

Improving Mental Health Crisis Care

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Friday 17 October 2014

Hallam Conference Centre, London



Chair and Speakers Include:

Dr Geraldine Strathee

National Clinical Director for Mental Health

NHS England

Improving Mental Health Crisis Care

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“Care in crisis for vulnerable people, including those in mental health need, is at the heart of an ethical society”

Dr Geraldine Strathdee, National Clinical Director for Mental Health, NHS England

“If you have a crisis in mental health the position is wholly different to that in physical health. In some areas it is good; in some it is pretty awful,”

Norman Lamb MP, Health Minister

“our ambition is to make sure that every community has plans to make sure no one in crisis is turned away from services when they most need them. And mental health crisis care is a crucial element of that. I am delighted that you have a whole day to discuss this important subject...The momentum is strong for the Concordat and it has been met with enthusiasm, with that NHS Confederation saying that it has the opportunity to make a real difference in mental health care...What is important now is making sure that momentum not only continues, but gathers pace... We are working with the mental health charity Mind to ensure that local areas publish their own Local Declarations which show how real change on the ground will take place where it's needed.”

Norman Lamb MP, Health Minister, Speaking at the Health Conferences UK event Mental Health Crisis March 2014

“By March 2015, we expect measurable progress towards achieving true parity of esteem, where everyone who needs it has timely access to evidence-based services. Recent reports have highlighted a particular challenge around mental health crisis intervention. Only by working with key partners, including the police, can we ensure that people with mental health problems get the care they need in the most appropriate setting. To bring about the transformational change necessary, we expect NHS England to make rapid progress, working with CCGs and other commissioners, to help deliver on our shared goal to have crisis services that, for an individual, are at all times as accessible, responsive and high quality as other health emergency services. This includes ensuring there are adequate liaison psychiatry services. We expect every community to have plans to ensure no one in crisis will be turned away, based on the principles set out in the soon to be published Mental Health Crisis Care Concordat.”

NHS Mandate, 2014/15

This conference focuses on improving mental health crisis care. The Mental Health Crisis Concordat was published on 18th February 2014. Through national updates, case studies and perspectives from service users the conference will look at early intervention to prevent people reaching crisis point, delivering the new mental health crisis care concordat, working in partnership to improve crisis care, delivering 24/7 crisis care, commissioning effective crisis services, learning from user led crisis services and measuring outcomes in crisis care. There will also be a focus on improving control and restraint practice for those in crisis and a look at the urgent care review and ensuring parity of esteem.

“We commit to work together to improve the system of care and support so people in crisis because of a mental health condition are kept safe and helped to find the support they need – whatever the circumstances in which they first need help – and from whichever service they turn to first.” Mental Health Crisis Concordat February 2014

10.00 Chairman's Introduction

Shaun Clee *Chair NHS Confederation's Mental Health Network*

10.10 Improving mental health crisis care

Dr Geraldine Strathdee

*National Clinical Director for Mental Health
NHS England*

- setting clear standards about what crisis mental health services should be like in every part of the country
- commissioning mental health crisis services
- delivering the Mental Health Crisis Care Concordat

10.40 Acting early to prevent people reaching crisis point

Dr Carole Kaplan

Transformation Program Medical Director

with Elizabeth Moody

*Transformation Program Director &
Group Nurse Director for Planned Care
Northumberland, Tyne & Wear NHS Foundation Trust*

- delivering a rapid response single point of contact service
- acting early to prevent people reaching crisis point
- enabling people to recognize and respond to a crisis before it happens
- our experience and developments

11.10 Question and answers, followed by coffee and exhibition

11.50 Alternatives to hospital admissions in mental health crisis

Rahul Bhattacharya

*Consultant Psychiatrist
Tower Hamlets Home Treatment Team
Associate Clinical Director East London NHS Foundation Trust &
Honorary Senior Clinical Lecturer
Barts and London School of Medicine and Dentistry*

- Crisis House, evolution and evidence base
- Home Treatment Team, evolution and evidence base
- Experience from the Tower Hamlets Crisis House and Home Treatment Team

12.15 Working in partnership with police to deliver effective crisis care

Steve Barnard

*Head of Clinical Governance
North West Ambulance Service*

- developing a partnership approach
- developing and implementing a clear Police Conveyancing policy in the north west
- supporting people, keeping people out of custodial settings and reducing the demands on police time

12.40 Implementing the local role out of the Crisis Care Concordat

Naomi Phillips & Jim Symington

*Project leads for the implementation
Concordat Mind*

13.00 Question and answers, followed by lunch and exhibition

14.00 Alternative approaches to working with crisis: Lessons from a user led crisis service

Fiona Venner

*Director
Leeds Survivor Led Crisis Service*

- five elements of effective support
- why we don't have beds at our crisis centre
- our experiences and developments in monitoring and improving outcomes in a user led service

14.30 Measuring outcomes and quality in crisis care

Speaker to be announced

- supporting, enabling and empowering clinicians to monitor outcomes and the quality of crisis care
- measuring clinical and user focused outcomes of crisis care
- interventions to enable people to manage an impending crisis

15.00 Supporting and working with families where the crisis has involved acute admission

Julia Danks

*Clinical Specialist Meriden Family Programme
Birmingham and Solihull Mental Health Foundation Trust*

- supporting families and carers through crisis
- our experience: what works
- continued support

15.30 Question and answers, followed by tea

16.00 Delivering 24/7 crisis care

Dr Felix Davies

*Managing Director for Mental Health
Turning Point*

- ensuring effective access and treatment for mental health crisis 24/7
- the current challenges
- improving the A&E response to mental health crisis

16.30 The use and misuse of physical restraint: Some very recent developments and concerns

Eric Baskind

*Senior Lecturer in Law & International Expert on Physical Interventions
Liverpool John Moores University*

- improving restraint practice at a local level
- implementing the NICE quality statement on control and restraint
- what the future holds in terms of national guidance on restraint

17.00 Question and answers, followed by close

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Conference Documentation

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Where did you hear about this conference?

Venue

Hallam Conference Centre, 44 Hallam Street, London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date Friday 17 October 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
☐ £300 + VAT (£360.00) for voluntary sector / charities.
☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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