

# National Three Digit Crisis Hotlines



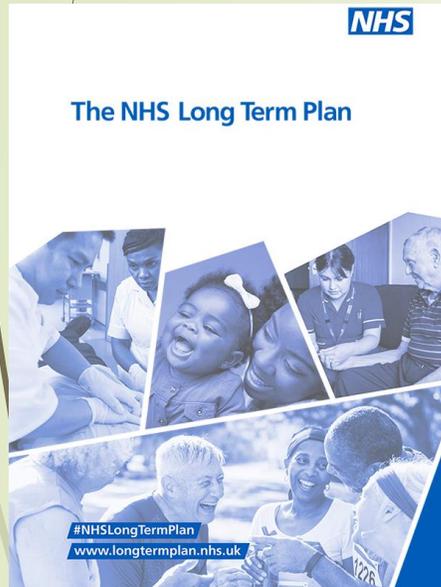
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Who to contact in a Mental Health Crisis

@jaded126



# NHS Long Term Plan: commitments on crisis and acute mental health



**Ensure that anyone experiencing mental health crisis can call NHS 111 and access 24/7 age-appropriate mental health community support**

**It's not a 999  
emergency.  
But you need  
medical help fast.**

**There's now**



**number to call.**



**when it's less  
urgent than 999**

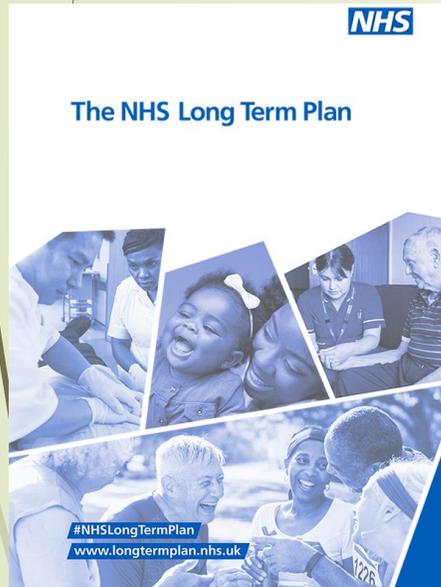
**Direction  
for crisis  
care in NHS  
long-term  
plan: a  
standard  
minimum  
offer for  
community  
MH Crisis  
pathways?**

NHS 111



Denotes possible point  
of access for mental health  
crisis:

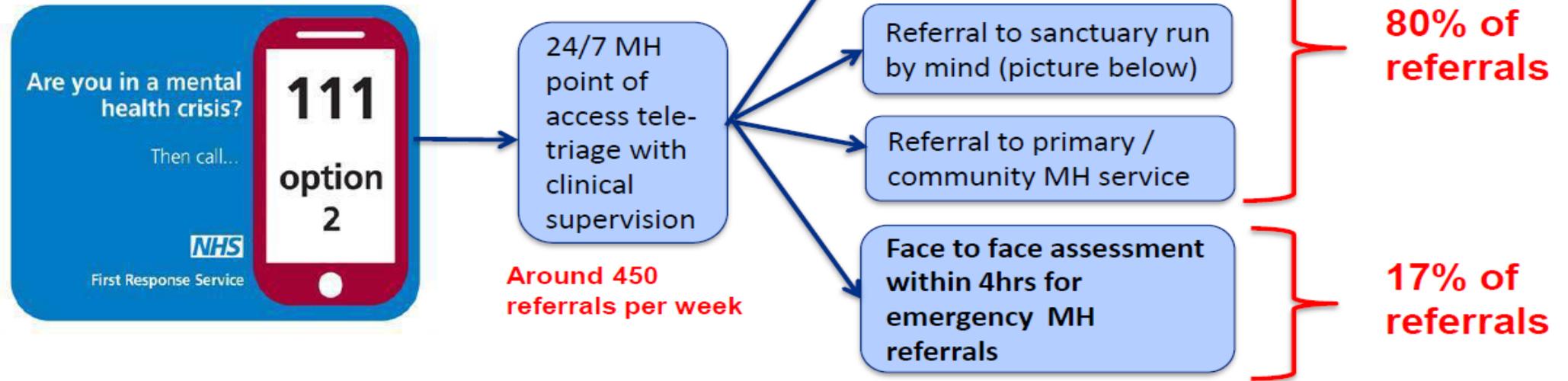
# NHS Long Term Plan: commitments on crisis and acute mental health



