

following the implementation of the Crisis Care Concordat?

The [Crisis Care Concordat](#) is a national agreement between all the different services involved in delivering support to people experiencing a mental health crisis. It aims to improve the quality of crisis care. As part of our evaluation of the Concordat we asked people about their experiences of crisis care at the end of 2014 (when the concordat work started) and then again a year later.

140 people with personal experience of a mental health crisis answered both surveys...



32 were men

107 were women



...and, 55 family and friends responded on behalf of someone who had been in a crisis before 2014

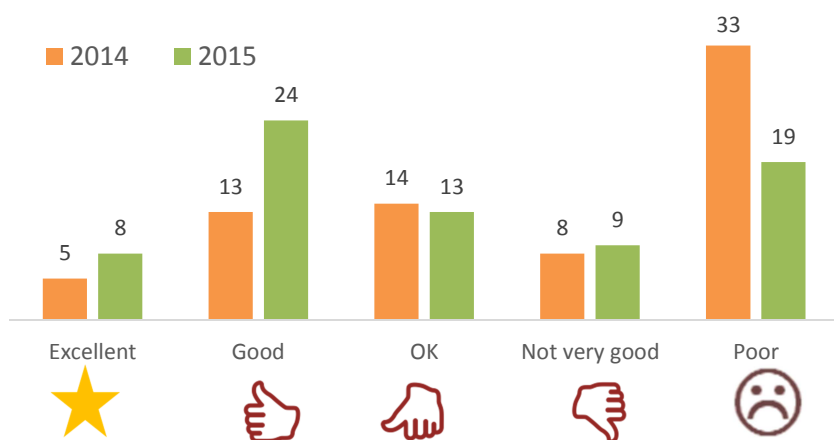
2014

2015

118 people (60%) had experienced, or had cared for someone who had experienced, a crisis between the first and second survey



2014 2015

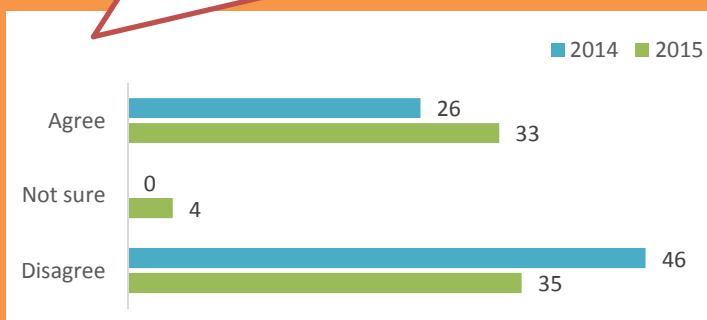


Overall, how would you rate the support and response you received when in a crisis?

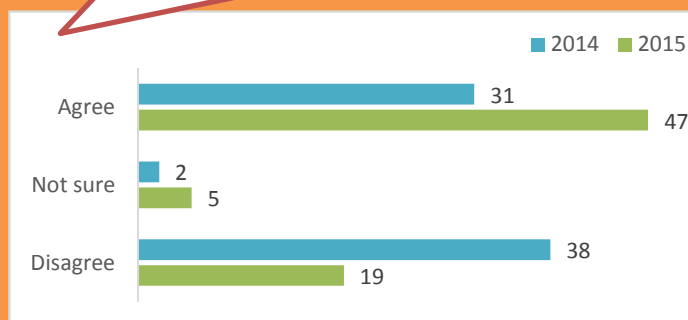
Although the survey involved only a relatively small number of people, service users' ratings of crisis care had significantly improved...

...in 2015 more service users said their care was 'Excellent' and 'Good', and fewer said it was 'Poor'

I was able to access an appropriate service or professional as quickly as I needed when in crisis



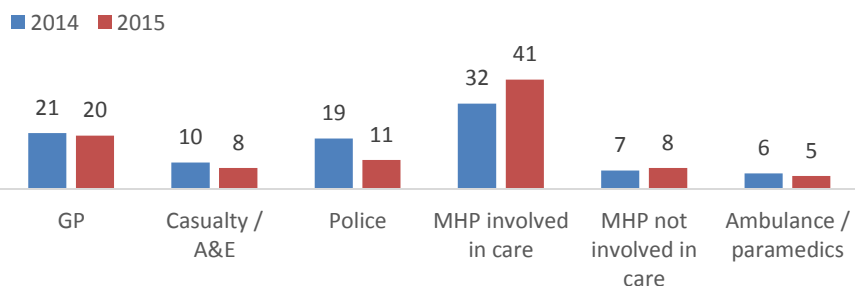
They took me seriously and treated me with respect



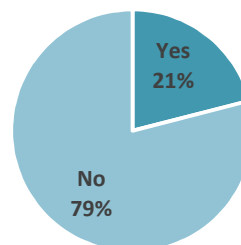
In 2015 more service users indicated they were able to quickly access crisis care and were treated with respect.

First contact with professionals during a crisis

In 2015 fewer people were first in contact with the police, and more with a Mental Health professional (MHP) – both service user and carer



Have you been aware of the Crisis Care Concordat work in your local area?



In 2015, most service users and carers were **not** aware of the work of the Concordat in their area