



Right Care Right Person





Bedfordshire Police

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What is RCRP and why is it required?

Right Care, Right Person is an approach designed to ensure that people of all ages, who have health and/or social care needs, are responded to by the right person, with the right skills, training, and experience to best meet their needs.

National support for implementation of Right Care, Right Person

To support local implementation of Right Care, Right Person for people with mental health needs, The National Police Chiefs' Council and College of Policing are currently developing a national toolkit, covering topics including decision-making in relation to the RCRP threshold for police response, partnership working, training requirements, and data standards and evaluation. In tandem, NHS England are co-producing guidance with multi-agency professionals and people with lived experience of mental health problems, on how to strengthen the interface between multi-agency partners within the urgent mental health pathway.

There will also be an evaluation of the rollout of the RCRP approach for people with mental health needs. Findings from this evaluation, as well as wider learning about good practice from local partnerships across the country, will be shared to support successful implementation.

- Rt Hon Chris Philp MP, Minister of State for Crime, Policing and Fire
- Maria Caulfield MP, Parliamentary Under Secretary of State for Mental Health and Women's Health Strategy
- Deputy Chief Constable Rachel Bacon, NPCC Mental Health Lead
- Claire Murdoch, National Mental Health Director, NHS England
- Lisa Townsend, Police and Crime Commissioner, APCC Mental Health lead
- Andy Marsh QPM, Chief Executive Officer, College of Policing

Right Care Right Person



Concern
for Welfare

Walkout of healthcare
facilities.

AWOL from a mental
health establishment.

Transportation

Section 136 of the
Mental Health Act.
Voluntary mental
health patient



Home Office



Department of Health & Social Care





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Implementation locally

Phase 1 concern for welfare

- Live 31st January 2024
- RCRP multiagency steering group and numerous task and finish groups
- Multiagency training programme delivered to 600+ staff across Bedfordshire and Luton
- Multiagency escalation pack developed
- Multiagency service directory developed
- Police press release and feature on BBC Look East to support public awareness
- Multiagency twice daily huddles were in place to monitor escalations/disagreements -reduced to 3x weekly, then weekly and now stopped
- Live escalation process continues
- Welfare protocol in place; however, policy changes across the system are yet to be completed due to the number of policies across partners that



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Implementation locally

Phase 2 Walkouts/AWOL

- Live on 3rd June 2024

Phases 3 & 4 Conveyance & Reduction in 136 handover times

- Live on 6th November 2024





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Beds Police Data – Setting the Scene

- Based on the review of 166 records where officers attended a Concern for Welfare during the month of August 2023:
 - 11.4% of all incident recorded were Concern for Welfare
 - 21.9% of incidents deployed to are a Concern for Welfare
 - An average of 2.6 Officers attend each incident
 - Each incident takes on average just over an hour from time of dispatch to leaving the scene. In addition to the attendance time there will be time to record the incident and complete the required paperwork
 - Total number of officer hours spent at non police jobs (August) – 539hrs: equivalent to 4.7 FTE officers per year



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Beds Police Data – Setting the Scene

