

Integrated Access Partnership (IAP)
Standard Operating Procedure (SOP)



Mental Health

Integrated Access Partnership

Intelligent Mental Health System Response

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

Version:	Owner:	Created:
2.8	IAP Service Managers	18/08/2023
Published:	Approval:	Next Review
30/06/2026	IAP Transformation Board	29/06/2027

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Contents

Contents	2
<i>Introduction</i>	<i>5</i>
<i>Objective.....</i>	<i>6</i>
<i>Scope.....</i>	<i>6</i>
<i>Response Levels</i>	<i>7</i>
Remote Assessment	7
Specialist Advice to other Professionals	7
Face to Face Assessment.....	7
<i>Clinical Intervention.....</i>	<i>8</i>
Review.....	8
Triage	9
Assessment.....	9
Risk	9
Onward Pathways following clinical intervention	9
<i>Key Roles & Responsibilities.....</i>	<i>10</i>
Non-Registered Staff.....	10
Registered Staff	12
<i>Mental Health Clinical Navigator</i>	<i>14</i>
Core Responsibilities	14
IAP Clinical Inbox	15
<i>Police Liaison.....</i>	<i>16</i>
Avon and Somerset Police (Somerset, BNSSG and BaNES)	16
Wiltshire Police.....	16
<i>Clinical Records</i>	<i>16</i>
Safety Assessments on RiO	17
Completion of cases.....	17
Communicating with GPs and mental health teams	17
Record adjustments	17
<i>Children and Young People</i>	<i>18</i>
Service Provision	18
Mental Health Clinical Assessment Service (MHCAS)	18
Documentation:	18
Triage of Children and Young People	19
<i>Transfer of Care within IAP Services.....</i>	<i>19</i>
Escalation to Ambulance from MHCAS	19
Escalation to Police	20
<i>GP Follow Up & Prescribing.....</i>	<i>20</i>
BNSSG Registered Patients	20
BSW Registered Patients.....	20
<i>Arranging Taxi Transport for Service Users.....</i>	<i>21</i>
<i>Team Communication</i>	<i>21</i>

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

<i>People with Unmet Needs – High Intensity Users (HIU)</i>	21
<i>Safeguarding</i>	21
Children Looked After – Safeguarding Reporting Requirement	22
<i>Anonymous Patients</i>	22
<i>Data Protection and Confidentiality</i>	23
<i>Business Continuity</i>	23
Mental Health Shift Manager.....	23
Out-of-Hours Crisis	24
<i>Quality and Governance</i>	24
Learning Events/Incidents	24
Staff Wellbeing	25
Monitoring & Change Register	26
Appendices	30
<i>Appendix 1: SBAR Format for Assessment</i>	30
<i>Appendix 2: UK Mental Health Triage Scale</i>	31
<i>Appendix 3: Clinical Tool Kit – Structured Professional Judgement (Risk)</i>	32
<i>Appendix 4: Service Priority and Minimum Staffing Levels Decision Support Process</i>	35
<i>Appendix 5: Traumatic Event Process</i>	36
<i>Appendix 6: BNSSG AWP CAMHS Support and Documentation</i>	37
Record Access	37
Support and Guidance	37
Documentation	37
<i>Appendix 7: BSW Oxford Health CAMHS Support and Documentation</i>	39
Record Access	39
Support and Guidance	39
Documentation	39
<i>Appendix 8: Description of Duties for Associate Practitioners and Senior Associate Practitioners</i>	41
<i>Appendix 9: Service Closures</i>	43
MHSD	43
BNSSG MHRV	43
BSW MHRV	43
MHSD	43
MHCAS	43
<i>Appendix 10: IAP and AWP Crisis/Intensive Teams Pathway</i>	44
Background	44
Aim	44
<i>Appendix 11</i>	46
<i>Appendix 12: Safeguarding Contacts</i>	47
Routine referrals for care and support, with no immediate safeguarding concerns	47
Referrals for care and support with urgent safeguarding concerns	48

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

<i>Appendix 13: Arranging Taxi Transport for Patients in BSW</i>	49
Eligibility and Suitability	49
Booking Process	49

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Introduction

The Integrated Access Partnership (IAP) is a collaborative, award winning, innovative endeavour which is transforming urgent and emergency care services.

In collaboration, BrisDoc Healthcare Services (BrisDoc), Avon and Wiltshire Mental Health Partnership Foundation Trust (AWP) and South Western Ambulance Service NHS Foundation Trust (SWASFT) – as well as Avon and Somerset Police, Avon Fire and Rescue, and voluntary sector organisations – have implemented an integrated urgent and emergency care front door service across both 999 and 111 for people in mental health crisis. The service provides three layers of intervention and trusted onward referrals to support any person presenting with mental health needs to 999 or 111; providing remote advice through a multidisciplinary mental health team, or a rapid face-to-face response.

The IAP services are outlined in the table below. Each part of the service is covered by a separate standard operating procedure.

Service Line	Service Provision	
Mental Health Specialist Desk (MHSD) SWASFT Emergency Operations Centre (EOC) St James A, St James Court, Bradley Stoke BS32 4QJ 0300 369 0151	BNSSG	24/7
	BSW	24/7
	Cornwall	08:00 – 00:00 (7/7)
	Devon	24/7
	Dorset	08:00 – 00:00 (7/7)
	Gloucestershire	24/7
	Somerset	24/7
Mental Health Response Vehicle (MHRV) Bristol Ambulance Station, Croydon Street, Easton, Bristol BS5 0DA Chippenham Ambulance Station, Bath Road, Chippenham SN14 0AB (contact via MHSD)	BNSSG	24/7
	BSW (1)	14:00-02:00 7/7
	BSW (2)	Wednesday – Friday, 14:00-02:00
	Cornwall & Isles of Scilly	14:00 – 02:00 (7/7)
	Dorset	16:00 – 02:00 (7/7)
	Gloucestershire	14:00 – 00:00 Mon – Thurs only
	Somerset	12:00 – 00:00 (7/7)
Mental Health Link Officer (MHLO) (situated at MHSD)	Avon & Somerset Police footprint	24/7
Mental Health Clinical Assessment Service (MHCAS) BrisDoc Healthcare Services, Unit 21 Osprey Court, Hawkfield Business Park, Bristol BS14 0BB 0117 233 1402 Bath NHS House, Newbridge Hill, Combe Park, Bath BA1 3QE	BNSSG	24/7
	BSW	24/7
Emergency Services Mental Health Professional Line (MHPL) incorporated within MHCAS BNSSG - 0117 233 1402; BSW - 0117 454 7444	BNSSG	24/7
	BSW	24/7

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Objective

This standard operating procedure (SOP) provides guidance to IAP staff on the day-to-day operation of the IAP services, as listed in the introduction.

The IAP works to the following key principles:

- Provide specialist mental health triage and assessment for any individual on the 111 or 999 call pathways
- Promote the importance of working with strengths and aspirations of the person referred
- Lead a specialist response to any clinical situation relating to a 999 or 111 call where mental health is considered the primary need
- Give best practice advice and support in a broad range of conditions for people with both functional and organic mental health needs
- Provide succinct formulations and recommendations (inclusive of risk management advice) to support patient safety planning
- Advise and support on evaluating risk from a positive risk-taking perspective
- Ensure, where needed, that people experience a seamless transfer into provider/treatment services via trusted assessment processes
- Assess and advise on the impact of culture and diversity alongside colleagues from primary care
- Improve the efficiency of 111 and 999 response through an integrated access point to urgent and emergency mental health care
- Provide a dedicated emergency response to scene for mental health emergencies
- Strive to reduce on-scene time for non-specialist emergency responders wherever possible
- Deliver care and support in a caring, compassionate and timely way
- Work to the principles of the UK Mental Health Triage Scale (UKMHTS) (See [Appendix 2](#))
- Promote the needs of family and carer/s, including various support networks and third sector agencies
- Support and advise within safeguarding and public protection procedures where the issues are complicated by mental health problems, alongside primary care colleagues
- Contribute evidence-based expertise to multi-disciplinary team processes
- Promote positive attitudes, mutual understanding and collaboration between non-mental health staff and mental health services, users, carers, voluntary agencies, primary care, and social services

Scope

The IAP will support 111 callers in the Bristol, North Somerset, and South Gloucestershire (BNSSG) and BanES, Swindon and Wiltshire (BSW) areas, and 999 calls across the South West of England. The level of response provided will be dependent on local commissioning arrangements in each integrated care system (ICS). The IAP consists of a range of registered and non-registered mental health staff, providing mental health specialist advice and assessment to individuals calling 111 and 999.

The IAP provides specialist mental health support to:

- Callers to both 111 and 999 (depending on local commissioning arrangements)
- Patients of any age

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

- All mental health difficulties
- Calls with co-morbid mental and physical health needs.

The IAP will only lead on calls relating to a primary mental health need. The interpretation of primary need may require a multi-disciplinary discussion with physical health colleagues. However, the IAP may assist physical health colleagues who are managing calls with a primary physical need alongside mental health co-morbidities.

Response Levels

The IAP provides a clinical response to patients via:

1. Remote assessment of the patient
2. Specialist advice to other professionals
3. Face-to-face assessment

Remote Assessment

Remote assessment will form the primary response from the IAP model, providing specialist mental health telephone or video assessment of patients on the 999 and 111 pathways.

The services within the IAP that provide remote assessment are:

- Mental Health Specialist Desk (MHSD)
- Mental Health Clinical Assessment Service (MHCAS)

Third-party triage

The IAP will make contact with the patient, unless consent from the patient is unclear. In this circumstance, a dynamic risk assessment as to whether to phone the patient should be conducted and documented.

Specialist Advice to other Professionals

The IAP workforce is skilled in responding to urgent and emergency mental health calls. The IAP provides real time advice to non-mental health specialist professionals who require support and guidance, either at scene or to support remote assessment. This dedicated support to professionals is managed through the Emergency Services Mental Health Professional Line (MHPL).

The MHPL can be contacted on:

- BNSSG: 0117 233 1402
- BSW: 0117 454 7444

Face to Face Assessment

Face-to-face assessment can be provided to mental health patients in the urgent and emergency care pathway. Face-to-face assessment will be coordinated by the IAP services who provide remote assessment. The dispatch of dedicated mental health response vehicles will be via the SWASFT Emergency Operations Centre (EOC).

Face-to-face assessment within the IAP is provided by the Mental Health Response Vehicle (MHRV).

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Clinical Intervention

Staff working in the IAP will take a three-tiered approach to clinical contact with patients; this is to guide the amount of clinical intervention or time that is required in patient interactions to include remote and face to face assessment. This clinical response will be proportionate to the presentation of the patient to maintain the efficiency and availability of the service and will be in line with the IAP Clinical Contact Guidelines.

The three tiers of clinical contact are:

1. Review
2. Triage
3. Assessment

IAP contact with all patients will, wherever possible, include collection of the following information:

- Exclusion of a physical health emergency
- Patient identification using two or more identifiers
- Consent to access their clinical records
- Consent for onward referral.

Review

A clinical response which is considered a 'review' is likely to be best applied to calls which require limited resource allocation and time for managing the call. Most of the clinical time will be committed to a desktop review of collateral information to inform an efficient pathway for the call. Reviews often do not require specialist direct contact with the patient, as the information required to manage the call is evident from the clinical record or associated collateral information. Reviews will mostly be completed by the MH Clinical Navigator (MHCN) and allow for 'fast' prioritisation of the call.

