



Right Care, Right Person (RCRP)

EEAST Position Statement
June 2024

EEAST RCRP Commitment



Working in collaboration

To work collaboratively with partners within the spirit of the National Partnership Agreement (NPA) - RCRP (2023), to support patients in mental health (MH) crisis to get timely access to specialist mental health support, care and treatment.

EEAST are not only committed to supporting the NPA endeavours to reduce inappropriate and avoidable police involvement but also other emergency service involvement in MH care and supporting better access to MH specialists.



Understanding roles and responsibilities

EEAST are committed to working with partners in the development of joint working protocols and memorandums of understanding (MOUs) to support a clear understanding of each other's roles and responsibilities in the implementation of RCRP.

This includes working together to highlight gaps in provision and the development of agreed mitigation plans.

EEAST continues to work with ICBs across the region to roll out increased Mental Health Response Vehicle (MHRV) coverage for patients who require an emergency MH crisis response, with twelve new MHRV due this year.



Capacity and demand

In accordance with the NHS Long Term Plan (LTP) commitments EEASTs key focus is on increasing the amount of MH and conflict resolution training available to frontline crews (with a particular focus on RCRP); ensuring the safety of crews and patients, and improved knowledge and skills.

EEAST are developing improved data reporting processes for MH and concern for welfare incidents, so we can fully understand the demand picture for EEAST as part of the implementation of RCRP.

Core principles in line with draft national guidance

As the sole regional provider EEAST seek to work to this set of core principles with all police forces across the region.

EEAST supports the implementation of RCRP when all the requirements as set out in the draft NHSE implementation guidance and an MOU has been signed between the trust and police service. MOUs are expected to show responsibilities for each organisation, clear expectations and shared understanding of agency interface.

Multiagency partnership working, that supports a phased approach to the implementation of RCRP, allowing for adequate preparedness and service capacity.

Multiagency governance and delivery structures, to support the planning, delivery and monitoring of RCRP across each part of the region. Monitoring must include people who have potentially experienced harm.

Impact assessment, based on shared understanding of each other's roles and responsibilities. This should include resource impact and potential gaps in provision and identify where additional resources are needed (inc. funding requirements and where this will come from).

A detailed responsibility matrix showing which organisations will undertake previous aspects undertaken by police. Whilst the MHRVs will increase EEASTs capacity to respond to patients in emergency MH crisis, ICBs are expected to adequately fund appropriate services to meet any anticipated increase in MH demand.

EEAST Position - RCRP Phases



Concern for welfare

- ▶ EEAST will work directly with MH services to support people in MH crisis to access specialist MH support at the point of contact with emergency services, via agreed direct MH referral pathways.
- ▶ This means EEAST will not deploy an emergency ambulance for calls relating to concern for welfare or mental health crisis exclusively, unless there is an associated medical need requiring an emergency ambulance response; or if EEAST can provide MH specialist support via a MHRV, for patients in an emergency MH crisis.

AWOL and missing from healthcare facility



- ▶ In accordance with national guidance, legislation, local protocols and MOUs, health care providers (MH, acute, GPs, community teams etc) are expected to make necessary arrangements to try and locate and transport/re-take AWOL MH patients and people who are missing from healthcare facilities in the first instance.
- ▶ If the person is missing, police will respond in accordance with the national Missing Framework.
- ▶ EEAST will respond to known locations **only** for people who are AWOL or missing from health care facilities, where there is an **associated medical need** requiring an emergency ambulance response only.
- ▶ EEAST is not commissioned to provide transport/conveyance for AWOL MH patients or people who have been found after going missing from health care facilities **unless they require emergency medical treatment** in the ED.




Transport and s136 (in accordance with EEAST's NHS Standard Contract- MH Service Specification)


- ▶ EEAST are commissioned to provide conveyance for people who: are liable to be detained in the community following a mental health act assessment (MHAA, s2,3 & 4 & CTO recall); have been detained under s136, or who require conveyance to a place of safety following a s135 (1) warrant being served.
- ▶ The level of response will be provided in accordance with regional guidance – ***Requesting conveyance for people detained under the MHA (2023)***. Response time may be impacted by operational demand.
- ▶ EEAST are not commissioned to provide conveyance for the following: secure ambulance transport; secondary conveyance between Hospital-Based Places of Safety (HBPoS); conveyance for people subject to s135 (2); AWOL MH patients; people missing from health care facilities; pre-planned, non-urgent transport; discharge transport from health or social care settings or inter-hospital transfers.

Management of violence and aggression

EEAST clinicians are not trained to provide active restraint to patients who present with violence and aggression. Police will still be called to support crews where there is an imminent risk to life, serious injury and crew safety, in accordance with core policing responsibilities.



EEAST clinicians will be trained in conflict resolution and de-escalation techniques in accordance with their scope of practice only.



Where the patient's presentation is associated with policing core responsibilities, police will be expected to attend to carry out their duties in line with police legal responsibilities (for example, keeping the King's peace, protecting life and property, preventing and detecting crime). Alongside EEAST clinicians, who will maintain primacy for the patient's health needs.