Concern for Welfare calls broken down by Caller type

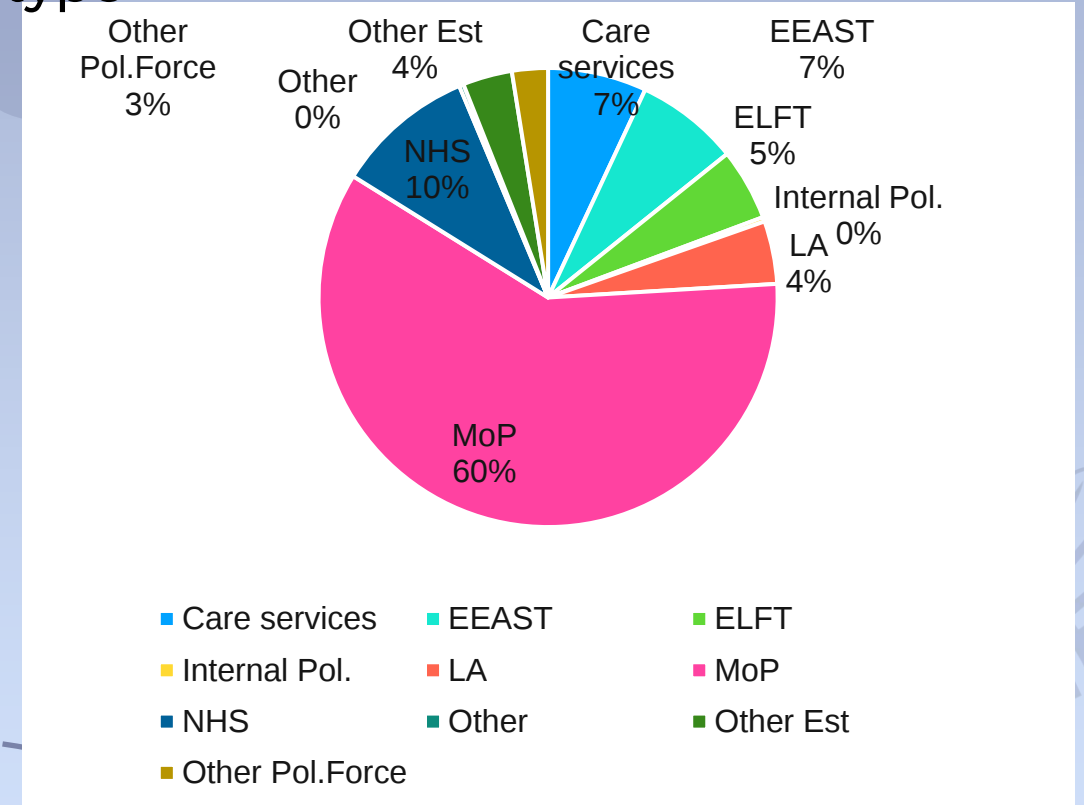
Bedford Borough	
Care services	8
EEAST	3
ELFT	6
Internal Police dept	1
Local Authority	3
Member of Public	54
NHS	10
Other Est	4
Other Police force	2

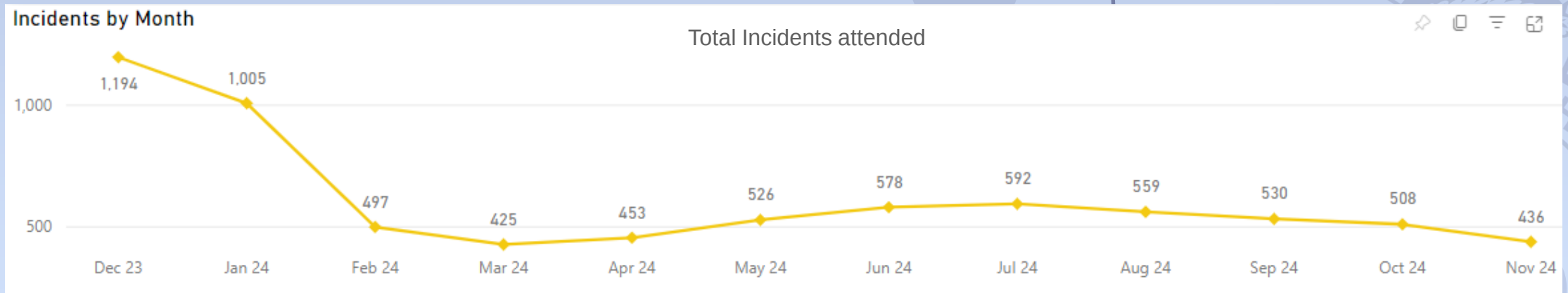
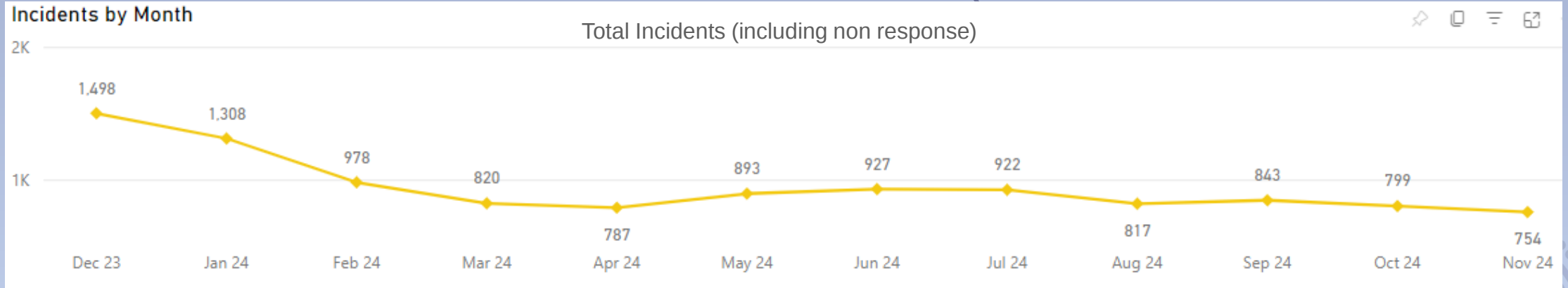
Luton Borough	
Care services	8
EEAST	10
ELFT	4
Internal Police dept	0
Local Authority	7
Member of Public	77
NHS	16
Other Est	6
Other Police force	4