Reviews will mostly be applied to the following:

- Diversion of a call to a specialist team for triage or remote assessment
- Re-prioritisation of the waiting call queue, such as clinical navigation
- Providing advice from an established management plan already added to the clinical record for use by another non-IAP clinician
- Booking for further assessment
- Low risk calls requiring emotional support and suitable for warm transfer to services such as Mind Line, Samaritans etc
- Implementation of a known high-intensity user's management plan

When a review is undertaken, it is essential to ensure that the assessment of information from the case and patient's records, and the justification for action taken, is clearly recorded in the case notes.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Triage

This will be the most common level of clinical engagement from the IAP. 'Triage' will involve direct contact with a patient, but the contact time will be focused on recent precipitating factors and changes supported by collateral information from the clinical record. The call will use 'here and now' information to update and assess for change from an established risk formulation and clinical impression. This approach is intended to make more efficient use of resources and reduce the need for patients to repeat themselves. This type of call is most suitable for:

- Frequent/high impact callers
- Known patients with a well-documented treatment plan
- Patients who are presenting with a similar presentation to a recent assessment
- Low to moderate complexity calls requiring signposting to an appropriate voluntary, community or social enterprise (VCSE) partner

Assessment

This will be the most comprehensive level of intervention provided by the IAP. 'Assessment' will acquire a wide picture of the patient, including a thorough history, including predisposing information relating to the patient background. The framework for Assessment uses the SBAR format (Appendix 1). This level of intervention will inform more complex discharges or referral onto treatment from secondary mental health services. This type of assessment will be most suitable in the following situations:

- Patients presenting with a mental illness who do not have a recent assessment or have not had contact with services
- Patients presenting with a level of acuity that a decision regarding treatment from secondary mental health services is indicated

Risk

The principles for comprehensive risk assessment are required to be well understood by all staff working in the IAP and are well described in the IAP Clinical Contact Guidelines. All staff should be working to manage risk using multi-disciplinary discussion and consideration of individualised risk formulation and safety planning.

Risk assessment for IAP interventions must be clearly documented on RiO, CAD and CLEO, as applicable. These should be escalated appropriately to ensure the safety of the patient, professionals and public. This may include liaising with the patient's locality team, GP, or Social Services to determine an appropriate care pathway.

Onward Pathways following clinical intervention

The primary outcomes from an intervention provided by the IAP are:

- Signposting back to NHS mental health assessment or treatment teams
- Signposting to voluntary/charitable services (eg. Vitamins)
- Agreement for self-care – discharge without further action
- Use of police Section 136
- Referral to GP
- New referral to mental health assessment or treatment teams

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

- Referral to Drug and Alcohol services
- Conveyed to A&E

Key Roles & Responsibilities

The IAP team comprises both registered and non-registered staff, offering specialist mental health advice and assessment. The IAP works across a complex patient group and therefore the staffing model embraces staff with different backgrounds, skills and experience.

IAP Patient Facing Roles	
Registered Staff	Non-Registered Staff
Senior Practitioner (B7)	Senior Associate Practitioner (B5)
Development Senior Practitioner (B6)	Associate Practitioner (B4)
Specialist Practitioner (B6)	
Development Specialist Practitioner (B5)	

To note: For BSW practitioners, the role titles below may differ slightly to that listed in their AWP contracts. The roles below reflect their honorary contracts with the IAP.

Non-Registered Staff

Non-registered staff form the core foundations of the model for the IAP. The IAP non-registered staff group will consist of associate practitioners at NHS AFC Band 4 and senior associate practitioners at NHS AFC Band 5.

Associate Practitioners (Band 4)

Associate practitioners play a crucial role within the IAP, providing focused, person-centred assessment and support to individuals experiencing an acute mental health crisis. They work autonomously within relevant practice boundaries, under the indirect clinical supervision of registered clinicians. Associate practitioners conduct comprehensive assessments of mental health needs and clinical risks, enabling appropriate support, signposting, and onward referral to services where required. For detailed guidance on the scope of practice and responsibilities of associate practitioners, please refer to Appendix 8.

Senior Associate Practitioners (Band 5)

Senior associate practitioners are the most experienced and skilled patient-facing unregistered professionals within the IAP. They play a crucial role in providing high-quality assessment and support to individuals experiencing an acute mental health crisis. In addition to the scope of practice of an associate practitioner, senior associate practitioners are entrusted with undertaking the most complex assessments within the scope of practice of non-registered members of staff, as deemed suitable by the MHCN.

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

Senior associate practitioners serve as mentors, coaches and supervisors for associate practitioners, sharing their knowledge and expertise to support the development of their colleagues. They are responsible for providing managerial supervision to associate practitioners, which includes regular one-to-one meetings, performance reviews, and supporting professional development. This supervisory role is crucial in maintaining and improving the quality of care provided by the IAP.

In addition to their supervisory duties, senior associate practitioners take the lead on dual non-registered assessments conducted in the community, ensuring the highest standards of care and professionalism. They coordinate these assessments and serve as a resource for complex cases within the unregistered scope of practice, providing guidance to associate practitioners as needed.

Senior associate practitioners also contribute to service improvement initiatives and the development of best practices within the IAP. They may be delegated additional leadership roles and responsibilities, such as undertaking training roles and contributing to the smooth operation and continuous improvement of the IAP. Throughout their work, senior associate practitioners are expected to maintain a high level of clinical expertise, staying current with best practices and guidelines in mental healthcare, and using this knowledge to inform their practice and supervisory approach.

Semi-autonomous working

At times, unregistered practitioners may be working alongside only one registered practitioner. When the registered practitioner is unavailable, such as when taking their break or occupied with a consultation, unregistered practitioners can continue to work semi-autonomously, within the following parameters:

At MHCAS

Unregistered practitioners should continue to take calls, carry out assessments and accept warm transfers from call handlers. During this time, staff:

- should seek support from the MHCN at the MHSD if clinical advice is required
- must wait for the MHCN at MHCAS to return before ratifying any plans/decisions made, in conjunction with the MHCN
- undertaking a difficult call should continue as best they can, seeking support from colleagues around them if necessary.

At MHSD

It is advised that unregistered practitioners should continue to work on calls that have already been reviewed as appropriate by the MHCN or deputy. Staff requiring support or engaging in new calls during this period:

- should seek support from the MHCN at the MHCAS if clinical advice is required
- must wait for the MHCN at MHSD to return before ratifying any plans/decisions made, in conjunction with the MHCN
- undertaking a difficult call should continue as best they can, seeking support from colleagues around them if necessary.

In all circumstances when unregistered practitioners are unable to immediately escalate patients to a registered member of staff, they must have a low threshold for escalating patients for an emergency response, either within the EOC or via 999.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Remote Oversight

There may be occasions where unregistered practitioners at Bath NHS House are not working under the direct supervision of a registered member of staff (eg. due to sickness/absence).

On these occasions, all attempts should be made to obtain registered cover, in line with the BSW BCP:

- Registered bank shifts to be offered at both BNSSG and BSW locations to increase potential uptake
- Unregistered staff member to be asked if they are able to relocate to Osprey to improve opportunity for support from registered staff for affected shift
- Registered staff in BNSSG IAP to be asked if they are able to relocate to Bath NHS House for affected shift
- To explore whether managers from IAP/BSW MHCAS/BSW OOH or registered staff from alternate teams can base themselves at Bath NHS House to offer clinical support to unregistered practitioners as required.

To maintain service provision and only where all of the above options have been exhausted, the unregistered practitioner may work without direct oversight with the following stipulations:

- Remote support to be provided by clinical navigator to associate practitioners as required
- Associate practitioners to work from Bath NHS House and pick calls suitable for unregistered staff only where these have been validated by the clinical navigator
- Associate practitioners to move on to their next case only where the clinical navigator has reviewed and completed the previous case.

Registered Staff

Registered staff working in the IAP model consist of senior practitioners (NHS Band 7) and specialist practitioners (NHS Band 6).

Registered clinical staff provide direct clinical intervention to the most complex calls, as well as providing clinical consultancy to non-registered staff handling calls or having face to face contact.

Senior Practitioners

Senior practitioners are expert registered clinicians who play a crucial role in delivering high-quality patient care and maintaining clinical excellence within the IAP. Their primary focus is on direct patient care and clinical leadership, with additional responsibilities in supervision and informing service improvement and development initiatives.

Senior practitioners:

- Provide expert clinical interventions across all IAP service lines
- Assume the mental health clinical navigator role, overseeing clinical operations and ensuring effective resource allocation
- Lead by example in clinical practice, setting the standard for high-quality patient care and promoting best practices
- Offer clinical supervision and support to both registered and non-registered staff, fostering a culture of continuous learning and improvement

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

- Contribute to service development initiatives and quality improvement projects as delegated by team managers
- Participate in clinical audits and evaluations to maintain and enhance service standards
- Support team managers in addressing complex clinical situations and decision-making processes
- Engage in ongoing professional development to stay current with best practices in mental health crisis care

Development Senior Practitioners

Development senior practitioners are autonomous registered mental health practitioners who are on an individualised development pathway from specialist practitioner to senior practitioner. Development senior practitioners will work with other registered mental health colleagues who will provide support with their clinical decision making, and their clinical and leadership development.

Development senior practitioners:

- Work a 24/7 rota across all elements of the IAP model
- Are Band 6 clinicians who work in a direct clinical role, initially focusing all their time in providing direct patient care and incorporating other Band 7 senior practitioner roles and responsibilities as they progress along their development journey
- Can act autonomously to complete clinical interventions within the SP scope of practice, but require supervision when undertaking the senior practitioner scope of practice roles and responsibilities
- Can support unregistered staff in providing clinical interventions autonomously within their scope of practice
- Can deputise for the MHCN role, providing this is time-limited and for business continuity purposes
- Will provide clinical supervision to unregistered staff

Development pathways for development senior practitioners are individualised and, therefore, the scope of practice and autonomy will develop along the pathway.

Specialist Practitioners

Specialist practitioners are autonomous senior registered mental health staff who dedicate their time to patient facing contact under the leadership of senior practitioners.

Specialist practitioners:

- Are senior Band 6 clinicians who work primarily in a direct clinical role, focusing almost all their time in providing direct patient care
- Do not require supervision (can act autonomously) to complete clinical interventions such as changing the dispatch priority of an ambulance
- Will support unregistered staff in providing clinical intervention but will not routinely authorise ambulance stand down on their behalf
- Can deputise for the MHCN role, providing this is time limited and for business continuity purposes
- Will carry out most of the direct contact with service users, especially in relation to calls of higher complexity (Cat A-C on the UKMHTS)
- Can provide face to face assessment, including as a blue light response
- Will provide supervision to unregistered staff.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Development Specialist Practitioners

Development specialist practitioners are semi-autonomous registered mental health staff who are on an individualised development pathway from practitioner to specialist practitioner. Development specialist practitioners will work with other registered mental health colleagues who will provide support in their clinical decision making and development.

Development specialist practitioners:

- Are Band 5 clinicians who work in a direct clinical role, focusing all their time in providing direct patient care
- Require supervision when completing clinical interventions and ratification of clinical decision making
- Can support unregistered staff in providing clinical interventions but any decision making would need to be ratified with a specialist practitioner or senior practitioner
- **Cannot** deputise for the MHCN role

Development pathways for development specialist practitioners are individualised and, therefore, the scope of practice and autonomy will develop along the pathway.

