



Mental Health Services Management Course: Community Teams, Crisis Pathways and Inpatient Units

21 – 25 December 2026

London - Central London four-star



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Ref: 1684_26397 **Date:** 21 – 25 December 2026 **Location:** London - Central London four-star **Fees:** 23000 SAR

Introduction:

Mental health services management, covering community teams, crisis pathways and inpatient units, is a 5-day course for managers of psychiatric hospitals, community mental health centres and service planning units, ending with a Mental Health Service Improvement Plan for a case organisation. Many services still route most people through hospital beds and emergency departments because community teams, referral triage and crisis response are poorly organised and unmeasured. Nominees already manage wards, clinics or service plans and work through case studies built on referral, bed occupancy and caseload data. CoreConcept Training Center delivers this mental health services management course.

Course Objectives:

- Map the current balance of inpatient, community, crisis and primary care provision against the service network described in WHO guidance
- Design a stepped-care model with entry criteria, step-up and step-down rules for each tier of the local service
- Set up referral triage, crisis response and discharge pathways with agreed response times and handover points
- Govern psychiatric inpatient safety through therapeutic observation levels, restrictive practice reduction plans and incident review
- Plan community team skill mix, caseload weighting and task sharing with primary care under the mhGAP approach
- Build a mental health service KPI set with routine outcome measures and assemble a Mental Health Service Improvement Plan

Target Audience:

- Managers responsible for the daily running, bed management and safety of psychiatric inpatient wards
 - Managers responsible for community mental health centres, outpatient clinics and community outreach teams
 - Health cluster and service planning staff responsible for commissioning and redesigning mental health provision
 - Nursing and clinical leads responsible for staffing rosters, observation practice and ward governance
 - Quality and performance staff responsible for mental health indicators, incident data and service reporting
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Course Outline:

Day 1: Mental Health Service Landscape and Current-State Review

- WHO Community Mental Health Services Guidance Service Network Components
- WHO Mental Health Action Plan Objectives for Service Organisation
- Hospital-Centred Versus Community-Based Provision Balance Assessment
- Service Mapping Template for Beds, Clinics and Outreach Teams
- Demand and Access Baseline Using Referral and Waiting Data

Day 2: Stepped Care, Community Teams and Service Models

- Stepped Care Tiers With Entry and Step-Up Criteria
- Community Mental Health Team Functions and Operating Model
- Assertive Outreach and Early Intervention in Psychosis Team Designs
- Crisis Resolution and Home Treatment Team Configuration
- Day Services, Supported Housing and Peer Support Service Roles

Day 3: Referral, Triage, Crisis and Discharge Pathways

- Single Point of Access Referral Triage and Urgency Grading
- Crisis Pathway Mapping From Emergency Department to Home Treatment
- Admission Gatekeeping Criteria and Bed Management Huddles
- Discharge Planning and Post-Discharge Follow-Up Contact Arrangements
- mhGAP Integration of Mental Health Into Primary Care Clinics

Day 4: Inpatient Unit Safety, Workforce and Service Risks

- Therapeutic Observation Levels Policy and Engagement Standards
- Restraint and Seclusion Governance With Debrief and Review
- Restrictive Practice Reduction Plan and Ward Atmosphere Measures
- Workforce Skill Mix, Caseload Weighting and Task Sharing
- Absconding, Self-Harm and Violence Incident Trend Analysis

Day 5: Case Study Work and the Mental Health Service Improvement Plan

- Case Organisation Service Map and Pathway Gap Diagnosis
 - Mental Health Service KPI Set for Access and Flow
 - HoNOS and Routine Outcome Monitoring Dashboard Design
 - Case Inpatient Safety and Community Staffing Action Plan
 - Mental Health Service Improvement Plan Completion and Presentation
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Skills You Will Gain:

- Mental Health Service Mapping
- Stepped Care Design
- Referral Triage Management
- Crisis Pathway Coordination
- Psychiatric Ward Safety Governance
- Community Team Caseload Planning
- Primary Care Integration Planning
- Mental Health Outcome Measurement

Why Attend This Course:

- Deliver a Mental Health Service Improvement Plan to the hospital director, cluster executive or service planning board of the case organisation
- Decide which referrals go to primary care, community teams, home treatment or inpatient admission using agreed triage and step-up criteria
- Avoid repeat admissions, long waits and restraint incidents caused by unclear pathways, thin community staffing and weak ward governance
- Share the service map, pathway charts, observation policy checklist and KPI set with ward managers, team leaders and planners

Conclusion:

Back at work, the participant gives the hospital director, cluster executive or service planning board a Mental Health Service Improvement Plan for the case organisation. Leaders use it to decide where to shift beds and staff toward community and crisis teams, which triage and discharge rules to adopt and which safety and outcome indicators to report. After the first quarter of use, the unit should compare waiting times, readmissions, restraint episodes and outcome scores against the baseline and revise the plan.

Frequently Asked Questions FAQ:

What should participants know before a mental health services management course?

Participants should already manage a psychiatric ward, community clinic or mental health service plan. Bringing anonymised referral, bed occupancy, caseload or incident data from their own service helps them apply the mapping, pathway and KPI work to a real setting.

How does mental health services management differ from a workplace wellbeing or therapy skills course?

It covers how specialist mental health services are organised, staffed, made safe and measured. Workplace wellbeing courses address employee support inside a company, and therapy skills courses teach individual clinical techniques; neither covers wards, community teams or service pathways.

Why is stepped care central to mental health services management?

Stepped care matches the intensity of support to need, so most people are treated in primary care or community teams and specialist beds are kept for those at highest risk. Clear step-up and step-down rules reduce waits and avoidable admissions.

What do participants take back from the mental health services management course?

Participants take back a Mental Health Service Improvement Plan with a service map, stepped-care tiers, referral and crisis pathways, an inpatient safety and staffing action plan and a KPI set with routine outcome measures.
