



NHS
Humber Teaching
NHS Foundation Trust

Right Care

Right Person



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Humberside Police

Population 930,000

4 Local authorities

3 MH Trusts / 4 x 136 suites

2 Ambulance Services

3 Major Acute Hospitals

1 ICB covering 2 police force's and 6 LA's



Principles of RCRP

Skills

Training

Expertise



Phases of Right Care, Right Person

Go-Live May 2020	Phase 1	<ul style="list-style-type: none">• Concern for Welfare
Go-Live September 2020	Phase 2	<ul style="list-style-type: none">• Walk out of Health Care Facilities• AWOL from a Mental Health Establishment
Go-Live April 2021	Phase 3	<ul style="list-style-type: none">• Transportation
Go-Live November 2021	Phase 4	<ul style="list-style-type: none">• Section 136 MHA• Voluntary Mental Health Patients





Duty of Care



Serving our communities to
make them safer and stronger



Police legal responsibilities

Save life and limb

Articles 2 & 3 HRA

Prevent and detect crime

Deal with crime

Keep the King's Peace

Prevent disorder



Risk





The police service is not responsible for all forms of risk

The police should not assume, directly or indirectly, responsibility for all forms of risks. They may have no legal right or power to do so and could compromise their reputation by exceeding their role. Other agencies may have more appropriate skills (e.g., in risk assessment), resources (e.g., ability to provide long-term interventions) and legal powers.

Being helpful may create other risks for police

Risk APP





Responses by the most appropriate agency

In general, when there is no reason to suspect that a crime has been, or is likely to be committed, responses to the needs of people with mental ill health and vulnerabilities should be provided by appropriately commissioned health and social care services. The police have a duty to prevent and investigate crime, however, they also provide an emergency response to intervene and protect life and property from harm.

Mental health APP



How do we make decisions

Train control room staff – legal duty – Thrive – Choose
(Threat – Harm – Risk – Investigation – Vulnerability – Engagement)

Patrol and others – Powers and Common law responsibilities

Partners – Legal responsibilities – Duty of Care





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Enablers for the implementation of the RCRP Model

- Partnerships; System Leaders agreement to work towards a shared set of principles
- Ability to work with and across partners – understanding of organisations duties, roles and responsibilities & pressures, recognising strengths and limitations within the communities we serve
- Flexibility – phased approach with negotiations around timescales
- Shared commitment to the principles, engagement and co-production
- Clear lines of escalation, incident reporting Information sharing protocols
- Relationships, relationships, relationships; an ability to have open, honest, at times difficult conversations with each other. Being open to challenge.



Key Considerations

- Consider the health and social care footprint in your area.
- Where social care and health are delivered separately and there is no partnership arrangements, consideration must be given as to how organisations will work together to support each other to deliver this initiative. Social Care services support a significant number of people with mental health needs who may not be receiving services from health.
- It is important to consider how Mental Health Social Work and AMHP Services are delivered in your area.
- The AMHP Lead is a unique role that functions as an operational and strategic leadership role and is well placed to work across health and social care to ensure such initiatives are delivered jointly and feeds into operational and strategic meetings across health and social care.
- The AMHP Service and Crisis Service must be able to work alongside each other to support this initiative. If an AMHP Service is based within a LA, careful consideration will need to be given to how the relationships will be supported.
- Data and Systems – it is important that LA's and Trusts understand the pressures upon the AMHP Service particularly and have a robust system in place to record data.

Factors which supported implementation

- Well established and engaged Crisis Care Concordat (Strategic and Operational)
- Support and engagement from the VCSE sector, recognising strengths within communities for organisations to work together to deliver crisis care - place.
- Recognising value and role of Social Work in health settings and social care; inpatient, A & E, crisis care, AMHP's
- The uniqueness and strength of the health and social care footprint in Humberside supported this initiative.
- System Leaders commitment to engage with regular interface meetings for purposes of escalation, resolving issues
- Increased resources for crisis support - Crisis Alternative (7 days a week, all age) to support crisis team and police demand
- Control Room support – Third Sector embedded 7 days a week – work very closely with VSCE – under place, harness that to enhance crisis provision
- 'Non crisis service' (Third Sector) to manage front door contacts (0800 and soon 111 link)

Concerns for Welfare – what and who?

- Changing the narrative, culture that has developed around 'welfare checks'.
- What are 'we/you' concerned about and who is the most appropriate person/service/organisation to respond?
- Organisations roles & responsibilities and shared responsibilities (health & social care)
- Who is concerned and what have 'we' done to alleviate concerns, ensure person is well/safe? Have 'we' considered which service/organisation should respond. Have options to reduce concerns been exhausted?
- Where are the gaps, how will we work together to ensure there is a response?
- Do we think there is a risk of harm/to life – involve Police
- Working towards the system having ability to ensure most appropriate agency to support the person/family respond but being flexible to enable multi-agency response – navigating complex systems.....

Key Messages

- Relationships & structures to support relationships are key
- Working at and understanding place is crucial
- Shared understanding of agencies roles and responsibilities - opportunities
- Shared responsibility to support system collaboration to improve people's experience/access to support
- Open, honest, critical conversations

Next Steps for Humberside

- To move from implementation to a system wide preventative approach
- RCRP has improved system crisis response, Humberside Crisis Care Concordat will now place an emphasis on understanding factors leading to crisis and where the gaps may be in supporting people better (navigating complex systems, harnessing strengths in community).
- Humberside Crisis Care Concordat are starting work on improving the system response post crisis.