Central Bedfordshire	
Care services	6
EEAST	10
ELFT	6
Internal dept	0
Local Authority	4
Member of Public	58
NHS	5
Other Est	2
Other Police force	2

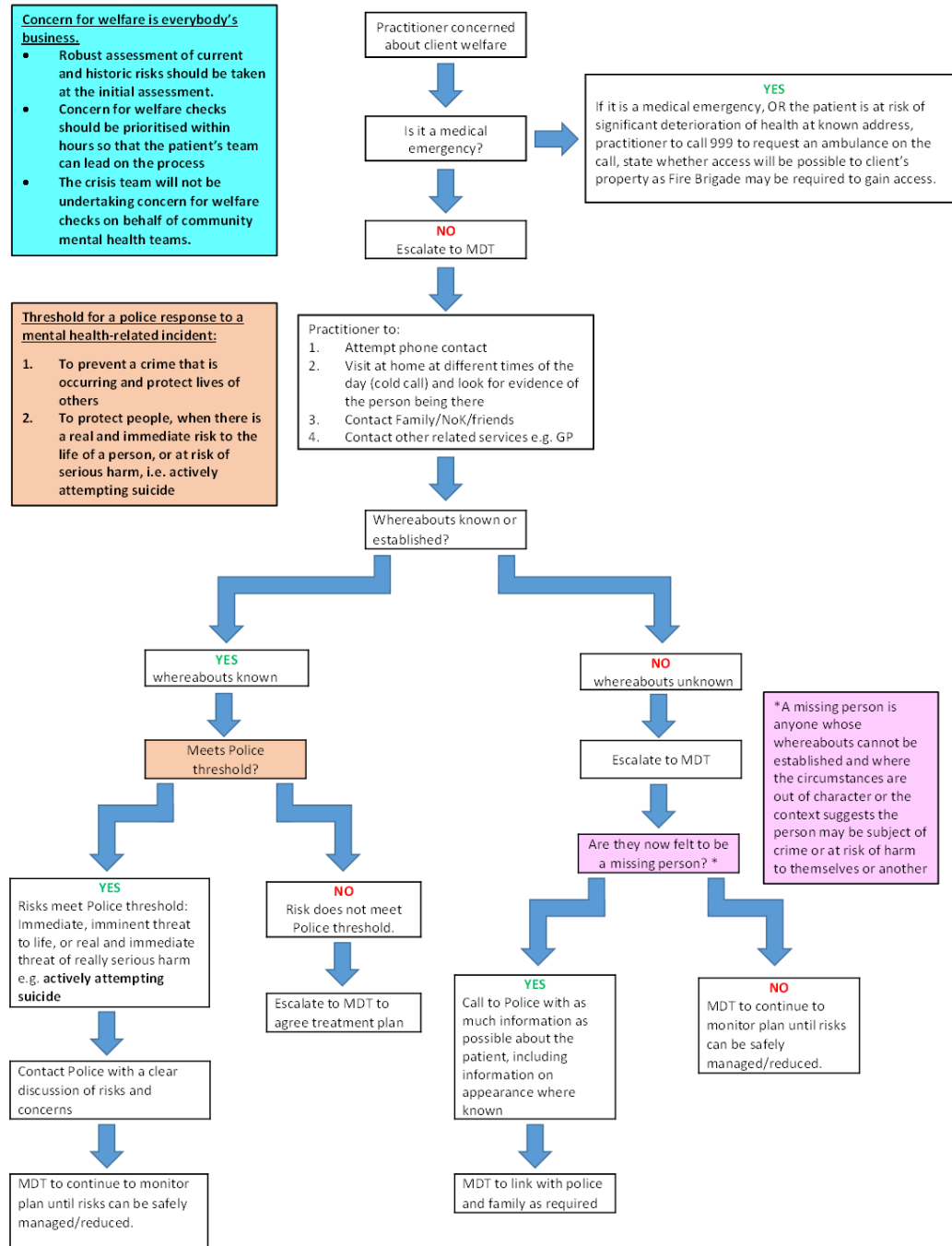
Of those calls we identified that we would not have attended under RCRP:

