

Mental Health Crisis Care Concordat

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Why a Concordat?

- Current systems are fragmented and often leave the person least equipped - the individual in crisis - to manage the system vagaries
- Crises are better avoided than managed
- Working to avoid crisis and towards recovery makes economic and social sense

What is it?

- A multi- agency agreement to work together with the service user as the focal point not the individual agencies 'usual response'
- Sets out clearly what should happen and who is responsible
- What needs to change to make the new approach happen
- A clear governance framework

What impact should it have?

- Crises in individuals lives are avoided
- Where they occur crises are resolve quickly and effectively with the involvement of the service user
- Where needed immediate and follow up intervention and treatment is available without waiting
- Plans agreed with the individuals to avoid future crises including further service support and contact

Essential Structures

- User involvement
- Top level project sign up and formal group to manage
- Operational group
- Information sharing agreements

Good practice examples

- 10 Trial Liaison and Diversion sites
- Street triage
- Staffordshire ambulance service response to vulnerable adults
- Hampshire Police work with individuals in frequent crisis and contact with the justice system