Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Objective 5 (e) Develop effective partnership arrangements with CAMHS and Local Safeguarding Children Boards (LSCBs)

**Access to support before a crisis**

Objective 1 (e) Third/voluntary sector involvement and engagement

Objective 2 (a) Early interventions, prevention, access

Objective 2 (b) Commissioning of crisis houses and alternatives to admission

Objective 2 (c) Support for Carers

Objective 5 (a) Establish a pan Cheshire web portal

**Lambeth Peer-led out of hour telephone support service**

Solidarity in a Crisis provides out of hours support to people experiencing acute mental health issues.

**South West Regional Suicide Reduction Collaborative: Project Zero**

The South West Regional Suicide Reduction Collaborative ‘Project Zero’ aims to reduce suicides in the region to zero by 2018.

**Information Sharing and Police Training On Vulnerable People in London**

“Since the Metropolitan Police Service (MPS) introduced the recording of vulnerable adult information in April 2013, there have been in excess of 20,000 reports, which show that there has been an unmet demand for a mechanism to record information on vulnerable adults” – Metropolitan Police Detective Inspector, Mental Health Team.

**The Manchester Fire and Mental Health Liaison Project**

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
This project was collaboration between Manchester Mental Health and Social Care Trust (MMHSCT) and Greater Manchester Fire and Rescue Service (GMFRS) to explore and address the high percentage of people who died from fire and were known to mental health services in Manchester.

Crisis Intervention Team (CIT) Training (USA)
This is a training programme developed in a number of states to help police officers react appropriately to situations involving mental illness or developmental disability.
https://en.wikipedia.org/wiki/Crisis_intervention_training

RETHINK
For the last 10 years we have developed a new model of crisis care. We now have recovery houses across England, from Sheffield to Dorset. By helping to avoid acute admission, our services can relieve the pressures on acute wards. They can also help service users reintegrate into the community following an admission
http://www.rethink.org/about-us/commissioning-us/alternatives-to-admission

A service evaluation of a community-based mental health crisis house in inner city Liverpool


Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015

Helplines

Mind has been awarded LIBOR funding to develop the Blue Light Programme, to provide mental health support for emergency services staff and volunteers from police, fire, ambulance and search and rescue services across England. The programme is being developed in consultation with individuals from across the emergency services.

There is a dedicated weekend and evening Mental Health Crisis Helpline for people with mental health problems in Surrey and North East Hampshire.
http://www.sabp.nhs.uk/advice/crisis-help

The Staffordshire Mental Health Helpline offers emotional support for people concerned about their mental health or that of someone they know. The helpline provides a safe space to talk through worries and concerns in complete confidence, and for some, it can be a life changing service.
https://helplines.org/members-news/staffordshire-mental-health-helpline/

Urgent and emergency access to care

Objective 3 (d) Out of hours – 24/7 service

Objective 6 (c) Work with CAMHS to ensure the continued delivery of a street triage model to respond to S135/136 which is able to support children and young people in crisis

(a) Audit current response

(b) Develop model for more effective joint agency arrangements

(d) Improved services for those with co-existing mental health and substance misuse issue

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
The Tower Hamlets Experience: An alternative to hospital admission in Mental Health Crisis

Sections 135 and 136: Running a health-based place of safety in Gloucestershire (June 2015)
This research article assesses the impact of the Maxwell Centre, a health-based place of safety adjacent to a psychiatric hospital, which was opened in Gloucestershire in February 2009.

First Response in Bradford
The First Response service offers support 24 hours a day, seven days a week to people of all ages living in Bradford, Airedale, Wharfedale or Craven experiencing a mental health crisis.

Devon Street Triage (2105)

Safe Haven Project at the Time Out Cafe, Aldershot
The Safe Haven project provides an alternative to A&E for adults with mental health problems in the North East Hampshire, Farnham and Surrey Heath areas.

Oldham Mental Health Phone Triage/RAID Pilot Project Evaluation Report

Safety in Mind training film
A film which demonstrates how police, ambulance and hospital staff should work together in mental health emergencies has been launched by South London and Maudsley NHS Foundation Trust, the Metropolitan Police and the London Ambulance Service.

Central and NW London NHS Foundation Trust: Liaison Psychiatry Service video
An animated video from Central and North West London NHS Foundation Trust explaining the role of liaison psychiatry and how a specialist department can help in all hospitals.

