

Improving Mental Health Crisis Care

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Friday 15 March 2019 De Vere West One Conference Centre, London



Speakers Include:

Prof George Tadros

Merit Crisis Care Workstream Lead
MERIT Vanguard

Sarah Charters MBE

Consultant Nurse & Emergency Dept Mental Health Lead
University Hospital Southampton NHS Foundation Trust

Supporting Organisations



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"People facing a crisis should have access to mental health care 7 days a week and 24 hours a day in the same way that they are able to get access to urgent physical health care. Getting the right care in the right place at the right time is vital." The Mental Health Taskforce Strategy

"There is considerable room for improvement in crisis care services, with nearly four in 10 services being rated as requires improvement (35%) or inadequate (4%) for safety" Care Quality Commission State of Mental Health Services

"While 71% of respondents reported that they know who to contact when they experienced a mental health crisis out of hours, fewer people are satisfied with the quality of care and support that they feel they are receiving when they do make contact. This year, 26% of respondents said that they did not feel they got the help they needed from crisis care, compared to 21% in 2014." Care Quality Commission

"People reaching crisis point, for example intense suicidal ideation, should be given alternative support that is better suited to their needs. As has been a theme throughout this report, people should not feel that they are only worth help when their situation is the worst it could possibly be." All-Party Parliamentary Group on Mental Health, October 2018

The National Mental Health Crisis Summit takes a practical case study based approach to improving services and outcomes for people with mental health conditions reaching crisis point. The day will focus on improving services for mental health crisis care, through learning from organisations that have succeeded in addressing the challenge of improving access and delivering an effective mental health crisis pathway in line with the national concordat. The conference will look at the role of community services in crisis prevention, and how we can deliver recovery focused crisis services.

This conference will enable you to:

- Network with colleagues working to improve outcomes and access to crisis care for people with mental health conditions
- Learn from personal experience of those who have lived experience of mental health crisis, and crisis services
- Update your knowledge on national developments
- Understand how you can support people in crisis to access crisis care services with speed and ease
- Developing your skills in crisis prevention and care planning
- Use technology to work in partnership to improve crisis services
- Identify key strategies for supporting recovery and preventing relapse
- Reflect on how you can provide high quality crisis services in the Emergency Department
- Understand how to evaluate and assess your crisis service
- Self assess and reflect on your own practice

10.00 Chairman's introduction: update on progress with mental health crisis care

Jim Symington

10.15 What it feels like to be in crisis and what helps

Person with lived experience

- what crisis feels like: a personal journey
- working in partnership with the police to improve crisis services
- implications of the Mental Health Act Review for Crisis Services

10.45 A different response to crisis: Reducing the number of people reaching crisis point

Speaker to be announced

- mental health crisis services: where are we now?
- how can we intervene effectively before someone reaches crisis point?
- working to improve mental health crisis services

11.15 *Question and answers, followed by tea & coffee at 11.25*

11.45 Journey of Hope, a suicide prevention model in partnership with psychiatry liaison at St Mary's Paddington

Emer O'Neill

Director

Journey of Hope CIC

- Journey of Hope/ a model based on need identified by people who have attempted suicide
- a 15 month pilot partnership between Journey of Hope and St Marys A&E Psychiatry liaison team
- the need for medical and non medical interventions
- looking at the practical issues that led to a suicide and addressing them alongside emotional support
- managing trauma through well being retreats. Our experience of working with the survivors and those affected by Grenfell

12.15 EXTENDED SESSION: Transforming Crisis Services in Action

Learning from the MERIT (Mental Health Alliance for Excellence, Resilience, Innovation and Training) vanguard

Prof George Tadros

MERIT Crisis Care Workstream Lead

MERIT Vanguard

- delivering a whole systems crisis pathway in practice: building flexible systems so that crisis care is provided in a consistent way
- maximising the use of technology to provide a more joined up service for those in need of mental healthcare: the Electronic Health Record Viewer
- providing crisis care closer to home
- establishing a recovery culture: staying well and preventing future crisis

13.15 *Question and answers, followed by lunch at 13.00*

14.00 Delivering recovery-orientated mental health crisis services for SMI

Alun Thomas

Chief Executive

Hafal

- refocusing mental health crisis services around the principles of recovery for people with SMI
- what does excellence look like in SMI recovery services
- practical examples and advice

14.30 What makes a good Crisis Plan?

Miles Rinaldi

Head of Recovery and Social Inclusion

South West London & St Georges Mental Health Trust

- co-production of crisis plans with service users
- an exemplar crisis plan and good practice standards
- developing an effective crisis planning process

15.00 Providing high quality crisis services in the Emergency Department

Sarah Charters MBE

Consultant Nurse and Emergency Department Mental Health Lead

University Hospital Southampton NHS Foundation Trust

- improving specialist mental healthcare in the emergency department
- coordinating care planning for the complex client group of people with mental health problems who are high-intensity users of emergency services
- the vulnerable adult support team (VAST) which works alongside clinicians and mental health professionals seven days a week to manage issues such as domestic abuse, homelessness and substance use, all of which may trigger a mental health crisis
- our experience

15.30 *Question and answers, followed by tea, coffee and exhibition at 15.40*

16.00 Evaluating Mental Health Crisis Teams

Speaker to be announced

- measuring outcomes and practice in crisis services
- our experience in delivering an effective pathway
- learning from our Health Crisis Programme

15.00 Beyond Places of Safety: Case Study - The Crisis Pad

Julie Leam

Senior Practitioner

with Cassy Lawson

Registered Manager

Humbercare Ltd

- improve support for people experiencing a mental health crisis out of hours
- supporting crisis resolution through brief treatment interventions and techniques that will deliver self-care
- case studies of support in crisis

17.00 *Question and answers, followed by close at 17.10*

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The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Friday 15th March 2019

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.

Free places available for people with lived experience on a first come first served basis.
The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

The information provided will be held on the Healthcare Conference UK's database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

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