Have experiences of crisis care changed 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

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

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’

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

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