Bedford Borough	91
Central Beds	93
Luton Borough	132





Flowchart for Welfare Checks



Concern for welfare is everyone's business

- Robust assessment of current and historic risks should be taken at the initial assessment
- Concern for welfare checks should be prioritised within hours so that the patient's treating team can lead on the process

Practitioner concerned about client welfare



Is it a medical emergency?



YES

If it is a medical emergency, OR the patient is at risk of significant deterioration of health at known address, practitioner to call 999 to request an ambulance on the call, state whether access will be possible to client's property as Fire Brigade may be required to gain access.



NO

Escalate to manager



Practitioner to:

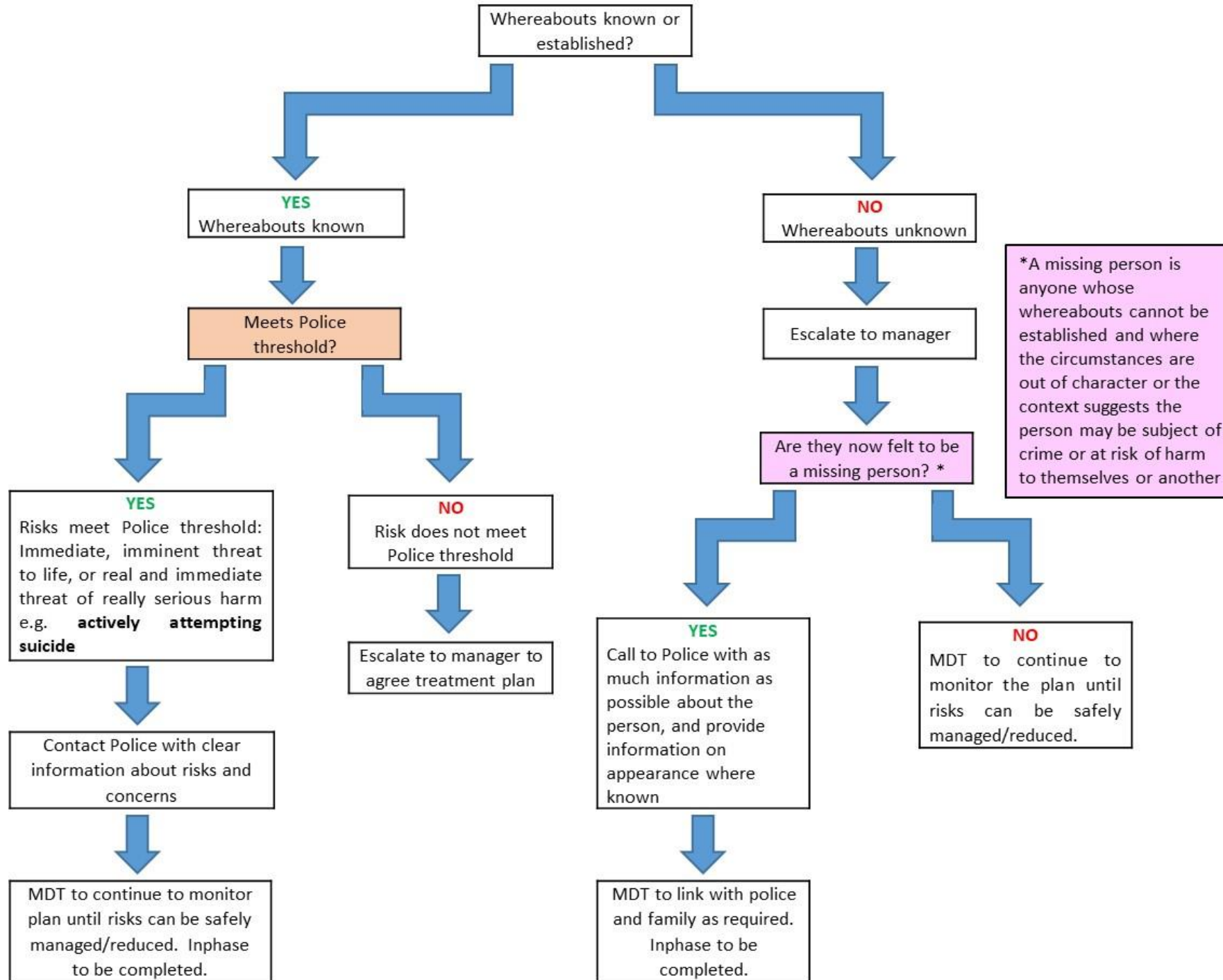
1. Attempt phone contact
2. Visit at home at different times of the day (cold call) and look for evidence of the person being there
3. Contact Family/NoK/friends
4. Contact other related services e.g. GP



