

The launch of London's Section 136 Pathway

Learning

December 2016



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The launch of London's Section 136 Pathway

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Executive summary

In 2014, *the NHS Five Year Forward View (5YFV)* specified the need to break down barriers across systems to integrate urgent and emergency care services for people of all ages experiencing physical and mental health problems. This message was reinforced locally by the London Health Commission's *Better Health for London report* which identified the need to reduce the variation and improve the quality, access and co-ordination of care for people in mental health crisis.

More recently the *Mental Health Five Year Forward View (2016)* outlined a strategic approach to improving mental health outcomes across the health and care system and highlighted the need to have mental health care accessible 24 hours a day, seven days a week.

Since early 2015, Healthy London Partnership, in partnership with the wider crisis care system, have been working to take forward the recommendation of the London Health Commission to develop a multi-agency model of care for mental health patients in crisis. This work has been led by a multi-agency expert group drawing upon current national and London guidance as well as extensive engagement across the crisis care system. The partnership approach to developing this new model of care has been pivotal to the success of this work, this has been recognised across the system including *recognition and endorsement from the Mayor of London, Sadiq Khan*.

On the 12th of December, Sadiq Khan launched *London's Section 136 pathway and Health Based Place of Safety Specification* at an event at City Hall, the guidance sets standards to improve the quality and consistency of care for London's most vulnerable patients.

The event brought together *nearly 100 delegates from across London's crisis care system* to recognise the significant partnership work carried out to date and build momentum to ensure the collaboration continues in order to implement the guidance. There was significant representation from service users, frontline and senior staff from Acute and Mental Health Trusts, commissioners, London's police forces, London Ambulance Service, Local Authorities and the voluntary sector. The event offered a chance to hear from service users and leaders across London's crisis care system, and facilitated multi-agency discussions to familiarise delegates with the new guidance, identify current blockers in the system and understand the further work required to ensure it's successful implementation.

Feedback on the event was received from delegates via evaluation forms. *Overall, the event was very well received with 97% of respondents feeling that the event was relevant to them and their organisation*. Positive comments highlighted the opportunities for multiagency working, the chance to network with representatives from across the crisis care system and hearing from service users; while suggestions for improvement included further involving service users to reduce the imbalance between professionals and service users.

Feedback and discussions from the event will be shared with all delegates and used to inform the crisis care delivery plan to implement the guidance across London. In addition, posters will be collated and shared widely.



London's Section 136 Pathway Launch

9:00 – 12:30, 12th December 2016, City Hall

01

Introduction, purpose and structure of the event

Introduction and purpose

The aims of the event were to:

- Familiarise delegates with the pathway's key principles;
- Explore where additional work is required across the system to operationalise the pathway;
- Provide delegates with best practice examples, both nationally and across London, to inspire local developments;
- Share crisis care developments in each Sustainability and Transformation footprint; and
- Give delegates the opportunity to connect with colleagues across the system.



The purpose of this report is to provide a summary of the content, discussion and feedback from the launch of London's section 136 pathway held on Monday 12th December 2016.

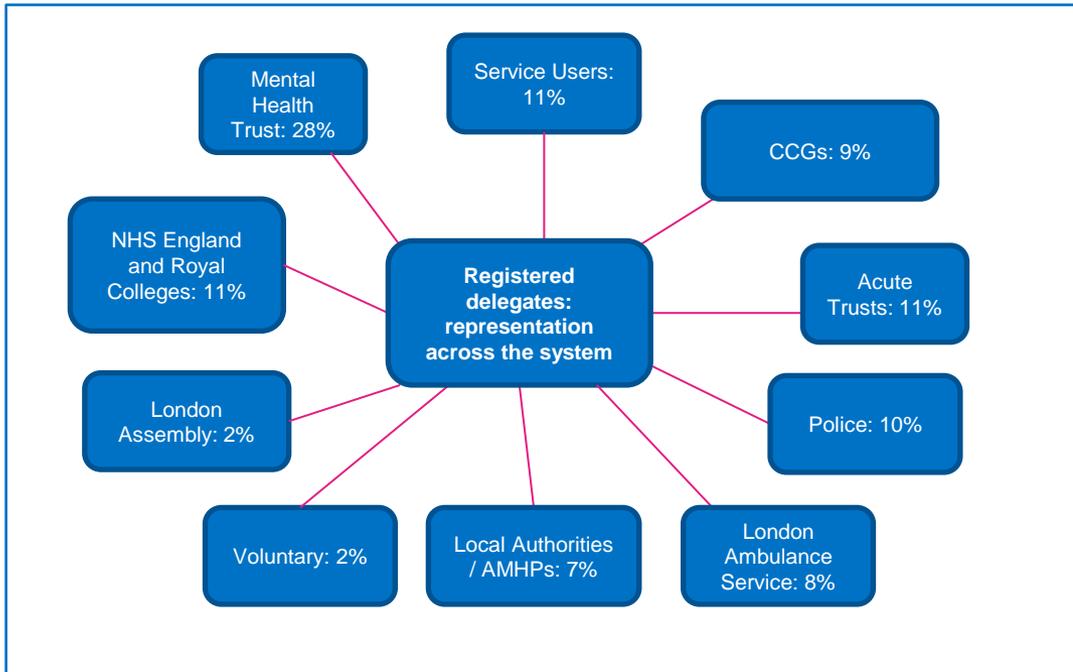
Chaired by Conor Burke, (Chief Officer for Barking and Dagenham, Havering and Redbridge CCGs and London's Urgent and Emergency Care Programme Senior Responsible Officer), the event opened with the patient perspective through a short film and presentation from 'Expert by Experience', Naomi Good. Delegates were then given the opportunity to hear from the Mayor of London, Sadiq Khan, and London Health Board member, Councillor Sarah Hayward who provided the keynote address to launch the guidance, as well as presentations and a Q&A panel from mental health crisis care service users and leaders from across London's crisis care system.