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Operation Serenity: pilot project with Southern Health NHS Foundation Trust and Hampshire Constabulary

Operation Serenity is an innovative pilot project in Hampshire to improve the response from police and mental health services for people in mental health crisis.

North West London Mental Health Referral, Assessment and Care: core processes and standards

Core processes and standards and template shared care letters

North West London’s Urgent Care Assessment & Care Pathway Redesign

Excellent, integrated mental health services to improve mental and physical health, secured through collaboration and determination to do the best for the population of North West London

A new vision for Urgent Mental Health Care in North West London

Shaping Healthier Lives is North West London’s mental health transformation strategy, 2012–15. It involves collaborative work between eight clinical commissioning groups and two mental health trusts.

Street triage pilots

The Department of Health is funding pilot schemes, managed by nine police forces, in partnership with local NHS organisations. Some other forces already have schemes in operation, including Leicestershire Police.

An Ambulance Service and Police Conveyancing Policy in the North West

“The policy has brought clarity to a very complex area of service. It has dispelled a few myths and unrealistic expectations held between agencies and placed the vulnerable person at the centre of day to day responses to mental ill health” – Greater Manchester Police

The Dedicated 136 Number in Lincolnshire

“Our central number for police has helped reduce the waiting time for people in crisis who need urgent health interventions” – Lincolnshire Partnership Foundation Trust.
Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015

Liaison psychiatry at Department of Psychological Medicine, Hull Royal Infirmary
The A&E mental health liaison team operates seven days a week from 8am until 10pm. It is a multidisciplinary team which includes a range of professionals who focus on people who deliberately self-harm and/or who have mental health problems within the acute care pathway.

Operation Emblem in Warrington and Halton been evaluated waiting final results and look to sustainability to roll out models across Cheshire

**Quality of care and treatment in a crisis**

Objective 3 (a) Identify models of good practice nationally and internationally

Objective 3 (b) Recognise, consider and plan for the different needs specific groups (e.g. BME Groups, learning difficulties/older people/young people)

Objective 5 (b) Establish an improvement collaborative

Objective 5 (c) Breaking down service provider barriers

Objective 5 (d) Service users and carers and those with lived experience to be integrated into partnerships

The Sanctuary Manchester
Independent report on The Sanctuary in Manchester prepared by Dr Judith Gellatly from the University of Manchester.

Calderdale and Huddersfield NHS Trust: Inter-Agency Information Sharing Protocol
The protocol for the Health Informatics Service run by Calderdale and Huddersfield NHS Trust.

Chilypep Video: On the Edge, Young People’s Experiences of Mental Health Crisis Support

North of England Crisis Project: Classification and Standard Setting for Clinical Interventions in Mental Health Crisis Resolution and Home Treatment
The North of England Crisis Project is a service improvement initiative commissioned by the North of England Strategic Clinical Network for Mental Health and Neuro-Disabilities.

Suicide Crisis: Innovative Crisis Care
Suicide Crisis is a survivor-led, user-led charity that runs the first Suicide Crisis Centre in the country.

Lambeth collaborative Mental Health workshop outputs
Supporting people in crisis in A&E: Lambeth Living Well Collaborative

Leeds Survivor Lead Crisis Service
LSLCS is an innovative and multi award winning charity. They provide services to people in acute mental health crisis, which are alternatives to hospital admission or statutory services.

Warrington looking at a model of Crisis Houses e.g. Cambrian Supported Living Limited

Recovery and staying well

West London Mental Health Trust: Shifting Settings of Care video

General

Objective 4 (a) Mapping of current workforce numbers, gap analysis and training needs mapping

Objective 4 (b) GP knowledge and experience

The Mayor of London’s Care and Support Specialised Housing Fund (CASSH) Phase 2
The Funding prospectus for phase 2 was launched on 24th March 2015. Bids have to be submitted before noon on 30th June 2015.

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
The CORE Study
The CORE Study is a research programme funded by the National Institute for Health Research. The purpose is to test a 39-item fidelity measure, developed by the CORE research team at UCL, which assesses how far CRT services are achieving a model of good practice.

Mental Health Task Force: Mental Health 5 Year Forward View Survey
Mind and Rethink Mental Illness want to hear what you believe are the main priority outcomes for mental health services for the next five years. They have set up the Mental Health 5 Year Forward View Survey and will be using the responses to help shape the work of NHS England’s Mental Health Taskforce.

