

Improving Mental Health Crisis Care

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Thursday 30 April 2015 Hallam Conference Centre London



Chair and Speakers include

Jim Symington

*National Concordat
implementation Support*

Dr Geraldine Strathdee

*National Clinical Director
for Mental Health
NHS England*

Supporting Organisations



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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*

“The government expects NHS England to make rapid progress 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.” Dr Geraldine Strathdee, National Clinical Director for Mental Health, NHS England, October 2014

NHS England have agreed a transformational mental health crisis care model in line with the crisis concordat and the urgent and emergency care review. This conference focuses on improving mental health crisis care and delivering this model of mental health crisis services, and meeting the ambitions of the Mental Health Crisis Concordat a year on. Through national updates, case studies and perspectives from service users the conference will look at delivering the transformational mental health crisis model at a local level, what makes a good crisis plan, acting early to prevent people reaching crisis point, delivering effective RAID services, working in partnership with the police to improve care for those in crisis, measuring outcomes and quality in crisis care and making the concordat a local reality. There will also be a focus on what helps people in crisis from the user perspective and an update on the urgent care review and ensuring parity of esteem.

“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

“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

Follow the conference on Twitter #MentalCrisis

10.00	Chairman's Introduction Jim Symington <i>National Concordat implementation Support Programme</i>	
10.10	Improving Mental Health Crisis Care: Delivering the tranformational NHS England Mental Health Crisis Model Dr Geraldine Strathdee <i>National Clinical Director for Mental Health NHS England</i>	- the key elements of the Mental Health Crisis Care Model - what metrics do we have to measure the baseline and progress - the role of tele triage and telehealth - moving forward the agreed NHS England consensus approach to mental health crisis
10.40	What makes a good crisis plan? Miles Rinaldi <i>Head of Recovery and Social Inclusion South West London and St Georges Mental Health Trust</i>	- co-production of crisis plans with service users - an exemplar crisis plan and good practice standards - developing an effective crisis planning process
11.10	<i>Question and answers, followed by coffee and exhibition</i>	
11.50	Supporting community resilience and recovery: acting early to prevent people reaching crisis point Glen Monks <i>Director for Mental Health</i> & Dr Fiona Butler <i>Chair and GP Mental Health Lead West London CCG</i>	- acting early to prevent people reaching crisis point - enabling people to recognize and respond to a crisis before it happens - our experience of co-producing a community living well service in North West London
12.20	Delivering effective RAID services: Alternatives to hospital admission in mental health crisis Rahul Bhattacharya <i>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</i>	- crisis house, evolution and evidence base - home Treatment Team, evolution and evidence base - experiences and an update from Birmingham
12.50	<i>Question and answers, followed by lunch and exhibition</i>	
13.50	What it feels like to be in crisis and what helps: a service user perspective Paul Scates <i>Peer Specialist Dorset Mental Health Forum</i>	
14.20	Alternative approaches to working with crisis: Lessons from a user led crisis service & Delivering 24/7 crisis care Fiona Venner <i>Director Leeds Survivor Led Crisis Service</i>	- 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 - ensuring effective access and treatments from mental health crisis 24/7 - the current challenges - improving the A&E response to mental health crisis
EXTENDED FOCUS: WORKING IN PARTNERSHIP WITH THE POLICE TO DELIVER EFFECTIVE CRISIS CARE		
CASE STUDY 1: Developing a street triage service		
	Clair Carson <i>Acute Service Line Manager Pennine Care NHS Trust</i>	- developing a partnership approach - developing a hospital based street triage service - supporting people, keeping people out of custodial settings and reducing the demands on police time
CASE STUDY 2: Developing an integrated mental health team based within police settings		
	Terri Cooper-Barnes <i>Lead Mental Health Nurse Norfolk and Suffolk Foundation Trust</i> with Amanda Ellis <i>Harm Reduction Chief Inspector Safeguarding and Investigations Command Norfolk Police</i>	- improving safeguarding for those in crisis - improving the police response and ensuring early intervention - our service and experience
15.30	<i>Question and answers, followed by tea</i>	
15.50	Measuring outcomes and quality in Crisis Care Professor Sonia Johnson <i>Consultant Psychiatrist Camden and Islington Community Health Services NHS Trust</i>	- 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 - our experience
16.30	Moving Forward: Making the ambitions of the concordat a reality Jim Symington <i>Project lead for Implementation Concordat Mind</i>	- making the Concordat a local reality - declarations, action plans and governance - positive practice example - support from the concordat partners
16.50	The role of Liaison Psychiatry in the crisis pathway: integration, prevention and interventions Dr Christopher Hilton <i>Consultant Liaison Psychiatrist West London Mental Health NHS Trust</i>	- responding to mental heath needs in the Emergency Department and Acute Hospital - what works and why - prevention is better than cure - an integrated approach to care planning patients to avert a crisis - examples from the NW London Whole Systems Integrated Care Pioneer Programme and WLMHT/Ealing CCG - liaison Psychiatry beyond the hospital providing care closer to home
17.00	<i>Question and answers, followed by close</i>	

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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. ICO is the International Coffee Organisation.

Date Thursday 30 April 2015

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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