Following morning tea and the networking opportunity the second session was designed to familiarise delegates with the new guidance and facilitate discussion to identify the current blockers in the system, and understand the further work required to ensure the pathway's successful implementation. Delegates were also asked to discuss how to consistently measure the s136 pathway as well as the effectiveness of the wider crisis care system.

The event also provided an opportunity for delegates to view a best practice poster display showcasing the vision for crisis care in each of London's Sustainability and Transformation footprints as well as best practice examples of crisis care models from across London and the UK.

Introduction and purpose

The event was well attended with 90 delegates present; of which 10 were representatives with lived experience (11%). There was also a good spread of representation from across all five of London's UEC networks and across the agencies involved in the section 136 pathway, as detailed below:



All organisations that have formally endorsed the guidance were present at the event:



Structure of event

Session One: Launching London's Section 136 Pathway - Chaired by Conor Burke, including presentations and a Q&A panel on:

1. Experiences of London's crisis care services: **Naomi Good**: 'Expert by experience' and representative from NSUN voluntary organisation
2. Improving Londoners mental health: **Sadiq Khan**, Mayor of London and **Councillor Sarah Hayward**, Leader of London Borough of Camden and London Health Board Member
3. The whole system approach to change: **John Brouder**: Chief Executive of North East London Foundation Trust (NELFT), Provider Trust sponsor of London's crisis care programme
4. Successes across London's crisis care system: **Fionna Moore**: Chief Executive, London Ambulance Service (LAS) and **Cmdr. Christine Jones**: Metropolitan Police and National Lead for Mental Health

The session opened with a short film – **What Londoners expect from mental health crisis care services**, which featured individuals with lived experience who have contributed to the development of the London's section 136 pathway.

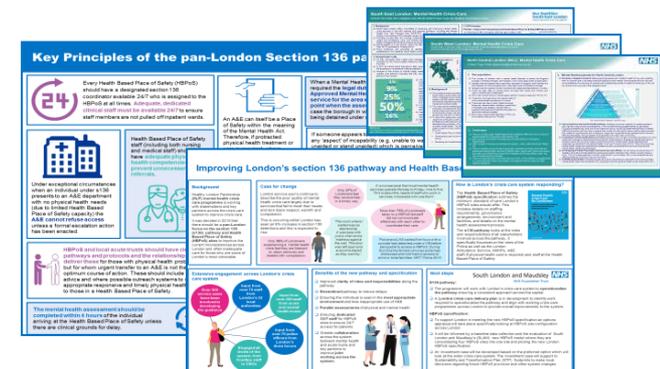
Conor Burke closed the session with a Q&A panel with each of the presenters. The panel was also joined by **Simon Pearce**, Association of Directors of Adult Social Services - ADASS, Mental Health Lead.

Local transformation and best practice poster market place

Throughout the break there was an opportunity for delegates view a poster display showcasing the vision for crisis care in each London Sustainability and Transformation footprint as well as best practice examples from across London and the UK.

In total 21 posters were displayed and they have now been uploaded on the Healthy London Partnership website:

<https://www.myhealth.london.nhs.uk/healthy-london/latest/publications>



Structure of event

Session Two: Multi-agency working session

Discussions were held in multiagency groups to familiarise delegates with the new guidance, identify current blockers in the system and understand the further work required to ensure successful implementation.

