

Street Triage Service

Aims

- To provide an improved response to persons in a MH crisis
- Reduction in assessments under S136 MHA and improved conversion rate
- Reduction in presentation in the ED of those in a mental health crisis in the absence of a physical health concern
- Reduction in ambulance deployment of those in a mental health crisis in the absence of a physical health concern
- Education and cross over training.
- Increase in those with a substance misuse needs being offered a referral on to substance misuse services

Countywide Street Triage Service

- Assessment, support and advice either over the phone or at the scene to residents within Kent & Medway who may be experiencing a major mental health crisis and have presented to Police or Ambulance service
- A mental health nurse will undertake the face to face mental health assessment supported by the police officer/paramedic
- Wherever possible aim to avoid S136 or ED attendance through a skilled screening assessment to determine future support

Service delivery

- The night service (Sun – Tues 1600 to 0000) based in Kent Police Force Control Room (FCR) and Emergency Operations Centre (EOC)
- Staffed by a qualified mental health practitioner and senior clinical support worker who have access to the electronic patient record.
- Leadership is provided by a qualified mental health senior practitioner Mon to Fri 0900 – 1700 who also provides a clinical response across the county

Service delivery

All age service provided by:

- Senior Clinical Support Worker
 - screen and provide advice and support to police and the public out of FCR and EOC. Provides outreach follow up as required focussing on frequent callers.
- Mental Health Practitioners
 - respond to request for assessment at the scene which can be in someone's own home or a place to which the public have access
 - carry out a screening assessment and give information and advice to assist with decision making in order to resolve the mental health crisis.
 - carry out appropriate liaison and referral/signposting on according to identified need. This may include referral on to the CRHT, CMHT or another an alternative appropriate agency

Service Development

- Pilot Community Street Triage Service in Medway and Thanet (areas with highest S136 detention) Based in Medway and Thanet custody suites
- Police and nurse in unmarked police vehicle
- patrolling the local area and responding to section 136 call outs to provide assessment and clinical expertise as an alternative.
 - Medway - Wednesday, Thursday and Friday 1130 - 0000
 - Thanet - Friday, Saturday and Sunday 1430 – 0300

Community Street Triage Service

- Following referral, respective agencies will check their information systems.
- The triage car is equipped with an airwave radio to ensure safe and effective communication
- The service responds to people both in their own homes and in a place to which the public have access
- The mental health practitioner
 - will carry out a screening assessment and give information and advice in order to resolve the mental health crisis.
 - carry out appropriate liaison and referral/signposting on according to identified need. This may include referral on to the CRHT, CMHT or another an alternative appropriate agency

Alcohol /Substance misuse

- The use of alcohol or drugs in itself does not preclude assessment.
- If the person appears to be under the influence of alcohol or illicit substances a decision will be made as to their capacity for assessment.
- If it is felt that the person lacks capacity due to intoxication and there is no history or evidence of mental disorder then the street triage workers will aim to help the intoxicated person on their way
- The service interfaces closely with alcohol and substance misuse services