

MENTAL HEALTH STREET TRIAGE SERVICE PILOT

In partnership with Kent Police and South East Coast Ambulance Service a model for the delivery of a mental health street triage service has been agreed.

The objective of the Mental Health Street Triage service is to provide an improved response to persons in mental health crisis and reduce the time spent dealing with incidents. It also offers police officers, ambulance crew and mental health service staff the opportunity to benefit from cross over training, spotting early warning signs and to develop an understanding of the challenges faced by each agency. It also aims to reduce S136 assessments and unnecessary attendance to A&E.

The Mental Health Street Triage Service has two components

- The day service an extension of the current Criminal Justice Liaison and Diversion Service. Liaison and Diversion Service (CJLDS) practitioners based in Northfleet Custody will provide telephone advice and information to Police and Ambulance response units in that area when they have a request for a call out to a person that may have mental health issues. The day service is available 7 days a week between 0800 and 1800 hours. The service response will be balanced against activity in custody as this service must not be compromised by the street triage service. **This is going live from 30 November 2015 for 3 months in order to inform expansion to other areas**
- The night service based in Kent Police Force Control Room and SECamb Emergency Operations Centre will provide telephone advice and information to Police and Ambulance response units across Kent and Medway when they have a request for a call out to a person that may have mental health issues. The night service is available on Thursday, Friday and Saturday between 18:00 hours – 02:00hrs, staffed by a qualified mental health practitioner and 2 senior clinical support worker who will have access to the electronic mental health patient record. **Confirmation as to imminent go live date pending**

Where required the mental health triage practitioners can attend with Police and/or ambulance response units to carry out triage, screening assessment and give information and advice to assist with decision making and carry out appropriate liaison and referral/signposting on according to identified need.

The service is all age. For young people who present under the age of 18 there will be close liaison with the CAMHS service for support, advice and possible assessment.

Following any assessment the mental health triage practitioners will discuss with the individual the need to communicate outcomes with their carers/family.

In order to ensure smooth crisis management the service will run on a single assessment principle. This means that the outcome of the assessment whether for CMHT follow up, CRHT input or admission will be accepted by the receiving team without the need for further assessment.

For further information please contact Karen.Dorey-Rees@kmpt.nhs.uk