1. London's section 136 pathway's key principles

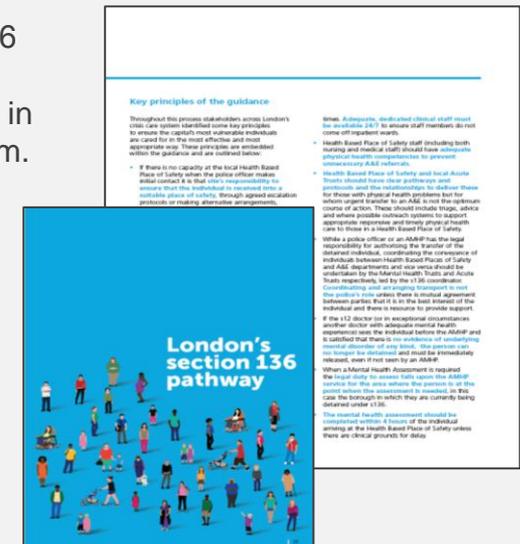
Delegates were asked to work through the key principles of London's section 136 pathway and feedback on how they feel these key principles can be best communicated to ensure all front line staff across the multiple agencies involved in crisis care can be familiarised with these principles and therefore implement them.

2. Operationalising the pathway across the system

Delegates were then asked to look at the 'blockers' in the system (e.g. workforce, access to crisis plans) and identify what is needed to address these in order to support implementation of the pathway across London. Feedback from these discussions will inform the mental health crisis care delivery plan that is in development outlining further work that is required to ensure successful implementation of the pathway.

3. Measuring success

Across the different organisations London needs to find a way to consistently measure the pathway as well as the wider crisis care system's effectiveness. Delegates were provided with 15 draft performance indicators and were asked to discuss the indicators as well as prioritise which indicators should be used consistently across London. Following the prioritisation of the performance indicators facilitators led a discussion around wider system outcome measures to measure the success of the overall crisis care system.



02

Session One: Launching London's section 136 pathway

Presentations and Q&A panel

Launching London's section 136 pathway

'What Londoners expect from mental health crisis care services' film

The event opened with a short film involving 'experts by experience' that have been involved in the development of London's section 136 pathway

Five 'experts by experience' explained why the s136 pathway needs to improve, how they would like to see it change and their hopes for the future of London's crisis care system. Some key quotes from the film included:

- *"Everyone comes back with the same story, from many different hospitals"*
- *"There are so many different organisations, why are they not all working together?"*
- *"Once you engage people after s136, stick with them and follow it through"*
- *"The system puts my needs first when they listen, then I'll have a better chance of not falling into crisis again"*
- *"Hopefully with the new s136 pathway it should be better organised with more coordination across the different partners"*



Experiences of London's crisis care services - Naomi Good: 'Expert by experience' and representative from NSUN voluntary organisation

- Naomi outlined the significant engagement to date with service users to develop the s136 pathway. This involved workshops, surveys, 1:1 discussions with over 300 service users and carers. Naomi stressed that the programme needs to continue this collaborative way of working with service users and carers to ensure the implementation continues to meet their needs and expectations.
- Through Naomi's input into the Health Needs Assessment exercise she was able to hear first hand experiences of London's crisis care services. Naomi outlined some key themes from these discussions which focussed on how many Londoners in crisis are not getting quality and consistent care that meets their needs. However Naomi stressed the opportunity we have now with the momentum of this work to continue to work together and make significant improvements to London's crisis care system.
- More support is needed in the community to prevent people reaching crisis point, Naomi mentioned the work of 'Studio Upstairs' (a creative recovery programme) and other preventative models of care, she also outlined the important role of the voluntary sector and non-medical interventions.



"We need consistency and relationships in crisis."

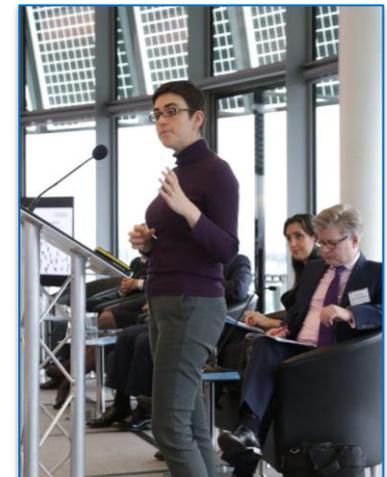
Launching London's section 136 pathway

Improving Londoners mental health: Sadiq Khan, Mayor of London and Councillor Sarah Hayward, Leader of London Borough of Camden and London Health Board member

- Sadiq Khan began his address by thanking delegates in the room for their hard work to improve London's mental health services, the Mayor praised the significant commitment and progress that has already been made to improve the capital's mental health.

'We should never forget there's already amazing work taking place right across our great city and we're all here to talk about how we can try and do things better'.

