



**NHS**  
*North Durham  
Clinical Commissioning Group*



Tees, Esk and Wear Valleys

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NHS Foundation Trust



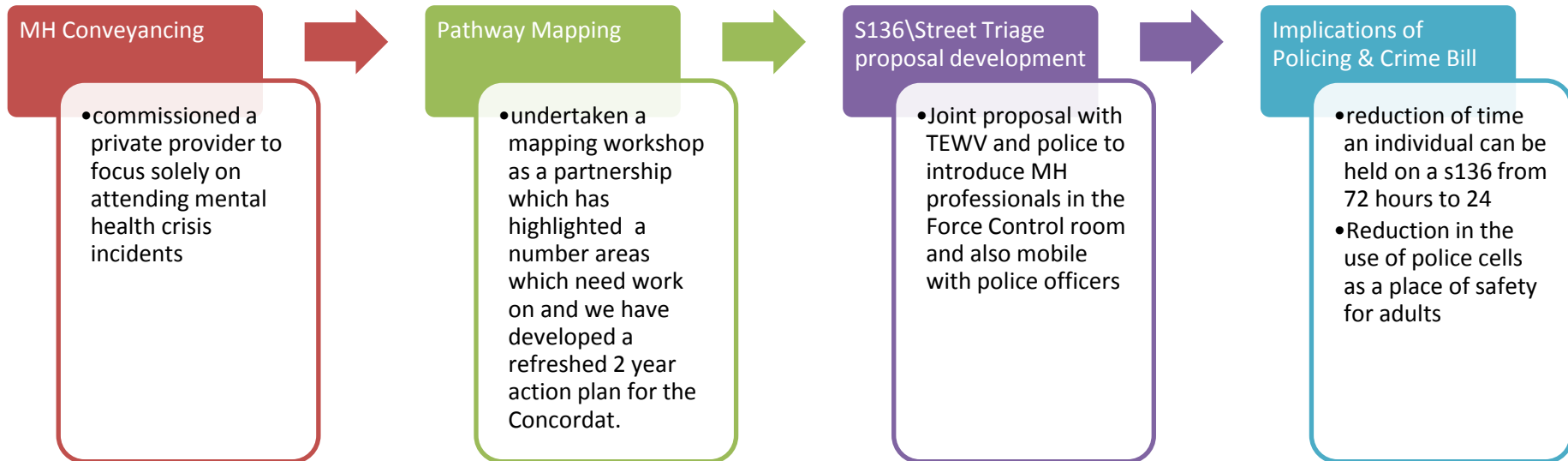
**NHS**  
*Darlington  
Clinical Commissioning Group*

**NHS**  
*Durham Dales, Easington and Sedgfield  
Clinical Commissioning Group*

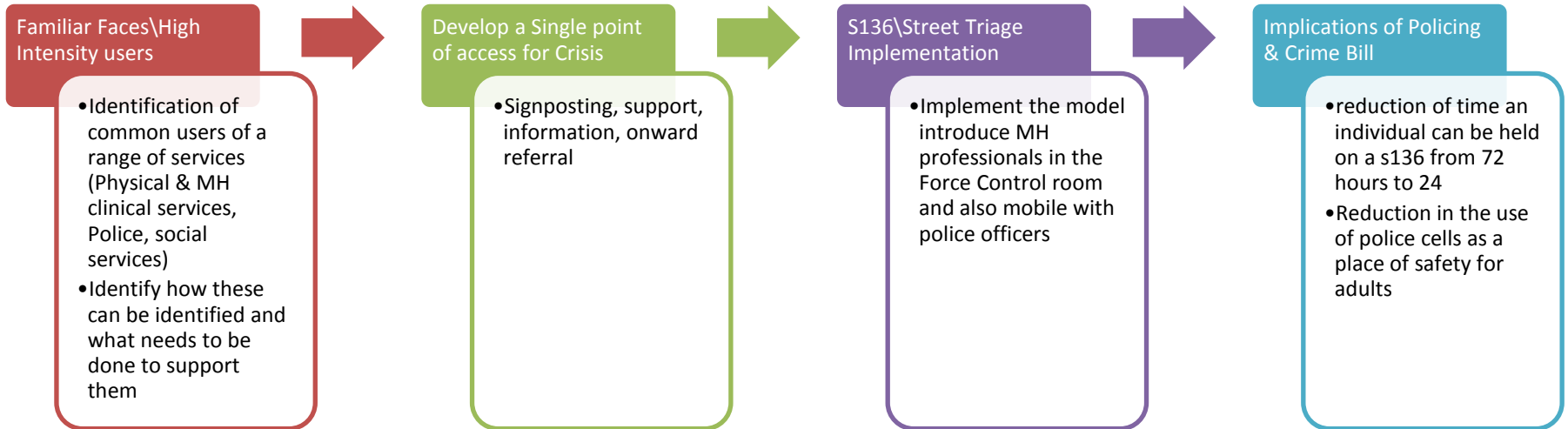
# Background to the Concordat

- 2014 to date
- To improve Mental Health Crisis Care
- All age project
- Multi-partner agency
- Includes Voluntary sector
- Includes Service User voice

