

Improving Mental Health Crisis Care

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Thursday 15 October 2015 Hallam Conference Centre London



Chair & Speakers include

Sarah Khan

*Deputy Head of Mental Health &
Adult MH Programme Lead
MH Clinical Policy & Strategy Team
NHS England*

Kate Davies OBE

*National Director
for Health & Justice
NHS England*

Jim Symington

*Mental Health Crisis
Concordat Implementation
Support Team*

Recognised by



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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 a key role in supporting delivery of the transformational mental health crisis care model described in the Crisis Care Concordat and in ensuring full alignment with the urgent and emergency care review. The Crisis Care Concordat set system partners the challenge of realising transformation changes to mental health crisis care. This conference, chaired by Jim Symington of the Mental Health Crisis Implementation Team focuses on improving mental health crisis care and delivering a new model of mental health crisis services, and meeting the ambitions of the Mental Health Crisis Concordat a year on. The conference will open with an update on progress against NHS England's commitments from Sarah Khan, Deputy Head of Mental Health at NHS England. The conference will then continue with case studies from the NHS, Police, and Ambulance Services, commissioners and perspectives from service users. The conference will look at delivering improved mental health crisis care at a local level, what makes a good crisis plan, acting early to prevent people reaching crisis point, delivering effective liaison mental health services, commissioning mental health 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 be a focus on what helps people in crisis from the user perspective and ensuring parity of esteem.

This conference will also include an update from Kate Davies OBE, National Director for Health and Justice at NHS England on the Liaison and Diversion Schemes across the UK. Kate recently stated that the expansion in these services is a *"big milestone for Liaison and Diversion services because we are now reaching out to so many people. The results from the first wave of 10 show just how in demand these services really are and the results so far have proven how it can dramatically change people's lives"* 12th May 2015 NHS England

"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>Mental Health Crisis Concordat Implementation Team</i>	
10.10	Improving Mental Health Crisis Care: Update on progress against NHS England's commitments Sarah Khan <i>Deputy Head of Mental Health & Adult MH Programme Lead MH Clinical Policy & Strategy Team NHS England</i>	• outline of NHS England's national programme • developing pathway-based metrics • expanding liaison mental health services • developing commissioning guidance • ensuring alignment with the urgent and emergency care review
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	Effective Commissioning to allow earlier intervention and responsive crisis services Eddie O'Neill <i>Mental Health Commissioner Gloucestershire Clinical Commissioning Group</i>	• commissioning effective mental health crisis services • enabling prevention and early intervention services • effective commissioning: our experience in Gloucestershire
12.20	Delivering effective RAID services: Alternatives to hospital admission in mental health crisis Prof George Tadros <i>RAID Lead Clinician & Consultant in old age Psychiatry Birmingham and Solihull Mental Health NHS Foundation Trust</i>	• crisis house, evolution and evidence base • home Treatment Team, evolution and evidence base • experiences and an update
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 Moira Tombs <i>Building Understanding Research Officer Barnsley Metropolitan Borough Council</i>	• what crisis feels like: a personal journey • working in partnership with the police to improve crisis services
14.10	Delivering an effective emergency response Kate Davies OBE <i>National Director for Health, Justice, Armed Forces and Public Health NHS England</i>	• developing a partnership approach • updates from the Liaison and Diversion schemes across the UK • developing street triage and where should street triage sit? Should street triage be part of 111?
14.40	Case Study: Working together with the Police Anita Lewin <i>Team Leader Lincolnshire Partnership NHS Foundation Trust with Police and Paramedic Representative</i>	• ensuring a place of safety for those in crisis • developing a single point of access 24/7 • improving the police response and ensuring early intervention • our service and experience
15.10	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
15.40	<i>Question and answers, followed by tea</i>	
16.00	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 • our experience
16.30	Suicide Mitigation: early intervention and averting crisis Speaker to be announced	• averting crisis: developing a community based therapeutic relationship • moving away from risk management to risk mitigation • liaison psychiatry beyond the hospital providing care closer to home
17.00	<i>Question and answers, followed by close</i>	

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Please specify any special dietary or access requirements

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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 15 October 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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