- Sadiq outlined the prevalence of mental health in London and his commitment to not only improving the current system but destigmatising mental health as part of his Health Inequality Strategy. *'We need to get to the point where there's no shame in discussing mental health'.*
- His commitment to crisis care was outlined, ensuring the commitment to improving services is maintained so those in crisis, and detained under s136, receive effective care and treatment.
- Sadiq Khan then officially launched the new London section 136 pathway and Health Based Place of Safety specification and reiterated that this work was a real display of determination by the system to improve and do better. He praised the multi-agency approach to developing the guidance and it being a great example of the positive change that can be made when London works together effectively, Sadiq said – *'I'm sure it'll make a real difference'.*
- Cllr. Sarah Hayward was then introduced to officially launch **Thrive London**, a citywide movement for mental health that will bring together multiple city agencies and providers, as well as voluntary, business and community partners to improve mental health and wellbeing across London.
- Thrive aims to tackle mental health inequalities with current areas being explored including improving everyone's understanding of mental health, employment, children and young people's mental health, suicide prevention, community resilience and vulnerable people. Cllr. Hayward mentioned that they are working towards a joint plan to be published in the summer of 2017.



Launching London's section 136 pathway

The whole system approach to change: *John Brouder, Chief Executive of North East London Foundation Trust (NELFT), Provider Trust sponsor of London's crisis care programme*

"The new section 136 pathway is an example of how we can get it right."

John Brouder began his presentation by asking delegates to take away two key messages, one of the past and one of the future:

- John highlighted that in the past, there have been failures and that active social policy has excluded those with mental health problems from mainstream society. There is still a life expectancy gap of 10-20 years for those who suffer from mental illness and the suicide rate in London is high.
- John noted that we must not forget the past, but we should use it as the impetus to drive us all to create a better future. We have a lot to do but there is optimism in the system, all the right agencies are contributing to this work, providing a real opportunity for change.
- The whole system approach to change was reiterated and we should work across the system to prevent episodes of crisis. John mentioned NELFT's model of care as the Trust has taken opportunities to provide treatment at home and in the community preventing inpatient admissions. NELFT Trust now has some of the lowest suicide rates and bed occupancy rates in the country.
- John highlighted that the s136 pathway is a great example of how the system can work together, and emphasised that there will be economic benefits of bringing elements together in one pathway.
- John closed with a call to action for those present - ***"We have reasons to be positive about the future and should strive to place mental health at the heart of everything we do."***



Presentations and Q&A panel

Successes across London's crisis care system: *Fionna Moore: Chief Executive, London Ambulance Service (LAS)*

- Fionna Moore provided delegates with an overview of the London Ambulance Service activity, describing LAS as one of the busiest health services in the world catering to a large, complex and diverse population.

- On an average day, the London Ambulance Service provides support to:

- **4,879 emergency calls**
- **2,971 patients**
- **385 patients in mental health crisis**



- Fionna outlined some of the major challenges currently faced when trying to access mental health crisis care services and described how patients are frequently bounced around between services. It was outlined that these challenges can be worse for London's children and young people.

- The London Ambulance Service's commitment to improving the care delivered to mental health patients was reiterated and Fionna outlined improvements that LAS has made across the s136 pathway. This included the introduction of mental health nurses in their clinical hub, revised s136 protocols in the control room to ensure the right response is detached in the right time frame, joint working and training with the Metropolitan Police and alternative transport pathway introduced for planned community sections to ensure a timely response.

- Again, it was highlighted that a whole system approach is essential to address the wider challenges and Fionna praised the London s136 guidance as an exemplar for stakeholder engagement. Fionna highlighted that the commitment to change has already resulted in tangible improvements.

- Finally, Fionna stressed that with demand continuing to increase on all of our services, agencies involved in the section 136 pathway and the wider crisis system must continue to work together. ***“Close partnerships with key stakeholders across the health, social care and justice system are essential.”***



Presentations and Q&A panel

Successes from across London's crisis care system: *Cmdr. Christine Jones: Metropolitan Police and National Lead for Mental Health*

- Commander Christine Jones thanked those who have already made improvements to London's crisis care system. London is leading the way nationally where police cells are rarely used for mental health patients, the use of police cells has reduced by 92% in London and she thanked the many people in the room that have helped with this significant achievement.
- However, Cmdr. Jones reiterated that there is still a lot of work to be done. People are still unable to access the care they need when they need it and she stressed that for there to still be a 'postcode lottery' is unacceptable.
- It was highlighted that there needs to be consistency of care and that this can only be achieved if agencies work together and share information. Cmdr. Jones called for agencies to not to hide behind the data protection act but to instead see it as the 'data enabling act'.

"We need collective courage to share information to have a real impact."

