

Friday 21st June 2019 | Holiday Inn Manchester City Centre, Manchester

Mental Health Crisis Care Roadmap

Share new initiatives and best practice models:
taking the next steps in crisis intervention

Come together with other crisis care teams, review your crisis care action plan and benchmark best practice with the organisations who are trail blazing successful services in pockets of the UK. Key focuses are:

- **National developments:** realistic expectations from the Long-Term Plan
- **CYP crisis models:** delivered through interagency cooperation and joint working
- **Preventing the crisis:** long term emotional and practical support
- **Reducing self-harm and suicide:** working with young people and impacting on repeat attendance
- **Responding to emergency calls:** the specialist nurse working with the paramedic service
- **When patients present to A&E:** liaison teams reducing attendance and tackling substance misuse
- **Coming into contact with the police:** best practice in Street Triage and using SIM for crisis care

Map your service against the innovative,
effective and viable delivery of:

- **Linda Bennetts**, Associate Director of Nursing, **Cumbria Partnership NHS Foundation Trust**
- **Kate Chartres**, Nurse Consultant, **Sunderland Liaison Mental Health Service**
- **Gemma Sanchez**, Project Manager, **York Pathways**
- **Nik Munien**, Service Manager, **Mental Health and Learning Disability, University Hospitals Bristol NHS FT**
- **Rebecca Ramsey**, Clinical Lead, **Gateshead Psychiatric Liaison Team**
- **Clare Hilton**, Ward Manager, **Chapman Barker Unit, Greater Manchester Mental Health NHS Foundation Trust**
- **Shirley Smith**, Chief Operating Officer & Founder, **If U Care Share Foundation**
- **Carly Lynch**, Mental Health Lead and **Benjamin Lawrie**, Paramedic Lead, **London Ambulance Service NHS Trust**
- **Paul Jennings**, Network Director, **High Intensity Network**
- **Vicki Noble**, Senior Mental Health Practitioner, Clinical Lead, Criminal Justice, Liaison and Diversion, Street Triage Teams, **Leicestershire Partnership NHS Trust**

**A must attend for Team Leaders, Clinical and
Nursing Leads and Programme Managers**

£100 off
Book before 12th April

Mental Health Crisis Care Roadmap

Share new initiatives and best practice models: taking the next steps in crisis

9.00 Registration, refreshments and networking

9.30 **Chair's opening remarks**

Linda Bennetts, Associate Director of Nursing, **Cumbria Partnership NHS Foundation Trust**

National developments

9.40 **Realistic expectations from the Long-Term Plan: multi-agency and workforce developments**

- Joining up with different agencies: providing 24 hour crisis care, planning support and reducing readmissions
- Tackling your workforce issues: fulfilling the need for increased staffing
- What about budgets? How to write a good business case that will win the funding needed

Kate Chartres, Nurse Consultant, **Sunderland Liaison Mental Health Service**

Preventing the crisis

10.10 **Case study insight into a service that delivers long term emotional and practical support**

- Offering one-to-one support: reducing contact with police and emergency services
- Implications for people with complex needs and substance misuse issues
- Developing coping skills through building confidence and awareness

Gemma Sanchez, Project Manager, **York Pathways Project**

10.40 **Reducing repeat attendance and suicide risk for people who self-harm and present at ED**

- How the liaison psychiatry service can help people who self-harm and are at risk of suicide
- Tools explained: SASHA, a self-harm aide for GPs; DistrACT, an app to improve patient understanding
- Impact and outcome of personal support plans (PSPs) for patients and staff training

Nik Munien, Service Manager, Mental Health and Learning Disability, **University Hospitals Bristol NHS Foundation Trust**

11.10 Networking break

When patients do present to A&E

11.40 **The role of the psychiatric liaison team in reducing frequent attendance to A&E**

- Thinking outside the box around loneliness: impact of support work and intervention
- Developing effective triage/screening: working closely with ED
- Insight into the outcomes of joint working and training to meet a wider need from a small team

Rebecca Ramsey, Clinical Lead, **Gateshead Psychiatric Liaison Team**

12.10 **Tackling substance misuse: developing a service to meet needs and life crisis issues**

