

Improving Mental Health Crisis Care Maintaining Momentum

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Wednesday 3 February 2016 The Studio Conference Centre, Birmingham



Chair & Speakers include

Jim Symington

*Mental Health Crisis Concordat
Implementation Support Team*

Conference Sponsor:



Kate Davies OBE

*Head of Armed Forces and
their Families, Health &
Justice and Sexual Assault
Services
NHS England*

Dr Geraldine Strathdee

*National Clinical Director
for Mental Health
NHS England*

Supporting Organisations:



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"Our thematic review Right here, right now concluded that far too many people in a mental health crisis have poor experiences of care and do not receive basic respect, warmth and compassion. This is unsafe and, when compared with the services available to people with physical health problems, unfair." Care Quality Commission, October 2015

"I know that this focus on crisis care is having a positive effect... the local action plans you have led and published to date mean that every area is now in a good position to progress the work that still needs to be done to maintain momentum and deliver a lasting step change in the quality and provision of crisis services and responses" Alastair Burt MP, Minister of State for Community and Social Care Maintaining Momentum in Crisis Services, 3 August 2015

"Our review explored the lived experience of people during a mental health crisis and the response they received when they reached out to services for help and support. It paints a picture of variation and inconsistency in the quality of care given and while some of the evidence it draws on is new, some of the key messages are not. With the momentum built by the Concordat, it is now the time for health and care leaders to act decisively. They need to tackle the long-standing issues that result in the most vulnerable people in society being abandoned at a time of crisis. Organisations must look carefully at when, where and why a person in crisis comes into contact with a local service and how they can work collaboratively to challenge unacceptable responses... services across England still vary greatly in their ability to provide a timely and high-quality response to people experiencing a mental health crisis. It demonstrates that too many people in this situation are unable to access the help they need, when they need it, and are dissatisfied with the help they have been given." Professor Paul Lelliot, Deputy Chief Inspector of Hospitals, Mental Health, Care Quality Commission - Right Here, Right Now, Care Quality Commission, June 2015

"The commitment to change, the numerous examples of innovation and transformation and the willingness to share best practice across the country gives real hope that significant progress to mental health crisis care can, and is, being made" Dr Geraldine Strathdee, National Clinical Director for Mental Health, NHS England, June 2015

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. The conference will open with a national update on progress against NHS England's commitments. The conference will then continue with case studies from the NHS, Police, and Ambulance Services, commissioners and perspectives from service users.

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

"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

10.00	Chairman's Introduction Jim Symington , <i>Mental Health Crisis Concordat Implementation Team</i>	
10.10	Improving Mental Health Crisis Care: Delivering the transformational NHS England mental Health crisis Care 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 - setting measurable standards for care and outcomes in crisis care - moving forward the agreed NHS England consensus approach to mental health crisis
10.40	Urgent and Emergency Care Vanguard- North East Network 'A Mental Health Perspective' Kate Chartres <i>Nurse Consultant Sunderland PLT & Senior Nurse Community Access Services Sunerland Royal Hospital</i>	- the key elements of the Mental Health Crisis Care Model 'a whole systems approach' - metrics including baseline and progress - how we are setting measurable standards for care and outcomes in crisis care - what have we learned in along the way - the future
11.10	<i>Question and answers, followed by coffee and exhibition</i>	
11.50	Earlier intervention and responsive crisis services Miles Rinaldi <i>Head of Recovery and Social Inclusion South West London and St Georges Mental Health Trust</i>	- enabling prevention and early intervention services - commissioning against measureable standards for crisis care - effective commissioning: our experience
FOCUS: Improving the Crisis Response		
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	Working together with the Police: Case Study Michael Brown <i>National Mental Health Coordinator College of Policing</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
14.15	Delivering an effective emergency response Kate Davies OBE <i>Head of Armed Forces and their Families, Health & Justice and Sexual Assault Services NHS England</i> with Adellah Snape <i>L&D Board Member and Service user representative</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	What it feels like to be in crisis and what helps: a service user perspective Moira Tombs <i>Consultant, Building Understanding Project Barnsley Crisis Care Concordat Implementation Group</i>	- what crisis feels like: a personal journey - working in partnership with the police to improve crisis services
15.00	Alternative approaches to work with crisis Richard Barber <i>Manager Dial House Service</i>	- why the quality of crisis care is important - an alternative, non-diagnostic, not medical approach to mental distress - a survivor led, person centred approach - what people need in crisis – the five elements of effective support
15.30	<i>Question and answers, followed by tea</i>	
16.00	Measuring and improving fidelity to a high quality crisis team model Professor Sonia Johnson <i>Consultant Psychiatrist Division of Psychiatry University College London</i>	- defining good practice in crisis care - measuring fidelity to a model of good practice - improving crisis team model fidelity and outcomes
16.30	Zero Suicide: reducing suicide through a zero suicide collaborative Dr Adrian James <i>Consultant Psychiatrist Devon Partnership NHS Foundation Trust & Chair of the Zero Suicide Collaborative</i>	- reduce the risk of suicide in high risk groups and tailoring approaches to improve mental health specific groups; - reduce access to means of suicide - providing better information and support to those bereaved or affected by suicide - supporting research, data collection and monitoring - our experience as a zero suicide collaborative
17.00	<i>Question and answers, followed by close</i>	

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Venue

TheStudio, 7 Cannon Street, Birmingham, B2 5EP.
A map of the venue will be sent with confirmation of your booking. ICO is the International Coffee Organisation.

Date Wednesday 3 February 2016

Conference Fee

☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.

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