Mental Health Clinical Navigator

A mental health clinical navigator (MHCN) will operate as the lead clinician in the MHCAS and MHSD. The most senior registered clinical staff member on duty will be rostered as the MHCN in each service line. The MHCN will be a senior practitioner, but this can be deputised to a development senior practitioner or specialist practitioner where necessary. The MHCN will be responsible for the allocation and oversight of all clinical interventions in their service line.

The MHCN will prioritise their navigation tasks and being available for consultation to colleagues. Where necessary, they will also be clinically active, engaging with the most complex calls directly. The MHCN should only engage with patients directly, when absolutely necessary, as this will prevent them from maintaining clinical oversight of the IAP workload and carrying out a support role to the wider team, which should remain their priority.

Core Responsibilities

The core responsibilities for the MHCN include:

Clinical role:

- The MHCN will remain available in a 'floorwalking' capacity when based at MHCAS or MHSD and available in a remote capacity to practitioners in BSW 111 (Bath NHS House) to offer clinical advice/support/escalation and sign-off of mental health calls.
- This is more important than going active on incidents of care, unless taking over a complex call, or answering the hard phone in MHSD.
- Review and validate incidents of care as they come in, adding the appropriate priority tag/comment on CAD/CLEO, as to appropriate skill level for the practitioner who will call back.
- Review emails to the IAP Clinical Inbox and ensure all follow-ups have been assigned/actioned.
- At MHSD, answer the hardline phone and allocate to others if needed/able. Anyone using the hard phone inappropriately should be directed to the professionals' line if applicable.

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

- MHSD CN to allocate MHRV and be aware of their availability status. All requests for availability should come through the MHSD CN, so they can triage and make best use of the vehicle. If the request comes from MHCAS, a telephone conversation should take place.
- Consider use and availability of the pool car as a response vehicle if staffing allows

Shift Management:

- Review staffing over the next 24 hours. When reviewing staffing, the MHCN must: consider staffing levels (in line with Appendix 4); ensure there is a fair balance of staff across the MHSD and MHCAS, both in terms of staff numbers and skill mix
- Advertise any staffing gaps to the team (bank/overtime/shift swaps) and review the shadow calendar to check for any shadow staff that may need to be contacted to move to a different location.
- Make decisions to close services as early as possible. If alerted about any sickness during the shift, re-evaluate staffing. This includes taking the appropriate action to redeploy staff and close services, when necessary, as per Appendix 9, ensuring team managers are kept up to date. Note: MHCAS cannot be closed.
- Monitor capacity to meet demand and mitigate ambulance dispatch in MHSD, request triage support from Clinical Support Desk as required
- On the evening shift, consider workload and likelihood of being able to triage jobs in Cornwall and Dorset before midnight. Consider sending incidents back to SWASFT CSD for triage if unlikely to be actioned by the MHSD.
- When going on break, clearly communicate who is covering the MHCN role and provide a handover.

Pastoral Support:

- Review activity levels and ensure that staff are released to have their breaks and attend supervision, team meetings and reflective practice as necessary.
- Check in with staff, making sure they are okay. The pastoral aspect is important and shouldn't be forgotten, no matter how busy it is. Please consider whether staff are registered or not, and their experience within IAP. New or less confident staff may require more time for clinical support and reassurance.
- Allocate planned breaks for staff and ensure these are taken (this should be allocated near the start of the shift; it is not acceptable for staff to work without a break or to leave work early due to not taking a break).

IAP Clinical Inbox

BNSSG Only:

To streamline requests for information from the IAP team, as well as invitations to service user meetings and requests for follow-ups, a shared mailbox exists. It is the responsibility of the MHCN to manage this mailbox during their shift (awp.iapclinicalinbox@nhs.net).

Example uses of the Clinical Inbox:

- Clinical teams can highlight any relevant patient updates where there are concerns with deteriorating mental health alongside increasing risk. This is in addition to updates being recorded on the relevant patient record.
- Invitations to the IAP to attend service user professional meetings

The inbox should not be used to arrange follow-up calls to GPs where a GP has been sent correspondence following a clinical contact on an earlier shift.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

It is important for the inbox to be monitored and checked periodically throughout shifts. When emails are received, the MHCN should delegate emails to individuals, or disseminate pertinent information to the team as required, including during Daily Updates (handover) meetings. Once an email has been actioned, it should be filed in the 'Completed' folder to prevent duplication of any actions. Any emails remaining in the inbox (both read and unread) will be considered as still requiring action.

Police Liaison

Avon and Somerset Police (Somerset, BNSSG and BaNES)

Specialist police officers will work alongside MHSD colleagues, undertaking the role of Mental Health Link Officer (MHLO). The role of the MHLO is to review live incoming mental health related calls to the police, ensuring police attend incidents where there is a policing purpose present (including supporting ambulance staff where necessary), and referring calls where there is no policing purpose to more appropriate agencies.

This role is supported by a dedicated MHLO SOP.

Wiltshire Police

Wiltshire Mental Health Control Room Triage has a dedicated MH Practitioner 24hrs a day, 7 days a week who can support any police related mental health queries for Swindon and Wiltshire.

To discuss a patient or concern for this area, please call: 01380 826613 (for professional use only).

Clinical Records

The following table details the primary and secondary record for clinical notes following a patient contact in each service.

Service Line	Primary Record	Secondary Record
Mental Health Specialist Desk (MHSD)	CAD (C3)	RiO*
Mental Health Response Vehicle (MHRV) (BNSSG & BSW)	RiO	ePCR
Mental Health Link Officer (MHLO) (situated at MHSD)	RiO	N/A
Mental Health Clinical Assessment Service (MHCAS)	CLEO	RiO* (adults & BSW under 18s) IAPTUS (BNSSG under 18s)
Emergency Services Mental Health Professional Line (MHPL)	CLEO	RiO* IAPTUS (under 18s)

***Where there is a clear mental health need, IAP staff must duplicate records onto the relevant instance of RiO (providing access is available) according to the location of the patient. Therefore, all face-to-face contact should result in a RiO referral being open. The record of the assessment must always be copied verbatim to capture all the relevant clinical details.**

*IAP staff will only be expected to submit information into the contemporaneous record (progress notes) of the relevant RiO record.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Patient contact should always be recorded in accordance with the IAP Clinical Contact Guidelines, which ensures adherence with the AWP assessment standards. In addition to the clinical notes, all contacts must include:

- The IAP service line the contact relates to
- The referral source (e.g. emergency service referring or 111)
- The reference number (e.g. CAD or CLEO case number)
- The time the contact started.

All outbound telephone calls must be made using a recorded line.

Safety Assessments on RiO

IAP staff members will select available options within the progress note to add to the safety assessment form if this is appropriate and available within the contemporaneous record. By exception, where patients have not previously had a risk history written, there will not be the option to add to the risk history. In these cases, where an assessment has been completed, IAP clinicians need to complete a safety assessment form within RiO.

Data is collected from CAD, CLEO and ePCR for service improvement and performance purposes.

Completion of cases

Accurate and contemporaneous clinical records are an essential element of all patient interactions. Therefore, colleagues must complete their notes before starting the next incident. This is especially important for colleagues working on the MHRV. If in exceptional circumstances, crews need to relocate to write-up notes, they should advise Dispatch that they are changing location but are still unavailable to be dispatched to the next job until these have been completed.

Communicating with GPs and mental health teams

For all remote and face-to-face assessments where the person is not open to mental health services, the GP must be sent a summary of the assessment, including the outcome and any onward referrals. Where the person is open to a team, the allocated worker and/or team must be advised of the contact and details of the assessment.

This communication must also be recorded on the patient record in RiO and CAD/CLEO as applicable.

Record adjustments

In the event of a clinical recording error, it is necessary to correct the record. If a clinician realises a mistake prior the case being closed, the case record may be edited with the correct information being substituted for the incorrect. If the mistake is realised once the case has been closed, an incident/learning event must be completed and the respective organisation's process followed for record adjustments.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Children and Young People

Service Provision

The IAP provides an all-age service across all service lines, which includes responding to children and young people (CYP), and working closely with colleagues in child and adolescent mental health services (CAMHS) across the South West of England.

Mental Health Clinical Assessment Service (MHCAS)

The IAP operates MHCAS within Bristol, North Somerset and South Gloucestershire (BNSSG) and Bath & North East Somerset, Swindon and Wiltshire (BSW). There is a different CAMHS for each area, with BNSSG CAMHS provided by AWP, and BSW CAMHS provided by Oxford Health.

The IAP has specific arrangements with both CAMHS providers.

BNSSG (AWP CAMHS)

The interactive voice response (IVR) for BNSSG MHCAS screens for calls relating to patients aged under 18 years. These callers will be asked if they are open to a CAMHS team, and between 09:00 – 17:00, Monday to Friday, these calls will be able to select the option to transfer directly to their CAMHS team.

Outside of these hours, or calls for patients who are not open to a CAMHS team, will transfer directly to a MHCAS call handler.

BSW (Oxford Health CAMHS)

In hours:

Between the hours of 09:00 and 23:00, all calls relating to children and young people (CYP) under 18yrs of age (regardless of whether open to Oxford Health service or not) will be directed to Oxford Health via the Interactive Voice System (IVR) (Process listed in Appendix 7)

Out of hours:

Outside of these hours, when the CYP option is selected, calls will be diverted to the MHCAS.

Documentation:

Processes have been agreed with CAMHS in BNSSG and Oxford Health in BSW, to ensure that IAP documentation is uploaded to the relevant systems as listed below:

- AWP IAPTUS (BNSSG) (Appendix 6)
- Oxford Health RiO (BSW) (Appendix 7)

This has been agreed with senior managers from CAMHS and will remain in place until such a time as the IAP has edit access to these systems to upload assessments independently.

Outside of BNSSG and BSW, practitioners must contact relevant CAMHS following contact with children and young people.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Triage of Children and Young People

Oxford Health has used the UK Mental Health Triage Scale (UKMHTS) to categorise risks as red, amber and green for children and young people requiring follow up support from CAMHS services. **Guidance on presentations/risks that fall under each category can be found in Appendix 11.**

The following table shows each category, and how these categories align with the UKMHTS:

UKMHTS rating	Oxford Health Triage category	Response
A	Emergency Response	999 call
B	F2F required	IAP F2F, ED attendance or escalate to BSW CAMHS on call
C	RED	Make a referral to CAMHS
D		
E	AMBER	- Access follow up support from CAMHS website - Talk to family and friends - Access support at school or from a youth organisations - Consider support from counselling services
F	GREEN	- Access follow up support from CAMHS website - Talk to family and friends - Access support at school or from a youth organisations
G		

IAP practitioners should continue to document the UKMHTS rating in their assessment, but the red, amber, green model can be used to support decisions around follow up/ onward pathways.

Transfer of Care within IAP Services

The below information is provided to support transfers of care between IAP services. For other services please refer to the trusted assessment SOP.

Wherever possible, once the case has been added to the relevant queue, the patient should not be asked to call for an alternative IAP service.

Escalation to Ambulance from MHCAS

Should an ambulance be required for a case which has originated from MHCAS/MHPL and the case is not already open to SWASFT, a 999 call must be made by the most suitable person, either by the professional handling the case or a colleague.

The CN should be made aware ASAP to support the management of the case.

