

Dorset Crisis Care Concordat Plan 2015/2016

1. Access to Support Before Crisis

No	Action	Timescale	Led By	Outcomes
1.1	Review and redesign the Mental Health Acute Care Pathway (the pathway refers to the group of services that deal with people in mental health crisis including Community Teams, CAMHS, Inpatient services, Adult Mental Health Professionals (AMHP) and Section 12 Doctors).	March 2016	Dorset Clinical Commissioning Group with other partners including Dorset Health Care, Dorset Mental Health Forum, Rethink Mental Illness and Local Authorities and South West Ambulance Service Foundation Trust	There will be better responses to people who experience mental health (MH) crisis wherever and whenever they turn up in need of support and whatever age they are. The review will ensure that the MH services that deal with people in MH crisis are able to meet the needs of Dorset Residents. The review of AMHP service, and will incorporate the need for services that operate seven days per week and the need for improved access to service, face to face and through other means such as telephone access to advice and support.
1.2	Improve needs and risk assessment practices and improve care and crisis planning through the integrated Care Programme Approach and other means as they are developed.	March 2016	Dorset HealthCare and Local Authorities and Primary Care Commissioners (NHS England) and the Acute Trusts (three Foundation Trusts in Dorset) and South West Ambulance Service Foundation Trust (SWASFT) Dorset Fire and Rescue Service	Improve mental health crisis care through operational/practice changes in all services that work with people in MH Crisis. Everyone involved in an individual's MH crisis care will know how best to support the person in crisis because of a thorough and robust assessment and care planning. Care options will include treatment at home and advance directives (document written before crisis arise, that enable the person to give clear instruction about how they would prefer to be treated and supported when they are experiencing a MH crisis). In addition crisis plans will in place and accessible for anyone involved in the person's care and this will ensure consistency along with patient choice and control in relation to how they are supported.
1.3	Mapping Services to provide good information about services and community facilities that are available and how to access them	October 2015	Local Authorities ,Dorset Clinical Commissioning Group and Dorset HealthCare	Everyone involved in an individual's MH Crisis will be able to access information about community assets as well as health and social care services.
1.4	Recovery House Review Pilot	May 2015 To end March 2016	Dorset Clinical Commissioning Group working with Dorset HealthCare and Rethink Mental Illness	The Recovery House will be used to its full capacity and prevent hospital admissions and improve choices for people in MH crisis in terms of how they are supported and treated The development and use of the service is integral to the Acute Care Pathway.

2. Urgent and Emergency Access to Crisis Care				
No.	Action	Timescale	Led By	Outcomes
2.1	Evaluate the Street Triage Service Extend Pilot	June 2015 March 2016	Dorset Clinical Commissioning Group , with Dorset HealthCare, Local Authorities (LA), Dorset Police and the Police Crime Commissioners Office and SWAST	Make sure that the Street Triage Service is the right model to meet the needs of Dorset Residents including children and young people. Ensuring that the service is an established part of the MH Acute Care pathway and that the interface with the police, the Liaison & Diversion Service, mainstream MH services, Drugs and Alcohol services and the LAs is beneficial to patients and all key partners.
2.2	Set up “Task and Finish” group to ensure that the Dorset based places of safety for adults and children and young people are fully understood and used appropriately	October 2015	Dorset HealthCare with Dorset Clinical Commissioning Group, Local Authorities, Public Health, Acute Trusts, Dorset Police, British Transport Police and SWASFT	All partners dealing with people in MH crisis will understand the definition and requirement for places of safety and ensure that Dorset has the right number and type of places of safety in the right locations to meet the needs of the population in Dorset.
2.3	Review Shared Policies and Protocols	End July 2015	Dorset HealthCare with Dorset Police, British Transport Police, South West Ambulance Service Foundation Trust (SWASFT), three Acute Trusts and other organisations as needed	Shared policies will ensure that wherever and whenever an individual in crisis presents they will be treated and supported in similar ways. Organisations will benefit from understanding each other’s roles in relation to supporting and managing someone presenting in a mental health crisis.
2.4	Evaluate the South West Ambulance Service Foundation Trust 111 and 999 Mental Health Service pilot	October 2015	South West Ambulance Service Foundation Trust (SWAST) with Dorset Clinical Commissioning Group	Depending upon the evaluation outcomes links with the Street Triage Service could be strengthened to improve crisis care wherever an individual turns up experiencing a mental health crisis, including via 111 and 999.

