

[www.sgmind.org.uk](http://www.sgmind.org.uk)



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Swindon and  
Gloucestershire

# a guide to



Mental Health  
Crisis Concordat

August 2020

## Mental Health Crisis Concordat

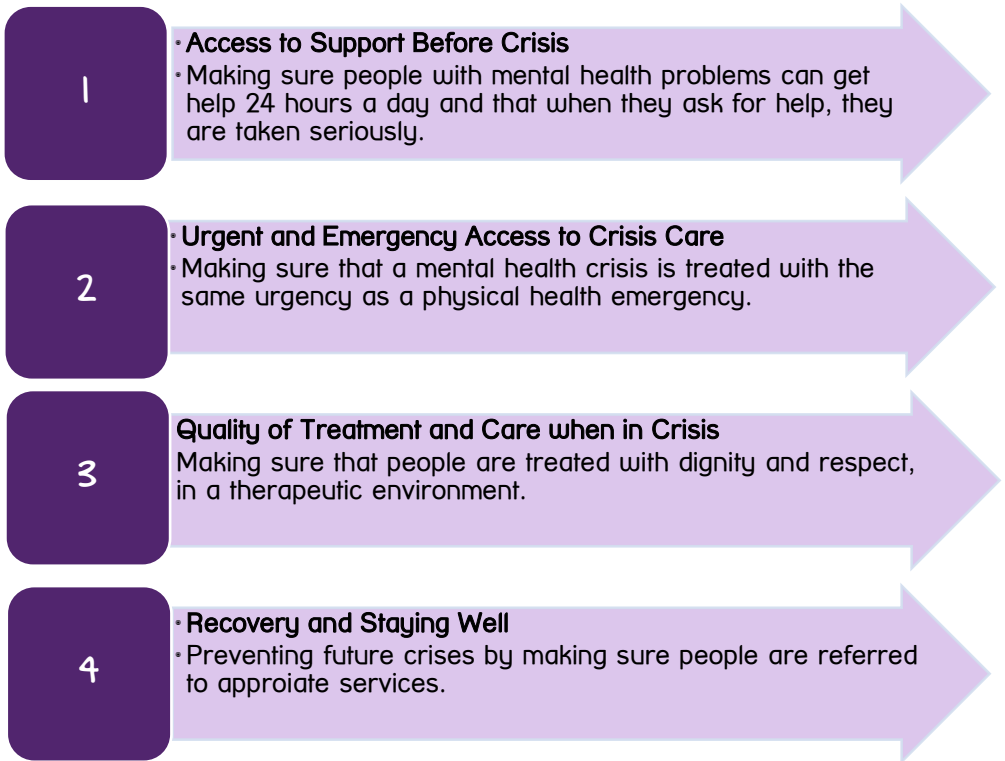
“The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis”. ([www.crisiscareconcordat.org.uk](http://www.crisiscareconcordat.org.uk)).

This information is to provide a greater understanding for referrers of when the most appropriate time is to send a referral to Alexandra Wellbeing House services on behalf of their client.

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### Model:

The Concordat focuses on four main stages:



Although the model focuses on the response to acute mental health crises, it also includes a section on **prevention** and **intervention**.

## Alexandra Wellbeing House

As a service, Swindon and Gloucestershire Mind would recommend that healthcare professionals refer their clients to MIND services in Gloucestershire during the following stages:

1

### Access to Support Before Crisis

- Making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.

4

### Recovery and Staying Well

- Preventing future crises by making sure people are referred to appropriate services.

This is to ensure that preventative mental health support can be provided safely in line with our service delivery and operational policy.

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## Services in Gloucestershire

For further information on our service provision in Gloucestershire, please see our 'A Guide to Services in Gloucestershire' leaflet or our 'A Guide to Day Guests at Alexandra Wellbeing House' leaflet.

Email: [alexwellbeing@sgmind.org.uk](mailto:alexwellbeing@sgmind.org.uk)

Alternatively email the Services Manager, Gloucestershire:  
[ieuanedwards@sgmind.org.uk](mailto:ieuanedwards@sgmind.org.uk)



## Swindon and Gloucestershire Mind

Alexandra Wellbeing House,  
29-31 Alexandra Road,  
Gloucester  
GL1 3DR

Telephone: 01452 245338

Email: [alexwellbeing@sgmind.org.uk](mailto:alexwellbeing@sgmind.org.uk)

Registered Charity Number 1174786



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Alexandra Wellbeing House is a partnership project between Swindon and Gloucestershire Mind and Gloucestershire Health and Care NHS Foundation Trust. The service is supported by Gloucestershire Clinical Commissioning Group.

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