Unless the call originated from MHSD or MHLO, in these cases direct liaison should occur to agree the next steps.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Escalation to Police

Where a case requires the support of the police. A 999 call must be made by the most suitable person. This may be from scene (MHRV) or from the MHSD/MHCAS, either by the professional handling the case or a colleague.

The CN should be made aware ASAP to support the management of the case.

Unless the call has originated from MHPL or MHLO, in these cases direct liaison should occur to agree the next steps.

GP Follow Up & Prescribing

Only the MHCAS has the functionality to contribute to the patient's own GP's clinical record system (EMIS), with the Adastra case report being shared automatically on completion of each case via a post event message (PEM).

Any member of staff operating within the IAP can make professional referrals to the patient's own GP, using the MHPL. When calling, please identify as calling from the IAP and that you want to share information with the patient's own GP. The detail relating to the patient contact, requested action for the GP and subsequent referral MUST be recorded within the RiO clinical record.

	Telephone	Process
In Hours	0117 233 1402	You will be connected to the patient's own GP Practice
Out of Hours*		Patient information will be added to clinical system to be managed by the MHCAS team (this may not then be actioned by the GP practice until the following working day)

*The out of hours pathway is only appropriate for requesting follow up from the patient's GP practice on the next working day (longer delays for bank holidays).

BNSSG Registered Patients

Mental health clinicians who need more urgent clinical advice or a prescription out of hours, must contact the SevernSide professionals' line and request a call back from one of the BrisDoc clinicians.

BSW Registered Patients

Mental health clinicians who need more urgent clinical advice or a prescription out of hours, must contact the BSW physical health Out of Hours service

Patients registered outside of BNSSG

For more urgent clinical advice or prescriptions out of hours, contact should be made with the GP Out of Hours service for the respective areas:

Somerset: 01392 269455

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Cornwall: 01872 303770
Devon: 01752 422730
Gloucestershire: 01452 687001
Dorset: 03000 334000
Wiltshire: 0300 1115818

Arranging Taxi Transport for Service Users

There may be occasions where it is necessary to arrange a funded taxi for service users as part of their interaction with the IAP. Taxis will be organised in line with each organisation's relevant process:

- Taxis originating from **MHCAS or MHPL within BNSSG** will be arranged through BrisDoc's process, in conjunction with the MHCAS Shift Manager
- Taxis operating from **MHCAS or MHPL within BSW** will be arranged through AWP's process, in line with Appendix 13
- Taxis originating from MHSD will be arranged through SWASFT's process, with further details contained within the MHSD SOP

Team Communication

A daily Microsoft Teams chat will be created to enable communication between staff working across all IAP service lines. The daily chat is purely for ongoing communication between IAP staff. Where necessary, it is permissible to share NHS numbers within the current shift's chat. Any referrals between services or conversations relating to patients will be made by telephone or other approved means.

People with Unmet Needs – High Intensity Users (HIU)

The appropriate identification and support for high intensity users will be essential in maintaining the efficiency of the service and mitigating system impact. The IAP will support system leadership for mental health high intensity users to urgent and emergency care providers across BNSSG and BSW.

The IAP will, wherever possible, prevent high intensity users from having to tell their stories multiple times and so will manage the contact in accordance with the correct level of intervention. The IAP will have access to and use the relevant organisations' care and support plans and clinical information to allow an integrated care approach through a collaborative service delivery framework for high intensity users, which is efficient and addresses the unmet needs of high-intensity users. This may allow the call to be managed through 'review' wherever this offers therapeutic benefit to the caller. The IAP will be familiar with positive risk taking and personalised care, adhering to the therapeutic benefit of established care and support plans.

The IAP has a comprehensive suite of data which will be used to track and identify the activity of existing or emerging high intensity users.

Safeguarding

All staff working in the IAP will have undertaken adult and child safeguarding training (in line with AWP Policy).

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Where a potential safeguarding issue arises, staff will discuss the case with the MH Clinical Navigator. Where there is uncertainty around safeguarding concerns, staff should have a low threshold for making a safeguarding referral.

The safeguarding policy for the organisation in which the patient is being cared for must then be followed (BrisDoc for MHCAS and MHPL; SWASFT for MHRV and MHSD).

All safeguarding referrals must be documented within clinical records and highlighted to the patient's own mental health team/GP in line with [Communicating with GPs and mental health teams](#) section of this SOP.

Children Looked After – Safeguarding Reporting Requirement

All contacts involving a child looked after (CLA) must be reported to the local authority irrespective of the nature of the contact.

For contacts at MHSD or MHRV, this referral must be completed via the SWASFT safeguarding referral system, regardless of the severity or outcome of the incident. For contacts within MHCAS, this reporting must be completed by email, in line with Appendix 12.

Anonymous Patients

Patients contacting the IAP have the right to remain anonymous, and we must always respect that choice with understanding and without judgement. Some callers may not feel ready – or may be unable – to share their personal details. In these situations, it's important to continue offering support and to gather as much relevant information as possible to help guide safe decision-making for that episode of care.

Your approach may include:

1. Gently explaining that sharing their details can make a real difference to the safety and effectiveness of the care we provide. It allows us to access their NHS health record ensuring the advice, support, or referrals we offer are appropriate to their needs and clinically safe. You might say something like: "You're completely free to stay anonymous, but if you're comfortable sharing your details, it can really help us make sure the care and advice we provide is as safe and appropriate for you as possible."
2. Explore the reasons for wishing to remain anonymous and address any fears or concerns. Asking directly, '**are you safe?**' may provide an opportunity for the caller to indicate to you if this is not the case.
3. Ask if they may be willing to share their current location/area or what3words (geographic coordinates) so that we know what services are available to them and where we can potentially refer to, if needed.
4. Check if they would be willing to give details for a friend or relative we can contact if we lose signal and need to call them back
5. Address their concerns, as best you can, with the information provided.
6. Signpost to resources that maybe relevant to their needs (e.g. Next Link or ManKind)

Our aim is always to create a respectful and supportive environment where patients feel informed, in control, and confident that their care and privacy are equally valued.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

If there is a high-risk clinical concern or immediate safeguarding concern, please discuss with the CN and consider contacting 101 or 999.

Data Protection and Confidentiality

The IAP will adhere to the principles of the Data Protection Act (1998) and the respective organisation's Information Governance Policy, including the Data Protection and Confidentiality Policy and Procedure.

An Information Sharing Agreement (ISA) and Data Privacy and Impact Assessment (DPIA) have been signed by BrisDoc, SWASFT, AWP, A&S Police, North Bristol NHS Trust and University Hospitals Bristol and Weston NHS Foundation Trust. This enables live sharing of information for patient care between all organisations and data transfer for the benefit of service improvement between SWASFT, AWP and BrisDoc.

When a caller is known to local mental health services, the IAP staff member will have access to their mental health records, including history and any crisis, contingency and care plans which already exist.

IAP practitioners will always endeavour to have direct contact with the individual in crisis. IAP staff will, where appropriate, inform callers that details of the call will be recorded, and documentation kept on clinical systems.

Where information from a call needs to be passed on to a third party or a referral to another service this will be discussed with the caller. Where there is an identified risk to the caller or others, the caller will be informed consent may be overridden in the interest of safeguarding or where capacity to consent is impaired and the staff members acts in the best interest of the caller.

IAP staff will only share information proportionately and in accordance with the situation presenting and the risks identified at the time of the disclosure. Callers will be asked what information, if any would they like to be shared with their family/carers should they be present during the call.

For referrals being declined, the IAP staff member will provide a rationale to the referrer. If the individual has a mental health record, the IAP member of staff may decide to record a contemporaneous note advising of the contact and that information to share has been declined.

Business Continuity

The IAP will refer to and apply business continuity plans (BCP) in accordance with their host organisation:

- SWASFT Business Continuity – Clinical Hubs (EOC)
- AWP Business Continuity – IAP & BSW MHCAS
- BrisDoc Business Continuity – SevernSide

Mental Health Shift Manager

Out-of-hours, the MH Shift Manager will serve as a single point of contact for any business continuity incidents across the IAP, contactable via 0117 345 9239.

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

The MH Shift Manager will escalate any necessary incidents to the SevernSide on-call manager who, in turn, can escalate as necessary to the IAP senior leader on-call.

Out-of-Hours Crisis

Should there be a major issue within the Out-of-Hours Crisis team (such as significant staffing issues or telephony outage affecting delivery of service), the AWP On-Call Manager should contact the MH Shift Manager for escalation within the IAP and SevernSide.

Quality and Governance

Learning, auditing, and sharing of information for clinical quality will be essential in the IAP. The processes for reviewing incidents and complaints, and for conducting clinical audit are documented through the Quality and Assurance SOP.

Learning Events/Incidents

All staff operating within the IAP should have access to all three partner organisations' reporting systems. Where staff do not have access, IAP management will take responsibility for supporting the logging of incidents. Learning Events should be reported as detailed below:

Service Line	Reporting System
Mental Health Specialist Desk (MHSD)	SWASFT InPhase AWP Ulysses (BNSSG and BSW areas)*
Mental Health Response Vehicle (MHRV)	SWASFT InPhase AWP Ulysses (BNSSG and BSW areas)*
Mental Health Link Officer (MHLO) (situated at MHSD)	SWASFT InPhase
Mental Health Clinical Assessment Service (MHCAS)	BrisDoc Learning Event Portal AWP Ulysses (BNSSG and BSW areas)*
Emergency Services Mental Health Professional Line (MHPL)	BrisDoc Learning Event Portal

**InPhase will be the main point of recording for incidents outside of the AWP footprint (e.g. patient in Dorset). Dual recording will take place on Ulysses when the patient is within the AWP area, or the incident is significant and joint learning is required (staff must seek advice from management if this is unclear).*

The IAP management team are responsible for overseeing and referring to wider governance infrastructure regarding the reporting and sharing of learning events between AWP, BrisDoc and SWASFT. This includes escalation through organisations and consideration for joint investigation.

Traumatic Event

In the event of any traumatic event, including where team members are assaulted or injured, the process in [Appendix 5](#) must be followed.

Abusive/Inappropriate Callers

In the event of inappropriate or abusive callers, following appropriate termination of the call, staff should ensure a learning event/incident is submitted via the appropriate system.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Staff Wellbeing

IAP staff are employed by their host organisation and hold honorary contracts with partner organisations within the IAP:

Employing Organisation	AWP	BrisDoc	SWASFT
Honorary Contracts Held With	BrisDoc SWASFT	AWP SWASFT	AWP BrisDoc

IAP staff have access to wellbeing services across all three organisations. Each organisation offers a range of physical, psychological, social and financial wellbeing support. An overview of the wellbeing offers available from each organisation is provided below.

For full details of the wellbeing offers available from each organisation, please refer to their respective intranet pages.

Staff are encouraged to utilise these resources to support their overall health and wellbeing. Please reach out to the wellbeing services at each organisation as needed.

Organisation	Wellbeing Offer	Wellbeing Intranet Page
AWP	Musculoskeletal Health Menopause support Physical activity programs Nutrition and hydration resources Sleep resources Smoking cessation support Stress and resilience training Trauma support services Employee assistance program Bereavement support Domestic violence resources Addictions treatment Occupational health services Financial Support Staff Benefits	http://ourspace/StaffServices/HR/Health-Wellbeing/Pages/Home.aspx
BrisDoc	Physical wellness resources and programs Emotional wellness coaching and support groups Financial wellbeing seminars and budgeting tools Social wellness events and advice Employee Assistance Programme	https://www.radar-brisdoc.co.uk/wellbeing-hub/
SWASFT	Self-Help Physical Health Employee Assistance Programme Username: swast@elewellbeing.co.uk Password: SWASTWellbeing	Staying Well Service

Monitoring & Change Register

The IAP SOP will be reviewed at least annually and more regularly to account for service changes and expansion.

