

The agreement:

the Crisis Care Concordat, describes exactly how local commissioners, working with partners, can make sure that people experiencing a mental health crisis get a good response from an emergency service as people in need of urgent and emergency.



The Concordat describes: what people have said they need:, such as:

When I need urgent help, both I and the people close to me, know who to contact at any time, 24 hours a day, seven days a week.

I feel safe and am treated kindly, with respect, and in accordance with my legal rights

I have support to speak for myself and make decisions about my treatment and care.



- ⇒ Health-based places of safety and beds are available 24/7 in case someone experiences a mental health crisis.
- ⇒ Police custody should not be used because mental health services are not available and police vehicles should also not be used to transfer patients.
- ⇒ Timescales are put in place so police responding to mental health crisis know how long they have to wait for a response from health and social care workers. This will ensure patients get suitable care as soon as possible.
- ⇒ A 24-hour helpline should be available for people with mental health problems and the crisis resolution team should be accessible 24 hours a day, 7 days a week.

What are we doing?

Two Strategic Boards:

Pan Cheshire Mental Health Partnership Board and Merseyside Mental Health & Social Care Board have been established to enable seamless delivery of the recommendations working with all health and social care stakeholders & service users groups/ individuals.



Sharing & Learning events:

An introductory event was held in July to support partners. A review event will address progress so far, timescales and next steps. This has been co-produced with service users, young people and professionals.



Data:

We are collaborating with colleagues across Northern England to ensure accurate data is collected and a mapping exercise of crisis services is completed.

