

Please check with the patient and inform the support and signposting staff if the patient is prescribed any of the following medication:

- Anticoagulants
- Anticonvulsants
- Anti-infective
- Insulin
- Steroids
- Eye drops for glaucoma
- Parkinson's medication

Please advise the patient that when in the support and signposting service, they will need to have any medication in their possession stored in a locked cabinet, which the patient will have access to. This is for safety reasons.

## Patient Advice and Liaison Service (PALS) and Complaints

Should you have a concern about your care and treatment, we welcome your comments and ask that you speak with the staff providing your care. If you feel unable to and would rather speak to the PALS and Complaints team direct please contact us and we will support you through the process. All complaints will be carefully listened to and thoroughly investigated.

### Compliments

If you have something positive to say about our service we would love to hear from you. Please speak to staff direct or you can log your compliment at [www.kmpt.nhs.uk/](http://www.kmpt.nhs.uk/) feedback

### Contact details for PALS and Complaints

East Kent: 0800 783 9972

West Kent and Medway: 0800 587 6757

Email: [kmpt.pals.kmpt@nhs.net](mailto:kmpt.pals.kmpt@nhs.net)

Or write to: KMPT  
PALS and Complaints  
St Martins Hospital  
Littlebourne Road  
Canterbury  
Kent CT1 1TD



Please call 01622 724131 if you would like this leaflet in a different language or format.

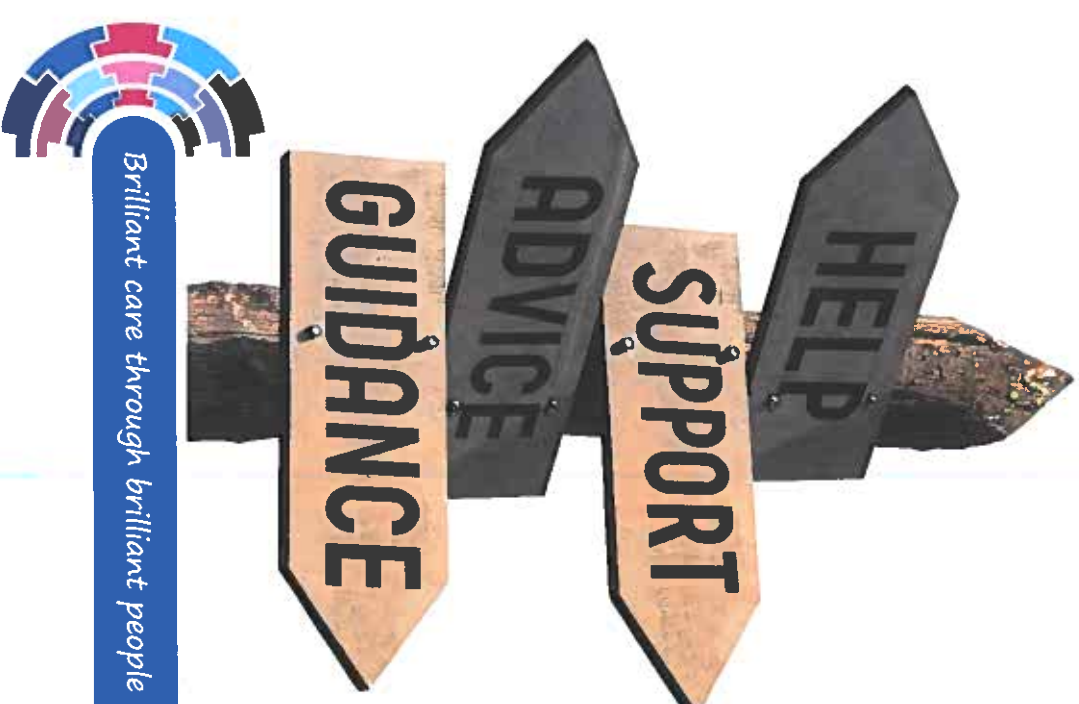
Visit us at [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

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**Kent and Medway**  
NHS and Social Care Partnership Trust

Referring to support  
and signposting



Brilliant care through brilliant people

The support and signposting service is an outpatient service for individuals who have undergone secondary mental health assessment in an Emergency Department, or a place of safety, and who are expressing significant emotional distress that would benefit from immediate supportive interventions for up to 24 hours or less and thus avoid inpatient admission. During that period, the individual will receive therapeutic, helpful and supportive interventions from trained staff who provide talking therapy, anxiety management and psycho-social support and signposting.

**The support and signposting service is not an inpatient unit and can only be accessed by referral from the following services:**

- Liaison Psychiatry service (or Crisis Resolution Home Treatment (CRHT) teams undertaking a liaison function outside of commissioned liaison hours)
- Section 136 places of safety - Priority House, St Martins Hospital and Little Brook Hospital
- Criminal Justice Liaison and Diversion Service (CJLDS)
- Street Triage service
- Patient Flow team.

**Those not suitable for referral include:**

- An individual who meets the clinical indicators for inpatient admission
- An individual who is unable to give consent to the referral
- An individual whose needs could be met just as well at home by timely interventions from the CRHT team
- An individual who has not had a physical health check undertaken by the referrer
- An individual who has not undergone a comprehensive secondary mental health assessment by the referrer, or who has not undergone an assessment of risk
- An individual who has been referred from an Emergency Department without a written declaration of medical fitness for discharge home
- An individual who is still intoxicated or clearly mentally or physically impaired as s/he is under the influence of illicit substances
- A service user where there is known and severe alcohol dependency and who would be at risk of developing acute alcohol withdrawal in the support and signposting service
- A service user with significant recent histories of violence or aggression and who is known to pose a risk to staff or others.

## Referral process

Upon referral, please complete the referral agreement with the patient. Please ensure you have also:

- Undertaken a comprehensive mental health assessment using the RiO core assessment documentation that clearly identifies the need for support and signposting
- Undertaken a comprehensive assessment of risk
- Ensured the patient has undergone a physical health check prior to referral to the support and signposting service
- Ensured the patient has a medically fit for discharge written declaration if the patient has been referred following assessment by Liaison Psychiatry or CRHT in an Emergency Department.

**Only then should you contact the support and signposting team prior to making transport arrangements.**

Please ensure you arrange transport which is reflective of the individual's risk assessment.