- Delegates were also challenged to question where processes of their organisation may be contributing to the number of instances of mental health crisis.
- Finally, Cmdr. Jones highlighted the importance of looking at the estimated growth estimates for section 136 use. This, plus the changes in legislation means we have to look at the system now to cope with an expected increase in demand. It is estimated that in ten years there will be 12,000 s136 cases per annum. In order to meet this future demand the whole system must get behind London's improved pathway and ensure continued collaboration to provide better care to Londoners in crisis.



Michael Brown OBE @MentalHealthCop · Dec 12

"I want the exercise of s136 to be so unusual it's worthy of a serious review",
Commander Christine JONES. #CrisisCare16



Ruth Davies @RuthDaviesMH · Dec 12

Fantastic multi-agency representation and partnership working at the launch of London's s136 pathway today #CrisisCare16 @entreder

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Q&A panel

Following the presentations Conor Burke facilitated the Q&A panel which included Naomi Good, John Brouder, Fionna Moore, Cmdr. Christine Jones and Simon Pearce. The following discussion points were raised:

- Crisis care in London is **not meeting the needs of London's most vulnerable patients due to often inadequate and inconsistent care**. STPs present an opportunity to take a wider **whole-system approach to change**, ensuring there is adequate preventative and community care provision as well as effective support when people reach crisis point. The discussion outlined that any system transformation needed to be driven by service users and when designing new models of care there must be a balance between **specialism and localism**.
- Discussion outlined the **current challenges across the system, especially the pressures facing A&E**. Resources across the system are tight and A&Es are struggling with capacity and meeting current demands. Delegates in the room welcomed the new section 136 pathway to support a more effective pathway and the wider crisis care system, therefore reducing the demand on A&E and ensuring patients are seen in the most appropriate environment by staff with the right expertise.
- Delegates and speakers agreed **services need to do more to help people stay mentally well and to prevent them from reaching crisis point**. More services are needed upstream and the NHS with local authorities and the voluntary sector have a key role in working together across the system to provide alternative models of care. It was recognised that when people do reach crisis point and are detained under s136, there must be a streamlined, effective pathway in place so patients receive quality and timely care.
- The need for parity of esteem was reiterated and the importance of individuals being cared for by **dedicated well-trained staff that have the expertise to deal with mental health crisis care patients**. The need for 24/7 crisis care was repeated, the different service offerings between physical and mental health urgent and emergency care was used as a case in point.
- **Local authorities and AMHP services are pivotal to the s136 pathway and therefore its successful implementation**. ADASS will be working with London AMHP's to understand how they can support successful implementation of the pathway especially in light of current system challenges and proposed legislation changes.
- The different stakeholders also discussed current **frustrations in the inability to share patient information**, especially lack of access to care plans. The system needs to be enabled by information flows that follows patients so regardless of where patients seek help all professionals involved have access to the accurate patient information.

03

Session Two: Multi-agency workshop session

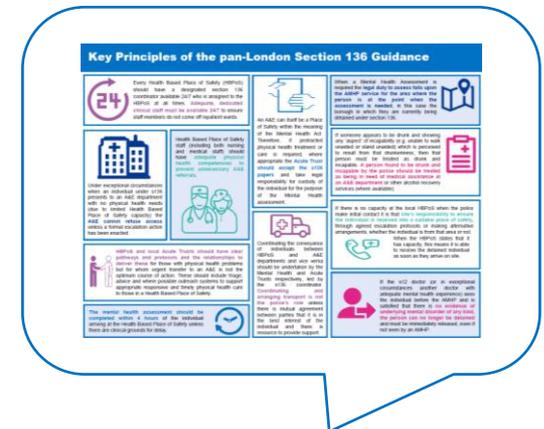
Key Principles of the section 136 pathway

Part 1: Familiarising stakeholders with the key principles of the pathway

The key principles of the s136 pathway (page 24) are intended to draw out the most important elements of the pathway, many of which would bring about significant improvements and benefits to London's crisis care system.

Delegates familiarised themselves with the key principles and shared their views on how they felt these can be best communicated to ensure all front line staff across the multiple agencies involved in crisis care can implement them. A summary of the main ideas that emerged from the discussion are detailed below:

- Continue **multi-agency ownership** of the work programme and ensure **senior leaders champion** the pathway so it remains a priority in the challenging landscape;
- **All stakeholders and staff have a role in championing the pathway** to ensure the current momentum in the system is maintained and there is ownership of the changes and improvements made;
- Consider a **'local launch' of the programme** in different Urgent and Emergency Care networks to translate the work that's been done at the London level;
- Use positive messaging to **explain how the guidance will help support staff in their role** and consider having a crisis care champion in each organisation;
- Disseminate information in an **accessible way** and make best use of **existing channels of communication** e.g. working groups and frontline staff meetings;
- **Train and brief staff** on the key principles e.g. online training as part of staff members wider training requirements;
- Hold **multi-agency training sessions** involving different staffing groups involved in the pathway;
- Involve **experts by experience** in training sessions, staff briefings and the wider communications process;
- Foster opportunities for **shared learning across the system** to understand how other areas have achieved change and improved outcomes.



