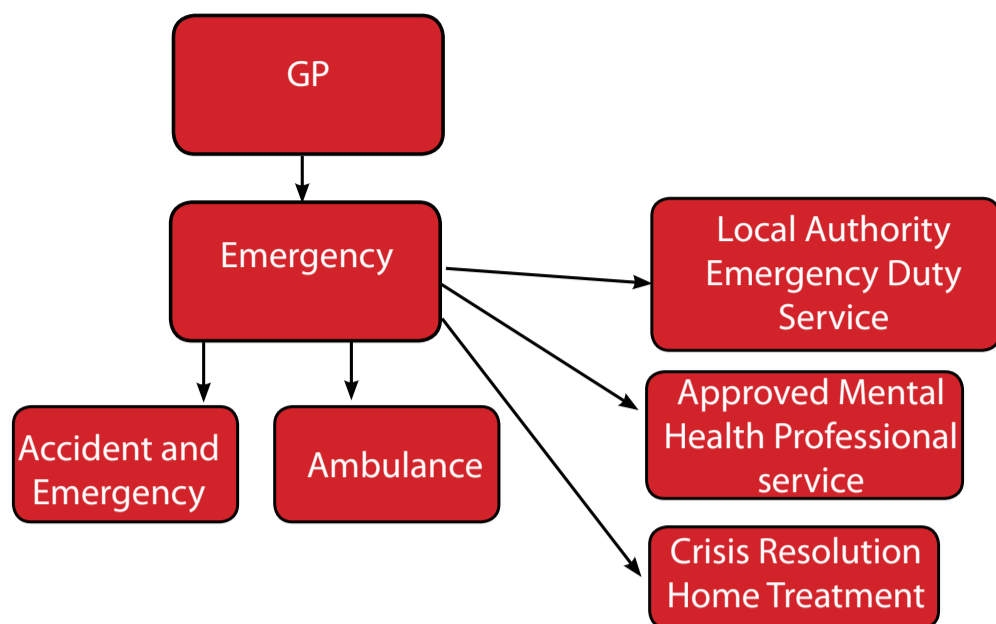


## Adult, Older people, and learning disability Emergency Referrals



Emergency cases are when there is an immediate risk to self or others, potential for admission into hospital or when the clinical condition is such that it must be assessed and managed immediately.

There are a number of different ways of responding to an emergency and these are summarised below. Choosing a pathway is determined by carrying out a risk assessment combined with ensuring that the best possible patient experience is provided. Options are as follows;

1. **Call an Ambulance**-this pathway is a very safe one because the patient is supervised and supported throughout the rest of the care pathway;
2. **Refer to the Crisis Resolution Home Treatment Team (CRHT)**

Cases where the clinical and risk presentation suggests the service user would be likely to be admitted to a psychiatric hospital and or detained under the Mental Health Act If not supported by the CRHT as deemed appropriate. In this case GPs may call their area Crisis Resolution Home Treatment Team (CRHT), and verbally refer a patient. Referral is appropriate between the hours of 9.00 and 19.00 as follows:

If the service user is over 18 and does not suffer from an organic illness and the GP believes the condition of the patient is such that the patient is likely to be admitted to hospital, and the CRHT will be able to work with that patient at home as an alternative to admission

### Process

- Once the CRHT Team have taken a call, they will follow up by a telephone call to the service user and screen and assess where appropriate. GP's may at this point be asked to fax through clinical and referral information. If the case goes to assessment stage;
- The team will accept the case or advise the service user on an appropriate course of action;
- The team will respond to requests for assessment within 4 hours
- After assessment and/or screening the patient may be referred back to the GP with advice on alternative pathways as appropriate. For referrals not accepted, the GP will retain the responsibility for making the appropriate referrals as advised, where it is not possible to signpost the patient immediately or accept the referral and continue work at home with the patient;
- In all cases a phone call will be made within 24 hours followed by a letter to the surgery confirming the outcome of an assessment as soon as practicable after completion of the assessment;
- At all times the CRHT will follow its usual practices and procedures for supporting safe case management and communication with family, friends, statutory and non statutory agencies as appropriate.

The five CRHT's can be Contacted via the Trust's centralised number **0300 123 0808** 24 hours. When prompted please ask for the specific team as detailed below;

Basildon, Bilericay and Wickford CRHT      Southend West and Rochford CRHT,  
Thurrock and Castlepoint CRHT              Southend East and Central CRHT  
Brentwood CRHT                                      Fax 01702 538 240  
Fax 01268 598 341

To contact the CRHT out of hours call the contact centre on 0300 123 0808 who will put you through to the out of hours cover

3. **Send to A/E**-this pathway may be appropriate where the service user needs to see a mental health practitioner, this could include a psychiatrist, (available 24 hours a day in A&E). Prior contact with the A/E psychiatric liaison team is preferable. Contact can be made to the relevant hospital as detailed below.

### Southend General Hospital.

The Psychiatric Liaison Nurse is available from 14.00 to 22.00 seven days per week, and is a good first point of contact.

The Psychiatric Liaison Nurse attached to Southend Hospital can be contacted by calling **07989579678** (health care professional callers only). The Duty Psychiatrist; available 24 hours a day can be contacted by calling **01702 435555** and asking the switchboard to bleep the Duty Psychiatrist.

Clinical information can be faxed to **01702 385999**

### Basildon Hospital

The Psychiatric Liaison Nurse is available from 08.00 to 12 midnight, seven days per week, and is a good first point of contact.

To contact the Basildon Psychiatric Liaison Nurse call Basildon Mental Health Unit **01268 598 089**. The Duty Psychiatrist is available 24 hours a day and can be contacted by calling **0845 155 3111** and asking the switchboard to bleep the Duty Psychiatrist.

Clinical information can be faxed to **01268 593993**

4. **Individuals who may require detention under the Mental Health Act Approved Mental Health Professional (AMHP) Service.**

### During Office Hours

**Approved Mental Health Professional (AMHP) Service** Call this service during office hours, where the GP believes the service user may need to be detained under the Mental Health Act. The service may be called for advice where a GP is considering a statutory response to the emergency. (E.g. service user needs admission for a mental disorder, however is refusing or lacks capacity to make a decision about informal admission). This is accessed through the relevant Duty Desk via a centralised number **0300 123 0808**. Please ask for the team below according to where the service user lives. You will be forwarded to the Duty AMHP practitioner to discuss/refer the case.

Area	AMHP Service (any age)
Southend	Taylor Centre Duty Desk
Thurrock	Grays Hall, Duty Desk
Basildon & Brentwood	Aston Court, Duty Desk
Castle Point, Rayleigh & Rochford	Knightswick Clinic Duty Desk

### Out of Hours

**Out of hours Emergency Duty Service (EDS).** This Local Authority service is available outside of office hours seven days per week. It is available where the GP believes the service user may need to be detained under the Mental Health Act. The service may be called for advice where a GP is considering a statutory response to the emergency (e.g. service user needs admission for a mental disorder, however is refusing or lacks capacity to make a decision about informal admission). The relevant access details are listed below, depending on the area.

**Emergency Duty Service – Essex (Excluding Thurrock)**  
**08456061212**  
**Emergency Duty Service – Thurrock 01375 372468**