Mental Health Task Force: A five year strategy for mental health: Terms of Reference
The Mental Health Taskforce is responsible for creating and publishing a new five-year all age national strategy for mental health to 2020.

NHS England: Public mental health leadership and workforce development framework (March 2015)

The NHS England business plan sets out how NHS England will support commissioning and drive improvements in patient outcomes.


Commissioning for Value: Reducing the Number of High Intensity Users of Unscheduled Services
A new Right Care casebook shows how NHS Blackpool and NHS Fylde and Wyre CCGs addressed the issue of high-intensity users to reduce the burden on unscheduled care services.

NHS England: Commissioning for Quality and Innovation (CQUIN) Guidance for 2015/16
This guidance sets out the CQUIN scheme for 2015/16, to be offered by NHS commissioners to providers of healthcare services under the NHS Standard Contract.

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
£75,000 charitable grant to fund national review to assess needs for veterans’ mental health (February 2015)
The NHS is set to benefit from a charitable grant from the Forces in Mind Trust to fund a national review of Health services under the NHS Standard Contract.

£75,000 charitable grant to fund national review to assess needs for veterans’ mental health (February 2015)
The NHS is set to benefit from a charitable grant from the Forces in Mind Trust to fund a national review of Health Needs Assessments for veterans’ mental health and other health related needs.

Department of Health: Suicide prevention: second annual report (February 2015)
The second annual report sets out what local areas can do to prevent suicide and save lives.

Commissioning mental health services for vulnerable adult migrants: Guidance for commissioners (2014)
Updated guidance by Dr Pauline Lane, Reader in Mental Health, Department of Primary and Public Health, Anglia Ruskin University and Professor Rachel Tribe, School of Psychology, University of East London.

Centre for Mental Health: Supporting children’s mental health is a good investment (2015)

Public Health England: Model Specification for Child and Adolescent Mental Health Services:

Public Health England: Model Specification for Child and Adolescent Mental Health Services: Targeted and Specialist levels (Tiers 2/3)

PHE publishes report on substance misuse treatment for young people (January 2015)
A briefing produced as part of the Ending Gang and Youth Violence programme

Mental Health Foundation: Right Here: how to promote youth-friendly mint
A briefing produced as part of the Ending Gang and Youth Violence programme

Mental Health Foundation: Right Here: how to promote youth-friendly mental health and wellbeing services
This ‘How to’ guide is one of a series of guides designed to bring together learning from the five-year Right Here programme to support the mental wellbeing of young people aged 16–25.

NHS England: New commissioning tools published for transitions from Child and Adolescent Mental Health Services (CAMHS) (2105)
Two new resources to support commissioning effective transitional mental health services for young people.

House of Commons Home Affairs Committee: Policing and mental health (2105)
Eleventh Report of Session 2014–15

NICE Shared Learning Awards 2015
NICE is now accepting entries for the 2015 Shared Learning Awards which recognise and reward examples of how NICE guidance and standards have been put into practice.

Joint Commissioning Panel for Mental Health: Guidance for commissioners of mental health services for young people making the transition from child and adolescent to adult services

National Voices: No Assumptions, A narrative for personalised, coordinated care and support in mental health

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
This document describes some critical outcomes and success factors in the care, support and treatment of people who use mental health services, from their perspective.

**Preventing Suicide in England: A cross-government strategy to save lives (DH 2012)**
This document sets out the national all-age suicide prevention strategy for England.


**ADASS: Better Care Technology Survey 2014**
This survey undertaken by the Association of Directors of Adult Social Services (ADASS) considered the range and extent of technology applications within commissioned care services and sought to establish the development needs going forward.

**NHS 111 Learning and Development Phase 2 – Call for Proposal**
This document sets out the process and timescales for organisations and their commissioners to submit proposals for phase 2. The closing date for proposals is Friday, 28 November 2014.

**NHS London Strategic Clinical Networks: London mental health crisis commissioning standards**
The Mental Health Strategic Clinical Network has produced a set of standards and recommendations for commissioning mental health crisis services across London.

**Care Quality Commission Thematic review of mental health crisis care: initial data review**
The analysis draws information collected from providers and other key organisations, together with data collected by CQC from people who use local services and organisations that support them, to show a picture of mental health crisis care by local authority area.

