

**The 2014 Wiltshire Declaration on improving outcomes for people experiencing mental health crisis, signed on 25 September 2014.**

We, as partner organisations in **Wiltshire** will work together to put in place the principles of the national **Concordat** to improve the system of care and support so that people in crisis because of a mental health condition are kept safe. We will help them to find the help they need – whatever the circumstances – from whichever of our services they turn to first.

We will work together to prevent crises happening whenever possible, through intervening at an early stage.

We will make sure we meet the needs of vulnerable people in urgent situations, getting the right care at the right time from the right people to make sure of the best outcomes.

We will do our very best to make sure that all relevant public services, contractors and independent sector partners support people with a mental health problem to help them recover. Everybody who signs this declaration will work towards developing ways of sharing information to help front line staff provide better responses to people in crisis.

We are responsible for delivering this commitment in **Wiltshire** by putting in place, reviewing and regularly updating an action plan. A working group comprising leads from our organisations will oversee this.

**This declaration supports 'parity of esteem' between physical and mental health care in the following ways:**

- Through everyone agreeing a shared 'care pathway' to safely support, assess and manage anyone who asks any of our services in **Wiltshire** for help in a crisis. This will result in the best outcomes for people with suspected serious mental illness, provide advice and support for their carers, and make sure that services work together safely and effectively.
- Through agencies working together to improve individuals' experience (professionals, people who use crisis care services, and carers) and reduce the likelihood of harm to the health and wellbeing of patients, carers and professionals.
- By making sure there is a safe and effective service with clear and agreed policies and procedures in place for people in crisis, and that organisations can access the service and refer people to it in the same way as they would for physical health and social care services.
- By all organisations who sign this declaration working together and accepting our responsibilities to reduce the likelihood of future harm to staff, carers, patients and service users or the wider community and to support people's recovery and wellbeing.

**We, the organisations listed below, support this Declaration. We are committed to working together to continue to improve crisis care for people with mental health needs in Wiltshire.**

**Who is signing the Wiltshire Declaration?**

The following organisations have a formal (statutory) responsibility and/or a professional duty of care regarding people presenting in mental health crisis. We support the Declaration because of our commitment to improve mental health care.

- NHS Wiltshire Clinical Commissioning Group
- NHS England Local Area Team for Bath, Gloucestershire, Swindon and Wiltshire (primary care commissioners)
- Wiltshire Council as commissioners of social services and substance misuse services
- Wiltshire Police
- Wiltshire Police and Crime Commissioner

- Avon and Wiltshire Mental Health Partnership as providers of NHS funded mental health services
- Oxford Health NHS Foundation Trust as the provider of our Child and Adolescent Mental Health Services and adult eating disorder services
- South Western Ambulance Service Foundation Trust
- Great Western Hospitals, Royal United Hospital and Salisbury Foundation Trust Hospital as NHS providers of Urgent and Emergency Care (Emergency Departments within local hospitals)
- Wessex Local Medical Committee for GPs



## Glossary of terms used in this declaration

<p><b>Concordat</b></p>	<p>A document published by the Government.</p> <p>The Concordat is a shared, agreed statement, signed by senior representatives from all the organisations involved. It covers what needs to happen when people in mental-health crisis need help.</p> <p>It contains a set of agreements made between national organisations, each of which has a formal responsibility of some kind towards people who need help. It also contains an action plan agreed between the organisations who have signed the Concordat.</p> <p>Title: Mental Health Crisis Care Concordat – Improving outcomes for people experiencing mental health crisis          Author: Department of Health and Concordat signatories          Document purpose: Guidance          Publication date: 18<sup>th</sup> February 2014</p> <p>Link:  <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281242/36353_Mental_Health_Crisis_accessible.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281242/36353_Mental_Health_Crisis_accessible.pdf</a></p>
<p><b>Mental health crisis</b></p>	<p>When people – of all ages – with mental health problems urgently need help because of their suicidal behaviour, panic attacks or extreme anxiety, psychotic episodes, or behaviour that seems out of control or irrational and likely to put the person (or other people) in danger.</p>
<p><b>Parity of esteem</b></p>	<p>Parity of esteem is when mental health is valued equally with physical health.</p> <p>If people become mentally unwell, the services they use will assess and treat mental health disorders or conditions on a par with physical illnesses.</p> <p>Further information:  <a href="http://www.england.nhs.uk/ourwork/qual-clin-lead/pe">http://www.england.nhs.uk/ourwork/qual-clin-lead/pe</a></p>

<b>Recovery</b>	<p>One definition of Recovery within the context of mental health is from Dr. William Anthony:</p> <p>“Recovery is a deeply personal, unique process changing one’s attitude, values, feelings, goals, skills, and/or roles.</p> <p>It is a way of living a satisfying, hopeful, and contributing life.</p> <p>Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of psychiatric disability” (Anthony, 1993)</p> <p>Further information <a href="http://www.imroc.org/">http://www.imroc.org/</a></p>
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