# Work so far in 16\17



# Work Plan for 17\18



Challenges	Vision	National Policy Context	Local Policy Context	How	Objectives	Key Areas of Focus 2016/17
<p>Increasing demand</p> <p>Commissioning landscape</p> <p>Parity of esteem</p> <p>Financial challenges</p> <p>Workforce</p>	<p>We will commission services which support people to recover from episodes of illness well, in a way which will sustain their wellness in the long term and develop their resilience. Services will be delivered outside a hospital setting as much as is possible. We will focus on prevention, resilience and recovery through an inclusive, communitywide, whole family approach.</p>	<p>The County Durham and Darlington Mental Health Crisis Care Concordat have developed an action plan which will see the improvement of all age crisis response services from 2014 to 2020.</p>	<p><b>The County Durham Joint Health and Wellbeing Strategy</b> - This sets out the way in which every child can have the best start in life and includes a significant focus on improving emotional health and resilience.</p> <p>The County Durham and Darlington Crisis Care concordat sets out a local response to the challenge set in <i>No Health without Mental Health</i> in 2014 to improve mental health crisis care. It is a partnership response with active participation from both Durham and Darlington Local Authorities, all three Durham and Darlington CCGs, Durham Constabulary and Providers from all areas.</p>	<p>CAMHS Crisis</p> <p>Conveyancing</p> <p>Section 136 suites</p> <p>Single Point of Access</p> <p>Crisis pathway</p> <p>Familiar Faces</p>	<ol style="list-style-type: none"> <li>Crisis care for those under 18 has been under resourced and under valued for many years. The Concordat is required to improve crisis care for under 18s and will do this by increasing the service hours and availability. This is done by the Children and Young People's mental Health and Emotional Wellbeing group</li> <li>Timely conveyancing will enable patients in crisis (children and adults) to be conveyed to hospital in a timely manner. A service will be developed which will attend within two hours of being called.</li> <li>The current arrangement for s136 suites (where the police take people who have been found in a public place suffering from what appears to be a mental disorder for assessment) is not sustainable. The Concordat will improve the service and deliver the CCG requirement to reduce the use of police cells as places of safety for adults and eliminate it for children by 2017.</li> <li>To link with the work undertaken by public health to develop a single point of access for all patients, a clinical point of access is required for the SPA to refer patients who need clinical interventions. The CCC will facilitate this .</li> <li>Analyse current pathway including statutory crisis service to identify gaps and develop plan to address those gaps within the current cost envelope.</li> <li>Identify individuals who use emergency services frequently and assess whether we can provide a more appropriate response to their needs.</li> </ol>	<p>See Group Action Plan</p> <p>Pilot service is operational. Ongoing work needed to analyse outcomes and assess need for longer term service.</p> <p>Piloting street triage and Force Control room support to Durham Police. Need to focus on analysis of pilot and future services going forward.</p> <p>Develop model to enable professionals and patients to refer patients quickly and easily to the right care and support.</p> <p>Analyse expected need in the population, collate data on current service provision, identify gaps and develop a plan to address these gaps. Frequent users/Familiar Faces</p> <p>Workshop to discuss needs of familiar faces across partner agencies. Identify how these needs could be addressed and develop plan to deliver improved service.</p>

# Other actions

- Support suicide prevention work
  - We need to make sure that this will deliver what every provider needs and what patients need and it will also need to be done within existing budgets. Because of the work that has been done over the past year by the Local Authority Public Health team, we are hopeful that this can become a reality quite quickly. Public Health have been looking at all the preventative services they provide and have come to a similar conclusion to us; that access to services needs to be simplified. Working together, we are hopeful to be able to deliver this quickly.
- Personal Health Budgets
  - Personal Health Budgets (individual payments for Local Authorities) we think would work really well to support individuals in retaining good mental health. Everyones mental health support needs are very individualised and if more people could purchase their own support, we could (potentially) reduce the need for crisis care significantly because people become more resilient. Personal Health Budgets for mental health services are quite a new idea (CCGs had to include some mental health options in their local offers published in March 2016) so hard evidence is limited. However, qualitative data and patient feedback suggests that it is very effective. It is an area we certainly need to develop and learn.