Whereabouts known or established?

Threshold for a police response to a mental health-related incident:

1. To prevent a crime that is occurring and protect lives of others
2. To protect people when there is a real and immediate risk to the life of a person, or they are at risk of serious harm, i.e. actively attempting suicide





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Questions



Services providing mental health crisis support out of hours

Mental Health Crisis line (NHS 111 MH option)

Single point of access open to all (public, service users, carers). Provides mental health triage, advice and signposting to other services if required. If you feel you are in urgent need of mental health support out of hours contact NHS 111 Select MH Option, they will offer advice and guidance inclusive of signposting to other supportive services, referrals to your local crisis team or other appropriate service.

Who can use this service?

ALL within Bedfordshire & Luton

Telephone/contact details & hours of operation?

111 select MH option, available 24/7

Healthcare professionals line (via NHS 111 MH option)

Provides mental health triage, advice and signposting to other services if required.

Who can use this service?

For healthcare professionals who are in support of any Bedfordshire/Luton resident who may be experiencing a mental health crisis

Hours of operation

Available 24/7

Psychiatric Liaison Service

Specialist mental health professionals working within Luton & Dunstable Hospital and Bedford Hospital.

Who can use this service?

Open to referrals from L&D and Bedford hospital staff only.

Contact details & Hours of operation

Referral process within hospital, available 24/7

Crisis Resolution & Home Treatment Team

Specialist crisis practitioners providing crisis assessments and home treatment as an alternative to hospital admission

Who can access this service?

GPs, other mental health teams, and self-referrals for crisis assessment.

Contact details & hours of operation

NHS 111 select MH option, available 24/7

Mental Health Street Triage

Integrated multiagency emergency mental health response service.

Who can use this service?

Referral into this service is only available via police 999. This service operates with a specialist mental health professional, paramedic and police officer

Contact & Hours of operation: The service operates 12pm- 12am, 7 days a week. Only available for emergency services via 999

Force Control Centre Practitioners

These mental health practitioners are there to provide support to police colleagues in the support of people experiencing a mental health crisis.

Who can use this service?

This service is only available via the police service.

Contact & Hours of operation: 8am- 8pm, 7 days a week Only available for emergency services via 999

The Lighthouse

The Lighthouse is a co-produced mental health drop-in service staffed by fully qualified NHS mental health professionals and trained volunteers in Leighton Buzzard, Bedfordshire.

Who can use this service?