Operationalising the section 136 pathway

Part 2: Further work to overcome 'blockers' and operationalise the section 136 pathway

Delegates discussed the key principles of the pathway and were asked to identify where they felt the blockers existed to operationalise the pathway and suggested further work to overcome them. The key themes from the discussion are detailed below:

- The pathway needs to be **responsive to the needs of some of our most vulnerable population groups** including children and young people and individuals from black and minority ethnic groups
- Commissioners need to **invest in a dedicated and skilled workforce and HBPoS facilities** to operationalise the pathway and build a resilient system
- There should be a **flexible approach to staffing** that attracts and retains a skilled and experienced workforce
- **Single points of access** across London should offer a consistent level of service and offer quality mental health advice
- Agencies need to be able to **access and share information** on an individual and have access to care plans
- Different models of care are required to provide an **alternative to the s136 detention** e.g. crisis houses and psychiatric decision units. There should also be increased involvement of the voluntary sector in helping people access support
- To support the management of Health Based Place of Safety capacity delegates supported a pan-London **Health Based Place of Safety capacity tool** as well as a **pan-London escalation protocol** when there is no capacity at Health Based Place of Safety sites
- Ensure **close collaboration across the system** continues, especially in light of the new legislation next year which extends the scope of s136 as well as reducing the s136 power from 72 to 24hrs
- Work with A&E's to raise awareness of their mental health responsibilities and ensure there are **appropriate pathways between Acute and Mental Health Trusts.**



Measuring success

Part 3: Reviewing proposed key performance indicators

Delegates were asked to review the draft key performance indicators which were recently developed with input from representatives from the different agencies across the crisis care system. Delegates prioritised the draft indicators for the following stages of the pathway:

1. Pick up, conveyance and acceptance
2. Processes at the HBPoS sites
3. A&E interface



It was acknowledged that measuring many different indicators would be challenging especially considering the different agencies and systems involved. However it was noted that different elements of the whole pathway needs to be measured and the indicators developed should cover the three pathway areas above.

The indicators that were identified as a high priority measured:

- **The length of time between detention under s136 and acceptance into a Health Based Place of Safety;**
- **The time when the s136 detainee arrives in A&E and the time when first seen by the liaison psychiatry team;**
- **The time the s12 doctor and AMHP were contacted and the time when the Mental Health assessment commenced;**
- **Indicators measuring access to care for CYP were also ranked with high importance.**

Additional indicators were discussed and delegates suggested that measuring the patient experience was a key indicator of a successful pathway. Stakeholders also mentioned it's important to track referrals beyond s136 to track inappropriate detentions.

The **wider system outcome measures for crisis care** that are currently on the London Mental Health Strategic Dashboard were discussed. It was agreed that the effectiveness of the wider crisis care system needs to be measured in London and additional measures specific to crisis care were needed, especially those related to CAMHS. These measures will help drive quality and service improvement and inform strategic decisions across the system.

04

Media coverage

Social media



Social media activity throughout the day demonstrated the support for this work which is seeking to lead the way in improving mental health crisis care.

ThriveLDN @ThriveLDN · Dec 12
MoL @ S136 event "If we're to make real headway...we need to get to the point where there's no shame in discussing mental health"
#ThriveLDN

Michael Brown OBE @MentalHealthCop · Dec 12
This is the new #CrisisCare16 specification document for the s136 pathway in London, worth a read - healthyldn.org/sites/default/ ...

Sadiq Khan added 4 new photos — at City Hall, London
12 December at 11:52 · London · 🌐

Improving mental health services in London is a key priority for me, and as Mayor I've made it one of my top priorities in my Health Inequality Strategy. I want every Londoner to know that should they or a loved one face a mental health crisis, they will receive the best possible care across all our emergency and healthcare services.

Real improvements only come from listening to and respecting those suffering from mental health problems and from the experts – those who have been in crisis and experienced the service, and those who work tirelessly to support them - be they NHS workers, social workers, police or volunteers. These new guidelines bring together every agency involved in crisis care, with a shared goal of truly putting the interests of our most vulnerable Londoners first. <https://t.co/RqJTTMpfqH>

NHS Maudsley @MaudsleyNHS · Dec 12
We're proud to be piloting a London-wide approach to improve Section 136 crisis care for service users @HealthyLDN bit.ly/2huEPHA

HealthyLDN @HealthyLDN
300 service users, 70 police officers & 350 front line staff in MH & emergency services have been involved #mentalhealth #crisiscare16

Mayor of London @MayorofLondon · Dec 12
Today I've launched a new set of standards to improve mental health crisis care across London:

Conor Burke @conorpburke · Dec 12
Great @HealthyLDN launch of new pathway to transform mental health crisis care services + improve quality of care this am #crisiscare16

1.2k
88 shares

Lucie Russell @lucierussell12 · Dec 12
Really good #crisiscare16 every city needs to do this!

