

Bedfordshire and Luton Joint Action Plan

1. Commissioning to allow earlier intervention and responsive crisis services				
No.	Action	Timescale	Led By	Outcomes
Matching local need with a suitable range of services				
1.	To establish a comprehensive mental health JSNA to include detailed baseline information on local need for crisis services.	June 2015	Public Health, LA's	A detailed profile of patient demography on current usage of crisis services along with profiles of levels acuity to inform commissioning and investment decisions on improving crisis services and on targeting preventative services.
2.	To develop a local model for street triage across Bedfordshire and Luton.	March 2016	LA's/CCGs/ Police	A locally commissioned Street Triage service in place which will support people in crisis and prevent A&E admissions and S136 presentations.
Improving mental health crisis services				
3.	Re-modelling of Crisis and Home Treatment teams.	March 2016	CCGs	A local 24/7 crisis services in the community in the least restrictive setting. Outcome based service specifications to deliver responsive Nice compliant and patient centred services
4.	To review the crisis pathway for children and young people.	March 2016	NHS England CCGs, ELFT	Children to receive early support and timely access to services to reduce the risk of children and their families experiencing a mental health crisis and minimise the need for an inpatient or residential placement away from their homes.
Ensuring the right numbers of high quality staff				
5.	To work with all local provider organisations to ensure that all commissioned services adhere to approved	March 2016	CCGs/ELFT	All crisis services reflect best practice and guidance on appropriate and safe staffing levels as set out in the Francis report. All staff are appropriately qualified in competency levels that reflect the service being delivered and that they operate at

	staffing, bed occupancy and caseload levels in line with national guidance.			the optimum skill mix to deliver high quality care. That services operate with an established staff base which minimises the use of agency staff not familiar with local services or the local population which it serves.
Improved partnership working in Bedfordshire and Luton locality				
6.	To review the governance structure in place and all joint policies, procedures and protocols to build effective partnerships across all organisations involved in crisis care including the voluntary sector.	June 2015	CCGs/LA's/ HWB/Police	All local agencies will be clear on their roles and responsibilities in responding to mental health crisis with clear lines of accountability in place including those for monitoring quality of care with clear governance structures in place linked to local Health and Being Boards. A&E will be the absolute last resort and not the default setting for people experiencing a mental health crisis unless they have physical needs which need to be addressed.

2. Access to support before crisis point				
No.	Action	Timescale	Led By	Outcomes
Improve access to support via primary care				
7.	To develop the expansion of a primary care based service model to include Single point of access and primary care based mental health workers	September 2015	CCGs	A local primary care led mental health service based within GP practices to deliver first line preventative services with prompt onward referral to appropriate services for those with more complex needs. GP access to Consultant Psychiatrists for advice, support and quick access back into secondary care services for people who are experiencing a deterioration in their condition. Service users and carers will have one point of entry into services and will be supported to access the service they require at that time.
Improve access to and experience of mental health services				
8.	To ensure outcome based commissioning is in place.	April 2015	CCGs	All commissioned services are linked to recovery based outcomes which are measurable and monitored in accordance with agreed governance arrangements.
9.	Develop robust feedback mechanisms from partners and stakeholders.	July 2015	CCGs/LA's	Partners and stakeholders form an integral part of the whole commissioning cycle. A local published programme of events and forums to be held to evaluate services and ensure on going improvement of services.
10.	Clear reporting and monitoring of quality of care of people in crisis	May 2015	CCGs/LA's/HWB	A local dashboard of crisis indicators available to review the quality of care across the crisis pathway across Bedfordshire and Luton as set out in the governance framework.
3. Urgent and emergency access to crisis care				
No.	Action	Timescale	Led By	Outcomes
Improve NHS emergency response to mental health crisis				

11.	To enhance psychiatric liaison services within local acute hospitals.	October 2015	CCGs	Improved patient and carer experience in acute settings. People feel supported in managing their physical and mental wellbeing. Acute hospital staff feel supported and appropriately trained in dealing with mental health. Reduced inpatient admissions and lengths of stay.
12.	Review and transform Criminal Justice service in line with national model	April 2016	ELFT	The national model for liaison and diversion will be in place for people with mental health conditions or with a learning disability.
13.	Mental Health included in whole system urgent care pathway, including 111 and provision of 24/7 single point of access for mental health services.	August 2015	System Resilience Group Chairs.	A&E attendances are minimised, reduced emergency admissions into acute hospitals. Patients and carers will experience improved services. Rapid access to appropriate community based services will be the norm. Ambulance and Police will divert patients to the appropriate service.
Social services' contribution to mental health crisis services				
14.	Re-modelling of the AMPH service to match capacity with demand using the ADASS toolkit.	September 2015	LA's/ELFT	An appropriately resourced and responsive service in line with national recommendations and meeting the needs of the local population

Improved quality of response when people are detained under Section 135 and 136 of the Mental Health Act 1983				
15.	Zero tolerance of people to be held in custody and develop and publish approved places of safety.		LA's/Police	Implementation of the "Safer place to be" guidance. Defined places of safety communicated to all partner agencies. Improved patient experience. Reduction in use of Section 135 and 136. Minimise A&E attendance. Detailed information on use of S135 and S136.
Improved information and advice available to front line staff to enable better response to individuals				
16.	To work with all local providers and organisation across the community to develop and implement mental health training. Including police, probation and ambulance staff.	March 2016	LA's/CCG's /ELFT/Police	All staff who may engage with people in crisis have the appropriate skills and training to respond to people in mental health crisis. Improved patient and carer experience.
Improved services for those with co-existing mental health and substance misuse issues				
17.	Develop a multi - agency approach to substance misuse and dual diagnosis.	March 2016	LA's/CCGs	All agencies will be responsive and flexible to meet peoples' needs in a crisis regardless of diagnosis if a clinical intervention is required. People will get the help they need at the time they need it.

4. Quality of treatment and care when in crisis				
No.	Action	Timescale	Led By	Outcomes
Review police use of places of safety under the Mental Health Act 1983 and results of local monitoring				
	Refer to no.15			See Point 15.
Service User/Patient safety and safeguarding				
18.	Review restraint procedures across whole system and implement the "Positive and Proactive Care" guidance	September 2015	ELFT/Police	When restraint has to be used it is done so according to protocol and staff are fully trained in undertaking restraint procedures.

5. Recovery and staying well / preventing future crisis				
No.	Action	Timescale	Led By	Outcomes
Joint planning for prevention of crises				
19.	Scope out the current market position including the role of the voluntary sector and the wider community in supporting people in a mental health crisis	March 2016	LA's	An informed local community skilled in maintaining the well being of the local population. A community able to recognise the deterioration in the well being of individuals and to signpost them to local support agencies and services in place able to respond.
20.	Recovery and Rehabilitation services will work in integrated way with crisis and community teams to deliver streamlined services which are person centred and recovery based with emphasis on full integration back into the community.	March 2016	CCGs	An effective recovery based service which rehabilitates people back into the community with full support. Facilitates discharge from acute inpatient settings, reduces lengths of stay and helps people reintegrate back home through proactive case management.

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