**Joint Commissioning Panel for Mental Health: Guidance for commissioners of mental health services for people from black and minority ethnic communities**

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Royal College of Psychiatrists Manifesto: Making parity a reality
The Royal College of Psychiatrists Manifesto, Making parity a reality: Six asks for the next government to improve the nation’s mental health.

CQUIN: Commissioning for Quality and Innovation in NHS Commissioning
CQUIN stands for ‘Commissioning for Quality and Innovation’ in NHS commissioning. The CQUIN payment framework enables commissioners to reward excellence, by linking a proportion of English healthcare providers’ income to the achievement of local quality improvement goals.

Good Practice Template
Download and use this good practice form to tell us about what you are doing locally to design and deliver a service / group / initiative for people living with mental health problems.

Strengthening Mental Health Commissioning in Primary Care: Practical solutions and learning from experience
This report is intended to provoke and support clinical commissioners to champion effective primary care mental health services. The guide is written specifically for mental health commissioners and practitioners and could be a useful resource for other commissioners and providers too.

Resource: BMA Board of Science – Achieving Parity of Outcomes
Download the BMA Board of Science’s report: ‘Recognising the importance of physical health in mental health and intellectual disability - Achieving parity of outcomes.’

Access to support before a crisis

Objective 5 (d) Service users and carers and those with lived experience to be integrated into partnerships

SCIE: Adult Safeguarding: sharing information
SCIE’s Adult safeguarding: sharing information guide aims to support implementation of the adult safeguarding aspects of the Care Act 2014.
Health and Social Care Information Centre: A guide to confidentiality in health and social care

Big White Wall
Safe, 24/7 digital support for mental health and wellbeing issues. Clinically moderated at all times.

Access to care – NHS Mental Health Apps Library
NHS England has launched a ground breaking initiative to improve access to psychological therapies by unveiling the first ever directory of NHS-endorsed digital mental health services.

HMIC: The welfare of vulnerable people in police custody (March 2015)
HMIC has published a report on the welfare of vulnerable people in police custody, following a thematic inspection commissioned by the Home Secretary. HMIC was asked to look specifically at the treatment of children, people who were mentally unwell and people from black and minority ethnic backgrounds.

Henry Ford Health System: Depression Care Program Eliminates Suicide
A unique program in Detroit for patients with depression has resulted in two and a half years without a single suicide from Henry Ford's patient population.

NHS England: Guidance to support the introduction of access and waiting time standards for mental health services in 2015/16

Connecting with People: U Can Cope campaign

Connecting with People: Staying Safe if you’re not sure life’s worth living
This new resource, from Connecting with People, has been written to support anyone in distress and feeling suicidal.

Suicide Mitigation in Primary Care Fact Sheet
Fact sheet produced on behalf of the RCGP/RCPsych Primary Care Mental Health Forum.

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Suicide prevention for GPs is highly cost effective, Martin Knapp, LSE

Tele triage suicide prevention measure
What can be learnt from domestic & international tele-triage models to assist NHS 111 London in the development of best practice for mental health callers in crisis

Hospital Episode Statistics and Mental Health minimum data set – April 2014
This is the latest monthly (April 2014) statistical publication in relation to the linked HES (Hospital Episode Statistics) and MHMDS (Mental Health Minimum Data Set) data.

Urgent and emergency access to care

Performance Monitoring Information: Section 136 Mental Health Act 1983 & patients who are AWOL (April 2015)
Report of the London Mental Health Partnership Board.

NHS: Help us shape the future strategy for the NHS Directory of Services (DoS) to support users across the whole urgent care system
Details of engagement workshops in February and March to listen to stakeholder views and needs, to understand how we can open up and improve the Directory of Services.

Department of Health and Home Office Consultation Report: Review of the Operation of Sections 135 and 136 of the Mental Health Act 1983

Care UK Urgent and Important: The Future for urgent care in a 24/7 NHS
The Urgent Care Commission recommendations for service-wide improvements.

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
NHS England has published a new resource to support commissioning effective mental health services for young people.

**EHRC: Preventing Deaths in Detention of Adults with Mental Health Conditions (2015)**
The EHRC enquiry looked at non-natural deaths of adults with mental health conditions in detention in England and Wales, focussing on prisons, police custody and psychiatric hospitals.