RC of Psychiatrists @rcpsych · Dec 12
@MayorofLondon launches RCPsych endorsed guidance: #MentalHealth crisis care for Londoners bit.ly/2hfalCX #crisiscare16

HealthyLDN @HealthyLDN
Sadiq Khan, Mayor of London: "1 in 4 will experience a mental illness each year...millions of Londoners are not seeking help soon enough..."

NELFT @NELFT · Dec 12
Today, we're uniting with @HealthyLDN & our partners to improve #mentalhealth crisis care across #London! #crisiscare16 #bestcare

Makala Wellington, John Brouder, Sam Illaiee and 7 others

Stella @corstejo · Dec 12
Excited to be at the launch of London's new s136 pathway/HBPoS spec #crisiscare16

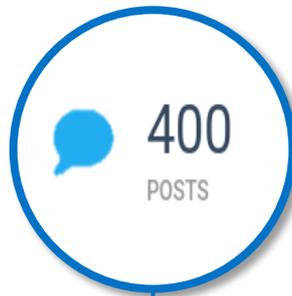
#crisiscare16



Throughout the event, delegates were encouraged to tweet about the launch using the event hash tag **#crisiscare16**. By analysing the #crisiscare16 tweets, it is possible to get a snapshot of the potential number of users reached.



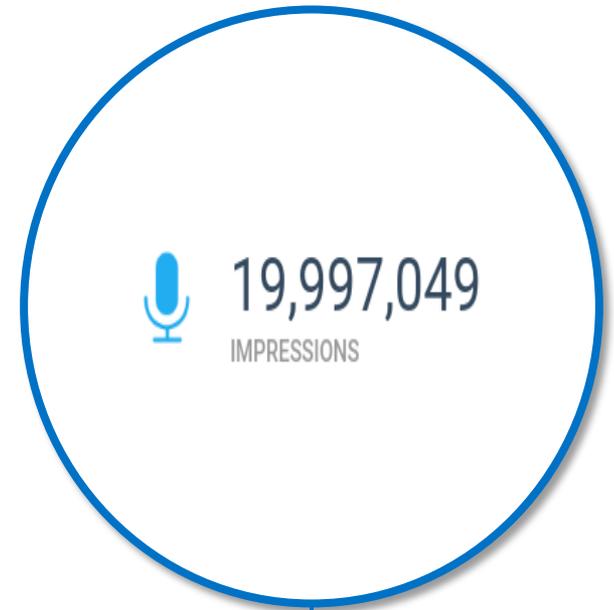
The number of unique users tweeting using #crisiscare16



The total number of tweets including the hash tag #crisiscare16



The total number of unique users that the tweets using the hash tag #crisiscare16 were delivered to



The total number of times tweets using the hash tag #crisiscare16 were delivered to Twitter streams

News coverage

The launch of the new guidance was picked up by BBC London News and featured on both the lunchtime and evening programmes.

The item featured service user **Pat Kenny**, who highlighted the need for change and showcased positive transformation at the new consolidated Health Based Place of Safety site at South London and Maudsley NHS Trust (SLaM).

Dr Mary Docherty a psychiatrist from SLaM involved in the development of the guidance reiterated the point made by Pat and sees SLaM (who are piloting London's s136 pathway and Health Based Place of Safety specification) as a great example of the commitment made to improving the s136 pathway.

Dr Marilyn Plant was also interviewed for BBC Radio London:

- Dr Plant's key points during the interview was the fact that London's mental health crisis care system is under immense pressure and Londoners are suffering because of it. Dr Plant outlined that this sort of care and treatment would never take place for those experiencing a physical health emergency and we need to learn from other transformational changes that have occurred, for example London's stroke and trauma model.
- Dr Plant outlined that the guidance shows what mental health crisis care needs to look like in the future in London. The crisis care pathway will not work unless all agencies involved play their part, which is why we've involved everyone over the past year in developing these standards.



05

Delegate feedback and next steps

Evaluation form feedback

Overall responses

- **97 %** felt that the event met the objectives outlined
- **97%** felt that the event was relevant to them and their organisation
- **89%** felt there was sufficient opportunity to learn and network with others
- **96%** felt satisfied with the day overall

Key themes

Most helpful aspects of the day:

1. Networking opportunities
2. Multi-agency working and sharing different perspectives
3. The working session

Areas for improvement:

1. Timing – a number of delegates ran out of time before they had covered the full agenda for discussion
2. Call for a greater balance between service users and professionals
3. Could have benefitted from additional time highlighting best practice examples and also looking at crisis interventions to reduce s136 use.