Date	Version	Author	Change
09/02/2022	0.1	Matthew Truscott, Rhys Hancock & Kerry Geoghegan	Initial Draft Completed
18/08/2023	1.0	Matthew Truscott, Rhys Hancock & Kerry Geoghegan	Publication of v1.0
14/11/2023	1.1	Ollie Crandon	Formatting amendments Correction to MHRV operating times Added third-party triage to 'Response Levels' section Added Development Specialist Practitioner role and responsibilities Added clarification in 'Review' section Added clarification regarding risk histories Added stipulation for all outbound calls to be made on recorded lines Added completion of cases to 'Clinical Records' section Added interim CAMHS IAPTUS process Added process for arranging taxi transport for service users Amended 'People with Unmet Needs – High Intensity Users (HIU)' section Added staff wellbeing section Amendment to appendix 5 Added appendix 7 (patient taxi transport services) Added appendix 8 (interim CAMHS documentation process)
19/01/2024	1.2	Ollie Crandon	Added 'Patients Registered Outside of BNSSG' Amended Core Responsibilities of Mental Health Clinical Coordinator Added management of IAP clinical inbox
01/02/2024	1.3	Ollie Crandon	Added Development Senior Practitioner role and responsibilities

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

06/03/2024	1.4	Ollie Crandon	Amendments in response to 1.3 draft Amended audit section
28/03/2024	1.5	Ollie Crandon	Added 'Remote Working' to MHPL section
03/04/2024	1.6	Ollie Crandon	Removed Appendix 3 (audit tools) in light of Clinical Audit SOP Amended Appendix 5 (Service Priority and Minimum Staffing Levels Decision Support Process Chart) Appendices re-numbered and references updated
09/04/2024	1.7	Ollie Crandon	Non-registered staff section amended Appendix 8 (Description of Duties) added
09/04/2024	1.8	Ollie Crandon	Appendix 9 (Service Closures) added
11/04/2024	1.9	Ollie Crandon	'Risk' section amended
27/06/2024	1.10	Ollie Crandon	'Communicating with GPs and mental health teams' added Amended 'IAP Clinical Inbox' section Amended Clinical Audit section Amended 'Interim CAMHS documentation process' 'Team Communication' added Amended 'Clinical Records' Amended 'Senior Associate Practitioners' following role review Added 'Police Mental Health Link Officer' section
22/10/2024	1.11	Ollie Crandon	Amended 'Clinical Records' to reference IAP Clinical Recording Template Added IAP Clinical Recording Template as Appendix 10 'Record adjustments' added to 'Clinical records' section Amendments to 'Associate Practitioner', 'Senior Associate Practitioner' and 'Senior Practitioner' sections Amended MHPL contact number Amended MH CC to MHCN throughout Amended MHPL service line for clinical recording and audit processes Amended GP Follow-Up and Prescribing Amended MHCAS Action Amended Appendix 6 Amended 'Clinical Audit' Amended Appendix 4 Amended 'MHCAS' Amended 'MHPL' Amended 'MHRV' Amended Appendix 9 Added Appendix 11

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

			Amended 'Business Continuity' Added 'Abusive/Inappropriate Callers'
29/10/2024	2.0	Ollie Crandon	Publication of v2.0
07/03/2025	2.1	Ollie Crandon	Formatting amendments Revised MHSD operating hours Revised details of Cornwall MHRV Added details of Devon MHRV Clarification around MHRV dispatch Amendment to Appendix 4: <i>Service Priority and Minimum Staffing Levels</i> Amendment to Appendix 5: <i>Traumatic Incident Process</i> Amendment to Appendix 9: <i>Service Closures</i>
10/04/2025	2.2	Ollie Crandon	Added details of Dorset MHRV Removal of references to Urgent Assessment Centre Removal of reference to 8x8 telephony system Update to 'Data Protection and Confidentiality' Removal of Appendix 6 (taxi booking for UAC) Re-numbering of subsequent appendices
25/07/2025	2.3	Ollie Crandon	Transition from Adastra to CLEO Amendment to 'must' rather than 'strongly recommended' in 'Children and Young People' section Removal of MHCAS process within 'GP Follow-Up & Prescribing' as duplicate of MHCAS SOP Clarification of escalation to IAP senior leader on-call Removal of 'Services' section as duplication of individual service SOPs Minor amendments for clarity added to 'Clinical Intervention' Update to SWASFT Wellbeing Offer following change to Intranet and EAP provider
13/08/2025	2.4	Matthew Truscott	Amended document to reference BSW in regards to the Mental Health Response Vehicle service line. This includes updates to service line overview, clinical recording and audit. Service closure process also updated. Section added about transfer of care between IAP service lines.
24/03/2026	2.5	Ollie Crandon	Created date corrected to that of v1.0 publication Various formatting amendments Update to Somerset MHRV operating hours Separated BSW MHRV operating hours by vehicle Removed Devon MHRV Amended 'Clinical Records' section in line with updated Clinical Contact Guidelines and removal of Clinical Recording Template Added 'Safety Assessments on Rio' section (distinguishing existing information and updated 'risk assessment' to 'safety assessment')

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

			Added 'Anonymous Patients' Removed reference to MiDOS Amended 'Quality and Governance' section to include Quality and Assurance SOP Removed 'Clinical Audit' section (as replaced by inclusion within Quality and Assurance SOP) Updated Traumatic Incident Process (Appendix 5) Amended Appendix 8 to include lateness for MHRV staff and formatting amendments Removed Appendix 9 (Clinical Recording Template) Re-numbered Appendix 10 (AWP and IAP Crisis/Intensive Team Pathway) in light of above
21/04/2026	2.6	Caryss Knighton	Updated to include BSW MH CAS Service
29/06/2026	2.7	Ollie Crandon	Amended 'Remote Oversight' within 'Key Roles and Responsibilities' for unregistered staff Amended 'Clinical Records' Amended 'Children and Young People' Amended 'Arranging Taxi Transport for Service Users' Amended 'Safeguarding' Amended BNSSG AWP CAMHS Support and Documentation (Appendix 6) Added Appendix 12: Safeguarding Contacts Added Appendix 13: Arranging Taxi Transport for Patients in BSW.
30/06/2026	2.8	Ollie Crandon	Amended Service Priority and Minimum Staffing Levels Decision Support Process (Appendix 4) Amended BNSSG AWP CAMHS Support and Documentation (Appendix 6) with contact number and contact requirements

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendices

Appendix 1: SBAR Format for Assessment

IAP staff will use the SBAR format for recording their assessment. This assessment will capture key factors of assessment in line with AWP guidance found in the clinical toolkit. The SBAR will be supplemented with the Risk Assessment and Formulation Guidance available in the AWP Clinical Toolkit. Below is an example of the SBAR format being used clinically.

Situation
• The referral screened as per current policy. • For routine 4wk referrals which include any of the 4 identified points noted below
Background
• Assessed by the recovery or crisis team within the last year? • Have they been assessed by street triage and/or Psych liaison within the last 3 months? • If someone has a significant history and contact with the mental health team • If the referrer is asking for a specific request i.e., medication review, medication advice, signpost to psychology
Assessment
• What has changed since their last assessment? Explore have they followed recommendations made in the last assessment? • Focus on current risks, any safeguarding and current concerns. Ensure the UK Triage Mental Health rating scale is referenced. • If there is no need for secondary services or the referred person does not meet the criteria, then the Triage clinician will sign post to the relevant services that can help. • If the clinician feels a further assessment is indicated, then refer to the relevant sector for assessment. • SBAR to be documented in the service user's progress notes and in Triage and Assessment Form. Ensuring a Full Triage was not completed is documented, outlining which 4 points above signified a SBAR was appropriate
Recommendation
• Once the assessment has been completed, using the SBAR, a care pathway will be identified - either signposting or secondary assessment.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 2: UK Mental Health Triage Scale

UK Mental Health Triage Scale				
Triage Code / description	Response type/ time to face-to-face contact	Typical presentations	Mental health service action/response	Additional actions to be considered
A Emergency	IMMEDIATE REFERRAL Emergency service response	Current actions endangering self or others Overdose / suicide attempt / violent aggression Possession of a weapon	Triage clinician to notify ambulance, police and/or fire service	Keeping caller on line until emergency services arrive / inform others Telephone Support.
B Very high risk of imminent harm to self or to others	WITHIN 4 HOURS Very urgent mental health response	Acute suicidal ideation or risk of harm to others with clear plan or means Ongoing history of self harm or aggression with intent Very high risk behaviour associated with perceptual or thought disturbance, delirium, dementia, or impaired impulse control Urgent assessment under Mental Health Act Initial service response to A & E and 'front of hospital' ward areas	Crisis Team/Liaison/ face-to-face assessment AND/OR Triage clinician advice to attend a hospital A&E department (where the person requires medical assessment/ treatment)	Recruit additional support and collate relevant information Telephone Support. Point of contact if situation changes
C High risk of harm to self or others and/or high distress, especially in absence of capable supports	WITHIN 24 HOURS Urgent mental health response	Suicidal ideation with no plan or ongoing history of suicidal ideas with possible intent Rapidly increasing symptoms of psychosis and / or severe mood disorder High risk behaviour associated with perceptual or thought disturbance, delirium, dementia, or impaired impulse control Overt / unprovoked aggression in care home or hospital ward setting Wandering at night (community) Vulnerable isolation or abuse	Crisis Team/Liaison/ Community Mental Health Team (CMHT) face-to-face assessment	Contact same day with a view to following day review in some cases Obtain and collate additional relevant information Point of contact if situation changes Telephone support and advice to manage wait period
D Moderate risk of harm and/or significant distress	WITHIN 72 HOURS Semi-urgent mental health response	Significant patient / carer distress associated with severe mental illness (but not suicidal) Absent insight / early symptoms of psychosis Resistive aggression / obstructed care delivery Wandering (hospital) or during the day (community) Isolation / failing carer or known situation requiring priority intervention or assessment	Liaison/CMHT face-to-face assessment	Telephone support and advice Secondary consultation to manage wait period Point of contact if situation changes
E Low risk of harm in short term or moderate risk with good support/stabilising factors	WITHIN 4 WEEKS Non-urgent mental health response	Requires specialist mental health assessment but is stable and at low risk of harm during waiting period Other services able to manage the person until mental health service assessment (+/- telephone advice) Known service user requiring non-urgent review adjustment of treatment or follow-up Referral for diagnosis (see below) Requests for capacity assessment, service access for dementia or service review / carer support	Out-patient clinic or CMHT face-to-face assessment	Telephone support and advice Secondary consultation to manage wait period Point of contact if situation changes
F Referral not requiring face-to-face response from mental health	Referral or advice to contact alternative provider	Other services (outside mental health) more appropriate to current situation or need	Triage clinician to provide advice, support Advice to contact other provider and/or phone referral to alternative service provider (with or without formal written referral)	Assist and/or facilitate transfer to alternative service provider Telephone support and advice
G Advice, consultation, information	Advice or information only OR More information needed	Patient or carer requiring advice or information Service provider providing information (collateral) Initial notification pending further information or detail	Triage clinician to provide advice, support, and/or collect further information	Consider courtesy follow up telephone contact Telephone support and advice

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 3: Clinical Tool Kit – Structured Professional Judgement (Risk)

Please note – IAP staff should not consider this exhaustive guidance on risk and should access the AWP clinical tool kit.

