

KENT AND MEDWAY STREET TRIAGE SERVICE

In partnership with Kent Police and South East Coast Ambulance Service (SECAmb) 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.

SERVICE DELIVERY

The Street Triage service delivery is divided into:

- The Countywide Street Triage Service
- The Community Street Triage Service (covering Medway and Thanet). This service is a pilot due to commence in April 2017.

THE COUNTYWIDE STREET TRIAGE SERVICE

The Countywide Street Triage Service comprises of a Community Senior Practitioner, a Community Mental Health Practitioner and Community Senior Clinical Support Workers and provides a police and ambulance service Street Triage response.

The Countywide Street Triage service has 2 components

- The evening 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 evening service is available on Sunday, Monday, and Tuesday between 16.00 and midnight, staffed by a qualified Mental Health Practitioner and 2 Senior Clinical Support Workers, who will have access to the electronic mental health patient record. One Senior Clinical Support Worker will be based in Police Force Control Room and the other in SECAmb Emergency Operations Centre.
- The day service is available 5 days a week between 0900 and 1700 hours and provided by a Community Senior Practitioner who is available to respond county wide to Police and Ambulance response units when they request a call out to a person that may have mental health issues.
- The Street Triage Senior Practitioner will provide leadership to the countywide Street Triage service through supervision, support and expert advice.

The Senior Clinical Support Workers will be based in Kent Police Force control room and SECAmb Emergency Operations Centre and are equipped to enable immediate access to the patient record through RiO. The Senior Clinical Support Workers predominantly respond/advise on the calls coming into the control rooms. The Street Triage Practitioner will alternate her base between both sites.

The Street Triage Senior Practitioner will be based at Medway Police station and will respond to calls from Police and SECAMB via KMPT's Single Point of Access (SPA) portal.

Where required the street 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 COMMUNITY STREET TRIAGE SERVICE (Pilot commencing April 2017)

This pilot is commencing in response to high S136 activity in these localities.

The community Street Triage service comprises of a Community Mental Health Practitioner and Police Constable working out of an unmarked police car. It provides a Police Street Triage response only

The community Street Triage service is operational 3 nights a week as follows

- Medway Community Street Triage Service
 - Wednesday, Thursday and Friday 1130 – 0000*
- Thanet Community Street Triage Service
 - Friday, Saturday and Sunday 1430 – 0300*

**These hours have been determined through police mental health activity*

The Street Triage Practitioners will be based out of Medway Police station and Margate Police Station and the triage car will be deployed by the force control room to any call responding to a person that may have mental health issues

Both street triage services are 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.

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