- Planned admissions and RADAR pathway: delivering bespoke 5-7 day rapid alcohol detoxification
- Co-producing care plans: offering a unique, medically managed and recovery-focused treatment
- Providing a cost-effective service with unique clinical outcomes in a therapeutic setting

Clare Hilton, Ward Manager, Chapman Barker Unit, **Greater Manchester Mental Health NHS Foundation Trust**

12.40 Networking lunch

CYP crisis models

1.50 **Developing a model to deliver effective care for children and young people in crisis**

- Insight into the wider crisis approach to CYP mental health
- Providing the most appropriate support: interagency cooperation and joint working
- Understanding the outcomes and impact of effective crisis care and risk assessment in CAMHS

2.20 **Crisis working with families in bereavement and preventing suicide in young people**

- If U Care Share: saving lives, supporting communities and preventing suicide
- Tackling emotional and mental health: changing culture and communities
- Insight into the training and support and the implications for prevention and intervention

Shirley Smith, Chief Operating Officer & Founder, **If U Care Share Foundation**



s intervention

2.50 Networking break

Responding to emergency calls

3.10 When a mental health crisis is responded to by a specialist nurse and a paramedic

- Practicality of bringing together health and social care professionals
- Insight into the impact of mental health care: pros and cons of treating patients at home
- Outcomes of providing specialist care: impact on patient experience and hospital admissions

Carly Lynch, Mental Health Lead and **Benjamin Lawrie**, Paramedic Lead, **London Ambulance Service NHS Trust**

Coming into contact with the police

3.40 Improving person centred care for high intensity patients

Formed in 2016 and funded by NHS England, the High Intensity Network coordinates improved multi-agency crisis care across police, ambulance, A&E and mental health crisis teams. It is radically changing our collective understanding of crisis care and improving care connectivity. By the end of this year, over half of the mental health trusts in England will be connected to the network and moving forward together within this Community of Professional Practice. This talk will provide some valuable insights into how we can provide safer and more hopeful outcomes for some of our most challenging and traumatised clients.

Paul Jennings, Network Director, **High Intensity Network**

4.10 Police officers and health professionals working together to provide Street Triage

- Taking a multi-agency approach: achieving the best outcomes for persons in crisis
- How the mental health nurse works with the police: impact of the different roles and responsibilities
- Effectively responding to people in crisis: outcomes shared and rolled out elsewhere

Vicki Noble, Senior Mental Health Practitioner, Clinical Lead, Criminal Justice, Liaison and Diversion, Street Triage Teams, **Leicestershire Partnership NHS Trust**

4.40 Close of day

Please visit www.sbk-healthcare.co.uk for the latest programme updates

How will you develop your crisis care service?

This solution focused day will identify with the challenges of crisis care and mental health liaison services, community mental health and in-patient services and multi-agency working. Come together with your peers from across the country and map your approach:

- **Review** your crisis care action plan
- **Identify** with national thinking
- **Benchmark** your best practice.

Find out what is and isn't working, and get on the right road to evolving your service.

Forthcoming National Networking Forums:

IAPT Improving Access for All

Monday 29 April 2019, York

PWP National Networking Forum

Wednesday 26 June 2019, Birmingham

IAPT Clinical Skills Forums:

Thursday 11th July 2019, Manchester

- Long Term Conditions
- Managing Complexity
- Perinatal Interventions

Visit: www.iapt-nnf.co.uk for further information

Sponsorship, Exhibition and Branding

Pre, On the Day and Post Event

Business, Education & Networking . . .

If you join us in 2019, you will be able to talk directly to this mental health audience, build familiarity and take away leads. Only at this event will you achieve quality exposure, long term recognition and the opportunity to demonstrate your expertise. For further details email sharon.corrigan@sbk-healthcare.co.uk or telephone **Sharon Corrigan** on **01732 89 77 88**.

£100 off

Book before 12th April

SBK Healthcare are pleased to offer you a special discount. If you are able to **book your place before Friday 12th April, you will receive £100 off the full price.** For NHS attendees your attendance will be at the discounted rate of £299 + VAT and for commercial attendees your discounted rate will be at £599 + VAT.