Session One: Launching London's section 136 pathway

- **81%** felt that the presentations and Q&A panel provided them with fresh insight
- **95%** felt that there is momentum in the system to improve London's section 136 pathway and wider crisis care system.

“At last I think we have proper buy in from all agencies - this is a journey but we are well on the pathway with a long way to go.”

“The buy-in, process and the pathway is there, there now needs to be support, accountability and momentum to ensure this happens..”

Session Two: Multi-agency working session

- **91%** felt that the session familiarised them with the key principles of London's section 136 pathway
- **97%** felt that the session facilitated discussions across different stakeholders to identify 'blockers' in the system and discuss what is needed to address these in order to support the implementation of the s136 pathway
- **73%** felt that the session helped them to focus on how we measure success of the s136 pathway and the effectiveness of the wider crisis care system.

Poster displays

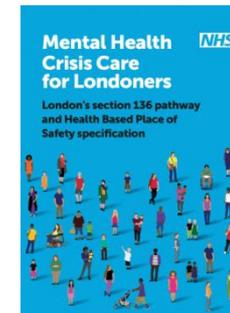
- **55%** felt that the poster market place provided them with fresh insight
- **36%** neither agreed or disagreed with the above statement.

Many commented that they did not have time to view the posters which may explain those who felt they did not benefit from the poster display. Individuals asked for the posters to be shared after the event and they will be uploaded to the HLP website.

Next steps

Mental Health Crisis Care Programme: Implementation

The next step of the programme is to implement the section 136 pathway and Health Based Place of Safety Specification (HBPoS) across London's crisis care system. The implementation phase will continue the multi-agency approach, the programme governance that has been established to drive this work forward includes representatives from all organisations across the crisis care system including service users.



Implementing the Section 136 pathway

- Information from the launch event will be used to inform **London's crisis care delivery plan** to identify further work required to operationalise the pathway. Specific work programmes occurring across the system will be outlined in the plan, some of these work streams will be led by the London crisis care programme, while others will sit in other NHS directorates and partner organisations.
- Key performance indicators and wider system outcome measures which were discussed at the launch event will be further tested with stakeholders across the system to understand how the pathway should be consistently monitored going forward to ensure it is working effectively.

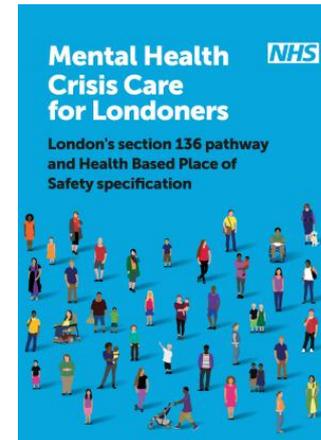
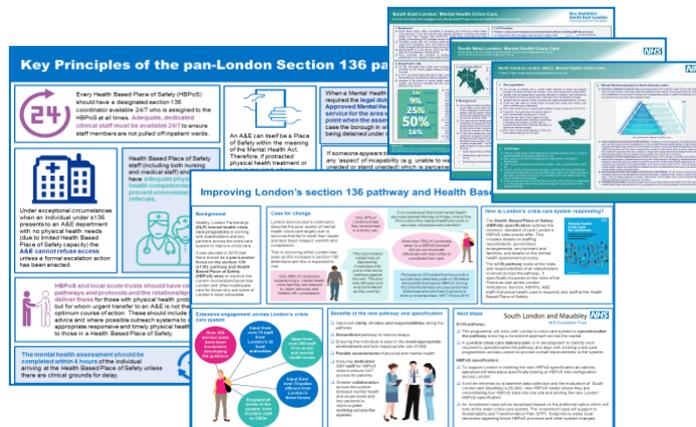
Implementing the Health Based Place of Safety (HBPoS) specification

- To support London in meeting the new Health Based Place of Safety specification, an **options appraisal** will take place specifically looking at HBPoS site configuration across London.
- A **wider investment case** will also be developed ensuring there is a broader look than just the acute end of the pathway. The impact of preventative measures and alternative care models will be included in the analysis as well as follow up pathways to ensure the wider system impact is understood.
- Patient, carer and staff experience will also be a key factor in this modeling exercise.
- The outcome of the options analysis will provide a recommended way forward in terms of HBPoS provision, this may include the reconfiguration of HBPoS sites across London.

Further information

The published event materials are now available online via:

<https://www.healthy london.org/tag/crisis-care>



To get in touch with the mental health crisis care programme please email:

hlp.londoncrisiscare@nhs.net