

Improving Mental Health Crisis Care

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Monday 1st October 2018 De Vere West One Conference Centre, London



Chair & Speakers Include:

Jim Symington

National Advisor NCCMH (R.C.Psych)

Consultant to

The 'Mental Health Crisis Concordat'

Supporting Organisations



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"The last place anyone experiencing a mental health crisis should be is in a busy A&E department let alone a police cell." Jackie Doyle-Price, Minister for Mental Health and Inequalities 25th May 2018

"CQC identified several areas of concern from their inspections including.... Poor access and lengthy waiting times for specialist services and a lack of 24-hour crisis care." Maintaining momentum: driving improvements in mental health care, Parliamentary and Health Service Ombudsman, March 2018

"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 2017

"Nowhere within mental health care is the issue of parity more important than in the provision of urgent and emergency care for people experiencing a mental health crisis." Professor Tim Kendall National Clinical Director for Mental Health

The National Mental Health Crisis Summit takes a practical case study based approach to improving services and outcomes for people with mental health conditions requiring urgent and crisis care. 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. Case Studies of Beyond Places of Safety Crisis services will be presented following the Department of Health additional funding focusing on timely support to relieve pressures on hospitals by reducing unnecessary visits to A&E for those experiencing a crisis.

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
- Identify key strategies for supporting recovery and preventing relapse
- Reflect on how you can work with people to give integrated care in co-ordination with other organisations
- Understand how to measure outcomes in mental health crisis services
- Self assess and reflect on your own practice

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

Jim Symington *National Advisor NCCMH (R.C.Psych) and Consultant to 'The 'Mental Health Crisis Concordat'*

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

Moirá Tombs

*Associate
Encompassing Health*

- what crisis feels like: a personal journey
- working in partnership with the police to improve crisis services

11.00 Preventing Mental Health Crisis through coordinated support

Paul Jennings

*National Programme Manager for the High Intensity Network
NHS England*

- integrating care to prevent mental health crisis
- delivering high intensity mental health support
- support and the impact in action

11.25 *Question and answers, followed by tea & coffee at 11.35*

11.55 Transforming Crisis Services in Action

Speaker to be announced

- delivering a whole systems crisis pathway in practice
- improving access to support before crisis point
- improving the quality of response when people are detained under Section 135 and 136 of the Mental Health Act 1983
- how we are setting measurable standards for care and outcomes in crisis care
- what have we learned in along the way
- staying well and preventing future crisis

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

14.00 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

14.30 Beyond Places of Safety: Case Study 1 - Providing a safe haven for those at risk of mental health crisis

Julie Haley

*Head of Social Care
Mental Health Matters*

- the role of the community based place of safety for vulnerable people
- promoting independence opportunities for recovery
- what works in crisis: our experience

15.00 Beyond Places of Safety: Case Study 2 - The Crisis Pad

Kelly Allman

Director of Services 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

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

16.00 Measuring outcomes in Mental Health Crisis Services

Professor Sonia Johnson

*Consultant Psychiatrist, Division of Psychiatry
University College London*

- what metrics do we have to measure the baseline and progress
- measuring outcomes
- our experience in delivering an effective pathway

16.30 Beacon of Hope: Learning from 20 years of providing alternative approaches to mental health crisis

Fiona Venner

*Director
Leeds Survivor Led Crisis Service*

- why crisis care is important
- what makes an effective crisis service
- a survivor led, person centred approach
- the five elements of effective support
- cost effectiveness and prevention

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 Monday 1st October 2018

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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