CPD Available: A certificate of **Continuing Professional Development** will be given to each participant who completes the conference, as a record of your training and development

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5 Ways to Book your Place:

1. Telephone **01732 89 77 88**
2. Online at **www.sbk-healthcare.co.uk**
3. Email **bookings@sbk-healthcare.co.uk**
4. Complete the registration form and fax to **01732 44 80 47**
5. Post the completed form to **SBK Healthcare,
10 Churchill Square, Kings Hill, West Malling, ME19 4YU**

For multiple bookings please photocopy this form

Event Code: 1952MH

Attendee: ☐ Mental Health Crisis Care Roadmap

Title	Name
Job Title	
Department	
Organisation	
Booking Contact	
Telephone	
Mobile	
Email	
Address	
Postcode	

Price per Delegate

- ☐ NHS or Public Sector for one place (before 12th April)..... £299 + VAT
- ☐ NHS or Public Sector for one place (after 12th April)..... £399 + VAT
- ☐ Commercial organisations for one place (before 12th April)..... £599 + VAT
- ☐ Commercial organisations for one place (after 12th April)..... £699 + VAT

Plus VAT @ 20% _____ Total Price including VAT _____

- ☐ Bed & Breakfast Accommodation for Thursday 20th June..... £105 + VAT
- ☐ Please send me documentation only at £89 per set
- ☐ Yes, I agree to all the terms and conditions of booking (signature here)
- _____ Date _____

☐ Debit Card Payments

Please charge my **DEBIT CARD**

Card No _____

Expiry Date ____ / ____ / ____

3 Digit Security Number _____

Name _____

☐ BACs Payments

Ref: 1952MH . Santander UK PLC, Bootle Sort
Code 09-01-50, A/C No. 05321182.

☐ By Cheque

Payable to SBK (UK) Ltd

☐ Please invoice my company

☐ Credit Card Guarantee

Credit cards can only be accepted as a guarantee of your place, full payment will still be required by Debit Card, BACs or Cheque.

Please use my **CREDIT CARD** as guarantee

Card No _____

Expiry Date ____ / ____ / ____

3 Digit Security Number _____

Name _____

Venue: Holiday Inn Manchester City Centre,
25 Aytoun St, Manchester M1 3DT

Tel: 0161 242 5444.

Email: dos@himanchestercity.com

Travel: Holiday Inn Manchester - City Centre is less than one minute walk from Piccadilly Station. Trains run regularly from London Euston, Birmingham, Leeds, Nottingham and Liverpool to Manchester Piccadilly station.

Accommodation: Holiday Inn Manchester City Centre, 25 Aytoun Street, Manchester, M1 3DT. Bed and breakfast is available at the specially discounted price of £105 plus VAT subject to availability. Simply tick the dates that you wish to book under fees and payment details. In order to guarantee your reservation, credit card details must be provided at the time of booking. We regret that bookings for bed and breakfast accommodation cannot be accepted without full credit card details. Cancellations need to be made 4 weeks prior to the night of your stay otherwise full payment is required. Your credit card will be charged in the event of the invoice not being settled one month following the event. **Lower rates may be found by booking directly with an on-line accommodation website.**

Special Needs: If you have any special needs or any particular dietary requirements, we are happy to help where possible. Please contact us with details. Vegetarians will be catered for.

Certificate of Attendance: A certificate for Continuing Professional Development will be given to each participant who completes the course, as a record of your continuing professional training and development.

Fee: Registration fees are payable in advance. The fee includes documentation, refreshments and lunch, it does not include travel costs or accommodation.

Cancellation and Substitutions: A refund of fees will be made only for cancellations received in writing 28 days prior to the event (less £90 administration charge). No refunds will be accepted after this date. Substitution of one conference attendee for another will be accepted at any time – please send us an email informing us of the change.

Data Protection: Your details will be held on our database to enable us to process your order and so that you can be kept up to date with relevant details of future events. If you would prefer us not to contact you then please email enquiries@sbk-healthcare.co.uk, alternatively you can view our privacy notice listed in the bottom right hand corner at www.sbk-healthcare.co.uk.

Are you Registered? You will always receive an acknowledgment of your booking. If you do not receive anything, please call us on 01732 89 77 88.

All best endeavours will be made to present the programme as printed. However, SBK Healthcare reserves the right to alter the programme, speakers, date or venue.