No referral is needed to the service and you don't have to have a mental health diagnosis, all members of the community can attend whether you live in Leighton Buzzard or somewhere else.

Hours of operation

Monday & Tuesday: 5.30-9pm
Wednesday & Friday: 10am-3pm

Contact details

Whichellos Wharf, The Elms
Stoke Road, Leighton Buzzard, LU7 2TD

For more information

See the Facebook page "The Lighthouse ELFT"

elft.thelighthouse@nhs.net

MIND BLMK Recovery Lounge

Mind BLMK Recovery Lounges (formerly known as Crisis Café) are open each evening in Bedfordshire and Luton. They offer a supportive and safe environment where you can decompress, take some quiet time, speak, and connect with others. They are safe, non-judgmental spaces that you can come to if you find yourself in crisis or mental distress in the evenings. You will be met by a trained mental health worker who will listen and help you identify ways to address the problems you are facing.

Who can use this service?

Walk in service open to all adults (18+) who want support with their mental health

Hours of operation

7 days a week, 5pm-11pm

For more information

<https://www.mind-blmk.org.uk/how-we-can-help/out-of-hours-support/recovery-lounges-formally-known-as-crisis-cafe-2/>

Samaritans

Emotional and mental wellbeing support for those in distress or a crisis, or who have suicidal thoughts. You can also use 116 123 to ask us to make follow up calls (with the persons consent) to check that they are ok.

Hours of operation

24/7 free telephone helpline

Contact details

Telephone: 116 123 Email service: jo@samaritans.org



Out of Hours Crisis Service

- Recovery Lounge
- Crisis Café MK
- Young Person's Sanctuaries MK

crisiscafe@mind-blmk.org.uk

Introduction

Mind BLMK are the leading mental health charity for Bedfordshire, Luton and Milton Keynes.

We work across our local communities to support positive mental health and wellbeing. Our aim is to make sure that **no one has to face a mental health problem alone.**



Recovery Lounge/Crisis Cafe

We are open 365 days of the year from 5pm to 11pm

Locations: Bedford Wellbeing Centre, Florence Ball House Bedford, The Lawns Biggleswade, Luton Wellbeing Centre Luton, The Lighthouse Leighton Buzzard and Milton Keynes

We are on hand to provide a listening ear to people in or approaching a mental health crisis, aged 18 years and above.



Recovery Lounge

Open 365 days of the year. 5pm to 11pm – No appointment needed

- **Luton - Wednesday & Saturday:**

Luton Wellbeing Centre, 46-56 Dumfries Street, Luton, LU1 5BP

- **Bedford:**

Thursday: Bedford Wellbeing Centre, Kimbolton Road, Bedford MK40 1EG

Sunday: Florence Ball House, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NX

- **Biggleswade:**

Friday: The Lawns Resource Centre, The Baulk, Biggleswade, SG18 0PT

- **Leighton Buzzard – Monday & Tuesday:**

Whichello Wharf, Stoke Road Leighton Buzzard LU72TD



Recovery Lounge/Crisis Cafe

How do we support people?

- **Mental Health prevention** support from 1:1's or community groups
- **Crisis de-escalation** support in a safe, calm and relaxed atmosphere.
- **One-to-one session** with a trained crisis recovery worker when required.
- **Community Safe space** – connection, peer support, refrain from escalation
- **Advice and guidance** signposting to support services available in the area

Recovery Lounge/Crisis Cafe

Referral Criteria:

Any individual **aged 18+** in BLMK can drop-in and access support from one of our Crisis Cafes.

However, service users are not permitted to enter the building if they have **drugs/alcohol/sharp objects** in their possession.

We are unable to support individuals that are intoxicated and/or who need immediate medical attention.

Recovery Lounge/Crisis Cafe

Service user feedback:

“I was really scared to go to the Crisis Café for the first time but the staff were really friendly and let me take my time telling my story.”

I couldn't keep safe and thought about going to A&E, but the Crisis Café was there for me

It has been a lifeline for me. I really do not think I would be this far without it.

There's always someone there who will listen, even when I don't know what to say.

I feel strong and like I can face tomorrow after visiting the Crisis Café.

The Crisis Café gave me hope to carry on.