



AGENDA ITEM

3.8

MENTAL HEALTH ACT MONITORING COMMITTEE

Crisis Care Concordat

Date of meeting	(05/05/2021)
FOI Status	Open/Public
If closed please indicate reason	Choose an item.
Prepared by	Fiona Thomas (Clinical Service Group Manager, Mental Health, Rhondda & Taf Ely)
Presented by	Fiona Thomas (Clinical Service Group Manager, Mental Health, Rhondda & Taf Ely)
Approving Executive Sponsor	Executive Director of Operations
Report purpose	FOR DISCUSSION / REVIEW

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
CTM Crisis Concordat Group	26/02/2021	NOTED
Wales Crisis Care Concordat Assurance Group	22/04/2021	NOTED

ACRONYMS

MHA	Mental Health Act
CTMUHB	Cwm Taf Morgannwg University Health Board



This paper is presented to the committee to provide an update on progress in relation to the development of a Regional Crisis Care Concordat (CCC) group tasked with the successful implementation of the Wales Crisis Care Concordat National Action Plan 2019 – 2022 across the Cwm Taf Morgannwg region in collaboration with partner agencies and third sector organisations.

1. SITUATION/BACKGROUND

- 1.1 The Mental Health Crisis Care Concordat (the 'Concordat') was published by the Welsh Government and partners in 2015 as a shared statement of commitment by senior leaders from the organisations most involved in responding to and supporting people who experience a significant deterioration in their mental health that results in a mental health crisis.
- 1.2 The concordat is structured around 6 main principles and sets out twenty actions to support the successful implementation in practice:
 - *People have effective access to support before crisis point.*
 - *People have urgent and emergency access to crisis care when they need it.*
 - *People receive improved quality of treatment and gain therapeutic benefits of care when in crisis.*
 - *Recovery and staying well and receiving support after crisis.*
 - *Securing better quality and more meaningful data, with effective analysis to better understand whether people's needs are being met in a timely and effective manner.*
 - *Maintaining and improving communications and partnerships between all agencies / organisations, encouraging ownership and ensuring people receive seamless and coordinated care, support and treatment.*
- 1.3 Assurance related to progress against the action plan is provided to the national group and partners quarterly and to Welsh Government on a six monthly basis via the chair of the national group.
- 1.4 At the onset of the Covid-19 pandemic, immediate steps were taken to support essential services and to meet changing mental health needs. Emerging from the second wave of the pandemic, whilst life for many returns to a new 'normal' it is anticipated that there will be a significant increase in demand for mental health support where the causal factors are due to socio-economic impacts of Covid-19, as opposed to a medical or specialised mental health need.
- 1.5 Predicting actual levels of future demand in Wales is complex. The 'Together for Mental Health: Ministerial Delivery and Oversight Board for Wales (Feb 21) reports that current modelling suggests a potential



increase of between 20%-40% in primary care mental health services and 20%-25% in secondary services.

- 1.6 In October 2020 the National Collaborative Commissioning Unit published its report 'Beyond the Call': 'A national review of access to emergency services for those experiencing mental health and/or welfare concerns'. This comprehensive review draws upon the complexity of crisis care management across many services and the challenges of those people across all ages who attempt to access care and support. The report published 10 recommendations that will need to be considered as part of the Crisis Care Concordat work streams.
- 1.7 Local and regional Crisis Care Concordat groups will be required to work collaboratively now, more than ever to develop care pathways that are timely and effective for patients but also develop plans to respond to the increasing demands of services, address the recommendation of the NCCU report and the actions of the Wales Crisis Care Concordat National Action Plan 2019 – 2022.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

- 2.1 The Strategic Group for the health board region has continued to evolve despite the challenges of the Covid-19 pandemic where services have been required to ensure appropriate levels of service continuity, contingency and recovery plans have been agreed and implemented. Despite this, the CCC held its third meeting on the 26th February 2021.
- 2.2 Terms of Reference have been approved and are aligned to the national assurance group and other regional TOR and a supporting governance and reporting structure agreed.
- 2.3 A Core Data Task and Finish group has been established to review what crisis care performance data is available across the region, how it is reported and presented.
- 2.4 Two virtual 'Future Planning' workshops have been held within the concordat group:
Workshop 1 – Focused on what each service area is trying to achieve, priorities in line with National CCC delivery plan, urgent and important tasks.
Workshop 2 – Was developed to enable understanding of the current landscape, what crisis care services are provide within the community, what works well and what areas need to be improved.

This work will now be triangulated with the national CCC action plan and the 'Beyond the Call' report to strengthen the design and framing of the subgroup structures which will be the focus of the next meeting.

- 2.5 CCC group has received an update from the Specialist Mental Health and Substance Misuse Housing Outreach service (SHOS) in CTM and will continue to make links with relevant stakeholders and services.
- 2.6 Regional highlight reports have been provided to the National Crisis Care Concordat Assurance Group outlining progress to date and priorities for the next quarter: To plan and deliver "Virtual Workshop 3" - to establish what our group structure, agree relevant subgroups, triangulate information gathered as above, define reporting mechanisms of subgroups into the regional CCC group.

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- 3.1 Work to develop a regional Crisis Care Concordat is progressing and provides a good opportunity to further develop multi-agency partnership working across the region that will ensure quality crisis care is available to all members of the community when required.
- 3.2 The regional group will need to continue to work with colleagues nationally to address wider issues linked to the implementation of the concordat delivery plan, the recommendations of the 'Beyond the Call' report and meet the anticipated increase in demand related to the Covid-19 pandemic. This approach will need to be timely to ensure consistency of approach and learning across the region.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
Related Health and Care standard(s)	Governance, Leadership and Accountability If more than one Healthcare Standard applies please list below:



Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below. If no, please provide reasons why an EIA was not considered to be required in the box below.
	Not required
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Strategic Well-being Objectives	Work with communities and partners to reduce inequality, promote well-being and prevent ill-health

5. RECOMMENDATION

5.1 The Committee is asked to:

- **DISCUSS** and **NOTE** the report and receive a further update in six months.