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3. Right Quality of Treatment and Care When in Crisis				
No.	Action	Timescale	Led By	Outcomes
3.1	Strategic Workforce Development	Ongoing	Dorset HealthCare , Acute Trusts, Dorset Police, British Transport Police, SWASFT and Local Authorities,	Acknowledges the national workforce challenges for health and social care partners.
	Add skills to current workforce through the development of a shadowing programme	October 2015	Dorset Police with Acute trusts, British Transport Police, Dorset HealthCare and Local Authorities, Dorset Fire and Rescue Service	Skilled workforce will ensure that people are supported in a consistent way when experiencing mental health crisis. Staff will be in a position to support people heading toward crisis with the aim of preventing the crisis through a range of interventions and if a person reaches crisis staff members are able to support the individual in the most appropriate way to address their needs.
3.2	Develop regular multidisciplinary / organisational meetings to discuss operational/service issues	End July 2015	Dorset HealthCare to lead with all other partners including SWASFT, Acute Trusts, British Transport Police, Local Authorities and Dorset Fire and Rescue Service	Develop a lessons learned/never again approach to Serious Untoward Incidents i.e. what worked, what did not and what do we need to do to ensure that incidents are not repeated. This will enable Dorset Services to improve on an environment of continuous improvement in service delivery, patient care and treatment. It will also develop Dorset's robust partnership approaches to care.

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4. Recovery and Staying Well and Preventing Future Crisis				
No.	Action	Timescale	Led By	Outcomes
4.1	Improve access to vocational/ employment services and improve access to housing services	End March 2016	Local Authorities and Voluntary Sector	Improved access to supported and long-term housing options. Both are important to recovery and access to the right type of accommodation or employment option needs to be improved across Dorset. Wherever a person lives in Dorset the opportunities to settle and work should be on a par and support to achieve either or both should be available.
4.2	Ensure that Recovery and Wellbeing are central to all service commissioning. This will link directly to the Acute Care Pathway Review, Recovery House review and be a key theme in the development of all \Service Specifications	End March 2016	Dorset CCG and Local Authorities	Ensuring that recovery is a central theme in all service developments will improve outcomes for people who use mental health service. Recovery outcomes will ensure that service users have choice and control and that they are fully able to participate in their own treatment and care from planning to receipt of care as needed.
4.3	Improve response to people who have mental health needs who become victims of crime	End March 2016	Dorset Police and Police Crime Commissioners Office with Dorset HealthCare	The outcome of this work stream will be improved service, a reduction in the number of such victims and a reduction in number of repeat victims.

Glossary of Terms

Acute Care Pathway	Group of services that work with people who are experiencing mental health crisis. Services included in the pathway: Community Mental Health Teams, Crisis Resolution Home Treatment Teams, Inpatient Services, Psychiatric Intensive Care Unit, Recovery House, Psychiatric Liaison Service, Intensive Psychological Treatment Service and CAMHS.
Acute Care Trusts	Dorset has three Foundation Trusts: Royal Bournemouth General Hospital Foundation Trust, Poole General Hospital Foundation Trust, and Dorset County Hospital Foundation Trust.
Voluntary or third Sector	Refers to non-profit making organisations: In Dorset there are many such organisations but working on this project so far we have, Dorset Mental Health Forum and Rethink Mental Illness. Others that will possibly be included are Richmond Fellowship, Dorset Mind, Bournemouth Churches Housing Association and others as the project develops.
Risk assessment	The process by which an assessment of risk is carried out. Risk in this instance refers to mental health and might include things like risk to self, e.g. self-neglect, self-harm, suicidality, or risk of relapse. The assessment may include risk to others e.g. forensic history, aggression, recklessness etc. The assessment process also plans for minimising risk and managing risk.
Assessment and Care Planning	Process by which a person's needs are assessed and through which care plans are put in place. The assessment covers all aspects of a person's life and the care plan addresses identified needs and how to meet those needs. The care plan can be simple or very complex depending on the person's level of need and the types of treatment and support required.
Advanced Directives	This is a document in which an individual can state how they wish to be treated and supported in the event of illness or relapse or mental health crisis.
Vocational Services	Services that support people in relation to work, employment, occupation, education etc.
Supported Housing	Supported Housing is accommodation where support is provided either on site or by visits. Support included tenancy related help, managing budgets, catering, daily living skills etc.
Street Triage Service	The Street Triage is a service that brings Dorset police and mental health professionals from Dorset HealthCare together to support people who come into contact with the police who have a mental health condition. The service provides advice for Dorset Police officers about mental health, conditions, treatment and interventions and provides support to the individual who the police come in to contact with especially where the individual appears to be experiencing a mental health crisis.

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