The four categories of risk factors

As you consider risk factors, it is useful to have a shared understanding of what you mean by the classification of different types of risk. The framework below is a modified version of Structured Professional Judgement.

1. Static risk factors: These are factors that do not change or alter in any way; they are statements of fact – events or factors that the person or professional cannot alter – that have been shown to have a marked correlation with future untoward outcomes as a result of studying groups of people with the same characteristics. For example, static factors known to be indicative of increased risk of suicide are: • History of self-harm • History of violence towards others • Seriousness of previous suicide attempts • Previous admission to psychiatric hospital • History of mental illness • Family history of self-harm and suicide • Aged over 65 years • Male gender • History of psychologically traumatic event/s It is important that our risk summary includes the recording of our sustained attempts to gather historical as well as current risk factors from the service user directly, any involved carer/s, previous health	2. Dynamic - stable risk factors These are long-term in nature. It is possible to intervene with these factors in order to reduce their influence on the level of risk. Stable factors known to be indicative of increased risk of suicide are: • The absence of a stable relationship – e.g.: divorce, separation, bereavement • Psychiatric diagnosis – all mental illness is associated with an increased risk of suicide, in particular depression; some mental illnesses are associated with symptoms such as command hallucinations which focus on harm to others • Suicidal or self-harming thoughts or ideas – usually referred to as ‘suicidal ideation’ and this needs to be present in order for a person to develop suicidal intent • On-going impact of childhood trauma and adversity • Substance misuse • Negative attitude of the person from their carers • Social deprivation • Middle-aged years
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records – e.g.: from CAMHS, and other agencies such as the person's GP, probation service, police, housing, etc.	
3. Dynamic – acute risk factors or risk triggers These are present for a short length of time and may fluctuate markedly in both duration and intensity. Attending to these factors is arguably one of the most important components of the whole risk assessment process. • Acute suicidal ideation, communication and intent • Acute feelings of hopelessness or helplessness • Active psychological symptoms, such as low self-esteem/self-worth, negative thoughts, belief that others will be “better off without me” • Negative impact from use of drugs or alcohol • Psychiatric hospital admission and discharge – while psychiatric admission can be useful as a way of maintaining/contributing to the person's safety, the process of admission and discharge are in themselves associated with a high degree of risk • Transitions in care – this includes major changes and alterations to the person's care or care pathway, such as the handover from one care team/service to another, change of care coordinator, any other major alteration in the way the person's care is delivered, or by whom it is delivered • Transitions in the phase and nature of a person's mental health difficulties – e.g.: • At risk of prodrome to psychosis and the early phase of recovery are known to be times of greater risk for some individuals who experience psychotic episodes.	4. Future risk factors: Some future risk factors can be anticipated and will result from the changing circumstances of the individual: • Access to preferred method of suicide; this needs careful consideration and will vary from setting to setting. For example, in an inpatient unit, environmental factors such as easy access to fixed ligature points, need to be considered. In a community setting, this may include access to medication with a high lethality, access to firearms, etc. • Nature and extent of service and professional contact. This is linked to transitions in care but is of prime importance in its own right; examples may include situations whereby a person does not have easy or direct access to services (e.g.: out-of-hours), poor inter-team/service communication, and arrangements for staff/service contact when the person's care coordinator is not available. • Future response to physical treatments (including, for example, impact of side effects of medication) • Future response to psychosocial interventions • Future intra and inter-personal stress

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

- The period when the person's mood starts to improve after an episode of depression – i.e.: when the level of activity and motivation returns, enabling them to act on their earlier suicidal thoughts.
- Nature and degree of interpersonal stress/conflict – this will include any significant life event, as defined and understood by the service user. It could be something very obvious such as a relationship breakdown, loss of employment, or may include on-going communication difficulties and issues within existing relationships, such as those with the person's significant other, children, parents, etc.
- Reduced ability to problem-solve – this is a key deficit and is linked to the other psychological symptoms identified above. If the person is unable to consider alternative ways of dealing with their stress that are future-orientated, then risk will be increased exponentially.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 4: Service Priority and Minimum Staffing Levels Decision Support Process

There may be occasions when it is necessary to prioritise IAP service lines* in the event of staff shortages or operational pressures, while trying to safely maintain the broadest coverage possible.

**NB: BSW staffing rota is managed separately so this will be reviewed to determine its impact or relevance to the information below in due course*

There should be a minimum of three staff members at MHCAS at all times; at least one of these must be a registered practitioner. Clinical navigators are supported in planning for closures of other service lines, if necessary, to maintain these minimum staffing levels.

Please note that due to commissioning arrangements the BSW MHRV will not be considered for closure as part of this process. If the BSW member of staff is operating within MHSD/MHCAS and the BSW MHRV is not covered, efforts should be made to move the BSW clinician to the BSW MHRV at the earliest opportunity to provide as much coverage to the 1400-0200 shift as possible. Where the move is taking place with shorter notice, this may result in partial MHRV shift coverage (recognising this is preferable to no coverage).

In the event of a shortage of registered staff members, staff must be allocated to service lines in the following order.

Number of Registered Staff	Staff Deployment	Service Closures
1 registered staff member	MHCAS	All other service lines closed
2 registered staff members	1 to MHCAS 1 to MHSD	MHRV closed
3 registered staff members	2 to MHCAS 1 to MHSD	MHRV closed
4 registered staff members	2 to MHCAS 1 to MHSD 1 to MHRV	

Unregistered staff members will be similarly allocated to service lines in the following order:

Number of Unregistered Staff	Staff Deployment
1 unregistered staff member	MHCAS
2 unregistered staff members	1 to MHCAS 1 to MHSD
3 unregistered staff members	2 to MHCAS 1 to MHSD
4 unregistered staff members	2 to MHCAS 2 to MHSD

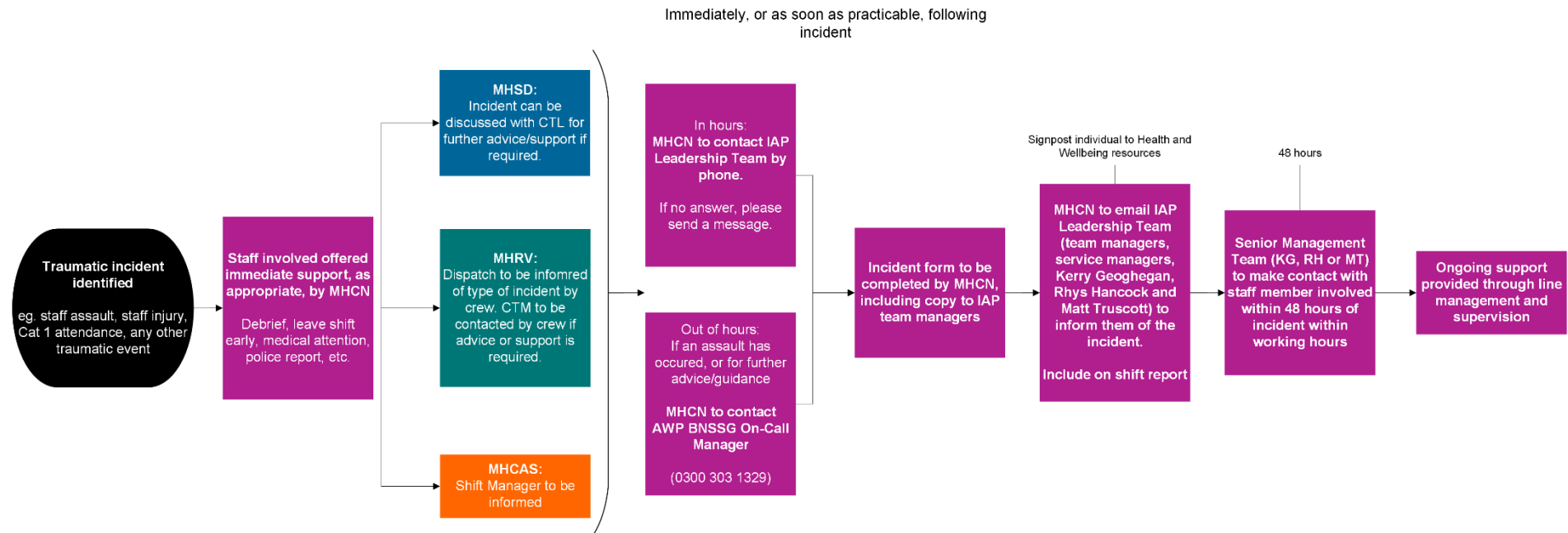
Any additional staff should be allocated to best meet the needs of the IAP, as decided through discussion between the MHCNs.

There may be occasions where additional staff are rostered within a service line to provide additional support for individuals; for example, there may be four registered staff on a shift, rostered between the MHCAS and MHSD, with the MHRV closed. Where substantively planned, it is not permissible, however, to understaff a service in order to operate additional services.

In times of extremis, the IAP leadership team may reprioritise staffing outside of this deployment framework in response to system pressures.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 5: Traumatic Event Process



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Appendix 6: BNSSG AWP CAMHS Support and Documentation

Record Access

IAP practitioners will be granted full read/write access to BNSSG IAPTUS in order to review any child or young person's clinical records, document details of their assessment and aid safety planning. In the event of an access issue, IAP practitioners should seek support from other IAP practitioners in the first instance to determine if they have access and can check clinical records on their behalf.

Support and Guidance

Where IAP Practitioners are unsure on how to manage a call, are very concerned about a young person's safety or need advice/urgent support, support is available via the CAMHS Professional Line, which operates from 08:00 – 22:00, seven days a week, on 0117 919 2317.

Where there are significant concerns about a child or young person's safety outside of these hours, patients should be directed to ED or escalated to emergency services.

Documentation

Any contacts with a child or young person must be documented within C3/CLEO and within AWP IAPTUS.

IAP contacts regarding CYP who are open to CAMHS, or regarding CYP who are not currently open and require routine or urgent follow-up from CAMHS teams, must be shared with CAMHS for their awareness. This includes where a referral is being made, and for contact with a CYP currently on their caseload.

This notification must be emailed to awp.admingettingadvice@nhs.net with the following details:

- Patient name
- IAPTUS number
- Patient date of birth
- Whether or not the patient is currently open to CAMHS
- Urgency of action:
 - For information only (only for patients currently open to CAMHS)
 - Routine
 - Urgent

The diagram on the following page identifies the steps to be taken in each of the three possible scenarios:

- CYP is currently open to CAMHS, with an existing IAPTUS record
- CYP has an existing IAPTUS record but is not currently open to CAMHS
- CYP has no previous IAPTUS record.