1. Ensure that anyone experiencing mental health crisis can call NHS 111 and **access 24/7 age-appropriate mental health community support**
2. Continue ambition to ensure that all **adult and older adult community crisis resolution and home treatment services** are resourced and operating with high fidelity by 20/21
3. Ensure that by 2023/24, **70% of Mental Health Liaison services in acute hospitals meet the 'core 24' standard for adults and older adults**, working towards 100% coverage thereafter
4. All **children and young people** will have access to **24/7 crisis, liaison and home treatment services** by 2023/24
5. Increase provision of **non-medical alternatives to A&E** such as crisis cafes and sanctuaries that can better meet needs for many people experiencing crisis
6. Increase **alternatives to inpatient admission** in acute mental health pathways, such as crisis houses and acute day services
7. Improve ambulance response to mental health crisis by introducing **mental health transport vehicles (subject to future capital funding settlement)**, introducing mental health professionals in 111/999 control rooms; and **building the mental health competency of ambulance staff**
8. Specific **waiting times targets for emergency mental health services will for the first time take effect from 2020** (Part of wider clinical review of standards)
9. Improve the **therapeutic offer on inpatient wards**, e.g. more psychologists and occupational therapy
10. Full coverage across the country of the existing **suicide reduction programme**
11. Ensure that **every area of the country has a suicide bereavement support service for families**, and staff working in mental health services
12. TBC: **capital funding to improve the mental health estate** (subject to future capital funding settlement)

# Case study, community crisis response: Cambridge & Peterborough First Response Service + Sanctuary (all ages)

- "We now say 'yes' to all referrals, when we used to say 'no'"
- "We now commission the pathway, not the service"



- Activity** in first 6 months of FRS
- 25% reduction in A&E MH attendances
  - 19% reduction in emergency admissions
  - 26% reduction in ambulance see, treat, convey
  - 39% reduction in OOH GP
  - 45% reduction in NHS111
  - Reduction in MH demands for Police
  - 20% reduction in home treatment caseloads

**Costs: £3.2m** (£3.1m for FRS + £360k sanctuary) (878,000 pop)  
**Savings: £4m** (including £2.8m reduction in CCG tariff payments to acute). Business case made for recurrent funding following 1 year of pump prime / set up costs

- Patient experience**
- 72% of people report a good or excellent experience of the first response service.
  - This compared to **only 14% of people nationally** who report a positive experience of crisis services (CQC, 2015)



Sanctuary is a preferable environment to A&E for many people with mental health needs

# Adult and older adult crisis, acute therapeutic inpatient care and suicide prevention: 5-year funding profile

	Funding type	2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m	2023/24 £m
Crisis resolution & home treatment	Transformation	37	37	-	-	-
	Baseline	43	108	148	149	150
Crisis alternatives	Transformation	12	24	36	47	60
Psychiatric liaison in ED	Transformation	24	24	12	19	27
Ambulance MH response	Transformation	-	24	37	49	70
Therapeutic input for inpatients	Transformation	-	8	13	26	46
Suicide pre- & post-vention	Transformation	11	12	12	13	9

# National indicative cumulative workforce profile

	2019/20	2020/21	2021/22	2022/23	2023/24
Adult liaison mental health	0	0	110	180	250
Adult crisis alternatives	400	810	1210	1610	2010
Ambulance mental health provision (all ages)	0	500	750	1010	1260
Therapeutic acute mental health inpatient care	0	110	230	450	760
Suicide reduction and bereavement support	10	30	40	50	60



# Thank you

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