



England

# Right Care, Right Person

London partners update: 16.11.23

# About this pack:

This deck provides an update on progress to implement Right Care, Right Person (RCRP) in London. It is intended for Joint Mental Health & Policing group and subgroups, CEO, mental health leads and communications leads across the London Ambulance Service, Metropolitan Police Service, Mental Health Trusts, Local Authorities, Acute Trusts and NHS London.

Included in this pack is an update on the ongoing collaborative work between organisations across the capital to monitor, review and learn from the early days of the implementation of the new approach. We continue to ensure that the focus remains on patient welfare, and teams across London are striving to ensure that, by working in partnership, we strive to ensure that people get the right help quickly and effectively.

As part of this ongoing commitment we will continue to provide these updates on an ad hoc basis, and we have scheduled a second Teams Broadcast to share updates and answer more questions, as well as learning from the feedback of people across the systems during the call.

**If you have any questions please contact: [england.londonmentalhealth@nhs.net](mailto:england.londonmentalhealth@nhs.net)**



# Contents:

## 1. Continued Partnership Working

## 2. Upcoming Broadcast

## 3. Annexes

- **Appendix one:** Link to joint NHS and MPS broadcast recording
- **Appendix two:** Right Care, Right Person AWOL & ED walk-out policy. Available to be localised for each trust
- **Appendix three:** Right Care, Right Person FAQ document
- **Appendix four:** Escalation process policy

# Our continued partnership working



## Ways of working:

- A LAS clinician is on hand for Met Control Room colleagues to support collaboration.
- Regular GRIP calls are in place to capture trends and discuss emerging themes.
- Teams from organisations across London continue to meet and discuss impact and next steps on a weekly basis

## Initial feedback:

- Partners from all organisations continue to work collaboratively with a real willingness to review and learn
- Patient-welfare is put at the heart of any decision made, consistently across all organisations
- No significant incidents have been reported

## Ongoing focus

- Ongoing updates and broadcasts are being developed.
- Data and benchmarking continues to be developed to ensure impact can be monitored
- Workforce modelling is underway to understand ongoing resource requirements across the system



# Lookahead

- **Wednesday 6th December 11am-12pm: Joint NHSE and Met Police Right Care, Right Person Teams Broadcast. Invites to follow**
- **Please see link to previous broadcast recording, and updated FAQs in appendices**

# Appendix One

**Link to Right Care, Right Person broadcast,  
led by Martin Machray and Alastair Vanner**

[Link](#)

# Appendix Two

**Pan-London adult AWOL policy**

[Link](#)

**AWOL policy flow chart**

[Link](#)

# Appendix Three

FAQ document v1.0

[Link](#)



# Appendix Four

Escalation process policy for mental health trusts

[Link](#)