CAMHS do not need to be informed following contact with CYP who are not currently open to themselves where no further action is required. CAMHS also do not need to be contacted in the following circumstances:

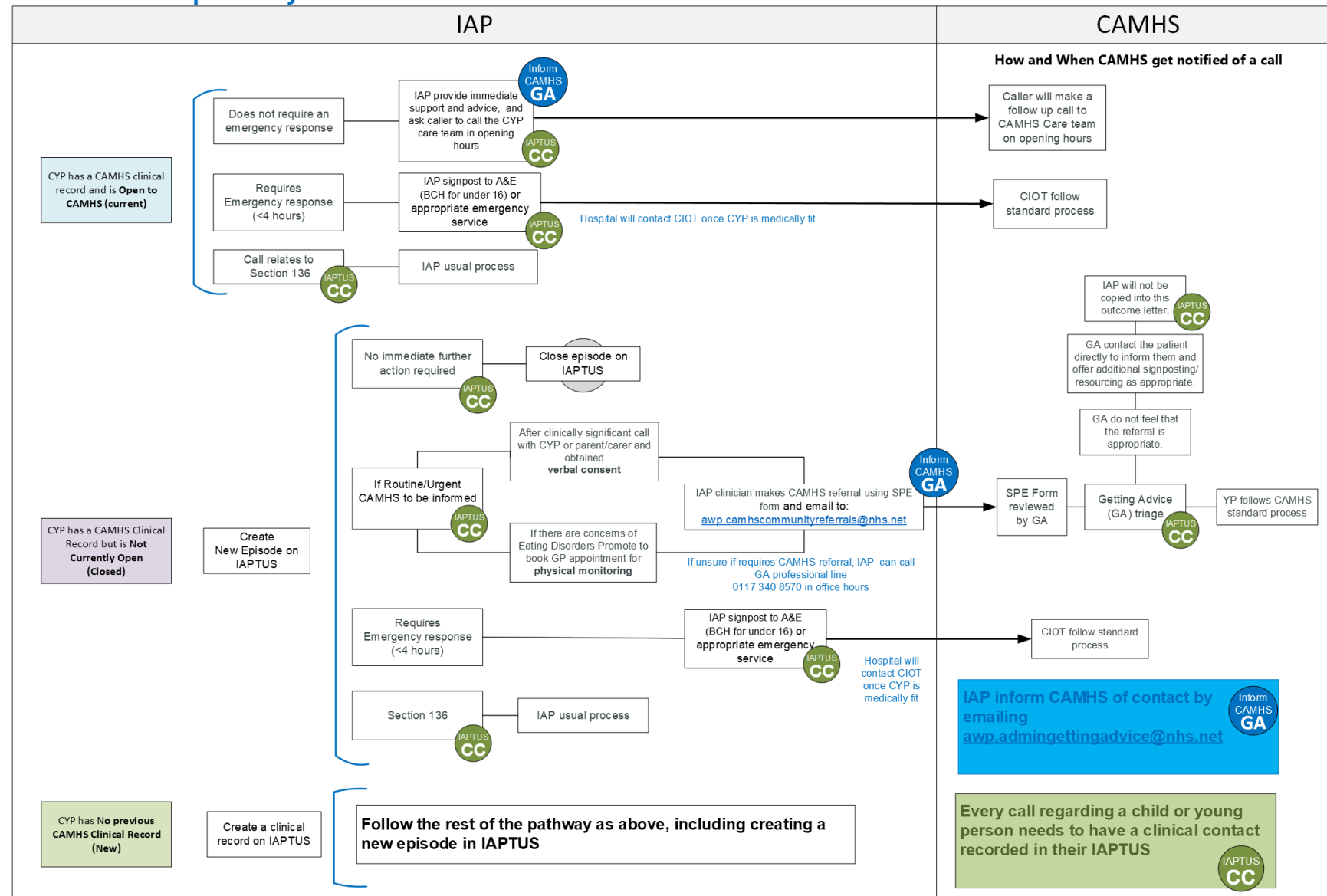
- CYP are attending ED
- S136 has been used

CAMHS' usual processes will be followed in these circumstances.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

IAP to CAMHS pathway

Version 0.2 – 29.06.26



Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 7: BSW Oxford Health CAMHS Support and Documentation

Record Access

IAP Practitioners will be granted full read/write access to BSW RiO systems in order to review any child or young person's clinical records, document details of their assessment and aid safety planning.

If access to Oxford Health RiO is pending, the IAP clinician should seek support from other IAP Practitioners in the first instance to determine if they have access and can check clinical records on their behalf.

Where this is not possible, IAP Practitioners must/should request a handover of key information. This could include whether they are known or under any services, details of a risk summary, any relevant care plans and details of recent contact/upcoming plans (if any):

☐ Operating hours	Point of escalation	Contact details
In working hours 0900- 1700 weekdays	IAP Practitioners can contact the BaNES and Wilts CAMHS SPA for advice, support or to refer for urgent follow up (they are the central point of contact for all BSW CAMHS patients)	01865 903330
Out of hours (1700-0900 weekdays and from 1700 Fridays until 0900 Monday)	IAP Practitioners should seek advice and guidance, in the following order: • The on-call Specialist MH Clinician • The on-call CYP Psychiatrist (where there are on-going or specific concerns (e.g. medication query, patient will require further follow up out of hours))	01865 901 000 (Warneford Reception team-add info needed)

Support and Guidance

Where IAP Practitioners are unsure on how to manage a call, are very concerned about a young person's safety or need advice/urgent support, support is available via the contact details in the above table.

Documentation

Where a child or young person **is known or open** to mental health services, the following actions should be taken:

- Remote or F2F assessment carried out as appropriate, ensuring adequate review of clinical records to inform assessment
- RiO clinical record completed post assessment in line with recording standards described in the overarching SOP
- IAP practitioners will contact the patients care team via email to notify them of the presentation to emergency mental health services. IAP Practitioners will ensure that the team/duty email is used so that key information is not missed in care coordinator/key worker's absence.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Where a child or young person is **not known** to mental health services:

- The IAP practitioner will send the assessment to their registered GP to ensure they are made aware of their presentation to emergency mental health services

Where an onward referral for follow up support is required, the full assessment should be sent to BaNES & Wilts CAMHS SPA (baneswiltscamhsreferrals@oxfordhealth.nhs.uk) who will action this as described above.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 8: Description of Duties for Associate Practitioners and Senior Associate Practitioners

Outlined below is the 'description of the duties' contained within the job description and person specification for associate practitioners, together with added IAP-specific context to enable associate practitioners and senior associate practitioners to best perform their role, with the support of specialist and senior practitioners.

- Promote and champion the rights, values, responsibilities and diversity of people.
- Promote and maintain effective communication with people in order to build and sustain positive working relationships with individuals, families and carers, team members and other agencies. This may include accessing translation and interpreting services.
- Contribute to the planning, implementation and review of care packages, where applicable, including implementing specific parts of an individual care plan.
 - Review all details contained in care plans, including crisis contingency plans, personal wellbeing plans, and other applicable management plans to gather and check the relevance of information that will inform the assessment and management of the individual.
 - Devise and record appropriate safety plans based on identified needs during assessment of individuals, for example: onward referrals or follow-up with GP or other relevant healthcare professional.
 - Where appropriate, implement elements contained within care packages and plans as part of your assessment and management of individuals.
- Working autonomously within relevant practice boundaries, under indirect supervision of registered clinicians.
 - Indirect supervision can include telephone discussion when working in different locations (eg. rapid engagement workers).
 - Associate practitioners should gather information and conduct a comprehensive assessment, which includes, risk, and should formulate a safety plan that must be discussed and agreed with a registered member of staff, before sharing and implementing the plan with the individual. This discussion and rationale for decision-making must be documented, including the registered clinician's name.
 - Where there may be a delay in speaking with a registered member of staff, where considered suitable, individuals can be offered a call back rather than needing to wait on hold.
 - The following are outside the practice boundaries for associate practitioners:
 - Requests for advice/support to emergency services professionals regarding the use of Section 136 of the Mental Health Act
 - Amending ambulance attendance to incidents (upgrading/downgrading/dispatching or standing down)
 - Individuals with certain forensic history
(Any individual who is currently, or has previously been, under the care of the Ministry of Justice (under Section 37/41 of the Mental Health Act, as documented within Rio; any individual currently under the care of a community forensic team; any individual under a Community Treatment Order (CTO).)
 - Individuals who are actively suicidal
(Any individual who is communicating that they have immediate plans or an immediate intent to end their life and/or are currently engaging in self-harming behaviours, which could cause imminent risk to life (see below for exceptions).)

Integrated Access Partnership (IAP)

Standard Operating Procedure (SOP)

- At the discretion of the MHCN, depending on the specialism, experience and qualifications of individual staff members, the following higher-risk patient groups can be assessed by associate practitioners on a case-by-case basis:
 - Perinatal individuals
 - Individuals under 18 years of age
 - High-intensity users communicating immediate plans or intent to end their life or engage in self-harming behaviours, which could cause an imminent risk to life, where this is well-documented as the usual, presenting behaviour for an individual. If new or escalatory behaviour is disclosed, this should be immediately discussed with the MHCN for advice on how to proceed.
- Conduct comprehensive assessment of mental health needs and clinical risks.
 - Where required, a comprehensive assessment of mental health needs includes:
 - Accurately determining the presenting complaint
 - Seeking collateral input from carers, friends and relatives wherever practicable
 - Determining relevant past medical history, including medications and allergies where appropriate
 - Reaching a safe and appropriate outcome and communicating this effectively (following discussion with a registered member of staff)
 - Safeguarding (where relevant)
 - Using appropriate questioning techniques and avoiding jargon
 - Managing risk accurately to arrive at a timely outcome
 - Clearly formulate risks using structured professional judgement with reference to the UK Mental Health Triage Scale
 - A comprehensive assessment of clinical risk includes exploration of current and historical risk to self, risk to others and risk from others, as per [Appendix 1](#), [Appendix 2](#) and [Appendix 3](#).
 - Where a full, comprehensive assessment is not required or possible, the rationale for this must be clearly documented.
- Maintain accurate, confidential records of patient activity, contributing to a range of written documents as appropriate, including reports, referrals and letters.
 - Documentation should be in-line with the [Clinical Records](#) section
- Enable people to understand and manage their mental health needs in line with their care plan and relapse prevention strategies. This may include enabling people to manage their own domestic and personal resources, housing needs, and enabling people to access learning / training, or work opportunities.
- Support individuals in developing and maintaining their identity and personal relationships, including potentially difficult relationships.
- Support people with mental health needs to engage with their own health care, in accordance with their care plan.
- Act to protect individuals from abuse and harm in line with local and national policies and procedures (eg. safeguarding, risk management, suicide prevention).
- Work proactively with carers and families, identifying carers' needs and signposting to appropriate services or agencies.
- Proactively develop your knowledge and practice, making use of both clinical and management supervision and available learning opportunities.
- Promote, monitor and maintain health, safety and security in the workplace.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 9: Service Closures

The below processes outline the steps to take should an IAP service need to be closed, or in the event of delay for MHRV practitioners.