**Launch of the Independent Commission to Review the Provision of Acute Inpatient Psychiatric Care for Adults in England, Wales and Northern Ireland**
The Commission's call for evidence will be open until 18 March 2015. It would like to hear from individuals and organisations with knowledge and experience of acute psychiatric care for adults in England, Wales or Northern Ireland.

**The College of Emergency Medicine: Mental Health in Emergency Departments (2104)**
A toolkit for improving care.

**HSJ and Nursing Times: Patient Safety Awards 6-7 July 2015**

**Care Quality Commission: Monitoring the Mental Health Act in 2013/14**
Under the MHA 1983, the CQC has a duty to monitor how services in England exercise their duties in relation to patients who are detained in hospital or subject to community treatment orders or guardianship.

**CQC: A safer place to be: Findings from our survey of health-based places of safety for people detained under section 136 of the Mental Health Act**

**Effective Crisis Planning**
**Objective 7 (b) Improve information and advice available to front line staff to enable better response to individuals**

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
NICE: Guidance on well-planned hospital discharge and Clinical Audit Tool

Care Programme Approach discharge protocol

Eight pilots to lead innovation in children's mental health
Eight pilot schemes set to lead the way in innovating change to services for children and young people with mental health issues have scooped a share of a £500k fund.

Care Quality Commission Intelligent monitoring: trusts that provide mental health services
Intelligent monitoring guides CQC inspections, helping them to decide when, where and what to inspect.

Meeting the Challenge – Making a Difference
Download this new practitioner guide offering information, advice and guidance for those working with people with personality difficulties in community settings.

Royal College of Psychiatrists: Home Treatment Accreditation Scheme (HTAS) newsletter – September 2014
Download the September 2014 HTAS newsletter.

Resource: Mental Health Crisis Pathway Analysis
Download the NHS Benchmarking Network's Mental Health Crisis Pathway Analysis.

Resource: British Journal of Psychiatry Articles

Child and Adolescent Mental Health Services (CAMHS) Tier 4 Report

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
This is the Report for the Specialised Commissioning Oversight Group who in September 2013 commissioned an urgent stocktake of CAMHS Tier 4 inpatient services.

The Bradley report five years on: An independent review of progress to date and priorities for further development
The Bradley Commission is an independent review set up by Centre for Mental Health examining the progress made in the five years since the publication of the Bradley Report (DH, 2009a).

Getting it right for children & young people (including those transitioning into adult services): a report on CQC’s new approach to inspection
The CQC has published a report on the inspection of hospital services for children and young people.

BMA: Confidentiality and disclosure of health information tool kit
The purpose of this tool kit is to identify the key factors which need to be taken into account when decisions about confidentiality and disclosure are made.

Recovery and staying well

National Debtline
National Debtline is a free, independent and confidential debt advice service run by the charity Money Advice Trust.

National Survivor User Network: Service users’ experiences of recovery under the 2008 Care Programme Approach

Open University: Journeying Through Wellbeing

Resource: ImROC Briefing on Risk and Recovery

Examples of good practice relating to crisis care across England mapped in red against CHESHIRE, HALTON & WARRINGTON ACTION PLAN – MENTAL HEALTH CRISIS CONCORDAT Objectives 2nd September 2015
General
Objective 7 (a) Development of pan-Cheshire good practice guidance

Objective 7 (b) Improve information and advice available to front line staff to enable better response to individuals

Objective 1 (c) Establish Pan-Cheshire practice/professionals groups

Speech by The Rt Hon Alistair Burt MP at the Royal College of Psychiatrists International Congress on 2 July 2015

DH Care and Support Specialised Housing (CASSH) fund Phase 2
Specialist housing developers and providers are being invited to bid for a share of an additional fund of up to £155 million to develop accommodation for adults who need support in order to live independently, be it due to old age or disability. This phase of the CASSH fund will prioritise applications for housing for people with learning disabilities or mental health issues.

Mental Health Services: Children: Written question (16 December 2014)
To ask the Secretary of State for Health, how much was spent in (a) cash and (b) real terms on child and adolescent mental health services per young person in England in each of the last five years.

Mental Health Act 1983: Code of Practice 2015

Stronger Code: Better Care: The Government response to the Consultation on the Mental Health Act 1983 Code of Practice (2105)

Basics of Improvement Methodology
This paper is intended to provide an introduction to the ‘Improvement Model’ which is central to all change management programmes.

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