and Care</p>	15-16	All CCGs	<ul style="list-style-type: none"> - Services are subject to systematic review, regulation and reporting - Action is taken where services are not meeting required standards

	Excellence, Mind and the Royal College of Psychiatry; key performance indicators are relevant measures of quality and performance			
5	On-going review and support of Nottinghamshire Healthcare NHS Foundation Trust's 'No Force First' programme around restraint	15-16	Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - To ensure principle of least restraint - To safeguard service users and staff
6	To review information provided to children and young people when coming into contact with services	15-16	Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - Easily accessible and age appropriate information about facilities - Clearly stated standards about how each service involves or informs children and young people about their care
7	To review the level of need and demand for independent advocates to work with children and young people	15-16	All CCGs	<ul style="list-style-type: none"> - Children and young people should have access to an advocate - To inform future commissioning intentions
Service User safety and safeguarding				
1	Monitor and scrutinise service user safety issues and safeguarding by analysing and responding to individual serious incidents, ensuring appropriate practice and lessons are learned across organisations whom services are commissioned from	15-16	Commissioned services, all CCGs	<ul style="list-style-type: none"> - To understand range of issues and risks via routine reporting - Opportunities for appropriate scrutiny and confirm and challenge
2	To request and receive regular reports from commissioned services that evidence trends and highlight issues and risks and take action as appropriate	15-16	All CCGs Working with: all providers	<ul style="list-style-type: none"> - To understand local issues, pressures and risks - To put appropriate plans in place to improve service user safety

Staff safety				
1	To monitor incidents involving staff to understand issues and to ensure risks are minimised when managing service users in community settings and performing 24/7 assessments as part of the enhanced Crisis Resolution and Home Treatment service	15-16	Commissioned services, all CCGs	- To ensure that Nottinghamshire Healthcare NHS Foundation Trust staff are appropriately protected and understand any issues presenting
2	To explore broader risks with other stakeholders to identify if action is required in relation to the management of service users in community settings	15-16	Partnership Board	- To understand the risks to staff across the broader community
Primary care response				
1	To explore and design a Protected Learning Time (PLT) session for GPs focusing on crisis pathways and referrals	15-16	Nottingham City CCG, GPs Working with: Nottinghamshire Healthcare NHS Foundation Trust	- To ensure appropriate level of knowledge around crisis and crisis pathways in primary care
2	To ensure the CCGs' clinical leads are fully briefed and informed of the local Concordat action plan and can contribute to the plan as appropriate	15-16	All CCGs, GPs	- To ensure local clinical engagement and understanding
3	Review of primary care referrals to crisis services Review the appropriateness of referrals and whether an 'urgent' but not 'emergency' response level is required	15-16	All CCGs, Nottinghamshire Healthcare NHS Foundation Trust, GPs	- To develop a seamless pathway from primary to secondary care that utilises resources in the most appropriate manner

5. Recovery and staying well / preventing future crisis				
No.	Action	Timescale	Led By	Outcomes
Joint planning for prevention of crises				
1	To implement and monitor a Commissioning for Quality and Innovation (CQUIN) framework for crisis planning for service users at particular risk of mental health crisis in the Adult Mental Health and Mental Health Services for Older People directorates at Nottinghamshire Healthcare NHS Foundation Trust Applying to: <ul style="list-style-type: none"> All admitted to an inpatient ward in either directorate All community service users who are identified as at high risk of admission 	15-16	All CCGs Working with: Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - To ensure that all service users at risk of crisis have a crisis plan that is accurate and accessible - Learning to be shared with all partners
2	To review criteria for entry and discharge from mental health acute care as part of wider Crisis service pathway review To include review of protocols to ensure service users can access preventative specialist health and social care	15-16	All CCGs, Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - Service users' transitions between primary and secondary care will be improved
3	To develop a pathway between Child and Adolescent Mental Health Services tier 4 inpatient beds and the Child and Adolescent Mental Health Services Crisis Service	15-16	All CCGs, Nottinghamshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> - Service users' transitions between primary and secondary care will be improved