MHSD

- Complete an incident form within Ulysses, with:
Cause group: Staffing and Workforce
Cause: 088m – Staffing Under Numbers
- Email awp.iapservicemanagers@nhs.net and awp.iapteammanagers@nhs.net

The following process must be completed for each service affected:

BNSSG MHRV

- Email operationsofficersbnssg@swast.nhs.uk
- Phone 0300 369 0181 to advise of the closure

BSW MHRV

- Email operationsofficerschippenhamandmarlboroughstation@swast.nhs.uk
- Phone 0300 369 0165 to advise of the closure

MHSD

- Inform the CTL at the hub. (If no CTL on shift at Bristol EOC, advise Exeter CTL)
- Email forcecontrol@avonandsomerset.pnn.police.uk to advise that the MHSD will not be operational

MHCAS

- MHCAS cannot be closed and any potential for this must be escalated. During office hours, this must be escalated to IAP team managers. Out-of-hours, the MHCAS Shift Manager should escalate this to the on-call manager, who can liaise with the senior IAP manager on-call.
- Where staffing at BSW 111 (Bath NHS House) falls short of safer staffing levels, MHCAS (Osprey) will review staffing with Senior Managers and a plan made to manage both BNSSG and BSW calls flows (eg. for all staff to base together at Osprey)

In the event of every IAP service needing to close, out-of-hours, the AWP on-call manager must be contacted.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 10: IAP and AWP Crisis/Intensive Teams Pathway

Background

It is recognised that there may be occasions when individuals calling 999, NHS 111 or AWP Crisis/Intensive teams will need an onward direction or pathway into other urgent or emergency services, or referral into Crisis/Intensive teams. This appendix provides the process and pathways for this escalation.

Aim

This aims to:

- Describe the process for should an individual calling an AWP Crisis/Intensive team experience an escalation in their mental or physical health need
- Describe the process should an individual calling the IAP require an onward referral into AWP (BNSSG or BSW) Crisis/Intensive teams

Individuals calling AWP Crisis/Intensive teams with an escalation of need

Should an individual require emergency help, they should be advised to call 999 immediately. For individuals who require urgent physical health support, including out of hours, they should be advised to call NHS 111 and choose option 1 for physical health.

Individuals calling 999 or 111 who require an onward referral into the Crisis/Intensive teams

Following an assessment (using the UK Mental Health Triage Scale) provided by the IAP team, should an onward referral to a Crisis/Intensive team be required, the following process is agreed:

In Hours:

The IAP practitioner must phone the relevant AWP team to refer:

BNSSG (0800-2200, 7 days per week)

- North Somerset Intensive Team: 01934 836497
- South Bristol Crisis: 01275 796209
- Inner City and East Bristol Crisis: 0117 354 7257
- North and West Bristol Crisis: 0117 354 6606
- South Gloucestershire Intensive Team: 0117 378 4250

BSW (0900-2200, 7 days per week)

- BaNES Intensive: 01225 362814
- Swindon Intensive: 01793 836820
- North Wiltshire Intensive: 01380 731292
- South Wiltshire Intensive: 01722 820173

Out-of-hours:

BNSSG (2200-0800, 7 days per week):

The IAP practitioner must phone the overnight service number to refer:

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

- BNSSG Night Crisis Team: 0117 919 5670

BSW (2200-0900, 7 days per week):

The IAP Practitioner should call the relevant BSW Intensive Team, which will in turn divert them to the OOH's Intensive Team (which covers BaNES, Swindon and Wiltshire). A verbal handover should be given to the OOH's practitioner in order for them to handover to the relevant Intensive Team the following morning on IAP's behalf.

IAP practitioners should consider the 10-point Crisis/ Intensive Referral Checklist (see IAP BSW Trusted Assessment SOP, Appendix 2) to support handover discussions and ensure the referral meets the threshold for Intensive team intervention.

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 11

Oxford Health CYP triage scale

Green



- ✓ Experiences that most young people will have from time-to-time
- ✓ Description of difficulties:
 - Difficulties that are specific to a situation or last only for a short time.
 - Difficulties that have a limited impact on daily functioning (e.g. just affect a child or young person's ability to enjoy a hobby or spend time with friends).
 - Difficulties which have a limited impact on the child or young person's physical or emotional wellbeing
 - Difficulties that most children and young people experience as part of growing up.
- ✓ What to do:
 - Access the self-help resources on the CAMHS website: [Good advice about mental health | Oxford Health CAMHS](#)
 - Talk to friends and family
 - Access support at school or from a youth organisation
- ✓ It is unlikely that a referral to CAMHS will be required

Amber



- ✓ Challenges that some young people experience and may need some help with
- ✓ Description of difficulties:
 - Common worries or difficulties which are causing more distress than would be expected.
 - Distress which is greater than would be expected given the situation / event / incident.
 - Episodes of worry, sadness, anger or distress which are frequent or last longer than you might expect.
 - Impact on functioning across all areas of a child's life which lasts a few weeks. This might affect the child or young person's ability to cope at school, spend time with friends or enjoy their hobbies. It could also incorporate the impact on their physical health including their eating and energy levels.
- ✓ What to do:
 - Follow the steps described in the green category.
 - Explore the support the child or young person could get at school/college.
 - Consider the options for support from community organisations, youth groups and counselling services.

Red



- ✓ Difficulties that have significant impact and duration which may require a specialist mental health intervention by CAMHS
- ✓ Description of difficulties:
 - The difficulties have persisted, despite trying the strategies outlined in green and amber.
 - They are severe and enduring (this usually means they have lasted for three months or more).
 - They have been present for a shorter timeframe but result in emotional difficulties which are severe.
 - They are causing significant distress to the young person and/or their family network.
 - They are causing significant disruption to daily life and functioning. This might significantly affect the child or young person's ability to cope at school, spend time with friends or enjoy their hobbies.
 - They cause the young person to present a risk of harm to themselves or others (for example, presenting with self-harming or self-injurious behaviour).
 - The difficulties have an impact on the child or young person's physical health.
- ✓ **What to do: Make a referral to CAMHS.**

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Appendix 12: Safeguarding Contacts

Routine referrals for care and support, with no immediate safeguarding concerns

North Somerset

Contact number	Email address	Website/referral link
Adults		
01275 888801	careconnect@n-somerset.gov.uk	Website Referral
Children		
01275 888808	Childrens.frontdoor@n-somerset.gov.uk	Website

Bristol

Contact number	Email address	Website/referral link
Adults		
0117 922 2700	adult.care@bristol.gov.uk	Website Referral
Children		
0117 903 6444	first.response@bristol.gov.uk	Website

South Gloucestershire

Contact number	Email address	Website/referral link
Adults		
01454 868007	csodesk@southglos.gov.uk	Website
Children		
01454 866000	compass@southglos.gov.uk	Website Referral

Bath & North East Somerset

Contact number	Email address	Website/referral link
Adults		
01225 394570	adultcare_dutyteam@bathnes.gov.uk	Website
Children		
01225 396312/3	childcare_duty@bathnes.gov.uk	Referral

Swindon

Contact number	Email address	Website/referral link
Adults		
01793 463555	N/A	Website
Children		
01793 464646	contactchildrenandfamilies@swindon.gov.uk	Website Referral

Wiltshire

Contact number	Email address	Website/referral link
Adults		
0300 456 0111	N/A	Website
Children		
0300 456 0108	integratedfrontdoor@wiltshire.gov.uk	Website

Integrated Access Partnership (IAP) Standard Operating Procedure (SOP)

Referrals for care and support with urgent safeguarding concerns

North Somerset

During office hours	Out of hours	Online
Adults		
01275 888801	01454 615165	N/A
Children		
01275 888690	01454 615165	N/A

Bristol

During office hours	Out of hours	Online
Adults		
0117 922 2700	01454 615165	Referral
Children		
0117 903 6444	01454 615165	N/A

South Gloucestershire

During office hours	Out of hours	Online
Adults		
01454 868007	01454 615165	N/A
Children		
01454 866000	01454 615165	N/A

Bath & North East Somerset

During office hours	Out of hours	Online
Adults		
01225 394200	01454 615165	Referral
Children		
01225 396967	01454 615165	Referral

Swindon

During office hours	Out of hours	Online
Adults		
01793 463555	01793 436699	Referral
Children		
01793 464646	01793 436699	Referral

Wiltshire

During office hours	Out of hours	Online
Adults		
0300 456 0111	0300 456 0100	N/A
Children		
0300 456 0108	0300 456 0100	N/A

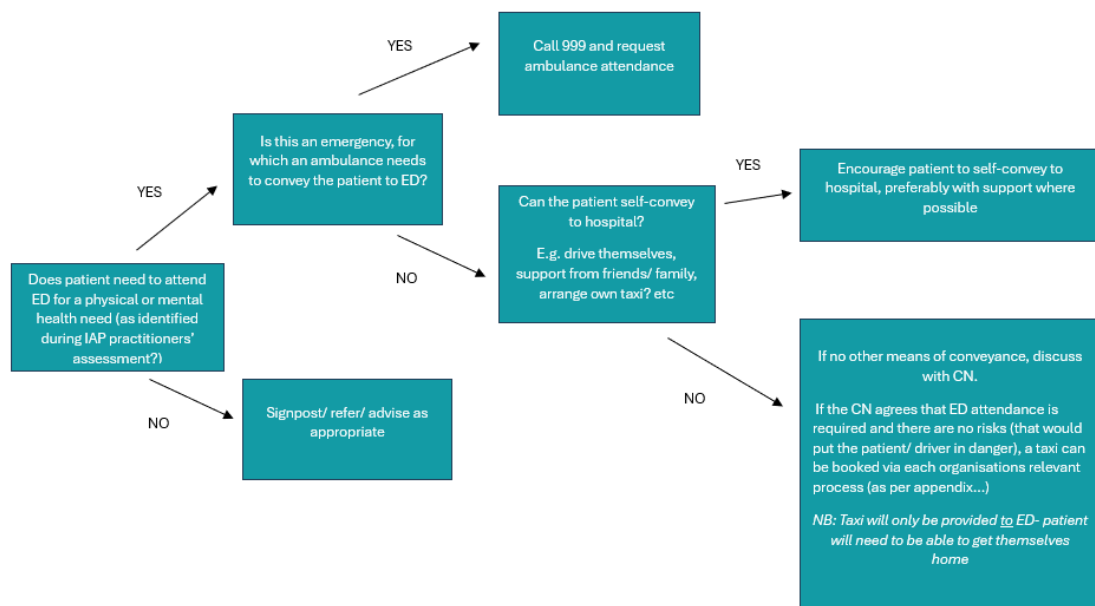
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Appendix 13: Arranging Taxi Transport for Patients in BSW

This service is for patients in BSW who make contact with MHCAS and require ED attendance, do not need an ambulance, but are unable to self-convey.

Eligibility and Suitability

It is essential that all other conveyance options are considered before establishing whether a patient is eligible for funded taxi transport. Where transport to ED is clinically indicated, the following must be considered when determining whether a taxi or ambulance is most appropriate:



Booking Process

Once eligibility and suitability has been confirmed, the practitioner can arrange a taxi by calling the AWP Patient Transport Line on 01225 325688. The line is available 24/7; you will be required to provide the following information:

Details of person making booking:

- Name
- RVN number
- Contact number
- Job title

Financial information

- LDU responsible for booking
- Team cost centre- (40884 BSW 111)
- Authoriser (Lou Stephens)

Patient details:

- Name
- Gender
- Date of birth
- GP details: name, ID number, address
- Is the service user an AWP service user?
- Details of any mobility issues of anyone travelling
- Please include information on mobility aids the service user may be bringing with them

Journey details:

- Type of transport task
- Date transport required
- Outbound journey details
- Time required
- Return journey details, if required
- Any other requirements

Eligibility criteria:

- Have you assessed the individual against the Trust Eligibility Criteria?
- Do they qualify for patient transport?
- Do they qualify for the Healthcare Travel Cost Scheme?