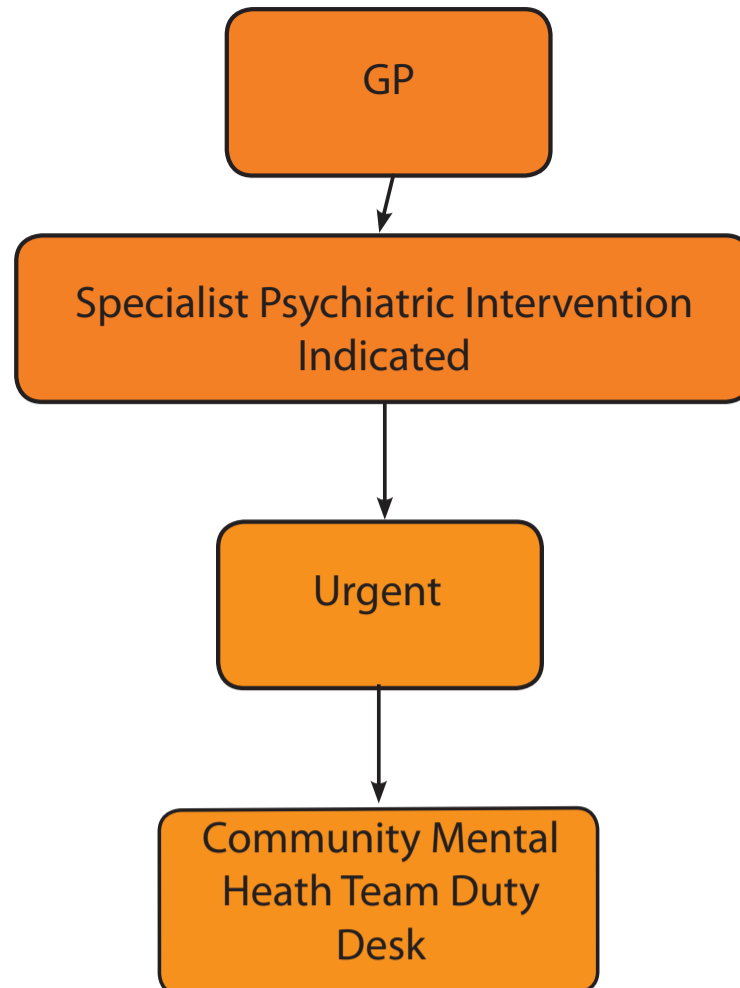


Adult, Older people, and learning disability Urgent Referrals



Where there is sudden and significant deterioration indicating the need for a case to be picked up quickly or where the clinical condition or risks are such that the service user must be seen without undue delay.

Known or unknown service users can be referred by making a direct call to a Community Mental Health Team (CMHT) duty desk in office hours who will advise and, where appropriate, take up the case. These cases are assessed by duty teams relevant to the particular clinical area who will decide on how to manage the case. Assessments are usually on Trust premises by arrangement, but may take the form of a home visit where required.

Process

- Once the Duty Team have taken a call/received a referral, 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 Duty Team will advise the service user and referrer on an appropriate course of action
- The Duty team will respond to referrals as soon as practicable and assessment will usually take place within 24 hours.
- After assessment and/or screening the service user may be referred back to the GP with advice on alternative pathways as appropriate. For referrals where it is not possible to signpost immediately or accept the case the GP will retain the responsibility for making the appropriate referrals as advised.

In all cases any clinical information that the GP needs to know immediately will be relayed by phone within 24 hours and followed by a letter to the surgery confirming the outcome of a Duty assessment/screening.

At all times the Duty Team will follow its usual practices and procedures for supporting safe case management and communication with family, friends, statutory and non statutory agencies as appropriate.

Contact the relevant Duty Team via the Trust centralised number **0300 123 0808**. When prompted please ask for the specific team e.g. Thurrock older peoples CMHT Duty or Taylor Centre Duty etc as detailed below.

Area	Community Mental Health Team
Southend (working age adults)	Taylor Centre Duty Desk
Southend (older adults)	Harland Centre Duty Desk
Thurrock (working age adults)	Grays Hall, Duty Desk
Thurrock (older adults)	Orsett Road, Duty Desk
Basildon (working age adults)	Aston Court, Duty Desk
Basildon (older adults)	Ely House CMHT Duty Desk
Brentwood (working age adults)	Brentwood Resource Centre Duty Desk
Brentwood (older people)	Brentwood Resource Centre Duty Desk
Castle Point, (working age adults)	Knightswick Clinic Duty Desk
Raleigh & Rochford (working age adults)	Coombwood Centre Duty Desk
Gt Wakering, Canewdon, Hullbridge, Raleigh and Rochford (older Adults), Canvey, Benfleet, Thundersley and Hadleigh	Sydervelt Centre Duty Desk

If you encounter any problems or issues regarding the way a case is being dealt with or the way it is being communicated please call the Contact Centre on **0300 123 0808** and ask to speak to the Manager of the relevant Community Mental Health Team, or where this does not resolve the issue, the Deputy director for Community Services for the relevant area.

Out of hours call the Contact Centre on 0300 123 0808 who will put you through to the out of hours cover